



City of Aurora, IL
Purchasing
Jolene Coulter, Director of Purchasing
44 E Downer Place, Aurora, IL 60502

[MID-AMERICAN ELEVATOR] RESPONSE DOCUMENT REPORT

RFP No. 25-191

Elevator Maintenance and Testing for City of Aurora Facilities

RESPONSE DEADLINE: November 4, 2025 at 11:00 am

Report Generated: Thursday, November 6, 2025

Mid-American Elevator Response

CONTACT INFORMATION

Company:

Mid-American Elevator

Email:

veronica@mid-americanelevator.com

Contact:

Veronica Lamb

Address:

175 Prairie Lake Rd
Unit A
East Dundee, IL 60118

Phone:

(773) 486-6900

Website:

mid-americanelevator.com

Submission Date:

Nov 3, 2025 3:39 PM (Central Time)

ADDENDA CONFIRMATION

Addendum #1

Confirmed Nov 3, 2025 1:59 PM by Veronica Lamb

QUESTIONNAIRE

1. Technical Proposal*

Fail

See Submittal Content Section for more information.

Pricing shall not be mentioned anywhere in the body of the Technical Proposal.

Aurora_Technical_Proposal_110325.pdf

Aurora_cover_letter_110325.pdf

2. Contact Information*

Pass

Please download the below documents, complete, and upload.

- [COA Contact Information.docx](#)

Aurora_COA_Contact_Information_MAE_signed_110325.pdf

3. References*

Pass

Sufficient references of all like public and/or private agencies must be presented below. Listing must include company name, contact person, telephone number and date purchased. All Proposers, as a condition of and prior to entry into a contract, agree that a complete background investigation of the principals of the Proposer and all employees who will work on the project may be made.

Proposers agree to cooperate with the appropriate City of Aurora personnel to supply all information necessary to complete these investigations. The City of Aurora in its complete discretion may disqualify any Proposer, including low Proposer, and may void any contract previously entered into based on its background investigation.

Please see our attached technical proposal for our references.

4. Eligibility*

Pass

By signing this Proposal, the Proposer hereby certifies that they are not barred from bidding on this Proposal as a result of a violation of Article 33E, Public Bids of the Illinois Criminal Code of 1961, as amended (Illinois Compiled Statutes, 720 ILCS 5/33E-1).

Confirmed

5. Proposer's Certification*

Pass

I/We hereby certify that:

- A. A complete set of proposal papers, as intended, has been received, and that I/We will abide by the contents and/or information received and/or contained herein.
- B. I/We have not entered into any collusion or other unethical practices with any person, firm, or employee of the City which would in any way be construed as unethical business practice.
- C. I/We have adopted a written sexual harassment policy which is in accordance with the requirements of Federal, State and local laws, regulations and policies and further certify that I/We are also in compliance with all equal employment practice requirements contained in Public Act 87-1257 (effective July 1, 1993) and 775 ILCS 5/2-105 (A).
- D. I/We operate a drug free environment and drugs are not allowed in the workplace or satellite locations as well as City of Aurora sites in accordance with the Drug Free Workplace Act of January, 1992.
- E. The Proposer is not barred from bidding on the Project, or entering into this contract as a result of a violation of either Section 33E-3 or 33E-4 of the Illinois Criminal Code, or any similar offense of "bid rigging" or "bid rotating" of any state or the United States.

F. I/We will abide by all other Federal, State and local codes, rules, regulations, ordinances and statutes.

Confirmed

6. Proposer's Tax Certification*

Pass

The Proposer's Executing Officer, being first duly sworn on oath, deposes and states that all statements made herein are made on behalf of the Proposer, that this despondent is authorized to make them and that the statements contained herein are true and correct.

Proposer deposes, states and certifies that Proposer is not barred from contracting with any unit of local government in the State of Illinois as result of a delinquency in payment of any tax administered by the Illinois Department of Revenue unless Proposer is contesting, in accordance with the procedures established by the appropriate statute, its liability for the tax or the amount of the tax, all as provided for in accordance with 65 ILCS 5/11-42.1-1.

Confirmed

7. Warranty Information*

Fail

The Contractor shall provide a warranty for all workmanship and materials for a period of two (2) years unless a longer manufacture warranty / guarantee time is given or specified elsewhere in the plans and specifications associated with the RFP.

Aurora_cover_letter_110325.pdf

8. Standard City of Aurora Contract*

Pass

Please download the below documents, complete, and upload.

- [Sample Standard Contract RF...](#)

Aurora_Contract.pdf

9. Additional Information

No response submitted

PRICE TABLES

Pricing information has not been unsealed yet

MID-AMERICAN ELEVATOR COMPANY, INC.

TECHNICAL PROPOSAL & STATEMENT OF QUALIFICATIONS FOR ELEVATOR MAINTENANCE

11/1/25

COMPANY HISTORY

Mid-American Elevator Company, Inc. (MAE) is the largest independent elevator contractor in Chicago, Illinois. Founded in 1974, Mid-American presently performs approximately 35 million dollars of elevator construction, modernization and maintenance work each year.

Mid-American's corporate offices are located in East Dundee, Illinois with a major branch/parts warehouse in Chicago, Washington D.C, Miami, Seattle, California, and New Jersey. Mid-American presently employs approximately 100 people in Chicago, 50 in Washington D.C., 20 in New Jersey, 10 in Seattle and 20 in Miami, FL.

Approximately 50% of Mid-American's business is derived from construction and renovation of vertical transportation systems, and 50% from elevator and escalator maintenance and repair.

MAE is well respected in the service and construction industries. Some of Mid-American's most significant installations include:

- Elevator Renovation at the U.S. Customs House, Chicago
- Elevator Renovation at the Main State Department Building, Washington D.C.
- Elevator Renovation at the Export/Import Bank, Washington D.C.
- New Escalators at the Metropolitan Regional Transportation Authority, Atlanta, Ga.
- New Escalators at the Chicago Transit Authority, Orange Line extension
- New Elevators on the Chicago Transit Authority, Green Line Rehabilitation
- New Elevators on the Chicago Transit Authority, Brown Line Rehabilitation
- New Escalators for the Bay Area Rapid Transit Authority, San Francisco, Ca.
- Elevator Renovation at the Kennedy Space Center – 40 elevators
- Elevator Renovation at the IRS (Internal Revenue Service) Building, Washington D.C.
- New Observation Elevators at the Museum of Science & Industry, Chicago, IL
- Elevator Renovation at the U.S. Air Force Academy, Colorado Springs, Co.
- Elevator Renovation at the V.A (Veterans Affairs). Medical Center, North Chicago, IL
- New Elevators at the VA (Veterans Affairs) Medical Center, Ann Arbor MI
- Elevator Renovation at the Cook County Courthouse
- Elevator Renovation at the VAMC Jesse Brown
- Elevator Renovation at the VAMC Hines
- Elevator Renovation at Great Lakes Naval Base, Great Lakes, IL
- Renovation of sixteen elevators at Washington Park
- Installation of seven new elevators at Henry Horner Homes
- Major Renovation of over sixty elevators in CHA Senior Housing.
- Installation of new elevators for the CTA Blue Line
- Installation of new elevators for the CTA Red Line

In addition to these jobs, Mid-American is currently performing or has been contracted in the past five (5) years for the following maintenance and repair jobs:

- The VA Hines, North Chicago, and VA Jesse Brown Hospitals
- Dirksen, Kluczynski, USPO and Metcalfe Federal Loop Complex, Chicago, IL
- San Francisco Federal Building
- Chicago Housing Authority, 30 buildings
- The GSA (General Services Administration) Central Office Building in Washington DC
- The Export-Import Bank in Washington DC
- Over 40 WMATA Metro Stations in Washington DC and suburbs with over 150 elevators and escalators.
- Lyric Opera Building, Chicago, IL
- Fermilab Campus, Batavia, IL
- Metra Transit, Illinois
- Insight Hospital, Chicago, IL

EXPERIENCE FOR PUBLIC AGENCIES (3 YEARS)

Mid-American has performed maintenance services for the following public agencies in the past three years:

- The VA Hines, North Chicago, and VA Jesse Brown Hospitals
- San Francisco Federal Building
- Metropolitan Water Reclamation Elevators and Hoists, IL
- The Chicago Housing Authority, Senior Housing over 80 elevators
- Metra Rail System, Chicago
- The Metcalfe Federal Building, Dirksen Federal Building and Kluczynski Federal Building, Chicago, IL
- The GSA Central Office Building in Washington DC
- The Export-Import Bank in Washington DC
- Over 40 WMATA Metro Stations in Washington DC and suburbs with over 150 elevators and escalators.

Mid-American can execute the administration, management, and maintenance for exceptionally large projects, all in a timely fashion with quality and safety being the first priority. Our management team can be rated as some of the most highly experienced, the most knowledgeable, and most effective people in the elevator industry. Most of our management team has been employed by MAE for over 20 years. They are extremely loyal and dedicated to the Company.

We are signatory to a national agreement with the International Union of Elevator Constructors and all field labor are IUEC members in good standing. We have no problem hiring additional qualified elevator constructors for work on large projects whether they be construction, modernization or maintenance related.

Mid-American has six experienced project managers and four extremely qualified control engineers on staff in Chicago. Our staff also includes fifteen clerical and warehouse employees in the Chicago office.

Mid-American works on all types of elevator and manufacturers including Schindler, Otis, Thyssen-Krupp, Kone, MCE, and vintage equipment. Mid-American is an authorized repair facility to all manufacturers.

MAE has some of the best facilities of any independent elevator contractor with 16,000 square feet of available office space, 20,000 square feet of warehouse, and ample on-site parking. In addition, our Chicago branch facility located at 4646 W Huron, Chicago, IL consists of offices and our parts warehouse. The properties are owned by the Company. Our facilities are open for inspection at any time during normal business hours.

MAE has extensive experience managing elevators in a mass-use environment including contracts for O'Hare Airport, Great Lakes Naval Base, Cook County Facilities Maintenance, VA Hospitals, and GSA Federal Buildings. We understand just how busy, chaotic, and difficult it can be to work in an active university and how critical the elevators are to be functional and in service.

We have a staff of 8 maintenance mechanics already on staff in the area with a backup of three additional service teams and troubleshooters. Along with the designated maintenance and service mechanics, we will have our additional roster of construction and hoist mechanics working in the immediate area to meet temporary surges in workload at any time with a fast response. In instances where the route mechanics may not be able to meet the emergency or normal response time, our additional manpower working the immediate area and our rotating on-call mechanic will help cover any calls coming during regular working hours.

Mid-American also has in place a daily on-call rotating mechanic schedule to provide sufficient manpower to cover any after-hour service calls 24/7/365 and the mechanics have the knowledge and skills to respond to emergency calls in an efficient and timely manner. All MAE field and management personnel carry Verizon phones with direct wireless communication.

We have implemented a Computerized Maintenance Management Program by the name of Liftkeeper which will be a major tool towards providing a first-class maintenance program for this project. Reports can be generated into multiple formats such as word documents, excel spreadsheets and pdf files which can then be sent to staff via email or fax as often as daily. We will also utilize the powerful capabilities of Microsoft Professional with Word, Excel, Power Point and Access for additional computerized management.

Furthermore, all repairs and trouble calls will be logged into Mid-American Elevator's computerized central database within Liftkeeper. Elevators with an excessive number of recurring calls (two or more calls in the same week on the same elevator) will be flagged so that immediate additional attention to those units can be provided to eliminate an incipient problem.

MAE maintains a detailed computerized maintenance management program for all pieces of equipment, we prefer to have all trouble calls reported to and dispatched by our dispatching operations at MAE. Reporting of service calls will require a phone call to our main phone number at MAE (773-486-6900). This number is monitored 24 Hrs. per day, 7 days per week either by our office or our answering service. All after-hour service calls are dispatched to a rotating Manager on call who then personally dispatches the service call to the mechanic to ensure reliable and fast service.

We self-perform all work unless required to be subcontracted out for participation goals.

REFERENCES

Mid-American has never been terminated from a government contract.

The following is a list of references for projects similar in size and nature to the equipment to be maintained in this proposal:

- Fermilab Campus, Batavia, IL- 41 elevators hydraulic/traction. Full range of equipment and vintage. 2013-present, Full-time mechanic. Mandy Hoskins, Contract Administrator 630-659-8915 ahoskins@fnal.gov
- Insight Hospital, 2525 S Michigan, Chicago, IL 16 elevators with a range of elevator equipment. 2022-present Mary Kay Mangan, Manager 219-629-2406 marykay.mangan001@insightchicago.com

- Metra Rail System, 30 elevators, vintage, and new equipment, 547 W Jackson, Chicago, IL 2020-present Rosalinda Austin, Administrator, (312) 322-2752 raustin@metrarr.com
- Chicago Housing Authority – Maintenance of approximately forty Senior Buildings and 75 elevators, 60 E Vanburen, Chicago, IL 2000-present Mr. Thurston Stimage, Portfolio Manager, (312) 296-1168. tstimage@thecha.org
- Village of Arlington Heights, 15 elevators, various equipment. 2012- present John Gianetti, Building Foreman, (847) 368-5800 Ext. 5860 dvanryn@vah.com
- Catholic Charities, Several senior housing buildings, over 15 elevators, vintage to new Schindler proprietary equipment, 721 N LaSalle, Chicago, IL 2006-present, James Bowman, Contract Administrator, 708-516-9200 dmigler@catholiccharities.net

OTHER CAPABILITIES

In addition to being an elevator installation and maintenance contractor Mid-American is also a manufacturer and supplier of custom microprocessor-based elevator control systems to elevator companies throughout the United States. Mid-American's in-house staff of four experienced electrical control engineers can quickly, accurately, and cost-effectively design, build, and install any control, signal, or other equipment modifications that might be required. These could include fire service modifications, elevator security system installation, or diagnostic and monitoring devices.

Key Personnel:

The Management team for this project will include:

Cullen Bailey, the President of Mid-American Elevator. Mr. Bailey graduated from Northern Illinois University. Mr. Bailey has over thirty years of experience in the elevator industry, having personally managed over twenty multi-million-dollar construction and maintenance projects. Mr. Bailey will oversee the management team and will be responsible for negotiating any contract change orders.

Mr. Bill Plastina will be assigned daily responsibility as Project Manager for this contract. Bill has been working in all aspects of the elevator business for over 30 years including international management and has managed \$87 million in sales. Responsible for all aspects of several ongoing new construction and modernization projects from sales inception to job completion.

Ms. Veronica Lamb is Mid-American's National Maintenance Director and will be responsible for administration of the documentation for this project. Ms. Lamb has held this position at Mid-American for over twenty five years and is intimately familiar with our computerized maintenance management system, time tickets, certified payrolls, and proper billing procedures.

We will implement a Computerized Maintenance Management Program called Liftkeeper. Our custom software will schedule preventative maintenance tasks by elevator and will manage weekly PM (Preventive Maintenance) tickets for each elevator and task. Our software will keep track of all trouble calls and will flag unusual or recurring problems that need extra attention.

Mr. Plastina and Ms. Lamb will be personally responsible for scheduling the preventative maintenance work on this contract. Mr. Plastina will also be responsible for direct supervision of on-site personnel, ensuring that the work is being accomplished by the right people at the right time and to the satisfaction of the contract.

Mr. Plastina will be responsible for acquiring all the information about the existing equipment so that decisions can be quickly made concerning preventative maintenance scheduling, quantities of spare parts, tools, supplies and other hardware to accomplish maintenance, repairs, upgrades, and modifications in the most efficient manner possible.

Mr. Plastina and Ms. Lamb will be backed up by Ms. Jaime Raskey. Ms. Raskey has worked in various capacities within the elevator business including new installations, service, repair, and maintenance. Ms. Raskey supervised several service/repair crews in downtown Chicago as well as in Seattle.

The procedures, designed specifically for the equipment to be maintained, will ensure that the work is being performed in accordance with the contract requirements and per the OEM's recommended procedures and operating characteristics.

Resumes for Key Personnel can be provided upon request.

Approach to Safety and Quality Management

MAE has extensive experience managing elevators in a mass use environment. We understand just how busy, chaotic, and difficult it can be to work on an active city campus and how critical the elevators are to be functional and in service.

We have a staff of 7 maintenance mechanics already on staff in the area with a back-up of four additional service teams and troubleshooters. Along with the designated maintenance and service mechanics, we will have our additional roster of construction and hoist mechanics working in the immediate area to meet temporary surges in workload at any time with a fast response. In instances where the route mechanics may not be able to meet the emergency or normal response time, our additional workforce working in the immediate area and our rotating on call mechanic will help cover any calls coming in regular working hours.

Mid-American also has in place a daily on call rotating mechanic schedule to provide sufficient labor to cover any after hour service calls 24/7/365 and the mechanics have the knowledge and skills to respond to emergency calls in an efficient and timely manner. All MAE field and management personnel carry Verizon phones with direct wireless communication.

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MAE will utilize our Safety Director, Mike Smagacz as well as our team of highly qualified management staff who are all intimately experienced in the FRA's safety protocol, training, and quality control principles. Mike Smagacz has been our Safety Director since 2018. Mr. Smagacz has over twenty years as a safety manager. He is extremely knowledgeable in all aspects of safety management and training.



Mid-American Elevator Company, Inc.

November 3, 2025

City of Aurora
Procurement & Contracts Department
44 E Downer Place
Aurora, IL 60507

Subject: RFP #25-191 Elevator Maintenance and Testing Cover Letter

Dear Procurement Division:

Please be advised Mid-American Elevator Co., Inc. is committed to provide the services described in Request for Proposal #25-191 Elevator Repair and Testing Services.

Preventative Maintenance will be performed on all elevators in accordance with the highest standards of the elevator industry and in strict accordance with manufacturers' standards.

Mid-American will have no trouble maintaining and rapidly repairing the elevators; you will have in a place a dedicated and concerned maintenance firm providing top notch service. Mid-American understands and is ready to meet and exceed the needs and requirements of this contract and perform a first-class job for the City of Aurora.

Mid-American would like to clarify our bid based on the following: Preventative Maintenance will be performed quarterly. Service calls will be billed at 10% our commercial rates with a straight time mechanic at \$314.00 per hour. Small parts are included in the maintenance inspections, but major components are not included and will be billable at our proposed rates. Our parts suppliers provide a warranty on replacement parts but the warranty varies depending on the part and manufacturer, and we cannot guarantee a 2 year warranty across the board.

Mid-American can execute the administration, management, and the maintenance for large projects, all in a timely fashion with quality and safety being the priority. Our management team can be rated as some of the most highly experienced, the most knowledgeable, and most effective people in the elevator industry. Most of our management team has been employed by MAE for over 20 years. They are extremely loyal and dedicated to the Company.

We are signatory to a national agreement with the International Union of Elevator Constructors, and all field labor are IUEC members in good standing. We have no problem hiring additional qualified elevator constructors for work on large projects whether they be construction, modernization or maintenance related.

Mid-American has six experienced project managers and four extremely qualified control engineers on staff in Chicago. Our staff also includes fifteen clerical and warehouse employees in the Chicago office.

Mid-American works on all types of elevator and manufacturers including Schindler, Otis, Thyssen-Krupp, Kone, MCE, and vintage equipment. Mid-American is an authorized repair facility to all manufacturers.

Sincerely,

Cullen Bailey, President

CITY OF AURORA, ILLINOIS

CONTACT INFORMATION

Vendor shall provide the following contact information assigned to service the City of Aurora account.

Customer Service/General Information: Ph: 773-486-6900

To place an order:

Name: Mid-American Elevator

Ph: 773-486-6900 Fax: 773-486-6605

E-mail: veronica@mid-americanelevator.com

Billing & Invoicing questions:

Name: Mid-American Elevator/ Veronica Lamb

Ph: 773-486-6900 Fax: 773-486-6605

E-mail: veronica@mid-americanelevator.com

Questions:

Name: Veronica Lamb

Ph: 773-486-6900 Fax: 773-486-6605

E-mail: veronica@mid-americanelevator.com

Bidder's Name: Mid-American Elevator

Signature & Date:  11/3/25



Mid-American Elevator Company, Inc.

November 3, 2025

City of Aurora
Procurement & Contracts Department
44 E Downer Place
Aurora, IL 60507

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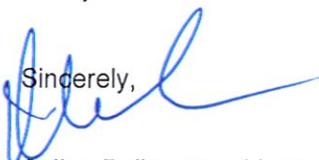
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Sincerely,

Cullen Bailey, President

CITY OF AURORA AGREEMENT

THIS AGREEMENT, entered on this _____ (“Effective Date”), for the (Services”) is entered into between the **CITY OF AURORA** (“City”), a municipal corporation, located at 44 E. Downer Place, Aurora, Illinois and M A E (“Proposer”), located at _____.

WHEREAS, the City issued a Request for Proposal (“RFP”) on _____ for the _____; and

WHEREAS, the Proposer submitted a Proposal in response to the RFP and represents that it is ready, willing and able to perform the Services specified in the RFP and herein as well as any additional services agreed to and described in the Agreement; and

WHEREAS, on _____, the City awarded a contract to Proposer, M A E.

IN CONSIDERATION of the mutual promises and covenants herein contained, the parties hereto do mutually agree to the following:

1. Agreement Documents.

The Agreement shall be deemed to include this document, Proposer’s response to the RFP, to the extent it is consistent with the terms of the RFP, any other documents as agreed upon by the parties throughout the term of this Agreement, along with any exhibits, all of which are incorporated herein and made a part of this Agreement. In the event of a conflict between this Agreement and any exhibit, the provisions of this Agreement shall control.

Request for Proposal _____.

In connection with the RFP and this Agreement, Proposer acknowledges that it has furnished and will continue to furnish various certifications, affidavits and other information and reports, which are incorporated herein. Proposer represents that such material and information furnished in connection with the RFP and this Agreement is truthful and correct. Proposer shall promptly update such material and information to be complete and accurate, as needed, to reflect changes or events occurring after the Effective Date of this Agreement.

2. Scope of Services.

Proposer shall perform the Services listed in the Proposal, attached hereto as Exhibit 1.

3. Term.

This agreement shall remain in effect until the terms of the RFP and completion of services have been met, unless sooner terminated in accordance with the terms contained herein, ends upon completion of services.

4. Compensation.

Maximum Price. In accordance with the Proposer's negotiated cost, the price for providing the Services shall be as stated on the submitted proposal, Exhibit 2.

Schedule of Payment. The City shall pay the Proposer for the Services in accordance with the amounts set forth in Exhibit 2, price shall remain firm for the entire contract period. The Proposer shall be required to submit an itemized invoice as well as any supporting documentation as required by the City. Each invoice shall be accompanied by a statement of the Proposer of the percentage of completion of the Services through the date of the invoice. Payment shall be made upon the basis of the approved invoices and supporting documents. The City, after inspection and acceptance, and in consideration of the faithful performance by the Proposer, agrees to pay for the completion of the work embraced in this Contract. Payment shall be made in accordance with the Illinois Local Government Prompt Payment Act (50 ILCS 505/1, *et. seq.*) upon receipt of the invoice.

5. Performance of Services.

Standard of Performance. Proposer shall perform all Services set forth in this Agreement, and any other agreed documents incorporated herein, with the degree, skill, care and diligence customarily required of a professional performing services of comparable scope, purpose and magnitude and in conformance with the applicable professional standards. Proposer shall, at all times, use its best efforts to assure timely and satisfactory rendering and completion of the Services. Proposer shall ensure that Proposer and all of its employees or subcontractors performing Services under this Agreement shall be: (i) qualified and competent in the applicable discipline or industry; (ii) appropriate licensed as required by law; (iii) strictly comply with all City of Aurora, State of Illinois, and applicable federal laws or regulations; (iv) strictly conform to the terms of this Agreement. Proposer shall, at all times until the completion of the Services, remain solely responsible for the professional and technical accuracy of all Services and deliverables furnished, whether such services are rendered by the Proposer or others on its behalf, including, without limitation, its subcontractors. No review, approval, acceptance, nor payment for any and all of the Services by the City shall relieve the Proposer from the responsibilities set forth herein.

6. Termination.

Termination for Convenience. The City has the right to terminate this Agreement, in whole or in part, for any reason or if sufficient funds have not been appropriated to cover the estimated requirement of the Services not yet performed, by providing Proposer with sixty (60) days notice specifying the termination date. On the date specified, this Agreement will end. If this Agreement is terminated by the City, as provided herein, the City shall pay the Proposer only for

services performed up to the date of termination. After the termination date, Proposer has no further contractual claim against the City based upon this Agreement and any payment so made to the Proposer upon termination shall be in full satisfaction for Services rendered. Proposer shall deliver to the City all finished and unfinished documents, studies and reports and shall become the property of the City.

7. Miscellaneous Provisions.

a. Illinois Freedom of Information Act. The Proposer acknowledges the requirements of the Illinois Freedom of Information Act (FOIA) and agrees to comply with all requests made by the City of Aurora for public records (as that term is defined by Section 2(c) of FOIA in the undersigned's possession and to provide the requested public records to the City of Aurora within two (2) business days of the request being made by the City of Aurora. The undersigned agrees to indemnify and hold harmless the City of Aurora from all claims, costs, penalty, losses and injuries (including but not limited to, attorney's fees, other professional fees, court costs and/or arbitration or other dispute resolution costs) arising out of or relating to its failure to provide the public records to the City of Aurora under this agreement.

b. Entire Agreement. This Agreement, along with the documents set forth in Section 1 and incorporated by reference elsewhere in this Agreement, with consent of the parties, represents the entire agreement between the parties with respect to the performance of the Services. No other contracts, representations, warranties or statements, written or verbal, are binding on the parties. This Agreement may only be amended as provided herein.

c. Consents and Approvals. The parties represent and warrant to each other that each has obtained all the requisite consents and approvals, whether required by internal operating procedures or otherwise, for entering into this Agreement and the undertakings contemplated herein.

d. Counterparts. This Agreement may be executed in one or more counterparts, each of which shall be an original, but all of which shall constitute one and the same instrument.

CITY OF AURORA, ILLINOIS

(Contractor)

SIGNATURE

Jolene Coulter

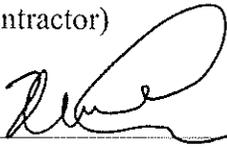
FULL NAME

DATE SIGNED

Director of Purchasing

TITLE

SIGNATURE


Veronica Lamb

FULL NAME

11/3/25

DATE SIGNED

National Maintenance Director

TITLE