



**OFFICE OF THE PURCHASING AGENT
COUNTY OF COOK**

118 NORTH CLARK ST. ROOM 1018
CHICAGO, ILLINOIS 60602-1375
(312) 603-5370

THIS PURCHASE ORDER NUMBER
MUST APPEAR ON ALL PACKAGES,
INVOICES, SHIPPING PAPERS AND
DROP SHIPMENTS.

PURCHASE ORDERED ISSUED TO
834949

ASC Systems LLC
420 Fox Trail Dr
Batavia IL 60510

DATE
8/3/2012
F.O.B. POINT

PURCHASE ORDER NO.
182405 - 000- OP
REQUISITION NO.
00102076 OR

**COOK COUNTY FEIN: 36-6006541
ILLINOIS SALES TAX EXEMPT: E-9998-2013-04
FEDERAL EXCISE TAX EXEMPT CERT: 36-75-D038K**

SHIP TO Juvenile Temp. Detent. Ctr - Receiving RM
Juvenile Detention Complex and Court
1100 S. Hamilton Avenue
CHICAGO IL 60612-4284

DELIVERY INSTRUCTIONS

TRACEY J. QUALLS 312-
433-7921

DEPT NO	
4400630	Page 1 of 1

LINE	FURNISH THE FOLLOWING SUPPLIES AND/OR SERVICE	QUANTITY/ UOM	UNIT PRICE	EXTENDED PRICE	ACCOUNT NUMBER
1.00	ASC SOFTWARE SERVICES, SUPPORT AND LICENSING TO SUPPORT THE ELECTRONIC PAYROLL MANAGEMENT SYSTEM AND ELECTRONIC IMPORT SYSTEM. INCLUDES LICENSE TO USE ASC SOFTWARE AND SYSTEMS. 50 HOURS OF SUPPORT @ \$120.00/HOUR: \$6,000.00 ONE (1) YEAR OF CONTINUED USE OF LICENSE SOFTWARE: \$2,495.00 CONTRACT TOTAL: \$8,495.00 FOR THE PERIOD AUGUST 15, 2012 - AUGUST 14, 2013	.00 LO	8,495.0000	8,495.00	4400630.520395
***** Total Order *****				8,495.00	

NOTE: VENDOR AGREES NOT TO EXCEED THE QUANTITY OR DOLLAR AMOUNT OF THIS ORDER WITHOUT WRITTEN AUTHORIZATION FROM THE PURCHASING AGENT

RECEIPT CERTIFICATION (FOR DEPARTMENT USE ONLY)

I hereby certify that I have received the goods/services reflected above and that the items referenced are in full conformity with the purchase order/contract.

Authorized Signature: _____

Date: _____

I hereby certify that this purchase is in agreement with the requisition on file authorizing the expenditure and is properly approved.

PURCHASING AGENT

Date: _____

Marie de la Cruz
8/7/12 PM

Purchase Requisition

Office of the Purchasing Agent
Cook County of Illinois

Purchase Order Number

182405

90 BE new

Requisition # **OR 102076** Contract # **12-90-144** Open Date

Ship To: 8000690 Juvenile Temp. Detent. Ctr - Rec Delivery Instructions: Supplier: 834949 ASC Systems LLC
Juvenile Detention Complex and TRACEY J. QUALLS 420 Fox Trail Dr
1100 S. Hamilton Avenue 312-433-7921 Batavia IL 60510
CHICAGO IL 60612-4284

Buyer Number 724151 Supervisor 50
Bid/Sole Src Code SSV
Business Unit 4400630
Internal Req Number 24400016
Board Apr Date & Item
Requisition Date 2/16/2012
Date Needed 2/16/2012
Expiration Date _____ Emergency No. _____
One Time Purchase Yes No Covers Need for 12 months. Specific Period of time _____ thru _____ Prior Contract No. _____

Line #	Commodity	Description	Bal. on Hand	Quantity	UOM	Est. Unit Cost	Extended Cost	Business Unit and Object Account
1.000	928	ANNUAL LICENSE SERVICE & SUPPORT AGREEMENT FOR ELECTRONIC PAYROLL MANAGEMENT SYSTEM AND ELECTRONIC IMPORT SYSTEM. INCLUDES LICENSE TO USE ASC SOFTWARE AND SYSTEMS, AND UP TO 50 HOURS OF SUPPORT FOR THE PERIOD 1/1/12 - 12/31/12.	<	>	LO	8,495.0000	8,495.00	4400630.520395
						Total of Items Ordered	8,495.00	

CERTIFICATION
I hereby certify that the items and/or services above are necessary to this department (or institution) and that the dept. no., account & activity numbers indicated above accurately reflect the specific line item budget appropriation approved by the Board of County Commissioners and there is a sufficient unencumbered balance in the account to grant same.

REQUISITIONER _____
BOREAU OF DEPARTMENT HEAD *[Signature]*

CCA

APPROVED BUDGETARY ACCOUNT

PURCHASING USE ONLY

ACCT # _____
DATE _____ BY _____

RECEIVED
OFFICE OF THE
PURCHASING AGENT
2012 FEB 23 AM 9:58
BOOKKEEPING



OFFICE OF THE TRANSITIONAL ADMINISTRATOR
Cook County Juvenile Temporary Detention Center
1100 S. Hamilton Avenue, Chicago, IL 60612
TEL (312) 433-7102
FAX (312) 433-6644

February 16, 2012

Ms. Maria de Lourdes Coss
Chief Procurement Officer
County Building, Room 1018
118 North Clark Street
Chicago, Illinois 60612

Re: Requisition 24400016/102076

Dear Ms. Coss:

Please accept this letter as justification for the "Sole Source" nature for requisition #24400016/102076 for annual service level and support agreement and software licensing fee, with ASC Systems, LLC, Batavia, IL in the amount of \$8,495.00.

Reason: The vendor, Analytical Science Corporation was selected because they are the current distributor for our agreement and licensing that is compatible with the existing Electronic Payroll Management system at this facility

Fiscal Impact: \$8,495.00 Account: 4400630.520395

Sincerely,


Dennis D. Montgomery
Director of Business & Finance

DDM/tjq

SUPPORT, SERVICE & LICENSING AGREEMENT
for
COOK COUNTY JUVENILE TEMPORARY DETENTION CENTER
provided by
ASC SYSTEMS, LLC

for the 12-month period beginning 8/15/2012

Purpose

The purpose of this Support Service & Licensing Level Agreement is to formalize an arrangement between ASC Systems, LLC (ASC) and **Juvenile Temporary Detention Center (JTDC)** to provide specific support services, at specific levels of support and at an agreed-upon cost. This document is intended to provide details of the provisions contained in application support services to JTDC. JTDC for purposes of this agreement includes the facility or facilities where ASC software is installed.

Scope of Agreement

The following services are provided in response to the request(s) for service from JTDC to ASC.

Services, Support & Licensing Provided Under This Agreement

The following services are provided in response to the request(s) for support from JTDC to ASC:

- For the period of this agreement, up to 50 hours of phone, on-site, electronic and or PC-to-PC service and support, including
 - training, discussions, general assistance for ASC software and hardware
 - investigation and resolution of questions, problems, issues
 - maintenance and support of Auto Export program, JDE interface, and any other ASC custom written interfaces
- License to use ASC proprietary software installed at JTDC residing in/on timeclocks, workstations, PCs, servers, "virtual" servers, or any other location or entity where ASC has installed it. License covers current levels, as installed, of number of locations, number of employees per location and number of simultaneous users.
- ASC will provide and implement the most current version of the EPM software to by July 1, 2012, provided this agreement has been fully executed and paid in full by date due.
- Use of the support service hours will be the responsibility of an assigned and/or authorized JTDC employee, so designated by JTDC, before support is rendered and logged with the ASC help desk. ASC will provide a report regarding the status of support hours by the 10th of each month.

Requests for Services NOT Covered Under This Agreement

This agreement does not cover the following requests unless a modification or enhancement was not delivered but agreed to in prior contractual agreements with ASC. However, ASC would be pleased to provide a separate statement of work in proposing services to address any of the following:

1. **Modifications** —Any new functionality not currently included in ASC's proprietary software/hardware systems necessitated by changes in JTDC's organization or business needs may require modifications. . When this occurs, JTDC should initiate a request for modification to update the system. It is highly recommended that JTDC manager and ASC work closely together to anticipate future needs and ensure timely update of systems to accommodate the JTDC staff.

ASC Systems, LLC, Support, Service and Licensing Agreement, Page 2

2. **Enhancements** —Additional services not covered by this support agreement include:

- New or added interfaces to other systems.
- Adding new screens or modifications to existing screens.
- Report generation, if reporting tools exist for application.
- Addition of data fields.
- Business rules changes (if they require program modifications).

Applications Covered

This agreement is for services related to support requests concerning the Electronic Payroll Management System (EPM) software, and related software modules installed by ASC at JTDC facilities, timeclock software, interfaces written by ASC, communications between EPM software and hardware, written, supplied and/or owned by ASC.

Processes and Procedures Related to This Agreement

Call Management Process

When support or service is required, JTDC will contact ASC at via phone or email. A description of the request will be deployed to the appropriate ASC personnel and corrective action will be taken to resolve or provide assistance to the client. Response time is typically less than 4 hours to accept client request by phone call. An evaluation of the request by an appropriate ASC personnel is to take place within 4 – 8 hours. Resolution time is dependent upon severity and nature of request and all available efforts will be deployed when requests are received.

Requests for hardware (timeclock) assistance will be handled with the same procedure as described above. ASC will determine, based on clients' description, the best course of action in order to resolve the hardware issue.

If hardware is determined to be in need of manufacturer's repair, client will ship the affected unit to ASC for evaluation and repair. Warranty repairs will not cover intentional damage, neglect or misuse, or damage produced by power surges as determined by the manufacturer.

Dependence on Other Organizations

ASC may be dependent on other organizations and external suppliers in providing software and/or hardware support services to JTDC. Our resolution times may be affected by these other organizations.

Roles and Responsibilities

JTDC has the following general responsibilities under this agreement:

- JTDC will conduct business in a courteous and professional manner with ASC.
- JTDC is responsible for installation, maintenance and access to, if warranted to hardwiring, Ethernet, cabling, network access, network connections, network support and trouble-shooting of these items and any other items that are not supplied or supported by ASC.
- JTDC will provide at least one key person authorized to request service, modifications, enhancements, clock repairs, etc...
- Once a support request has been submitted, JTDC will make themselves available to work with the ASC support resource assigned to the support request.
- JTDC will provide all of the necessary and requested documentation, files, logs, information, and knowledge available to ASC prior to the start of and during support in order to facilitate diagnosis.

ASC Systems, LLC, Support, Service and Licensing Agreement, Page 3

ASC has the following general responsibilities under this agreement:

- ASC will conduct business in a courteous and professional manner with JTDC.
- ASC will log all information from JTDC required to establish contact information, document the nature of the problem and JTDC's software/hardware/network environment (as applicable).
- ASC will attempt to resolve problems over the phone on first call.
- ASC will escalate support request to next level of internal support within ASC upon approach of established resolution targets.
- ASC will be the interface on behalf of the client to other organizations as appropriate or necessary in order to provide resolution.

Rates of Service & Licensing:

50 hours of service at \$120 / hour:	\$6,000.00
One (1) year, 2012, of continued use of licensed software:	\$2,495.00
Total:	\$8,495.00

SUPPORT SERVICE & LICENSING LEVEL AGREEMENT
for
COOK COUNTY JUVENILE TEMPORARY DETENTION CENTER
provided by
ASC SYSTEMS, LLC
for the period
01/01/2012– 12/31/2012

Purpose

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- ASC will provide and implement the most current version of the EPM software to by April 1, 2012, provided this agreement has been fully executed and paid in full by date due.
- Use of the support service hours will be the responsibility of an assigned and/or authorized JTDC employee, so designated by JTDC, before support is rendered and logged with the ASC help desk. ASC will provide a periodic report regarding the status of support hours.

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Changes to Service Level Agreement

Termination of Agreement

In the event that JTDC wishes to terminate this agreement, a 60-day written notice of intent to terminate must be delivered by JTDC to ASC. The remaining term of the agreement is non-refundable.

Renewal of Agreement

This agreement will be renewed by JTDC and ASC at least 30 days prior to the end of the term of this agreement, for the subsequent period of time agreed upon, in order to remain compliant with licensed use of ASC's proprietary software and systems and to retain service and support of this system. The termination of this contract terminates the licensed use of ASC software by the client.

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Call Management Process

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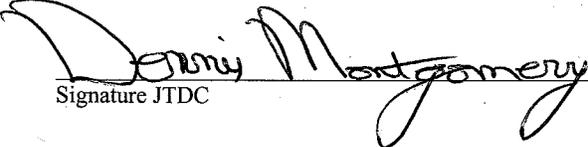
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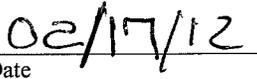
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Total:	\$8,495.00
Payment due in full by:	01/15/2012


Signature JTDC


Date

Signature ASC

Date