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Attachment 1 – Innovation Hub Statement of Work

To GIS Consortium Service Provider Contract

About Municipal GIS Partners (MGP)

MGP (the Consultant) is the Service Provider to the GIS Consortium (GISC). It is necessary that each GISC member enter into an annual agreement with the Consultant (GISC Service Provider) to maintain their standing as a GISC member.

GISC Membership includes:

- Complete Geographic Information System (GIS) program staffing with technology cost distribution across GISC members
- Access to all membership solutions and products
- Participation in collaborative opportunities to share ideas and solutions

The Included Services section below expands on services provided by this agreement.

General Purpose

The Consultant will manage, develop, operate, and maintain all or part of the City of Crest Hill (the Municipality) GIS program, as directed by the Municipality. Additionally, the Consultant will identify opportunities for continued program development and enhancement.

Program Staffing

The Consultant provides all the requisite staffing and skillsets required to manage the Municipality program, including:

- Technical professionals supporting the Municipality's program needs
- Advanced technical support staff for analysis, system integration, and escalation
- Systems analysts for ensuring product, solution, and infrastructure performance
- Professional program managers for ensuring service levels

Direct Program Hours

Services related to the fulfillment of Municipality requests, execution of planned projects, and maintenance of the Municipality program required to support the system.

Team Access During Normal Working Hours

The Consultant typically works Monday through Friday 8:00AM to 5:00PM. The Municipality has direct access to the staff assigned to the Municipality. Alternatively, the Municipality can call the Consultant's general telephone number or submit an email to Consultant's service desk for service.

Emergency Event Support

The Consultant will support Municipality emergency events within a reasonable timeframe of notification and work to staff the event for its duration. These services are not limited to normal business hours.

The Service Level section below expands on the program staffing services included in this agreement.

Direct Program Hours

Pursuant to the GISC membership agreement and bylaws all members must contract for a service level consistent with the allocation practices as prescribed by the GISC. The direct program staffing allocation for the Municipality for this agreement period is:

Agreement Period: May 1, 2026, through December 31, 2026

Direct Program Hours: 659

Fees and Expenses

The fee for the direct program hours set forth above is **\$12,473.07** per month. The total contract value for the agreement period is **\$99,784.56**. Such fee does not include taxes or any reimbursable out-of-pocket expenses that may be incurred by the Consultant.

Included Services

This section identifies the professional staffing, products and solutions, and business structures included in this service agreement. The Municipality is responsible for identifying and prioritizing the aspects of the services that are most important. The Consultant is responsible for implementing those priorities and communicating progress.

Program Management

The Consultant provides the required staffing and organization with the skills and expertise to manage, develop, and maintain the system per the Municipality's priorities which includes GISC shared infrastructure, platforms, products, and solutions. Services include:

1. Consulting and reporting with all Municipality departments
2. Project identification, management, and delivery
3. User training and onboarding
4. Resource management and scheduling

Data Management

The Consultant is responsible for the GIS and related data based on priorities as directed by the Municipality, including data creation, management, and delivery.

Primary Layers:

Addresses, parcels, buildings, streets, railroads, water utilities, sewer utilities, municipal boundary, zoning districts, planned unit developments, variances, TIF districts, special use permits, annexations, signs, trees, recreation areas, bike paths, water features, school districts, emergency response boundaries, refuse collection, and legislative districts.

Municipality Priority Layers

The Consultant's local government data model has over 260 standard layers. Included in this service is the identification, creation, and management of layers as directed by the Municipality.

Data Quality

One of the primary accountabilities of the Consultant is to ensure that Primary and Municipality Priority layers are of high-quality. Practices employed include:

1. Daily data quality reporting and alerting
2. Mistake proofing databases, processes, and productivity tools
3. Address Verification to identify discrepancies between Municipality ERP and department systems
4. Formation and support of key data stakeholder teams
5. Data management documentation for Municipality layers

Products and Solutions

GISC Membership includes unlimited access to the products and solutions developed by the Consultant for the GISC and its members. The Consultant is accountable for:

1. Collaboration with third party vendors and partners
2. Deploying shared solutions for the Municipality
3. Integration with ERP and department systems
4. Identifying and communicating new solution opportunities
5. Managing existing solutions to agreed service levels
6. Infrastructure monitoring, alerting, and mitigation
7. Patching, updating, and securing shared infrastructure
8. Researching and evaluating opportunities for development
9. Resource planning and scheduling
10. Scalability planning and right sizing
11. Technical documentation
12. Testing and quality certification

Solution List

The following are the primary products and solutions provided by the Consultant through membership in the GISC:

1. **Address Pre-Check**: A tool to standardize address data in Municipality systems and workflows
2. **Address Verification**: A product to assess and score community address quality across department systems
3. **Asset Management and Manager Dashboards**: A solution that enables the Municipality to manage and visualize infrastructure data and maintenance

4. **Community Map Viewer**: A publicly accessible map viewer designed for residents and businesses
5. **Community-Portal**: An address-based portal that integrates and organizes department data for staff, residents, and local businesses
6. **Local Government Data Model**: A database standard developed for, and in partnership with, members of the GISC
7. **myGIS**: A secure staff accessible mapping system to discover and analyze all Municipality GIS data
8. **Project Sharing Catalog**: A resource that showcases available projects and solutions for collaboration, visibility, and reuse across teams
9. **Real-Time Solutions**: A resource that showcases available projects and solutions for collaboration, visibility, and reuse across teams
10. **Story Maps**: A tool to consume and visualize data from real-time sensors and assets

Service Level Agreement

The Consultant is responsible for managing the quality and availability of GISC infrastructure and solutions. These parameters are determined by GISC Board policy and included in these services.

Modifications to the Contract

The Master Agreement is hereby amended to remove Section 8.1 Facilities, Equipment, and Records, effective as of the date of this Statement of Work.