



# *A Joint Purchasing Program For Local Government Agencies*

June 18, 2021

Mr. Peter Lock  
General Manager - Call One Carrier Services  
Call One, Inc.  
225 W. Wacker Drive, 8<sup>th</sup> Floor  
Chicago, IL 60606

Dear Mr. Lock,

This letter is to inform you that the Suburban Purchasing Cooperative's Governing Board has approved the second of four (4) possible one-year contract extensions on the SPC 2021 Telecommunication Services Vendor for Term Contract (#188) to Call One, Inc. Chicago, IL from June 1, 2021 through May 31, 2022 with the following changes:

- Reduction of administrative fee to 1% beginning August 1, 2021
- Administrative fee of 2% for all accounts converted via assistance from SPC after August 1, 2021
  - Assistance being described as joint email to customer or SPC newsletter/email marketing to membership
  - Upon reaching \$25,000 of monthly conversion revenue Call One will raise commission to 2% for previously converted customers
  - All current customers regardless of product are treated equally under administrative fee of 2%
- Administrative fee of 2% for all new accounts via assistance from SPC after August 1, 2021
- Assistance being described as direct introduction to prospect as directed by Call One

The SPC reserves the right to extend the contract for up to two additional one-year terms upon mutual agreement of both the vendor and the SPC on a negotiated basis.

Call One, Inc., Chicago, IL will handle all billing. The SPC administrative 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. In addition to the quarterly reports, Call One shall provide contact information including entity, contact name, title, department, email address and phone number for all SPC program participants.

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*DuPage Mayors &  
Managers Conference*  
1220 Oak Brook Road  
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*South Suburban Mayors  
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*Will County  
Governmental League*  
15905 S. Frederick Street  
Suite 107  
Plainfield, IL 60586  
Cherie Belom  
Phone: (815) 254-7700

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,



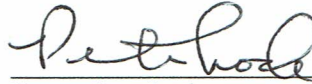
Ellen Dayan, CPPB  
NWMC Purchasing Director



06/18/21

Name: Ellen Dayan  
Northwest Municipal Conference

Date



6/18/21

Name: Peter Lock  
Call One, Inc.

Date

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