

## **Contracted Service Agreement for Computer Repair and Maintenance**

This agreement is entered into this 13th day of May, 2025, by and between MainstreamUSA Inc, Moline, and Rock Island/Milan School District No. 41, for computer repair and maintenance services.

For remuneration as listed below, MainstreamUSA, Inc will provide the following services:

1. Preventative maintenance on all Apple Computer equipment, to minimally include: cleaning, installing and upgrading software (software supplied by the Rock Island/Milan School District), diagnostic check, inspecting connections, setting up hard drives, etc. All Apple equipment of the District shall have preventative maintenance work performed at a minimum of once every twelve months. A report of all preventative maintenance work completed shall be provided to the District Technology Department.
2. Maintain all Apple computer equipment and software in the District to achieve a 99% operational level during the school operating hours. Maintenance is to include software, configuration of files, application software, system software, file server and LAN software for Apple labs, monitor repair, CPU repair. (Parts are to be supplied by the Rock Island/Milan School District and may be purchased through any vendor selected by the District including, but not limited to MainstreamUSA, Inc.)
3. Maintenance and repairs will be done on site when appropriate. The on-site service shall be rendered within four (4) hours after notification of needed repairs. The service should be performed in such a manner as to not disrupt the education process of the schools. Whenever it is necessary to remove equipment from the building for repair, MainstreamUSA, Inc is to disconnect, pick up, repair, deliver, reconnect and test equipment upon its return. Equipment taken from the building shall be returned within two (2) business days of removal.
4. Chromebook Hardware troubleshooting/repair and support for district in-warranty and out-of-warranty units. System software troubleshooting for units and pickup/delivery, as required.
5. Supporting Apple computer local area networks (LANs) that connect with Windows LANs and the District wide area network (WAN).
6. Monitor and track the repairs/maintenance completed. A report of all work completed will be made to the District Technology Department within 24 hours after work is completed.
7. Meet regularly with the District Technology Department to review and discuss work in progress. Decisions of replacement versus repair will also be made at these meetings.

8. Both parties will agree upon (in writing) items that will receive extra compensation over this contract. MainstreamUSA, Inc shall not subrogate its duties under this contract without permission from the Rock Island/Milan School District.
9. The District Technology Department shall provide work orders via email and web pages to MainstreamUSA, Inc. All work must have been assigned to MainstreamUSA, Inc by the District Technology Department for work to be completed under the contract.
10. Service Team: The initial term of this agreement shall commence on July 1<sup>st</sup>, 2025 and end after 12 months on June 30<sup>th</sup>, 2026. The agreement will automatically renew for successive one (1) month terms unless earlier terminated or either party notifies the other in writing at least 60 days prior to the end of the then-current term that it does not wish to renew.
11. Either party may terminate this agreement with sixty (60) days written notice. If such termination occurs, payments due to MainstreamUSA, Inc on work completed shall be made timely. Any breach of this contract by either party shall void the contract. All amounts due and payable to such termination date shall be paid. Any amounts contested will be held until mutual agreement is reached with the parties or a court of law.

MainstreamUSA, Inc will receive 79,00.00 annually for the successful completion of the services listed above. Payments will be made in equal monthly installments of \$6583.33.

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Brian Neuerburg                      Date  
Owner  
MainstreamUSA, Inc

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Jason Roessler                      Date  
President  
Rock Island-Milan Board of Education