



A Joint Purchasing Program For Local Government Agencies

April 24, 2019

Mr. Chris Surdenik
President
Call One, Inc.
225 W. Wacker Drive, 8th Floor
Chicago, IL 60606

Dear Mr. Surdenik,

This letter is to inform you that the Suburban Purchasing Cooperative's Governing Board has approved the award of the SPC 2019 Telecommunication Services Vendor for Term Contract (#188) to Call One, Inc. Chicago, IL from June 1, 2019 through May 31, 2020. The SPC reserves the right to extend the contract for up to (4) four additional one-year terms upon mutual agreement of both the vendor and the SPC on a negotiated basis.

With acceptance of this contract, Call One, Inc., Chicago, IL agrees to all terms and conditions set forth in the specifications contained within the Request for Proposals to which you responded.

Call One, Inc., Chicago, IL will handle all billing. The NWMC is compensated for program costs it incurs through payment from the vendor, in the amount of a 2% administrative fee of the total amount from each individual order from each purchasing entity. This fee shall be paid directly by the vendor to the NWMC on a quarterly basis (April 30, July 31, October 31, and January 31). This is not an additional fee to be paid for by the ordering entity. The SPC shall not be responsible for any non-payment of any participating agency. Each individual member's agency shall be responsible for insuring delivery of product, receipt and payment of vendor invoices, as well as for the resolution of disputes between the vendor and the member agency.

The SPC looks forward to a productive year working with Call One, Inc., Chicago IL. Please sign and date this agreement below, retaining copies for your files and returning the original to my attention.

Sincerely,

Ellen Dayan
NWMC Purchasing Director

4-25-19

Name: Ellen Dayan Date
Northwest Municipal Conference

Name: Chris Surdenik Date
Call One, Inc.

DuPage Mayors & Managers Conference
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