



DU PAGE COUNTY

Technology Committee

Final Regular Meeting Agenda

421 N. COUNTY FARM ROAD
WHEATON, IL 60187
www.dupagecounty.gov

Tuesday, January 20, 2026

11:00 AM

Room 3500B

1. CALL TO ORDER

2. ROLL CALL

3. CHAIRWOMAN'S REMARKS - CHAIR COVERT

4. PUBLIC COMMENT

5. APPROVAL OF MINUTES

5.A. [26-0245](#)

Approval of Minutes for the Technology Committee - Regular Meeting - Tuesday, January 6, 2026

6. PROCUREMENT REQUISITIONS

6.A. [TE-P-0001-26](#)

Recommendation for the approval of a contract purchase order to Accela, Inc., for Managed Application Services to provide support with permitting software for the Building & Zoning, Transportation, Stormwater, and Public Works departments, for the period of February 21, 2026 through February 20, 2027, for a contract total not to exceed \$203,674.38. Exempt from bidding per 55 ILCS 5/5-1022(c) not suitable for competitive bids. (Sole Source - Proprietary Software Maintenance and Support)

6.B. [TE-P-0002-26](#)

Recommendation for the approval of a contract purchase order to Environmental Systems Research Institute, Inc. (ESRI), to provide maintenance and technical support for the County's enterprise GIS software, for Information Technology - GIS Division, for the period of March 9, 2026 through March 8, 2027, for a total contract amount of \$206,595; per 55 ILCS 5/5-1022(c) not suitable for competitive bids. (Sole Source - this product and service is only available from the provider, ESRI, Inc.)

6.C. [TE-CO-0001-26](#)

Amendment to purchase order 6834-0001 SERV, issued to SHI International Corp, Inc., for the annual licensing of the Zendesk customer service solution and annual subscription for Information Technology, GIS, and DuPage County Health Department, to increase the contract in the amount in the amount of \$34,588.80, resulting in an amended contract total amount not to exceed \$604,321.88.

7. OTHER ACTION ITEMS

7.A. [26-0319](#)

DuPage County Website Policies & Procedures

7.B. [26-0305](#)

DuPage County Digital Services & Accessibility Policy

8. INFORMATIONAL ITEMS8.A. [JPS-P-0011-26](#)

Recommendation for the approval of a contract purchase order to Heartland Business Systems, to provide an Enterprise Agreement with Fortinet, for the Sheriff's Office, for the period of January 13, 2026 through January 13, 2031, for a contract total not to exceed \$687,565.74. Contract pursuant to the Intergovernmental Cooperation Act (TIPS Contract #220105). (Sheriff's Office)

9. OLD BUSINESS**10. NEW BUSINESS****11. ADJOURNMENT**



Minutes

421 N. COUNTY FARM
ROAD
WHEATON, IL 60187
www.dupagecounty.gov

File #: 26-0245

Agenda Date: 1/20/2026

Agenda #: 5.A.



DU PAGE COUNTY

Technology Committee

Final Summary

421 N. COUNTY FARM ROAD
WHEATON, IL 60187
www.dupagecounty.gov

Tuesday, January 6, 2026

11:00 AM

Room 3500B

1. CALL TO ORDER

11:00 AM meeting was called to order by Chair Covert at 11:26 AM.

2. ROLL CALL

Conor McCarthy was present as a representative for Bob Berlin, State's Attorney.
Guillermo Franco was present as a representative for Liz Chaplin, County Recorder.
Chad Pierce was present as a representative for Jean Kaczmarek, County Clerk.
Paul Hinds was present as a representative for Gwen Henry, County Treasurer.

PRESENT	Berlin, Chaplin, Childress, Covert, Eckhoff, Galassi, Henry, Kaczmarek, and White
ABSENT	Lukas, Martinez, and Yoo

3. CHAIRWOMAN'S REMARKS - CHAIR COVERT

Chair Covert made the following remarks:

I wish the committee members a Happy and Prosperous New Year! I look forward to working with all of you this year to improve DuPage County's technology landscape through strategic decisions and meaningful discussions, aimed at supporting innovative, secure, practical, and cost-effective solutions.

I also want to thank Anthony, Shanita Thompson, Debbie Deacy, and other IT department members for successfully hosting Insights & Innovations Day in December. We had 100 participants and engaging discussions on real-world AI and automation solutions currently used within our county and elsewhere.

Finally, I would like to acknowledge Benjamin Lim, a Senior Application Developer on our IT Applications team. With over 20 years of dedicated service, Ben has worked closely with the Care Center and Community Services staff and is highly respected across multiple departments. Ben developed a key application that feeds data into the GIS Parcel Viewer, significantly improving data accuracy and accessibility. He was also instrumental in the Mainframe Decommission project. His projects were always completed on time and highly appreciated by users.

Beyond his technical skills, Ben is known for his responsiveness, problem-solving ability, and strong commitment to service. His professionalism has earned him numerous commendations from staff across the organization. Thank you, Ben!

4. PUBLIC COMMENT

No public comments were offered.

5. APPROVAL OF MINUTES**5.A. [26-0150](#)**

Approval of Minutes for the Technology Committee - Regular Meeting - Tuesday, December 2, 2025

Attachments: [2025-12-02 Technology Minutes](#)

RESULT:	APPROVED
MOVER:	Michael Childress
SECONDER:	Bill White

6. BUDGET TRANSFERS**6.A. [26-0148](#)**

Budget adjustment total amount of \$90,000 from 1000-1110-53807 (Subscription IT Arrangements) to 1000-1110-54100 (IT Equipment), to cover the purchase of an Eaton UPS for the DuPage County data center.

Attachments: [Budget Transfer - \\$90,000.00 \(Eaton UPS\)](#)

RESULT:	APPROVED
MOVER:	Michael Childress
SECONDER:	Bill White

7. PROCUREMENT REQUISITIONS**7.A. [26-0130](#)**

Recommendation for the approval of a contract purchase order to Sergeant Laboratories, Inc., for annual Aristotle Insight Network licensing, for Information Technology, for the period of March 1, 2026 through March 1, 2027, for a contract total of \$25,941.25; per GSA Schedule 70 Contract 47QTCA18D00DN pricing.

Attachments: [Sergeant Laboratories \(Aristotle\) - PRCC](#)
[Sergeant Laboratories \(Aristotle\) - Invoice #121725-01](#)
[Sergeant Laboratories \(Aristotle\) - GSA Contract #47QTCA18D00DN](#)
[Sergeant Laboratories \(Aristotle\) - VED](#)

RESULT:	APPROVED
MOVER:	Michael Childress
SECONDER:	Kari Galassi

7.B. [26-0147](#)

Recommendation for the approval of a contract purchase order to Carahsoft Technology Group, for a Premier Support Agreement for Microsoft support services, for Information Technology, for the period of February 24, 2026 through February 23, 2027, for a contract total of \$24,210. Contract pursuant to the Intergovernmental Cooperation Act (NASPO Master Agreement #AR2472).

Attachments: [Carahsoft - Premier Support \(US Cloud\) - PRCC](#)
[Carahsoft - Premier Support \(US Cloud\) - Quote #61047165](#)
[Carahsoft - Premier Support \(US Cloud\) - NASPO - Master Agreement #AR2472](#)
[Carahsoft - Premier Support \(US Cloud\) - VED](#)

RESULT:	APPROVED
MOVER:	Michael Childress
SECONDER:	Kari Galassi

8. **INFORMATIONAL ITEMS**8.A. [HS-P-0002-26](#)

Recommendation for the approval of a contract purchase order to CDW Government, to provide computer hardware, peripherals, software and licensing as needed, for the DuPage Care Center, for the period of January 14, 2026 through January 13, 2027, for a contract total amount not to exceed \$55,000. Contract pursuant to the Intergovernmental Cooperation Act (City of Mesa #2024056-1).

Attachments: [CDW Government LLC PRCC.pdf](#)
[CDW Government LLC Cooperative Agreement](#)
[CDW Government LLC signed Vendor Ethic Disclosure Statement.pdf](#)

RESULT:	ACCEPTED AND PLACED ON FILE
MOVER:	Michael Childress
SECONDER:	Kari Galassi

9. **OLD BUSINESS**

No old business was discussed.

10. **NEW BUSINESS**

No new business was discussed.

11. **ADJOURNMENT**

With no further business, the meeting was adjourned.



Technology Requisition \$30,000 and Over

421 N. COUNTY FARM
ROAD
WHEATON, IL 60187
www.dupagecounty.gov

File #: TE-P-0001-26

Agenda Date: 1/20/2026

Agenda #: 10.A.

AWARDING RESOLUTION ISSUED TO
ACCELA, INC.
FOR MANAGED APPLICATION SERVICES
FOR BUILDING & ZONING, DIVISION OF TRANSPORTATION,
STORMWATER MANAGEMENT, AND PUBLIC WORKS
(CONTRACT TOTAL NOT TO EXCEED \$203,674.38)

WHEREAS, a sole source quotation has been obtained in accordance with Board policy; and

WHEREAS, the Technology Committee recommends County Board approval for the issuance of a contract to Accela, Inc., for managed application services for Building & Zoning, Division of Transportation, Stormwater, and Public Works departments, for the period of February 21, 2026 through February 20, 2027.

NOW, THEREFORE BE IT RESOLVED, that said contract for managed application services for Building & Zoning, Division of Transportation, Stormwater, and Public Works departments, for the period of February 21, 2026 through February 20, 2027, be, and it is hereby approved for issuance of a contract by the Procurement Division to, Accela, Inc., 4375 Solutions Center, Chicago, IL 60677, for a contract total amount not to exceed \$203,674.38. Pursuant to 55 ILCS 5/5-1022 (c) not suitable for competitive bids. (Sole provider - Accela is the sole provider for this software application.)

Enacted and approved this 27th day of January, 2026, at Wheaton, Illinois.

DEBORAH A. CONROY, CHAIR
DU PAGE COUNTY BOARD

Attest: _____

JEAN KACZMAREK, COUNTY CLERK



Procurement Review Comprehensive Checklist
Procurement Services Division
This form must accompany all Purchase Order Requisitions

SECTION 1: DESCRIPTION

General Tracking		Contract Terms	
FILE ID#: 26-0226	RFP, BID, QUOTE OR RENEWAL #: Quote #Q-35816	INITIAL TERM WITH RENEWALS: OTHER	INITIAL TERM TOTAL COST: \$203,674.38
COMMITTEE: TECHNOLOGY	TARGET COMMITTEE DATE: 01/20/2026	PROMPT FOR RENEWAL: 3 MONTHS	CONTRACT TOTAL COST WITH ALL RENEWALS: \$203,674.38
	CURRENT TERM TOTAL COST: \$203,674.38	MAX LENGTH WITH ALL RENEWALS: ONE YEAR	CURRENT TERM PERIOD: INITIAL TERM
Vendor Information		Department Information	
VENDOR: Accela, Inc.	VENDOR #: 23818	DEPT: Building & Zoning	DEPT CONTACT NAME: Jim Stran
VENDOR CONTACT: Caitlin Carter	VENDOR CONTACT PHONE: (925) 359-3411	DEPT CONTACT PHONE #: 630-407-6700	DEPT CONTACT EMAIL: jim.stran@dupagecounty.gov
VENDOR CONTACT EMAIL: ccarter@accela.com	VENDOR WEBSITE: accela.com	DEPT REQ #:	
Overview			
DESCRIPTION Identify scope of work, item(s) being purchased, total cost and type of procurement (i.e., lowest bid, RFP, renewal, sole source, etc.). Annual Accela Managed Application Services in support of the county's Accela Permitting Processing System for the Building & Zoning, Transportation, Stormwater, and Public Works departments. Sole source.			
JUSTIFICATION Summarize why this procurement is necessary and what objectives will be accomplished This managed service will provide knowledgeable professional services in order to support County departments and staff with the Accela permitting application within the "live production software environment".			

SECTION 2: DECISION MEMO REQUIREMENTS

DECISION MEMO NOT REQUIRED	Select an item from the following dropdown menu to identify why a Decision Memo (Section 3) is not required. SOLE SOURCE PER DUPAGE ORDINANCE, SECTION 2-350 (MUST FILL OUT SECTION 4)
DECISION MEMO REQUIRED	Select an item from the following dropdown menu to identify why a Decision Memo (Section 3) is required.

SECTION 3: DECISION MEMO

SOURCE SELECTION	Describe method used to select source.
RECOMMENDATION AND TWO ALTERNATIVES	Describe staff recommendation and provide justification. Identify at least 2 other options to accomplish this request, including status quo, (i.e., take no action).

SECTION 4: SOLE SOURCE MEMO/JUSTIFICATION	
JUSTIFICATION	Select an item from the following dropdown menu to justify why this is a sole source procurement. SOLE PROVIDER OF ITEMS THAT ARE COMPATIBLE WITH EXISTING EQUIPMENT, INVENTORY, SYSTEMS, PROGRAMS OR SE
NECESSITY AND UNIQUE FEATURES	Describe the product or services that are not available from other vendors. Explain necessary and unique features or services. Attach letters from manufacturer, letters from distributor, warranties, licenses, or patents as needed. Be specific. Accela is the sole provider for this software application and will be working with county staff on changes and enhancements to improve the county's permitting system and workflows.
MARKET TESTING	List and describe the last time the market has been tested on the applicability of the sole source. If it has not been tested over the last 12 months, explain why not. Accela is a proprietary system.
AVAILABILITY	Describe steps taken to verify that these features are not available elsewhere. Included a detailed list of all products or services by brand/manufacturer examined and include names, phone numbers, and emails of people contacted. Accela is a proprietary system.

SECTION 5: Purchase Requisition Information			
<i>Send Purchase Order To:</i>		<i>Send Invoices To:</i>	
Vendor: Accela, Inc.	Vendor#: 23818	Dept: IT	Division:
Attn: Caitlin Carter	Email: ccarter@accela.com	Attn: Sarah Godzicki	Email: ITAP@dupagecounty.gov
Address: 9110 Alcosta Blvd	City: San Ramon	Address: 421 N. County Farm Road	City: Wheaton
State: CA	Zip: 94583	State: IL	Zip: 60187
Phone: 925-359-3411	Fax:	Phone: 630-407-5037	Fax:
<i>Send Payments To:</i>		<i>Ship to:</i>	
Vendor: Accela, Inc.	Vendor#: 23818	Dept: Building & Zoning	Division:
Attn: Caitlin Carter	Email: ccarter@accela.com	Attn: Jim Stran	Email: jim.stran@dupagecounty.gov
Address: P.O. Box 208298	City: Dallas	Address: 421 N. County Farm Road	City: Wheaton
State: TX	Zip: 75320-8298	State: IL	Zip: 60187
Phone: (925) 359-3334	Fax:	Phone: 630-407-6700	Fax:
<i>Shipping</i>		<i>Contract Dates</i>	
Payment Terms: PER 50 ILCS 505/1	FOB: Destination	Contract Start Date (PO25): Feb 21, 2026	Contract End Date (PO25): Feb 20, 2027

Purchase Requisition Line Details											
LN	Qty	UOM	Item Detail (Product #)	Description	FY	Company	AU	Acct Code	Sub-Accts/ Activity Code	Unit Price	Extension
1	1	EA		Accela Managed Application Services - B&Z	FY26	1100	2810	53020		128,149.38	128,149.38
2	1	EA		Accela Managed Application Services - DOT	FY26	1500	3500	53020		34,000.00	34,000.00
3	1	EA		Accela Managed Application Services - SW	FY26	1600	3000	53020		25,000.00	25,000.00
4	1	EA		Accela Managed Application Services - PW	FY26	2000	2665	53020		16,525.00	16,525.00
FY is required, ensure the correct FY is selected.										Requisition Total	\$ 203,674.38

Comments	
HEADER COMMENTS	Provide comments for P020 and P025.
SPECIAL INSTRUCTIONS	Provide comments for Buyer or Approver (not for P020 and P025). Comments will not appear on PO. Please send PO to Sarah Godzicki and CC when sending to vendor.
INTERNAL NOTES	Provide comments for department internal use (not for P020 and P025). Comments will not appear on PO.
APPROVALS	Department Head signature approval for procurements under \$15,000. Procurement Officer Approval for ETSB.

November 25, 2025

DuPage County, IL
ATTN: Sarah Godzicki
421 N County Farm Rd
Wheaton, IL 60187

Re: Sole Source Status

Dear Sarah:

Please allow me to offer the following information to clarify the source status of Accela, Inc.'s ("Accela") products and services. Accela, as owner and software manufacturer of Accela software products and services, is the sole source provider of technical support and maintenance for all Accela software products and services licensed to DuPage County, including Managed Application Services. No third-party vendor, company, or entity is authorized to develop new features for, provide development services for, or to maintain these products and services.

If you have any questions or concerns, please contact Madina Sharifi via email at msharifi@accela.com.

Sincerely,

Signature on File

Michael E. Gigliello
Controller



9110 Alcosta Blvd, Suite H #3030
San Ramon, CA, 94583

Proposed by: Conor Redin
Contact Phone:
Contact Email: credin@accela.com
Quote ID: Q-35816
Valid Through: 1/28/2026
Currency: USD

Renewal Order Form

Address Information

Bill To:

DuPage County
421 N. County Farm Road
Wheaton, Illinois, 60187
United States

Ship To:

DuPage County
421 N. County Farm Road
Wheaton, Illinois 60187
United States

Billing Name: Jim Stran
Billing Phone: 6304076700
Billing Email: jim.stran@dupageco.org

Services	Year	Start Date	End Date	Term (Months)	Price	Qty	Net Total
Managed Application Services	Year 1	02/21/2026	02/20/2027	12	\$203,674.38	1	\$203,674.38
TOTAL:							\$203,674.38

Pricing Summary

Period	Net Total
Year 1	\$203,674.38
Total	\$203,674.38

Renewal Terms/Information:

- Notwithstanding anything to the contrary, this Order Form is governed by the terms and conditions in the (1) Accela Subscription Services Agreement, dated June 16, 2025, as thereafter amended (where applicable) for Subscription Services, (2) Enhanced Reporting Database (ERD) Policy at www.accela.com/terms/ for ERD, and (3) Managed Application Services (MAS) Policy at www.accela.com/terms/ for MAS (collectively, the "Agreement").
- No additional or conflicting terms or conditions stated in Customer's order documentation, including, without limitation, purchase orders, will be incorporated into or form any part of this Order Form or the governing agreement, and all such terms or conditions will be null and void.
- For Software Licenses, Accela may terminate this Order Form in the event the Software is phased out across Accela's customer base. In such event, Accela will provide Customer sufficient advance notice and the parties will mutually agree to a migration plan for converting Customer to another Accela generally-available offering with comparable functionality.
- Subscriptions continue from the Order Start Date through the number of months listed in this Order Form (or if not

listed, twelve (12) months). Thereafter Subscriptions automatically renew annually as calculated from Order Start Date of Customer's first Subscription purchase.

5. All Software Licenses, Maintenance, and Subscription purchases are non-cancelable and non-refundable.
6. Pricing is based upon payment by ACH and check. Payment by credit card (including Purchase Cards) for product and services in this Order Form will be subject to a service charge of 3%. There is no service charge for ACH or check payment.
7. Customer may purchase additional licenses at the same price and for the same term as the licenses in this Order Form. Additional licenses purchased in this way will have the same annual price applicable for the purchase period and will have the same uplift and term dates as Customer's existing licenses.

Signatures	
Accela, Inc.	Customer
Signature:	Signature:
Print Name:	Print Name: Richard Burnson
Title:	Title: Deputy CIO
Date:	Date:



Required Vendor Ethics Disclosure Statement

Failure to complete and return this form may result in delay or cancellation of the County's Contractual Obligation.

Date: Jan 8, 2026

Bid/Contract/PO #:

Company Name: Accela, Inc.	Company Contact: Accela Legal
Contact Phone: 925-659-3200	Contact Email: notices@accelela.com

The DuPage County Procurement Ordinance requires the following written disclosures prior to award:

1. Every contractor, union, or vendor that is seeking or has previously obtained a contract, change orders to one (1) or more contracts, or two (2) or more individual contracts with the county resulting in an aggregate amount at or in excess of \$25,000, shall provide to Procurement Services Division a written disclosure of all political campaign contributions made by such contractor, union, or vendor within the current and previous calendar year to any incumbent county board member, county board chairman, or countywide elected official whose office the contract to be awarded will benefit. The contractor, union or vendor shall update such disclosure annually during the term of a multi-year contract and prior to any change order or renewal requiring approval by the county board. For purposes of this disclosure requirement, "contractor or vendor" includes owners, officers, managers, lobbyists, agents, consultants, bond counsel and underwriters counsel, subcontractors and corporate entities under the control of the contracting person, and political action committees to which the contracting person has made contributions.

☒ **NONE (check here) - If no contributions have been made**

Recipient	Donor	Description (e.g. cash, type of item, in-kind services, etc.)	Amount/Value	Date Made

2. All contractors and vendors who have obtained or are seeking contracts with the county shall disclose the names and contact information of their lobbyists, agents and representatives and all individuals who are or will be having contact with county officers or employees in relation to the contractor bid and shall update such disclosure with any changes that may occur.

☒ **NONE (check here) - If no contacts have been made**

Lobbyists, Agents and Representatives and all individuals who are or will be having contact with county officers or employees in relation to the contract or bid	Telephone	Email

A contractor or vendor that knowingly violates these disclosure requirements is subject to penalties which may include, but are not limited to, the immediate cancellation of the contract and possible disbarment from future county contracts.

Continuing disclosure is required, and I agree to update this disclosure form as follows:

- If information changes, within five (5) days of change, or prior to county action, whichever is sooner
- 30 days prior to the optional renewal of any contract
- Annual disclosure for multi-year contracts on the anniversary of said contract
- With any request for change order except those issued by the county for administrative adjustments

The full text for the county's ethics and procurement policies and ordinances are available at:

<http://www.dupageco.org/CountyBoard/Policies/>

I hereby acknowledge that I have received, have read, and understand these requirements.

Signature on File

Authorized Signature

Printed Name Michael E Gigliello

Title Controller

Date Jan-08-2026

Attach additional sheets if necessary. Sign each sheet and number each page. Page _____ of _____ (total number of pages)



Technology Requisition \$30,000 and Over

421 N. COUNTY FARM
ROAD
WHEATON, IL 60187
www.dupagecounty.gov

File #: TE-P-0002-26

Agenda Date: 1/20/2026

Agenda #: 6.B.

AWARDING RESOLUTION ISSUED TO
ENVIRONMENTAL SYSTEMS RESEARCH INSTITUTE, INC. (ESRI)
FOR ANNUAL MAINTENANCE AND TECHNICAL SUPPORT
FOR INFORMATION TECHNOLOGY - GIS DIVISION
(CONTRACT TOTAL NOT TO EXCEED \$206,595.00)

WHEREAS, a sole source quotation has been obtained in accordance with 55 ILCS 5/5-1022 and County Board policy; and

WHEREAS, the County is authorized to enter into a Sole Source Agreement pursuant to Section 2-350 of the DuPage County Procurement Ordinance; and

WHEREAS, based upon supporting documentation provided by the using Department, the Chief Procurement Officer has determined that it is not feasible to secure bids or that there is only one source for the required goods or services, and/or has determined that it is in the best interests of the County to consider only one supplier who has previous expertise relative to the subject procurement; and

WHEREAS, in accordance with the Chief Procurement Officer's determination, the Technology Committee recommends County Board approval for the issuance of a contract to Environmental Systems Research Institute, Inc. (ESRI), for annual maintenance and technical support, for the period of March 9, 2026 through March 8, 2027, for Information Technology - GIS Division.

NOW, THEREFORE BE IT RESOLVED, that County Contract, covering said, for annual maintenance and technical support, for the period of March 9, 2026 through March 8, 2027 for Information Technology - GIS Division, be, and it is hereby approved for issuance of a contract by the Procurement Division to, Environmental Systems Research Institute, Inc. (ESRI), 380 New York Street, Redlands, CA 92373, for a contract total amount not to exceed \$206,595.00. Pursuant to 55 ILCS 5/5-1022 (c) not suitable for competitive bids. (Sole provider - this product and service is only available from the provider, ESRI, Inc.)

Enacted and approved this 27th day of January, 2026, at Wheaton, Illinois.

DEBORAH A. CONROY, CHAIR
DU PAGE COUNTY BOARD

Attest: _____

JEAN KACZMAREK, COUNTY CLERK



Procurement Review Comprehensive Checklist
Procurement Services Division
This form must accompany all Purchase Order Requisitions

SECTION 1: DESCRIPTION

General Tracking		Contract Terms	
FILE ID#: 26-0227	RFP, BID, QUOTE OR RENEWAL #: Quote #26325340	INITIAL TERM WITH RENEWALS: OTHER	INITIAL TERM TOTAL COST: \$206,595.00
COMMITTEE: TECHNOLOGY	TARGET COMMITTEE DATE: 01/20/2026	PROMPT FOR RENEWAL: 3 MONTHS	CONTRACT TOTAL COST WITH ALL RENEWALS: \$206,595.00
	CURRENT TERM TOTAL COST: \$206,595.00	MAX LENGTH WITH ALL RENEWALS: ONE YEAR	CURRENT TERM PERIOD: INITIAL TERM
Vendor Information		Department Information	
VENDOR: Environmental Systems Research Institute, Inc. (ESRI)	VENDOR #: 10337	DEPT: IT/GIS	DEPT CONTACT NAME: Tom Ricker
VENDOR CONTACT: Madison Oldham	VENDOR CONTACT PHONE: 19093699822 Ext. 9822	DEPT CONTACT PHONE #: 630-407-5062	DEPT CONTACT EMAIL: tom.ricker@dupagecounty.gov
VENDOR CONTACT EMAIL: madisonoldham@esri.com	VENDOR WEBSITE: esri.com	DEPT REQ #:	
Overview			
DESCRIPTION Identify scope of work, item(s) being purchased, total cost and type of procurement (i.e., lowest bid, RFP, renewal, sole source, etc.). This contract is for maintenance and technical support from ESRI for the County's enterprise GIS software and is being purchased as a sole source.			
JUSTIFICATION Summarize why this procurement is necessary and what objectives will be accomplished This software is required for mission critical mapping operations for GIS, Office of Homeland Security and Emergency Management, Law Enforcement, Real Estate Assessment, Regulatory Stormwater, Public Works, Building and Zoning, Election Commission, Department of Transportation, Health Department, and Community Services.			

SECTION 2: DECISION MEMO REQUIREMENTS

DECISION MEMO NOT REQUIRED	Select an item from the following dropdown menu to identify why a Decision Memo (Section 3) is not required.
SOLE SOURCE PER DUPAGE ORDINANCE, SECTION 2-350 (MUST FILL OUT SECTION 4)	
DECISION MEMO REQUIRED	Select an item from the following dropdown menu to identify why a Decision Memo (Section 3) is required.

SECTION 3: DECISION MEMO

SOURCE SELECTION	Describe method used to select source.
RECOMMENDATION AND TWO ALTERNATIVES	Describe staff recommendation and provide justification. Identify at least 2 other options to accomplish this request, including status quo, (i.e., take no action).

SECTION 4: SOLE SOURCE MEMO/JUSTIFICATION	
JUSTIFICATION	Select an item from the following dropdown menu to justify why this is a sole source procurement. SOLE PROVIDER OF A LICENSED OR PATENTED GOOD OR SERVICE
NECESSITY AND UNIQUE FEATURES	Describe the product or services that are not available from other vendors. Explain necessary and unique features or services. Attach letters from manufacturer, letters from distributor, warranties, licenses, or patents as needed. Be specific. This software maintenance agreement provides technical support and updates for the ESRI GIS software. The ESRI software is used by GIS, Office of Homeland Security and Emergency Management, Law Enforcement, Real Estate Assessment, Regulatory Stormwater, Public Works, Building and Zoning, Election Commission, Department of Transportation, Health Department, and Community Services.
MARKET TESTING	List and describe the last time the market has been tested on the applicability of the sole source. If it has not been tested over the last 12 months, explain why not. This product and service is only available from the manufacturer.
AVAILABILITY	Describe steps taken to verify that these features are not available elsewhere. Included a detailed list of all products or services by brand/manufacturer examined and include names, phone numbers, and emails of people contacted. This product and service is only available from the manufacturer.

SECTION 5: Purchase Requisition Information			
<i>Send Purchase Order To:</i>		<i>Send Invoices To:</i>	
Vendor: Environmental Systems Research Institute, Inc. (ESRI)	Vendor#: 10337	Dept: IT	Division:
Attn: Madison Oldham	Email: madisonoldham@esri.com	Attn: Sarah Godzicki	Email: ITAP@dupagecounty.gov
Address: 380 New York Street	City: Redlands	Address: 421 N. County Farm Road	City: Wheaton
State: CA	Zip: 92373	State: IL	Zip: 60187
Phone: 19093699822 Ext. 9822	Fax:	Phone: (630) 407-5037	Fax:
<i>Send Payments To:</i>		<i>Ship to:</i>	
Vendor: Environmental Systems Research Institute, Inc. (ESRI)	Vendor#: 10337	Dept: IT	Division: GIS
Attn: Madison Oldham	Email: madisonoldham@esri.com	Attn: Tom Ricker	Email: tom.ricker@dupagecounty.gov
Address: 380 New York Street	City: Redlands	Address: 421 N. County Farm Road	City: Wheaton
State: CA	Zip: 92373	State: IL	Zip: 60187
Phone: 19093699822 Ext. 9822	Fax:	Phone: (630) 407-5062	Fax:
Shipping		Contract Dates	
Payment Terms: PER 50 ILCS 505/1	FOB: Destination	Contract Start Date (PO25): Mar 9, 2026	Contract End Date (PO25): Mar 8, 2027

Purchase Requisition Line Details											
LN	Qty	UOM	Item Detail (Product #)	Description	FY	Company	AU	Acct Code	Sub-Accts/ Activity Code	Unit Price	Extension
1	1	EA		ESRI Software Maintenance	FY26	1100	2900	53807		206,595.00	206,595.00
FY is required, ensure the correct FY is selected.										Requisition Total	\$ 206,595.00

Comments	
HEADER COMMENTS	Provide comments for P020 and P025.
SPECIAL INSTRUCTIONS	Provide comments for Buyer or Approver (not for P020 and P025). Comments will not appear on PO. Please send PO to Tom Ricker & Sarah Godzicki and copy both when emailing PO to vendor.
INTERNAL NOTES	Provide comments for department internal use (not for P020 and P025). Comments will not appear on PO.
APPROVALS	Department Head signature approval for procurements under \$15,000. Procurement Officer Approval for ETSB.



Esri Inc
380 New York Street
Redlands CA 92373

Subject: Renewal Quotation

Date: 01/06/2026
To: Tom Ricker
Organization: County of Du Page
Information Technology Dept
Fax #: 630-407-5001 **Phone #:** 630-407-5062

From: Madison Oldham
Fax #: **Phone #:** + 19093699822 Ext. 9822
Email: madisonoldham@esri.com

Number of pages transmitted
(including this cover sheet): 7

Quotation #26325340
Document Date: 12/08/2025

*** * * * * Revised Quote * * * * ***

Please find the attached quotation for your forthcoming term. Keeping your term current may entitle you to exclusive benefits, and if you choose to discontinue your coverage, you will become ineligible for these valuable benefits and services.

If your quote is regarding software maintenance renewal, visit the following website for details regarding the maintenance program benefits at your licensing level
<https://www.esri.com/en-us/cp/maintenance>

All maintenance fees from the date of discontinuation will be due and payable if you decide to reactivate your coverage at a later date.

Please note: Certain programs and license types may have varying benefits. Complimentary User Conference registrations, software support, and software and data updates are not included in all programs.

Customers who have multiple copies of certain Esri licenses may have the option of supporting some of their licenses with secondary maintenance.

For information about the terms of use for Esri products as well as purchase order terms and conditions, please visit
<http://www.esri.com/legal/licensing/software-license.html>

If you have any questions or need additional information, please contact Customer Service at 888-377-4575 option 5.



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380 New York Street
Redlands, CA 92373
Phone: + 190936998229822

Quotation

Date: 12/08/2025

Quotation Number: 26325340

Contract Number: 00321123.0

County of Du Page
Information Technology Dept
GIS Div
Administrative Building
421 N County Farm Rd
Wheaton IL 60187-3978

Attn: Tom Ricker

Customer Number: 1458

For questions regarding this document, please contact Customer Service at 888-377-4575.

Send Purchase Orders To:

Environmental Systems Research Institute, Inc.
380 New York Street
Redlands, CA 92373-8100
Attn: Madison Oldham

Please include the following remittance address on your Purchase Order:

Environmental Systems Research Institute, Inc.
P.O. Box 741076
Los Angeles, CA 90074-1076

Item	Qty	Material#	Unit Price	Extended Price
10	2	195141 ArcGIS Online Professional Plus User Type Annual Subscription (Desktop Migration) Start Date: 03/09/2026 End Date: 03/08/2027 Subscription ID: 3173994583	2,440.00	4,880.00
1010	5	195141 ArcGIS Online Professional Plus User Type Annual Subscription (Desktop Migration) Start Date: 03/09/2026 End Date: 03/08/2027 Subscription ID: 3173994583	2,440.00	12,200.00
2010	1	195139 ArcGIS Online Creator User Type Annual Subscription (Desktop Migration) Start Date: 03/09/2026 End Date: 03/08/2027 Subscription ID: 3173994583	550.00	550.00
3010	2	195139 ArcGIS Online Creator User Type Annual Subscription (Desktop Migration)	550.00	1,100.00

Please note Esri has introduced a price change and this quote reflects current pricing for your organization. It is important to us that we are able to continue to deliver value through enhancements to products, solutions, and capabilities.

Your renewal provides access to all the benefits you are familiar with, which you can review at <https://go.esri.com/maintenance>
For questions related to the price change, please reach out to your assigned Esri Account Manager.

Quotation is valid for 90 days from document date.

Any estimated sales and/or use tax has been calculated as of the date of this quotation and is merely provided as a convenience for your organization's budgetary purposes. Esri reserves the right to adjust and collect sales and/or use tax at the actual date of invoicing. If your organization is tax exempt or pays state taxes directly, then prior to invoicing, your organization must provide Esri with a copy of a current tax exemption certificate issued by your state's taxing authority for the given jurisdiction.

Esri may charge a fee to cover expenses related to any customer requirement to use a proprietary vendor management, procurement, or invoice program.

To expedite your order, please reference your customer number and this quotation number on your purchase order.



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380 New York Street
Redlands, CA 92373
Phone: + 190936998229822

Quotation

Page 2

Date: 12/08/2025

Quotation Number: 26325340

Contract Number: 00321123.0

Item	Qty	Material#	Unit Price	Extended Price
Start Date: 03/09/2026 End Date: 03/08/2027 Subscription ID: 3173994583				
4010	1	195149	405.00	405.00
ArcGIS Spatial Analyst for ArcGIS Online Creator or Professional User Type Annual Subscription (Desktop Migration) Start Date: 03/09/2026 End Date: 03/08/2027 Subscription ID: 3173994583				
5010	1	195149	405.00	405.00
ArcGIS Spatial Analyst for ArcGIS Online Creator or Professional User Type Annual Subscription (Desktop Migration) Start Date: 03/09/2026 End Date: 03/08/2027 Subscription ID: 3173994583				
6010	1	195142	405.00	405.00
ArcGIS 3D Analyst for ArcGIS Online Creator or Professional User Type Annual Subscription (Desktop Migration) Start Date: 03/09/2026 End Date: 03/08/2027 Subscription ID: 3173994583				
7010	1	195142	405.00	405.00
ArcGIS 3D Analyst for ArcGIS Online Creator or Professional User Type Annual Subscription (Desktop Migration) Start Date: 03/09/2026 End Date: 03/08/2027 Subscription ID: 3173994583				
8010	1	195139	550.00	550.00
ArcGIS Online Creator User Type Annual Subscription (Desktop Migration) Start Date: 03/09/2026 End Date: 03/08/2027 Subscription ID: 3173994583				
9010	1	195144	405.00	405.00
ArcGIS Data Reviewer for ArcGIS Online Creator or Professional User Type Annual Subscription (Desktop Migration) Start Date: 03/09/2026 End Date: 03/08/2027 Subscription ID: 3173994583				
10010	1	195146	405.00	405.00
ArcGIS Network Analyst for ArcGIS Online Creator or Professional User Type Annual Subscription (Desktop Migration)				



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Redlands, CA 92373
Phone: + 190936998229822

Quotation

Page 3

Date: 12/08/2025

Quotation Number: 26325340

Contract Number: 00321123.0

Item	Qty	Material#	Unit Price	Extended Price
		Migration) Start Date: 03/09/2026 End Date: 03/08/2027 Subscription ID: 3173994583		
11010	1	195146 ArcGIS Network Analyst for ArcGIS Online Creator or Professional User Type Annual Subscription (Desktop Migration) Start Date: 03/09/2026 End Date: 03/08/2027 Subscription ID: 3173994583	405.00	405.00
13010	1	159070 ArcGIS Image Analyst for ArcGIS Online Creator or Professional User Type Annual Subscription Start Date: 03/09/2026 End Date: 03/08/2027 Subscription ID: 3173994583	636.00	636.00
14010	1	159166 ArcGIS Hub Premium ArcGIS Online Community Annual Subscription Start Date: 03/09/2026 End Date: 03/08/2027 Subscription ID: 3173994583	9,770.00	9,770.00
15010	1	194780 ArcGIS Hub Premium ArcGIS Online Community Member Additional Annual Subscriptions (Block of 1,000)(formerly 159168) Start Date: 03/09/2026 End Date: 03/08/2027 Subscription ID: 9051309757	977.00	977.00
16010	4	161326 ArcGIS Enterprise Advanced Up to Four Cores Maintenance Start Date: 03/09/2026 End Date: 03/08/2027	11,775.00	47,100.00
17010	1	161328 ArcGIS Enterprise Standard Up to Four Cores Maintenance Start Date: 03/09/2026 End Date: 03/08/2027	5,900.00	5,900.00
18010	4	161339 ArcGIS Image Server Up to Four Cores Maintenance	5,725.00	22,900.00



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Redlands, CA 92373
Phone: + 190936998229822

Quotation

Page 4

Date: 12/08/2025

Quotation Number: 26325340

Contract Number: 00321123.0

Item	Qty	Material#	Unit Price	Extended Price
<hr/>				
Start Date: 03/09/2026				
End Date: 03/08/2027				
19010	4	161389	1,450.00	5,800.00
ArcGIS GIS Server Standard Additional Cores Maintenance				
Start Date: 03/09/2026				
End Date: 03/08/2027				
20010	1	165627	43,962.00	43,962.00
ArcGIS Velocity Advanced US Region Annual Subscription				
Start Date: 03/09/2026				
End Date: 03/08/2027				
Subscription ID: 3173994583				
21010	2	187643	782.00	1,564.00
ArcGIS Advanced Editing User Type Extension for ArcGIS Enterprise Annual Subscription				
Start Date: 03/09/2026				
End Date: 03/08/2027				
21020	1	195140	1,575.00	1,575.00
ArcGIS Online Professional User Type Annual Subscription (Desktop Migration)				
Start Date: 03/09/2026				
End Date: 03/08/2027				
Subscription ID: 3173994583				
21030	14	195140	1,575.00	22,050.00
ArcGIS Online Professional User Type Annual Subscription (Desktop Migration)				
Start Date: 03/09/2026				
End Date: 03/08/2027				
Subscription ID: 3173994583				
21040	1	165533	391.00	391.00
ArcGIS Online Mobile Worker User Type Annual Subscription				
Start Date: 03/09/2026				
End Date: 03/08/2027				
Subscription ID: 3173994583				
21050	23	165533	391.00	8,993.00
ArcGIS Online Mobile Worker User Type Annual Subscription				
Start Date: 03/09/2026				
End Date: 03/08/2027				



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Redlands, CA 92373
Phone: + 190936998229822

Quotation

Page 5

Date: 12/08/2025

Quotation Number: 26325340

Contract Number: 00321123.0

Item	Qty	Material#	Unit Price	Extended Price
Subscription ID: 3173994583				
21060	1	165531	245.00	245.00
ArcGIS Online Contributor (formerly Editor) User Type Annual Subscription				
Start Date: 03/09/2026				
End Date: 03/08/2027				
Subscription ID: 3173994583				
21070	69	153147	123.00	8,487.00
ArcGIS Online Viewer User Type Annual Subscription				
Start Date: 03/09/2026				
End Date: 03/08/2027				
Subscription ID: 3173994583				
21080	35	153418	118.00	4,130.00
ArcGIS Online Credits; Block of 1,000				
Start Date: 03/09/2026				
End Date: 03/08/2028				
Subscription ID: 3173994583				

Item Subtotal	206,595.00
Estimated Tax	0.00
Total	USD 206,595.00

DUNS/CEC: 06-313-4175 CAGE: 0AMS3



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380 New York Street
Redlands, CA 92373
Phone: + 190936998229822

Quotation

Page 6

Date: 12/08/2025

Quotation No: 26325340

Customer No: 1458

Contract No: 00321123.0

Item Qty Material#

Unit Price

Extended Price

Renew online by using a credit card, purchase order, or by requesting an invoice at
<https://www.esri.com/en-us/quote-order/renew>.

If there are any changes required to your quotation please respond to this email and indicate any changes in your invoice authorization.

If you choose to discontinue your support, you will become ineligible for support benefits and services. All maintenance fees from the date of discontinuation will be due and payable if you decide to reactivate your support coverage at a later date.

The items on this quotation are subject to and governed by the terms of this quotation, the most current product specific scope of use document found at <http://assets.esri.com/content/dam/esrisites/media/legal/product-specific-terms-of-use/e300.pdf>, and your applicable signed agreement with Esri. If no such agreement covers any item quoted, then Esri's standard terms and conditions found at <http://assets.esri.com/content/dam/esrisites/media/legal/ma-full/ma-full.pdf> apply to your purchase of that item. Federal government entities and government prime contractors authorized under FAR 51.1 may purchase under the terms of Esri's GSA Federal Supply Schedule. Supplemental terms and conditions found at <http://www.esri.com/en-us/legal/terms/state-supplemental> apply to some state and local government purchases. All terms of this quotation will be incorporated into and become part of any additional agreement regarding Esri's offerings. Acceptance of this quotation is limited to the terms of this quotation. Esri objects to and expressly rejects any different or additional terms contained in any purchase order, offer, or confirmation sent to or to be sent by buyer. Unless prohibited by law, the quotation information is confidential and may not be copied or released other than for the express purpose of system selection and purchase/license. The information may not be given to outside parties or used for any other purpose without consent from Esri. Delivery is FOB Origin.

In order to expedite processing, please reference the quotation number and any/all applicable Esri contract number(s) (e.g. MPA, EA, GSA, BPA) on your ordering document.

SOLE SOURCE LETTER - NONFEDERAL
Environmental Systems Research Institute, Inc. (Esri)
380 New York Street
Redlands, CA 92373



DATE: January 14, 2025

TO: Whom It May Concern

FROM: Jackie Ricks, Esri Contracts Specialist I/Contracts & Legal Department

RE: Esri Sole Source Justification for Geographic Information System Software

This letter confirms that Esri is the sole-source provider of Esri products and related maintenance services in the U.S. commercial, state, and local government marketplace, subject to the disclosures set forth below.

Esri has authorized certain resellers to resell sole source products, including Esri enterprise agreements, to state agencies of the State of California only under the California Software License Program (SLP). Esri distributes Esri software licenses in combination with non-Esri hardware, software or services through open-market value-added resellers, system integrators and OEMs. Esri also distributes Esri software licenses, subscriptions, and subscription renewals separately or in combination with non-Esri software or services through resellers to customers that provide architectural, engineering, and construction services. On request, Esri will provide open-market quotes for Esri products and maintenance to pass-through customer-designated resellers.

If you have further questions, please contact me at jricks@esri.com.

Signature on File

Jackie Ricks



DuPage County
Finance Department
Procurement Division
421 North County Farm Road
Room 3-400
Wheaton, Illinois 60187-3978

REQUIRED VENDOR ETHICS DISCLOSURE STATEMENT

Section I: Contact Information

Please complete the contact information below.

BID NUMBER:	N/A
COMPANY NAME:	Environmental Systems Research Institute, Inc.
CONTACT PERSON:	Mitchell Winiecki
CONTACT EMAIL:	mwiniiecki@esri.com

Section II: Procurement Ordinance Requirements

Every contractor, union, or vendor that is seeking or has previously obtained a contract, change orders to one (1) or more contracts, or two (2) or more individual contracts with the County, shall provide to the Procurement Division a written disclosure of all political campaign contributions made by such contractor, union, or vendor to any incumbent County Board member, County Board chairman, or Countywide elected official whose office the contract to be awarded will benefit within the current and previous calendar year. The contractor, union, or vendor shall update such disclosure annually during the term of a multi-year contract and prior to any change order or renewal requiring approval by the county board. For purposes of this disclosure requirement, "contractor or vendor" includes owners, officers, managers, lobbyists, agents, consultants, bond counsel and underwriters counsel, subcontractors, and corporate entities under the control of the contracting person, and political action committees to which the contracting person has made contributions.

Has the Bidder made contributions as described above?

☐ Yes

☒ No

If "Yes", complete the required information in the table below.

RECIPIENT	DONOR	DESCRIPTION (e.g., cash, type of item, in-kind services, etc.)	AMOUNT/VALUE	DATE MADE

All contractors and vendors who have obtained or are seeking contracts with the County shall disclose the names and contact information of their lobbyists, agents and representatives and all individuals who are or will be having contact with county officers or employees in relation to the contractor bid and shall update such disclosure with any changes that may occur.

Has the Bidder had or will the Bidder have contact with lobbyists, agents, representatives or individuals who are or will be having contact with county officers or employees as described above.

☐ Yes

☒ No

If "Yes", list the name, phone number, and email of lobbyists, agents, representatives, and all individuals who are or will be having contact with county officers or employees in the table below.

NAME	PHONE	EMAIL

Section III: Violations

A contractor or vendor that knowingly violates these disclosure requirements is subject to penalties which may include, but are not limited to, the immediate cancellation of the contract and possible disbarment from future County contracts. Continuing and supplemental disclosure is required. The Bidder agrees to update this disclosure form as follows:

- If information changes, within five (5) days of change, or prior to county action, whichever is sooner;
- 30 days prior to the optional renewal of any contract;
- Annual disclosure for multi-year contracts on the anniversary of said contract
- With any request for change order except those issued by the county for administrative adjustments

The full text of the County's Ethics Ordinance is available at:

http://www.dupagecounty.gov/government/county_board/ethics_at_the_county/

The full text of the County's Procurement Ordinance is available at:

https://www.dupagecounty.gov/government/departments/finance/procurement/procurement_ordinance_and_guiding_principles.php

Section IV: Certification

By signing below, the Bidder hereby acknowledges that it has received, read, and understands these requirements, and certifies that the information submitted on this form is true and correct to the best of its knowledge.

Signature on File

Printed Name: Annette Kazandjian

Signature: _____

Title: Managing Business Attorney

Jan 9, 2026
Date: _____



Technology Change Order with Resolution

421 N. COUNTY FARM
ROAD
WHEATON, IL 60187
www.dupagecounty.gov

File #: TE-CO-0001-26

Agenda Date: 1/20/2026

Agenda #: 6.C.

AMENDMENT TO COUNTY CONTRACT 6834-0001 SERV
ISSUED TO SHI INTERNATIONAL CORP.
FOR ANNUAL LICENSING FOR ZENDESK CUSTOMER SERVICE SOLUTION
FOR INFORMATION TECHNOLOGY, GIS, AND
DU PAGE COUNTY HEALTH DEPARTMENT
(INCREASE ENCUMBRANCE \$34,588.80)

WHEREAS, County Contract 6834-0001 SERV was issued by the Procurement Division on December 31, 2023; and

WHEREAS, the Technology Committee recommends changes as stated in the Change Order Notice to County Contract 6834-0001 SERV, issued to SHI International Corp., for annual licensing for Zendesk customer service solution and annual subscription, to increase the contract in the amount of \$34,588.80, resulting in an amended contract total of \$604,321.88.

NOW, THEREFORE BE IT RESOLVED, that the County Board adopt the Change Order Notice to County Contract 6834-0001 SERV, issued to SHI International Corp., for annual licensing for Zendesk customer service solution and annual subscription, to increase the contract in the amount of \$34,588.80, resulting in an amended contract total of \$604,321.88.

Enacted and approved this 27th day of January, 2026 at Wheaton, Illinois.

DEBORAH A. CONROY, CHAIR
DU PAGE COUNTY BOARD

Attest: _____

JEAN KACZMAREK, COUNTY CLERK

TEC 1/20
FI+CB 1/27



Request for Change Order

Procurement Services Division

Attach copies of all prior Change Orders

Date: Jan 5, 2026

MinuteTraq (IQM2) ID #: 26-0225

Purchase Order #: 6834-1-SERV	Original Purchase Order Date: Dec 31, 2023	Change Order #: 4	Department: IT
Vendor Name: SHI International Corp.		Vendor #: 14389	Dept Contact: Shanita Thompson
Background and/or Reason for Change Order Request:	Increase contract by \$34,588.80 to create a new line for Automated Resolutions and AI Expert Pro, account # 1000-1110-53807.		
IN ACCORDANCE WITH 720 ILCS 5/33E-9			

- ☐ (A) Were not reasonably foreseeable at the time the contract was signed.
- ☒ (B) The change is germane to the original contract as signed.
- ☒ (C) Is in the best interest for the County of DuPage and authorized by law.

INCREASE/DECREASE		
A	Starting contract value	\$569,732.27
B	Net \$ change for previous Change Orders	\$0.81
C	Current contract amount (A + B)	\$569,733.08
D	Amount of this Change Order <input checked="" type="checkbox"/> Increase <input type="checkbox"/> Decrease	\$34,588.80
E	New contract amount (C + D)	\$604,321.88
F	Percent of current contract value this Change Order represents (D / C)	6.07%
G	Cumulative percent of all Change Orders (B+D/A); (60% maximum on construction contracts)	6.07%

DECISION MEMO NOT REQUIRED			
<input type="checkbox"/> Cancel entire order	<input type="checkbox"/> Close Contract	<input type="checkbox"/> Contract Extension (29 days)	<input type="checkbox"/> Consent Only
<input type="checkbox"/> Change budget code from: _____ to: _____			
<input type="checkbox"/> Increase/Decrease quantity from: _____ to: _____			
<input type="checkbox"/> Price shows: _____ should be: _____			
<input type="checkbox"/> Decrease remaining encumbrance and close contract	<input type="checkbox"/> Increase encumbrance and close contract	<input type="checkbox"/> Decrease encumbrance	<input type="checkbox"/> Increase encumbrance

DECISION MEMO REQUIRED	
<input type="checkbox"/> Increase (greater than 29 days) contract expiration from: _____ to: _____	
<input checked="" type="checkbox"/> Increase ≥ \$2,500.00, or ≥ 10%, of current contract amount <input type="checkbox"/> Funding Source _____	
<input type="checkbox"/> OTHER - explain below:	

SJG	5037	Jan 5, 2026	<u>RAB</u>	5064	01/06/2026
Prepared By (Initials)	Phone Ext	Date	Recommended for Approval (Initials)	Phone Ext	Date
REVIEWED BY (Initials Only)					
Buyer		Date	Procurement Officer <u>[Signature]</u>		Date <u>1/12/2026</u>
Chief Financial Officer (Decision Memos Over \$25,000)		Date	Chairman's Office (Decision Memos Over \$25,000)		Date



Decision Memo

Procurement Services Division

This form is required for all Professional Service Contracts over \$25,000 and as otherwise required by the Procurement Review Checklist.

Date: Jan 5, 2026

File ID #: 26-0225

Purchase Order #: 6834-1-SERV

Requesting Department: IT	Department Contact: Shanita Thompson
Contact Email: Shanita.Thompson@dupagecounty.gov	Contact Phone: x5023
Vendor Name: SHI International Corp.	Vendor #: 14389

Action Requested - Identify the action to be taken and the total cost; for instance, approval of new contract, renew contract, increase contract, etc.

Increase contract by \$34,588.80 for Automated Resolutions and AI Expert Pro.

Summary Explanation/Background - Provide an executive summary of the action. Explain why it is necessary and what is to be accomplished.

Staff is requesting approval to purchase Automated Resolutions and AI Expert Pro as add-on capabilities to the County's existing Zendesk Service Desk solution. These AI-powered features will enhance self-service, automate repetitive service requests, improve first-contact resolution, and support the County's broader digital transformation and operational efficiency goals. While the current Zendesk platform provides a strong ITSM foundation, it relies heavily on manual triage, routing, and resolution for routine requests. Automated Resolutions and AI Expert Pro introduce intelligent automation and advanced AI assistance to address this gap.

Original Source Selection/Vetting Information - Describe method used to select source.

Sourcewell Contract #081419-SHI

The source was selected based on the County's current and successful implementation of Zendesk as its enterprise Service Desk solution. Automated Resolutions and AI Expert Pro are native Zendesk capabilities, fully integrated into the existing environment.

Recommendations/Alternatives - Describe staff recommendation and provide justification. Identify at least 2 other options to accomplish this request.

Staff recommends purchasing Automated Resolutions and AI Expert Pro from Zendesk as the most effective, secure, and scalable solution. The justification to go with Zendesk:

- Seamless integration with the existing Service Desk
- Lower implementation risk compared to third-party tools
- Faster deployment and immediate operational benefits
- Centralized governance, analytics, and reporting
- Proven vendor relationship and established support model

Alternate Options - do nothing and continue to rely on manual processes, longer resolution times, limited scalability, and increased staff workloads, or purchase a third-party AI solution that does not integrate seamlessly with our current Service Desk solution, which could have increased cost to implement.

Fiscal Impact/Cost Summary - Include projected cost for each fiscal year, approved budget amount and account number, source of funds, and any future funding requirements along with any narrative.

The cost associated with the purchase of Automated Resolutions and AI Expert Pro from Zendesk is limited to Fiscal Year 2026 only at this time. The Zendesk contract is scheduled for renewal in December 2026, at which time pricing, scope, and contract terms will be reviewed and renegotiated based on performance, business needs, and budget availability.

Funding for this purchase is available within the approved Information Technology FY2026 budget.

Sufficient funds are available to cover the change order

\$34,588.80 - Acct #1000-1110-53807

Source of Funds: Existing operating funds (no new funding requested)

Future Funding Requirements - There are no future funding requirements associated with this request beyond FY2026. Any continued use of these AI capabilities beyond the current contract term will be evaluated during the December 2026 contract renewal process and will be subject to future approval.



Federal tax ID: 22-3009648
290 Davidson Ave.
Somerset, NJ 08873
Phone: 888-235-3871
Fax: 732-805-9669

Please remit payment to:
SHI International Corp
P.O. Box 952121
Dallas, TX 75395-2121
[REDACTED]
[REDACTED]
[REDACTED]
SWIFT Code: WFBIUS6S
For W-9 Form, www.shi.com/W9
Send remittances to - remittance@shi.com

Invoice No. B20659612
Invoice date 12/31/2025
Customer Acc. No. 1048933
Sales order S61816700
Finance charge of 1.5% per month will be charged on
past due accounts - 18%/yr.
All returns require an RMA# supplied by your SHI
Sales team.

Bill To
DuPage County
421 N. County Farm Road
Wheaton, IL 60187
USA

Ship To
DuPage County
421 N. County Farm Road
Wheaton, IL 60187
USA
26561454/Shanita Thompson

Ship Date	Salesperson	Purchase Order	Ship Via	FOB	Terms
12/31/2025	TERM-IL - SLG - Local Gov (S. Bergdoll)	26561454	ESD	FOB DEST	NET 30

Item No. Mfg Part No.	Description	Qty Ordered	Qty Shipped	Unit Price	Extended Price
49859130 NPN-ZENDE-AUTOM Optl upd via downld Zendesk	Automated Resolutions - 5000 + (Resolutions) Multiple platforms English Optl upd via downld Software Contract number: 121923-SHI Maintenance From date: 12/31/2025 Maintenance To date: 12/30/2026 Proof of Previous Purchase: Zendesk ID: 12963876,	10000	10000	0.89	8,900.00
49997796 NPN-ZENDE-AIAGE-A Optl upd via downld Zendesk	AI agents - Advanced Platform Multiple platforms English Optl upd via downld Software Contract number: 121923-SHI Maintenance From date: 12/31/2025 Maintenance To date: 12/30/2026 Proof of Previous Purchase: Zendesk ID: 12963876,	1	1	0.00	0.00
50653448 NPN-ZENDE-AIEXP-C Optl upd via downld Zendesk	AI Expert Pro Multiple platforms English Optl upd via downld Software Contract number: 121923-SHI Maintenance From date: 12/31/2025 Maintenance To date: 12/30/2026 Proof of Previous Purchase: Zendesk ID: 12963876,	1	1	25,688.80	25,688.80

Quote: 26561454



Federal tax ID: 22-3009648
290 Davidson Ave.
Somerset, NJ 08873
Phone: 888-235-3871
Fax: 732-805-9669

Please remit payment to:
SHI International Corp
P.O. Box 952121
Dallas, TX 75395-2121
[Redacted]
[Redacted]
[Redacted]
[Redacted]
SWIFT Code: WFBIUS6S
For W-9 Form, www.shi.com/W9
Send remittances to - remittance@shi.com

Invoice No. B20659612
Invoice date 12/31/2025
Customer Acc. No. 1048933
Sales order S61816700
Finance charge of 1.5% per month will be charged on
past due accounts - 18%/yr.
All returns require an RMA# supplied by your SHI
Sales team.

Bill To
DuPage County
421 N. County Farm Road
Wheaton, IL 60187
USA

Ship To
DuPage County
421 N. County Farm Road
Wheaton, IL 60187
USA
26561454/Shanita Thompson

Sales Balance	34,588.80
Freight	0.00
Recycling Fee	0.00
Sales Tax	0.00
Total	34,588.80
Currency	USD



DuPage County
Finance Department
Procurement Division
421 North County Farm Road
Room 3-400
Wheaton, Illinois 60187-3978

REQUIRED VENDOR ETHICS DISCLOSURE STATEMENT

Section I: Contact Information

Please complete the contact information below.

BID NUMBER:	
COMPANY NAME:	SHI International Corp.
CONTACT PERSON:	Jeff Newton
CONTACT EMAIL:	Jeff_newton@shi.com

Section II: Procurement Ordinance Requirements

Every contractor, union, or vendor that is seeking or has previously obtained a contract, change orders to one (1) or more contracts, or two (2) or more individual contracts with the County, shall provide to the Procurement Division a written disclosure of all political campaign contributions made by such contractor, union, or vendor to any incumbent County Board member, County Board chairman, or Countywide elected official whose office the contract to be awarded will benefit within the current and previous calendar year. The contractor, union, or vendor shall update such disclosure annually during the term of a multi-year contract and prior to any change order or renewal requiring approval by the county board. For purposes of this disclosure requirement, "contractor or vendor" includes owners, officers, managers, lobbyists, agents, consultants, bond counsel and underwriters counsel, subcontractors, and corporate entities under the control of the contracting person, and political action committees to which the contracting person has made contributions.

Has the Bidder made contributions as described above?

☐ Yes

☒ No

If "Yes", complete the required information in the table below.

RECIPIENT	DONOR	DESCRIPTION (e.g., cash, type of item, in-kind services, etc.)	AMOUNT/VALUE	DATE MADE

All contractors and vendors who have obtained or are seeking contracts with the County shall disclose the names and contact information of their lobbyists, agents and representatives and all individuals who are or will be having contact with county officers or employees in relation to the contractor bid and shall update such disclosure with any changes that may occur.

Has the Bidder had or will the Bidder have contact with lobbyists, agents, representatives or individuals who are or will be having contact with county officers or employees as described above.

☐ Yes

☒ No

If "Yes", list the name, phone number, and email of lobbyists, agents, representatives, and all individuals who are or will be having contact with county officers or employees in the table below.

NAME	PHONE	EMAIL

Section III: Violations

A contractor or vendor that knowingly violates these disclosure requirements is subject to penalties which may include, but are not limited to, the immediate cancellation of the contract and possible disbarment from future County contracts. Continuing and supplemental disclosure is required. The Bidder agrees to update this disclosure form as follows:

- If information changes, within five (5) days of change, or prior to county action, whichever is sooner;
- 30 days prior to the optional renewal of any contract;
- Annual disclosure for multi-year contracts on the anniversary of said contract
- With any request for change order except those issued by the county for administrative adjustments

The full text of the County's Ethics Ordinance is available at:

[Ethics | DuPage Co. IL](#)

The full text of the County's Procurement Ordinance is available at:

[ARTICLE VI. - PROCUREMENT | Code of Ordinances | DuPage County, IL | Municode Library](#)

Section IV: Certification

By signing below, the Bidder hereby acknowledges that it has received, read, and understands these requirements, and certifies that the information submitted on this form is true and correct to the best of its knowledge.

Signature on File

Printed Name: Kristina Mann Signature: _____

Title: Director- Contracts Date: 1/15/2026



Action Item

421 N. COUNTY FARM
ROAD
WHEATON, IL 60187
www.dupagecounty.gov

File #: 26-0319

Agenda Date: 1/20/2026

Agenda #: 7.A.

DuPage County Website Management Policies and Procedures

Contents

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Purpose

The purpose of this policy is to clarify the roles and responsibilities pertaining to the DuPage County website, to set forth the procedures for creating and maintaining content and to establish guidelines for web content and hyperlinks.

Revision History

- 08-26-2014 New Document - Approved by Technology Committee. Effective Date August 26, 2014
- 06-30-2015 Updated to include Locking of Web Editor Accounts section. Effective Date June 30, 2015
- 11-19-2025 Updated to include reference to the DuPage County Digital Accessibility Guide.

Persons Affected

This document outlines policies and procedures for all individuals who edit web pages on the County’s website, including County employees, County officials and external individuals.

DuPage County Website Management Policies and Procedures

Locking of Web Editor Accounts

Accounts for web editors who have not logged into the Revize CMS for six months will be locked. Accounts can also be locked if the web editor does not attend required web or accessibility training. Web editors can unlock the account by contacting the Web Team.

Policy

It is the policy of DuPage County to provide and maintain a high quality website to efficiently deliver government services, information and communications to the public.

A concerted effort shall be made to ensure website content is accurate, up-to-date and presented in an effective manner. Technology enhancements and new features on the County website are important for the County to continue to meet the ever-growing needs of residents and staff. Requests for enhancements, features or changes to the website shall be directed to the Information Technology (IT) Web Services Manager responsible for the website. Such improvements shall be considered based on need, benefit, cost-efficiency and appropriateness for the County website.

The domain name dupagecounty.gov shall be considered the primary domain for the DuPage County website for marketing and branding purposes. The goal is to assist in unifying all County departments, programs and services under the umbrella of one easy to recall DuPage County 'brand.' The County may acquire and promote ancillary domain names depending on appropriateness and need. Elected Officials whose "county" webpages are hosted on the dupagecounty.gov domain shall comply with all policies and procedures adopted by the County for the content and branding of the pages relating to their offices. Elected Officials who do not comply or do not wish to comply with all policies and procedures of DuPage County may have their pages removed. Webpages on the Dupagecounty.gov domain are government speech and must reflect the views of the domain owner, DuPage County.

Definitions

- **Webpage** – An individual file available on a World Wide Web server, which is viewable to users as a page of information.
- **DuPage County Website** – The collection of webpages available at www.dupagecounty.gov.
- **Internal Link** – A hyperlink from one webpage to another within the same website.
- **External Link** – A hyperlink from one webpage to another on a different website.

DuPage County Website Management Policies and Procedures

Responsibilities

- **Web Services Manager** – The County’s Web Services Manager is responsible for overseeing the development of the County website, including the assurance that the highest standards are attained for website services, design and usability. The Web Services Manager has authority to remove outdated information, with notification of the appropriate department, and is responsible for enforcing site-wide consistency. The Web Services Manager, with advice and guidance from County Board Office and IT Department, evaluates County Departments’ online needs and implements new website features that align with the County’s online objectives. New web applications that need to interface with the County website must receive approval from the Web Services Manager and the CIO/Deputy CIO of IT. Work requests and communication with contractors for the website are made through the Web Services Manager.
- **Digital and Web Services** – The County’s Digital and Web Services Team reports to the Web Services Manager. The team is responsible for assisting Content Editors and for ensuring that Web Standards are adhered to when advising Content Editors. They also are responsible for creating custom web applications requested by Departments and Elected Officials.
- **County Board Office** – The County Board’s communication staff is responsible for overseeing County-wide communications and their placement on the website. They are also responsible for layout and content on the County home page.
- **Department Heads/Elected Officials** – Department Heads/Elected Officials are ultimately responsible for the integrity and content of the pages which the County delegates for their use. Each Department Head is responsible for assigning staff to serve as Content Editors to update and maintain Department information and keeping the Web Services Manager informed of these assignments.
- **Content Editors** – Content Editors are responsible for posting and maintaining timely and accurate information within their assigned areas of the County website. Each Content Editor is responsible for abiding by the established website design, image and hyperlink standards to ensure a consistent look and feel across all pages and ease of use for site visitors. They are also responsible for ensuring the accuracy of information related to their department, both on their departmental pages and on ‘general’ pages like the County Directory. Content Editors are sometimes referred to as ‘Web Editors’.

DuPage County Website Management Policies and Procedures

Procedures

- A. A regular review of the website is recommended for each department to ensure that content is accurate and current. The Web Services Manager and/or members of the Digital and Web Services Team will request to meet with the departmental heads and/or the Content Editors to review their section of the website and to make recommendations for improvement. Ideally, this review would occur every other year.
- B. Web Analytics are available upon request from the Web Team. These analytics/statistics can assist Content Editors in determining high runner pages, in order to make them easier to locate, or to eliminate pages that have little or no traffic. By making high demand pages easier to find, phone calls can be reduced since website visitors can easily find information on the website.
- C. All Web Editors are required to adhere to the County's Web Accessibility standards. These standards are referenced in the DuPage County Digital Accessibility Policy and adherence to these standards will help to ensure that the County website is easily accessible to all website visitors.
- D. Deletion of obsolete web pages, documents and images:
 - 1. Web pages, documents and images that are no longer needed on the website need to be archived or deleted. Failure to do so will result in obsolete items being found by the Search mechanism on the website.
- E. Content Editors must adhere to the following standards to ensure consistency and intuitive use of the site:
 - 1. Use the established set of templates and design standards that apply to all pages and features of the website.
 - 2. Conform to County website accessibility standards as noted in the DuPage County Digital Accessibility Policy.
 - 3. Write in plain language appropriate for online users, without slang or jargon.
- F. Use of Images on the Website
 - 1. Use of images on the website must comply with copyright laws. Images within documents such as PDFs that are posted on the website must also conform to copyright laws. Assistance for obtaining images can be obtained via the Web Services Manager.

DuPage County Website Management Policies and Procedures

G. Use of documents on the Website

1. As stated in the DuPage County Digital Accessibility Policy, HTML is the standard format for all public content on our websites. PDFs should only be used when necessary, such as when HTML is not feasible or when the document's format must be preserved.

H. External links are allowed when appropriate, especially to County-sponsored organizations, not-for-profit websites and government websites. Links to for-profit websites are permissible under limited conditions, provided the content is appropriate. Links from DuPage County's website to other sites on the internet do not constitute an endorsement by DuPage County. These links are provided for informational purposes only. It is the responsibility of the user to evaluate the content, quality, and accuracy of materials and information obtained from other sites.

All external links must conform to the following standards/conditions:

1. Appropriateness of external links must be approved by the respective Department Head.
2. The link must be associated with an organization that supports citizens of DuPage County and
3. The link must be useful for users who are interested in the information or service on the page where the link appears.

Examples:

- i. Special events for County departments such as Budget Hearing, Community Service events, recycling events.
- ii. Advertisement of assistance available after disasters within the County.
- iii. Reminders of items such as Heating Sites and Cooling Sites.
- iv. Advertisement of items such as surveys.

I. Elected Officials' webpages hosted on the dupagecounty.gov domain must be approved by the elected official and the County Board Chair or the Chair's designee. It must comply with all parts of the DuPage County Website Policies and Procedures. The website is taxpayer-funded and may not be used for political campaign purposes. Some examples of information on an elected official's webpage that are helpful to the public are the following:

DuPage County Website Management Policies and Procedures

1. Name, photograph and contact information for the elected official;
 2. Contact information for the elected official, such as email, phone, fax;
 3. Elected position held by the elected official as well as term expiration;
 4. Elected official's professional resume;
 5. Biographical information about the elected official, including personal interests and family information;
 6. Links to organizations, boards or commissions on which the elected official serves in his/her capacity as an elected official; and
 7. Links to State Board of Elections information.
- J. If an elected official posts inaccurate information or information which is contrary to the County's policies and procedures or the views of the County as expressed by the DuPage County Board and DuPage County Board Chair, such official may have their webpages removed. Nothing in this policy should be interpreted as prohibiting an individual elected official from creating their own webpage on a domain other than dupagecounty.gov if the County directs the removal of an elected official's delegated webpage on dupagecounty.gov. The dupagecounty.gov domain is reserved for the official government speech of the County of DuPage, not individual elected officials.
- K. All information collected via the DuPage County website will comply with the privacy statement available on the DuPage County website. The privacy statement is accessible via a link in the footer of each page.
- L. Advertising is not allowed on the DuPage County website. In the event that an organization or business sponsors or partners with the DuPage County for an event, project, program, campaign or similar, the County may display on the County website images and external links for the entity, to the extent that it pertains to the function or program. The use of these images and external links must comply with all sections above.



Action Item

421 N. COUNTY FARM
ROAD
WHEATON, IL 60187
www.dupagecounty.gov

File #: 26-0305

Agenda Date: 1/20/2026

Agenda #: 7.B.

DuPage County Digital Accessibility Policy

Purpose

This policy establishes guidelines for managing, maintaining, and ensuring the accessibility of DuPage County's digital services, including public-facing digital content such as PDFs, images, media, web applications developed by or for the County, third-party applications and platforms used to deliver County information and services. Ensuring accessibility allows all users, including those with disabilities, to access County services and information independently and equitably. It aligns with governance best practices and complies with a minimum of A and AA standards in the Web Content Accessibility Guidelines version 2.1 (WCAG 2.1) and the Department of Justice (DOJ) accessibility rule.

For practical guidance on how to meet these standards, refer to the DuPage County Digital Content Accessibility Guides, which includes specific requirements for PDFs, media, social media, and more.

Compliance Timeline

DuPage County strives to be fully compliant with the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA standards by April 24, 2026, in accordance with the Department of Justice (DOJ) guidance. We are committed to continually improving the accessibility of our digital content and services.

Scope

This policy applies to:

- All County employees and elected officials publishing content intended for public use on County websites and other external facing digital properties managed by the County.
- All County departments and staff who procure, renew, configure, or administer public-facing third-party applications, platforms, or embedded tools used to deliver County information or services.
- Third-party vendors providing public facing digital services.

Governance & Responsibilities

- **Digital and Web Services:** Oversees website governance, accessibility compliance, and training for web editors. Provides guidance on accessible PDF creation and remediation.
- **Web Editors:** Maintain and update content following County standards.
- **County Board Office Communication Staff:** Collaborates with Digital and Web Services to oversee website governance and ensure accessibility compliance. Manages the County's official social media presence and is responsible for ensuring that all social media and multimedia content adheres to accessibility standards.
- **Procurement Team:** Ensures third-party vendors comply with accessibility policies before contract approval.

Content Publishing Standards

- **Accessibility Compliance:** All digital content must adhere to accessibility standards as outlined in the County's Digital Content Accessibility Guides. This includes requirements and best practices for multimedia, keyboard navigation, alternative text for images, and other WCAG criteria.
- **Use of PDFs:** Although PDFs may be used, HTML is the preferred format. PDFs must meet accessibility standards before publication, ensuring they are readable by assistive technologies.
- **Responsibility for Content Accessibility:** Our websites are designed and maintained to meet WCAG 2.1 AA accessibility standards. Web Editors are responsible for ensuring that the content they add, such as text, images, PDFs, and media, complies with these standards.
- **Public Accessibility Statement:** All County public-facing websites and major public-facing web applications must include a link to the County Accessibility Statement page, which provides instructions for reporting accessibility barriers and submitting an ADA accessibility complaint.

Third-Party Vendor Requirements

Third-party software provided to the public must meet WCAG 2.1 AA standards per the DOJ accessibility ruling. Vendors must provide an Accessibility Conformance Report (ACR) or Voluntary Product Accessibility Template (VPAT).

Accessibility requirements must be evaluated as part of the selection, purchase, configuration, and renewal of any public-facing third-party application or platform. Departments must obtain and review the vendor's ACR or VPAT and confirm remediation commitments before contract execution or renewal.

Vendors failing to comply must submit a remediation plan before contract renewal. If no plan is submitted within a reasonable timeframe, the County may reconsider vendor contracts or seek alternative solutions.

PDF Accessibility Policy

General Guidelines

HTML is the standard format for all public content on our websites. PDFs should only be used when necessary, such as when HTML is not feasible or when the document's format must be preserved. Website Content Management

Our websites are for sharing important information and services, not for storing unnecessary files. Web Editors in each department or elected official's office should regularly review and remove PDFs, files, or web pages that are no longer needed. This keeps our content useful, relevant, and easy to use for everyone.

Appropriate use of PDFs

1. **Official Documents:** Forms, reports, or legal documents that cannot effectively be converted to HTML. These documents must still be made accessible.
2. **Archived Materials:** Documents kept for historical or research purposes that are not actively used for current government programs or services.

Archived Documents

Archived Documents should:

- Be stored in a dedicated section of the website clearly marked as an archive.
- Not changed or updated after being archived.

Exceptions

In line with the DOJ rule, the following types of content may be exempt from full accessibility requirements:

- Archived web content that is not altered or updated after the compliance date and is clearly labeled as archived.

- Content that the County is not responsible for developing or creating, except if it is essential for public service.
- Web content that would result in a fundamental alteration in the nature of the County's programs, services, or activities.

However, we will strive to make these materials as accessible as possible and provide accessible alternatives upon request.

Approval and Documentation

Exceptions must be reviewed and approved by Digital and Web Services, documented, and revisited as needed. When an exception applies, the County will strive to make the content as accessible as possible and provide accessible alternatives upon request.

Providing Accessible Alternatives

We are required to provide accessible versions of any digital content upon request, even for those items that may be exempt from accessibility standards. This ensures everyone has equal access to our information and services. Requests for accessible formats should be fulfilled within 10 days. Extensions may be granted on a case-by-case basis, depending on the complexity of the issue or other mitigating factors.

Forms and Fillable PDFs

Fillable PDF forms should be avoided whenever possible. Instead, all public-facing forms must be converted into accessible HTML forms or recreated using an approved platform such as Formstack. This ensures that users with assistive technologies can complete and submit forms independently and efficiently.

Exceptions will be reviewed on a case-by-case basis and must be approved by the Digital and Web Services Team.

Document Creation Standards

All new or updated documents must follow WCAG 2.1 AA standards. This includes, but is not limited to:

- Proper document structure (like headings and tags).
- Text descriptions for images (alt text).
- Compatibility with assistive technologies like screen readers.
- Proper color contrast and use of color.

Document Remediation

Documents that do not meet accessibility standards and cannot be converted to HTML should be prioritized for remediation based on their importance and frequency of use.

Media Accessibility

All media content (including videos, audio recordings, and animations) published on County websites or social media platforms must meet WCAG 2.1 AA standards. This ensures that all people, including those with disabilities, can fully engage with our digital materials.

Please refer to the DuPage County Media Accessibility Guide for detailed requirements and best practices.

Social Media Accessibility

All content posted on official County social media platforms must be accessible to users with disabilities. This includes using image descriptions (alt text), providing captions or transcripts for videos, and avoiding content that relies solely on visual cues.

Please refer to the DuPage County Social Media Accessibility Guide for detailed requirements and best practices.

Website Audits & Maintenance

Digital and Web Services will regularly audit the website to identify and address accessibility issues.

A public feedback form is available for users to report any accessibility barriers they encounter. Digital and Web Services will review all feedback and notify the relevant content creator of any issues.

Web Editors are responsible for resolving reported accessibility issues within 10 days. Extensions may be granted on a case-by-case basis, depending on the complexity of the issue or other mitigating factors.

Enforcement & Policy Updates

Training Requirements

- All Web Editors must complete annual web and accessibility training.
- Those who haven't completed training may have their editing privileges suspended until they do so.

Content Creator Responsibilities

Content creators are responsible for ensuring their content meets accessibility standards. Digital and Web Services and the DuPage County Board Office communications staff will provide support and resources to help creators meet these standards.

Quality Assurance

Digital and Web Services may review content for accessibility compliance. If necessary, they may revise or remove content that doesn't meet accessibility standards.

Policy Review

This policy will be regularly reviewed and updated to reflect best practices and legal requirements. Content creators will be notified of any significant policy changes.



File #: JPS-P-0011-26

Agenda Date: 1/6/2026

Agenda #: 8.A.

AWARDING RESOLUTION ISSUED TO
HEARTLAND BUSINESS SYSTEMS
FOR AN ENTERPRISE AGREEMENT WITH FORTINET
FOR SHERIFF'S OFFICE
(CONTRACT TOTAL AMOUNT \$687,565.74)

WHEREAS, the County of DuPage by virtue of its power set forth in the Counties Code (55 ILCS 5/1-1001 *et seq.*) is authorized to enter into this Agreement; and

WHEREAS, pursuant to the Governmental Joint Purchasing Act (30 ILCS 525/2), the County is authorized to enter into a Joint Purchasing Agreement for an Enterprise Agreement with Fortinet; and

WHEREAS, pursuant to Intergovernmental Agreement between the County of DuPage and the TIPS Contract #220105, the County of DuPage will contract with Heartland Business Systems; and

WHEREAS, the Judicial and Public Safety Committee recommends County Board approval for the issuance of a contract to Heartland Business Systems, FOR an Enterprise Agreement with Fortinet, for the period of January 13, 2026 through January 13, 2031, for Sheriff's Office.

NOW, THEREFORE BE IT RESOLVED, that County contract, covering said for an Enterprise Agreement for Fortinet, for the period of January 13, 2026 through January 13, 2031, for Sheriff's Office, be, and it is hereby approved for issuance of a contract by the Procurement Division to Heartland Business Systems, 5400 Patton Drive Suite 4B Lisle, IL 60532, for a contract total amount not to exceed \$687,565.74, per contract pursuant to the TIPS Contract #220105.

Enacted and approved 13th of January, 2026 at Wheaton, Illinois.

DEBORAH A. CONROY, CHAIR
DU PAGE COUNTY BOARD

Attest: _____

JEAN KACZMAREK, COUNTY CLERK



Procurement Review Comprehensive Checklist
Procurement Services Division
This form must accompany all Purchase Order Requisitions

SECTION 1: DESCRIPTION

<i>General Tracking</i>		<i>Contract Terms</i>	
FILE ID#: 26-0146	RFP, BID, QUOTE OR RENEWAL #: 353235 v11	INITIAL TERM WITH RENEWALS:	INITIAL TERM TOTAL COST: \$687,565.74
COMMITTEE: JUDICIAL AND PUBLIC SAFETY	TARGET COMMITTEE DATE: 01/06/2026	PROMPT FOR RENEWAL:	CONTRACT TOTAL COST WITH ALL RENEWALS: \$687,565.74
	CURRENT TERM TOTAL COST: \$687,565.74	MAX LENGTH WITH ALL RENEWALS: FIVE YEARS*	CURRENT TERM PERIOD: INITIAL TERM
<i>Vendor Information</i>		<i>Department Information</i>	
VENDOR: Heartland Business Systems	VENDOR #:	DEPT: DuPage Sheriff's Office	DEPT CONTACT NAME: Jason Snow
VENDOR CONTACT: Mike Carroll	VENDOR CONTACT PHONE: 608-444-7994	DEPT CONTACT PHONE #: 630-405-2071	DEPT CONTACT EMAIL: jason.snow@dupagesheriff.org
VENDOR CONTACT EMAIL: mcarroll@hbs.net	VENDOR WEBSITE:	DEPT REQ #:	
<i>Overview</i>			
<p>DESCRIPTION Identify scope of work, item(s) being purchased, total cost and type of procurement (i.e., lowest bid, RFP, renewal, sole source, etc.). The Sheriff's Office wants to do an E.A. (Enterprise Agreement) with Fortinet. The E.A. work is similar to the county's Microsoft License E.A. This will consolidate most of the service agreements into a single five-year agreement. There are some online services we use that are year-to-year. This covers the majority of systems. There are multiple benefits to this in terms of service and cost. The first benefit is that we would receive a 15-minute response time for critical items and 2 hours for non-critical items. Currently, we are experiencing delays of over an hour for critical issues and one day or more for non-critical issues. The E.A. also locks in the price of hardware and services for five years upon the day of signing. The current estimated cost per year is about \$211,000 for our current needs. That totals about \$1,055,000 for 5 years. The E.A. and other non-E.A. items for the five years are about \$970,000.00. The most significant advantage is the cost savings and the upgraded support. We would save approximately \$84,000 over the five years. The Fortinet ECO system provided the Sheriff's Office with Edge Security (Web Filtering, IPS, DNS, Firewall, etc.), networking, wireless, Web Application Firewall, Sandbox, Email Filtering, SOCAaaS, Log Collection, Network Access Control, MDR/XDR, Endpoint security, Dark web Monitoring, and Authentication. All these services require a subscription for the items to operate and a warranty on the hardware in case something goes wrong that needs to be fixed or replaced.</p> <p>They are on the TIPS Contract 220105</p> <p>JUSTIFICATION Summarize why this procurement is necessary and what objectives will be accomplished If we stay with the current year-to-year approach, we would not receive the benefits of the upgraded support and the cost savings between the E.A. contract and price locking for the 5 years.</p>			

SECTION 2: DECISION MEMO REQUIREMENTS

DECISION MEMO NOT REQUIRED	Select an item from the following dropdown menu to identify why a Decision Memo (Section 3) is not required.
DECISION MEMO REQUIRED	Select an item from the following dropdown menu to identify why a Decision Memo (Section 3) is required.
COOPERATIVE (DPC2-352), GOVERNMENT JOINT PURCHASING ACT (30ILCS525) OR GSA SCHEDULE PRICING	

SECTION 3: DECISION MEMO

SOURCE SELECTION	Describe method used to select source. We have already invested heavily in the Fortinet Eco system. We have had their Firewall, network infrastructure, and endpoint security for many years. We are working towards establishing their security operation center to gain end-to-end visibility of our systems, which we achieved this year. This will enable us to provide better services and save the county money over the next five years.
RECOMMENDATION AND TWO ALTERNATIVES	Describe staff recommendation and provide justification. Identify at least 2 other options to accomplish this request, including status quo, (i.e., take no action). If we go with another company, the system will be unable to integrate. If we stay status quo, we would still have to pay for the support services but on a yearly bases with no benefits of that come from the E.A.

SECTION 4: SOLE SOURCE MEMO/JUSTIFICATION

JUSTIFICATION	Select an item from the following dropdown menu to justify why this is a sole source procurement.
NECESSITY AND UNIQUE FEATURES	Describe the product or services that are not available from other vendors. Explain necessary and unique features or services. Attach letters from manufacturer, letters from distributor, warranties, licenses, or patents as needed. Be specific.
MARKET TESTING	List and describe the last time the market has been tested on the applicability of the sole source. If it has not been tested over the last 12 months, explain why not.
AVAILABILITY	Describe steps taken to verify that these features are not available elsewhere. Included a detailed list of all products or services by brand/manufacturer examined and include names, phone numbers, and emails of people contacted.

SECTION 5: Purchase Requisition Information

<i>Send Purchase Order To:</i>		<i>Send Invoices To:</i>	
Vendor: Heartland Business Systems	Vendor#:	Dept: DuPage County Sheriff's Office	Division: Civil Department
Attn: Mike Carroll	Email: mcarroll@hbs.net	Attn: Colleen Zbilski	Email: colleen.zbilski@dupagesheriff.org
Address: 5400 Patton Drive Suite 4B	City: Lisle	Address: 501 N County Farm RD	City: Wheaton
State: IL	Zip: 60532	State: IL	Zip: 60187
Phone: 608-444-7994	Fax:	Phone: 630-407-2122	Fax:
<i>Send Payments To:</i>		<i>Ship to:</i>	
Vendor: Heartland Business Systems	Vendor#:	Dept: DuPage County Sheriff's Office	Division: IT Department
Attn: Mike Carroll	Email: mcarroll@hbs.net	Attn: Jason Snow	Email: jason.snow@dupagesheriff.org
Address: 5400 Patton Drive Suite 4B	City: Lisle	Address: 501 N County Farm RD	City: Wheaton
State: IL	Zip: 60532	State: IL	Zip: 60187
Phone: 608-444-7994	Fax:	Phone: 630-407-2072	Fax:
Shipping		Contract Dates	
Payment Terms: PER 50 ILCS 505/1	FOB: Destination	Contract Start Date (PO25): Jan 13, 2026	Contract End Date (PO25): Jan 13, 2031

Purchase Requisition Line Details											
LN	Qty	UOM	Item Detail (Product #)	Description	FY	Company	AU	Acct Code	Sub-Accts/ Activity Code	Unit Price	Extension
1	1	EA		5 Years Fabric Enterprise License Agreement. Tier XXG1	FY26	1000	4404	53807		362,368.65	362,368.65
2	1	EA		5 Years Premium Enterprise Support Agreement. Tier XXV1	FY26	1000	4404	53807		325,197.09	325,197.09
FY is required, ensure the correct FY is selected.										Requisition Total	\$ 687,565.74

Comments	
HEADER COMMENTS	Provide comments for P020 and P025.
SPECIAL INSTRUCTIONS	Provide comments for Buyer or Approver (not for P020 and P025). Comments will not appear on PO.
INTERNAL NOTES	Provide comments for department internal use (not for P020 and P025). Comments will not appear on PO.
APPROVALS	Department Head signature approval for procurements under \$15,000. Procurement Officer Approval for ETSB.



www.hbs.net

Heartland Business Systems LLC

EMAIL PO & VENDOR QUOTE TO: TIPSPO@TIPS-USA.COM
PO MUST REFERENCE VENDOR'S TIPS CONTRACT NUMBER

	<u>PAYMENT TO</u>	<u>TIPS CONTACT</u>
ADDRESS	1700 Stephen Street	NAME Charlie Martin
CITY	Little Chute	PHONE (866) 839-8477
STATE	WI	FAX (866) 839-8472
ZIP	54140	EMAIL tips@tips-usa.com

DISADVANTAGED/MINORITY/WOMAN BUSINESS ENTERPRISE: N

HUB: N

SERVING STATES

AZ | AR | IL | IA | KS | MI | MN | MO | NE | OK | TX | WI

Overview

HBS provides complete, local, end-to-end technology solutions. We assist with any technology need, solve problems, and exceed expectations. At every level of the company, we are committed to providing high-quality services to each of our clients. With multiple locations in the Midwest, HBS serves commercial, public sector and small to medium business with results-driven information technology services. Everything we do is to help clients achieve their full potential. We are committed to developing long-term trusting relationships with clients large or small, across all industries. We help clients achieve their full potential by providing end-to-end customized technology solutions backed by a local team of highly skilled experts.

AWARDED CONTRACTS "View EDGAR Doc" on Website

Contract	Comodity	Exp Date	EDGAR
220105	Technology Solutions Products and Services	05/31/2027	See EDGAR Certification Doc.

CONTACTS BY CONTRACTS

220105

Brad Ellingsworth	General Manager -	(417) 343-0265	bellingsworth@hbs.net
Jennifer Bricker	Solutions Consultant	(870) 530-1444	jbricker@hbs.net



DuPage County
Finance Department
Procurement Division
421 North County Farm Road
Room 3-400
Wheaton, Illinois 60187-3978

REQUIRED VENDOR ETHICS DISCLOSURE STATEMENT

Section I: Contact Information

Please complete the contact information below.

BID NUMBER:	353235
COMPANY NAME:	Heartland Business Systems, LLC
CONTACT PERSON:	Jonathan Groh, Staff Attorney
CONTACT EMAIL:	legal@hbs.net

Section II: Procurement Ordinance Requirements

Every contractor, union, or vendor that is seeking or has previously obtained a contract, change orders to one (1) or more contracts, or two (2) or more individual contracts with the County, shall provide to the Procurement Division a written disclosure of all political campaign contributions made by such contractor, union, or vendor to any incumbent County Board member, County Board chairman, or Countywide elected official whose office the contract to be awarded will benefit within the current and previous calendar year. The contractor, union, or vendor shall update such disclosure annually during the term of a multi-year contract and prior to any change order or renewal requiring approval by the county board. For purposes of this disclosure requirement, "contractor or vendor" includes owners, officers, managers, lobbyists, agents, consultants, bond counsel and underwriters counsel, subcontractors, and corporate entities under the control of the contracting person, and political action committees to which the contracting person has made contributions.

Has the Bidder made contributions as described above?

☐ Yes

☒ No

If "Yes", complete the required information in the table below.

RECIPIENT	DONOR	DESCRIPTION (e.g., cash, type of item, in-kind services, etc.)	AMOUNT/VALUE	DATE MADE

All contractors and vendors who have obtained or are seeking contracts with the County shall disclose the names and contact information of their lobbyists, agents and representatives and all individuals who are or will be having contact with county officers or employees in relation to the contractor bid and shall update such disclosure with any changes that may occur.

Has the Bidder had or will the Bidder have contact with lobbyists, agents, representatives or individuals who are or will be having contact with county officers or employees as described above.

☐ Yes

☒ No

If "Yes", list the name, phone number, and email of lobbyists, agents, representatives, and all individuals who are or will be having contact with county officers or employees in the table below.

NAME	PHONE	EMAIL

Section III: Violations

A contractor or vendor that knowingly violates these disclosure requirements is subject to penalties which may include, but are not limited to, the immediate cancellation of the contract and possible disbarment from future County contracts. Continuing and supplemental disclosure is required. The Bidder agrees to update this disclosure form as follows:

- If information changes, within five (5) days of change, or prior to county action, whichever is sooner;
- 30 days prior to the optional renewal of any contract;
- Annual disclosure for multi-year contracts on the anniversary of said contract
- With any request for change order except those issued by the county for administrative adjustments

The full text of the County's Ethics Ordinance is available at:

http://www.dupagecounty.gov/government/county_board/ethics_at_the_county/

The full text of the County's Procurement Ordinance is available at:

https://www.dupagecounty.gov/government/departments/finance/procurement/procurement_ordinance_and_guiding_principles.php

Section IV: Certification

By signing below, the Bidder hereby acknowledges that it has received, read, and understands these requirements, and certifies that the information submitted on this form is true and correct to the best of its knowledge.

Printed Name: Jonathan Groh

Signature: 

Title: Staff Attorney

Date: December 18, 2025

Fortinet 5 Year Enterprise Agreement
Quote #353235 v11
Prepared For:
DuPage County Sheriff's Office

 Jason Snow
 501 N. County Farm Road
 Wheaton, IL 60187

P: (630) 407-2072

E: jason.snow@DuPageSheriff.org

Prepared By:
Chicago Illinois Office

 Mike Carroll
 5400 Patton Drive Suite 4B
 Lisle, IL 60532

P: 608-444-7994

E: mcarroll@hbs.net

Date Issued:
12.30.2025
Expires:
01.14.2026

Fortinet 5 Year Enterprise Agreement	Price	Qty	Ext. Price
TIPS Contract #220105			
FC-FELAENT-60 5 Years Fabric Enterprise License Agreement. Tier XXG1 -XXG1	\$362,368.65	1	\$362,368.65
FC-ESAB-60- 5 Years Premium Enterprise Support Agreement. Tier XXV1 XXV1	\$325,197.09	1	\$325,197.09
Coverage Dates: 1/20/2026 to 1/20/2031			
Subtotal			\$687,565.74

Non-Returnable/Non-Refundable Language
Fortinet Note:

Customer understands that all orders for Fortinet are final when accepted by Fortinet. No cancellations, returns, exchanges or refunds are allowed.

Quote Summary	Amount
Fortinet 5 Year Enterprise Agreement	\$687,565.74
Total:	\$687,565.74

This quote may not include applicable sales tax, shipping, handling and/or delivery charges. Final applicable sales tax, shipping, handling and/or delivery charges are calculated and applied at invoice. The above prices are for hardware/software only, and do not include delivery, setup or installation by Heartland ("HBS") unless otherwise noted. Installation by HBS is available at our regular hourly rates, or pursuant to a prepaid HBSFlex Agreement. This configuration is presented for convenience only. HBS is not responsible for typographical or other errors/omissions regarding prices or other information. Prices and configurations are subject to change without notice. HBS may modify or cancel this quote if the pricing is impacted by a tariff. A 15% restocking fee will be charged on any returned part. Customer is responsible for all costs associated with return of product and a \$25.00 processing fee. No returns, cancellations or order changes are accepted by HBS without prior written approval. This quote expressly limits acceptance to the terms of this quote, and HBS disclaims any additional terms. Customer may issue a purchase order for administrative purposes only. By providing your "E-Signature," you acknowledge that your electronic signature is the legal equivalent of your manual signature, and you warrant that you have express authority to execute this agreement and legally bind your organization to this proposal and all attached documents. Any purchase that the customer makes from HBS is governed by HBS' Standard Terms and Conditions ("ST&Cs") located at <http://www.hbs.net/standard-terms-and-conditions>, which are incorporated herein by reference. The ST&Cs are subject to change. When a new order is placed, the ST&Cs on the above-stated website at that time shall apply. If customer has signed HBS' ST&Cs version 2021.v1.0 or later, or the parties have executed a current master services agreement, the signed agreement shall control over any conflicting terms in the version on the website. If a current master services agreement does not cover the purchase of products, the ST&Cs located on the website shall govern the purchase of products. Certain purchases also require customer to be bound by end user terms and conditions. A list of end user terms and conditions related to various manufacturers and vendors is set forth at <https://www.hbs.net/End-User-Agreements>. Any purchase that customer makes is also governed by the applicable end user terms and conditions, which are incorporated herein by reference. If customer has questions about whether end user terms and conditions apply to a purchase, customer shall contact HBS. Any order(s) that exceeds the credit limit assigned by HBS shall require upfront payment from customer in an amount determined by HBS. HBS shall make this determination at the time of the order, unless customer has previously submitted the required onboarding paperwork. In such event, HBS shall make this determination at the time of quoting. Customer shall ensure that all invoices are timely paid as stated in Section 2 of the ST&Cs, regardless of whether Customer has a financing or leasing company or other third-party issue the purchase order. In the event that a third-party issues the purchase order, Customer shall be required to sign this Quote for purposes of approving the order. QT.2024.v1.0

Acceptance
Chicago Illinois Office
DuPage County Sheriff's Office

Mike Carroll

Signature / Name

12/30/2025

Date

Signature / Name

Initials

Date