STATE OF ILLINOIS
CONTRACT TRANSPARENCY DOCUMENT

CONTRACT NUMBER:	04100125636
AGENCY NUMBER:	492
AGENCY NAME:	Illinois Department of Revenue
VENDOR NAME:	Fast LP DBA Fast Enterprises LLC

SCOPE OF CONTRACT

1.1. GenTax is an integrated system that provides the administration of most tax types. All references to GenTax contained within this contract and the attachments hereto include the FastUI module, an integrated unemployment insurance tax solution. The vendor will provide the State of Illinois, Department of Revenue ("IDOR"), Department of Employment Security ("IDES"), and Liquor Control Commission ("ILCC") with GenTax licensing, upgrades and maintenance. The vendor will also provide professional support services to IDOR, IDES, and ILCC to broaden and enhance functionality of the GenTax for the particular agency's needs.

1.1.1 Annual Maintenance ("Maintenance"): Maintenance includes, but is not limited to, help line support, problem resolution, access to new and revised documentation, access to software updates, access to new versions of GenTax and defect repair of GenTax modules. Maintenance does not cover defects in configurations or site-specific modules. Maintenance specifications as detailed in Appendix 3 are as follows:

1.1.1.1 FAST may, at no additional charge, modify software to improve operation and reliability or to meet legal requirements.

1.1.1.2 Relocation of software is the Agency's responsibility and may result in additional on-site support charges and modified service response times.

1.1.1.3 FAST is not required to maintain or support nonqualified software. "Nonqualified software" is software not supplied or approved by FAST, and software for which the Agency does not allow FAST to incorporate modifications. The Agency is responsible for removing nonqualified software to allow FAST to provide maintenance and support.

1.1.1.4 Maintenance does not cover any damage or failure caused by:

1.1.1.4.1 Media and supplies or use of items not designated for use with software, or

1.1.1.4.2 Site conditions that do not conform to FAST's previously established site specifications; or

1.1.1.4.3 Neglect, improper use, fire or other damage, electrical disturbances, transportation by the Agency, work or modification by people other than FAST's employees, subcontractors, or other authorized parties.

1.1.1.5 The Agency is responsible for the security of its proprietary and confidential information and maintaining a procedure external to the software to reconstruct lost or altered files, data or programs. The Agency must notify FAST if the software being used in an environment that poses a potential health hazard to FAST's employees or subcontractors.

1.1.1.6 The terms and conditions of the GenTax License Agreement are incorporated herein and are attached hereto in Appendix 5.

1.1.2 **SUPPORT:** Professional Services ensure that the Agency has immediate access to product experts resulting in more efficient resolution of issues and coverage for the Agency's knowledge capital. Professional Services are provided by full time on-site FAST representatives.

AGREEMENT EXECUTED BY: Vendor representative name(s) and title(s).	James G. Harrison (Member)
SUBCONTRACTORS: If applicable, list name(s) of subcontractors disclosed.	FAST Data Services
RATE OF PAY: List detail if unit of measure is Multiple Rate (MR) or Other (OT).	2.4.1. Vendor's Price for the Initial Term: $64,756,096 2.4.2. The credit or liability of each Agency shall remain separate and distinct. The Vendor shall bill each Agency separately for its actual share of the costs of the supplies or services purchased as outlined in this subsection. <u>IDOR</u> • $ 7,095,000 – Annual maintenance • $ 8,155,000 – Continued Subscription to Fast Data Services (FDS) • $ 15,676,800 – Professional Services, including but not limited to: o Overhaul the Audit Manager including enhanced working papers functionality o Streamline return processing to make best use of current core offerings and standards o New enhancements made available by FAST • $ 5,351,625 – Maintain current sync and service pack updates • $ 2,801,250 – Upgrade to Version 12 o Implementation of Decision Support o Return Analytics o KPI Manager • $ 31,875– Expand the use of MySearch functionality

- $ 446,016 – Subscription services for MyTax Illinois
- $ 448,594 – Implementation of Visits sub-tab functionality for use in Customer Service
- $ 256,875 – Support implementation of GenTax MeF
- $ 95,625 – Expansion of Electronic Correspondence within MyTax Illinois – distribution and receipt of taxpayer responses with the ability to opt-in/opt-out
- $ 106,250 – Expansion of Data Analytics Manager
- $ 131,200 – IFTA Audit Overhaul
- $309,600 – Cashiering subsystem implementation
- $863,200 – Convert all audit functionality into GenTax as part of V12 upgrade
- **$ 1,745,550 – Update MyTax Illinois to make best use of current core offerings and standards
- ***$ 840,375 – Update MyTax Illinois to make best use of current core offerings and standards

Total - $44,354,834*

<u>IDES</u>

- $ 4,750,000 – Annual maintenance
- $ 8,520,000 – Professional Services, including but not limited to:
  - New Hire Services
  - New enhancements made available by FAST
- $ 1,070,325 – Maintain current sync and service pack updates
- $ 560,250 – Upgrade to Version 12
  - Implementation of Decision Support
  - Return Analytics
  - KPI Manager
- $ 6,375 – Expand the use of MySearch functionality
- $ 89,203– Subscription services for MyTax Illinois
- $ 89,828 – Implementation of Visits sub-tab functionality for use in Customer Service
- **$ 349,110 – Update MyTax Illinois to make best use of current core offerings and standards
- ***$ 168,075 – Update MyTax Illinois to make best use of current core offerings and standards

Total - $15,603,166*

<u>ILCC</u>

- $ 1,060,000 – Annual maintenance
- $ 1,959,600 – Professional Services, including but not limited to:
  - New enhancements made available by FAST
- $ 713,550 – Maintain current sync and service pack updates
- $ 373,500 – Upgrade to Version 12

	○ Implementation of Decision Support ○ KPI Manager • $ 4,250 – Expand the use of MySearch functionality • $ 59,469 – Subscription services for MyTax Illinois • $ 59,813 – Implementation of Visits sub-tab functionality for use in Customer Service • $ 10,625 – Expansion of Electronic Correspondence within MyTax Illinois – distribution and receipt of taxpayer responses with the ability to opt-in/opt-out • $ 212,500 – MyTax Illinois enhancements for licensees ○ Account Maintenance options ○ Enhancements to Brand Registration ○ Online application for new licensees • **$ 232,740 – Update MyTax Illinois to make best use of current core offerings and standards • ***$ 112,050 – Update MyTax Illinois to make best use of current core offerings and standards **Total - $4,798,096*** * The hourly rates for Professional Services are as follows: • CY20 = $205 • CY21 = $210 • CY22 = $215 • CY23 = $215 • CY24 = $220
RENEWAL OPTION: Yes or No. If yes, specify option(s).	N