STATE OF ILLINOIS
CONTRACT TRANSPARENCY DOCUMENT

CONTRACT NUMBER:	54100208819
AGENCY NUMBER:	492
AGENCY NAME:	Illinois Department of Revenue
VENDOR NAME:	Fast Enterprises, LLC

SCOPE OF CONTRACT

1.1. This sole economically feasible source contract is established by the Illinois Department of Revenue in cooperation and agreement with the Chief Procurement Officer for General Services. This contract is to enable the Illinois Department of Revenue (IDOR), the Illinois Department of Employment Security (IDES), and Illinois Liquor Control Commission (ILCC) to purchase supplies, or services on an as needed basis during the contract period.

1.2. GenTax is an integrated system utilized by IDOR, IDES, and ILCC. Access to the proprietary software and rights to license grants IDOR, IDES, and ILCC access to GenTax including the FAST UI Module (IDES only), FAST Data Services (FDS) (IDOR only), MyTax Illinois, MyRevenue Portal, Mylocal Tax, MyDev Portal, GenTax Imaging, and the FAST Central Repository (FCR). FAST will provide IDOR, IDES, and ILCC with Gen Tax licensing, upgrades, maintenance, and enhancements. FAST will also provide programming support services to maintain day-to-day operations with respect to GenTax. FAST agrees that the performance of this Contract will require close coordination with IDOR, IDES, and ILCC. ILCC is participating in this joint purchasing contract for FAST maintenance services with services not to extend past June 30, 2026.

1.2.1. Annual Maintenance or Maintenance: Maintenance includes access to hot fixes, service packs, new versions of Gen Tax, new and revised GenTax documentation and defect repair of Gen Tax modules. Maintenance also provides for the "installation-based" licensing fee (flat rate instead of per user).

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

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

1.2.1.3. 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.

1.2.1.4. Maintenance does not cover any damage or failure caused by:

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

1.2.1.4.2. Site conditions that do not conform to FASTs previously established site specifications, or

1.2.1.4.3. Neglect, improper use, fire or other damage, electrical disturbances, transportation by the Agency, work or modification by people other than FAsrs employees, subcontractors, or other authorized parties.

1.2.1.5. 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.

1.2.2. 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. Professional services may include but are not limited to on-site problem resolution, on-call production support, prioritization and facilitation of solution requests, coordination with FAST Solution Centers, configuration assistance, application development, data conversion, best practices, recommendations, consulting, and user and developer training.

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, LLC
RATE OF PAY: List detail if unit of measure is Multiple Rate (MR) or Other (OT).	2.2 Vendor's Price for the Initial Term: $146,464,602.00 The State includes in this contract the BidBuy Purchase Order as it contains the agreed pricing. 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 and Section 4 .2. The hourly rates for Professional Services Per Calendar Year are as follows: CY25 $231.00, CY26 $237.90, CY27 $245.00, CY28 $252.40, CY29 $260.00

Vendor provides estimates based on the number of professional service hours needed to complete the project. The dollar values associated with each project are estimated

based on the fiscal year in which they may be pursued. The actual amount payable

under the contract will be based on actual hours worked per hourly rate and invoiced by the vendor. See Section 4.2 for Schedule of Fixed Costs Schedule.

IDOR

IDOR will utilize FAST Time and Materials Support resources to work on implementing, supporting, or modifying items in the list below:

- Version Upgrade to Core 21
- Maintain Sync Packs and service pack updates. Annually, except during an upgrade year. Production Support, Annual Changes, and Enhancement SQRs
- New enhancements made available by FAST
- Implement new legislative or statute changes
- Continued subscription to FAST Data Services (FDS)
- FCS New Programs & Support (IDOR); FAS New Programs & Support
- FAST Return Services Implementation + New Programs & Support
- System Health Initiatives - ex. FAST Batch Monitoring, SQL changes (ANSI), Job Stream performance enhancements
- Garnishment/Levy Process Automation
- Language Access Plan
- Add Reader compatibility to key Gen Tax letters
- Contacts; Live Chat; Chat Bot
- QR Codes to take taxpayer to FAQ/links on specific letter
- Cigarette Uniformity
- XML Gateways for Withholding, Sales, Telecomm, Gas/Gas Use
- SWC Upgrade to One Time Receivables & Audit Integration for One Time Receivables
- Complete the integration of PTAX (started in prior contract)
- Increase use of MyTax Responses
- Update Letters to Doc Form
- GenTax Imaging of Paper Correspondence and Returns
- GenTax Imaging for Payments (Convert Check 21)
- Key from Image for Data Entry (returns and payments)
- ATFD Matching Process
- Single Trip Permits

- BMS Update/Rewrite to replace with FAST Core Batch Manager
- Refund Process Update
- FIVS - add additional functionality
- Automate the receipt of bulk sales documents
- Automatically create pay plan from MyTax option
- EBN (Electronic Bankruptcy Noticing)
- Officer Assessment (NPL) Phase 2 (note: NPL= the NPL and 1002D process)
- Opt in Subscription Service for services
- UCP Manager enhancements
- MySearch
- MyTax 1040 annual Electronic Return Filing + Direct File
- Professional Services
- SMS Messaging
- Annual Fixed Costs: Maintenance, Imaging License, Fast Data Service (FDS) Subscription
- **IDOR Total (CY25-CY29) - $118,168,814.00**

IDES

IDES will utilize FAST Time and Materials Support resources to work on implementing, supporting, or modifying items in the list below:

- Version Upgrade to Core 21
- Maintain Sync Packs and service pack updates. Annually, except during an upgrade year Production Support, Annual Changes, and Enhancement SQRs
- New enhancements made available by FAST
- Implement new legislative or statute changes
- System Health Initiatives - ex. FAST Batch Monitoring, SQL changes (ANSI), Job Stream performance enhancements
- Language Access Plan
- Live Chat; Chat Bot
- Implementation of Core ETA and TPS Subsystems
- Implementation of Core Rating Manager
- Review site processes and determine if new core processes can replace them
- SUTA Dumping (IDES), Payment Manager
- Implement Appeals Manager
- IVR Integration for phones with Visits Manager
- Annual Fixed Costs: Maintenance
- **IDES Total (CY25-CY29) -$26,716,464.00**

ILCC

ILCC will utilize FAST Time and Materials Support resources to work on implementing, supporting, or modifying items in the list below:

	• Version Upgrade to Core 21 • Maintain Sync Packs and service pack updates. Annually, except during an upgrade year. Production Support, Annual Changes, and Enhancement SQRs • New enhancements made available by FAST • Implement new legislative or statute changes • System Health Initiatives – Ex. FAST Batch Monitoring, SQL changes, (ANSI), Job Stream performance enhancements • **ILCC Total (CY25-June 30, 2026) - $1,579,324.00** •
RENEWAL OPTION: Yes or No. If yes, specify option(s).	N