



DU PAGE COUNTY

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

Technology Committee Final Regular Meeting Agenda

Tuesday, August 20, 2024

11:00 AM

Room 3500B

1. CALL TO ORDER

2. ROLL CALL

3. CHAIRWOMAN'S REMARKS - CHAIR YOO

4. PUBLIC COMMENT

5. APPROVAL OF MINUTES

5.A. [24-2238](#)

Approval of Minutes for the Technology Committee - Regular Meeting - Tuesday, August 6, 2024

6. PROCUREMENT REQUISITIONS

6.A. [24-1173](#)

TE-P-0002-24B - Amendment to Resolution TE-P-0002-24, issued to SHI International Corp, to incorporate migration paperwork into PO 6834-1 and encumber funds for ETSB in the County Finance software in the amount of \$44,138.38, for no change in the contract total amount.

6.B. [24-2203](#)

Amendment to County Contract 3866-0001 SERV, issued to Telcom Innovations Group, for the procurement of hardware, software, software maintenance, and labor to replace the County phone system and to provide enhanced support and premium software assurance, to extend the purchase order through August 7, 2025, with no change in contract total.

7. PRESENTATION

7.A. [24-2239](#)

FY2025 Information Technology Budget Presentation

8. OLD BUSINESS

9. NEW BUSINESS

10. ADJOURNMENT



Minutes

421 N. COUNTY FARM
ROAD
WHEATON, IL 60187
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File #: 24-2238

Agenda Date: 8/20/2024

Agenda #: 5.A.



DU PAGE COUNTY

Technology Committee

Final Summary

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

Tuesday, August 6, 2024

11:00 AM

Room 3500B

1. CALL TO ORDER

11:00 AM meeting was called to order by Chair Yoo at 11:05 AM.

2. ROLL CALL

PRESENT	Berlin, Carrier, Eckhoff, Henry, Kaczmarek, White, and Yoo
ABSENT	Galassi, and Jorgensen
LATE	Cronin Cahill, Gustin, and Rutledge

3. CHAIRWOMAN'S REMARKS - CHAIR YOO

Chair Yoo offered several remarks. First, she advised the AI Workshop, which is part of the Municipal Technology Roundtable, will be meeting on August 21, 2024 from 11am until 3pm. On August 29, 2024, the first Cybersecurity Task Force will be meeting at 10am. Next, she offered a reminder that cybersecurity through KnowBe4 was due on July 19, 2024, so if anyone did not yet complete it, please do so as soon as possible. Chair Yoo then wished a happy birthday to CIO Anthony McPhearson.

Lastly, Chair Yoo offered an update with regard to the CrowdStrike outage on July 19, 2024. She said despite the severity of the outage, DuPage County and other DuPage County agencies such as ETSB experienced no significant financial losses and minimal service interruptions. She said this was due to effective communication and cooperative efforts by the DuPage County IT department, ETSB, OHSEM, and IT leaders countywide. She thanked Mr. McPhearson, Craig Dieckman, and Linda Zerwin for their direct collaboration in swiftly mitigating the outage's impact. She said their coordinated efforts with various departments, elected officials, and other agencies throughout DuPage County were instrumental. Chair Yoo said the County's IT department's network and operations teams, the PC technicians, OHSEM, and ETSB responded promptly to the outage starting at 1:41am on July 19th. She said their diligence throughout the night and morning ensured all critical systems were restored and hundreds of user inquiries and escalations were addressed that same morning. She said by approximately 7:00am, 95% of our critical systems were up and fully accessible, which includes roughly 256 servers. She said most effected workstations were fixed shortly after being reported to our IT Service Desk. She said notably, while the 9-1-1 system servers and equipment were effected, they remained operational, ensuring continuous emergency service availability. Essential services such as Police, Fire, water, and electricity were fully functional, although some individual computers were impacted. She said the collaboration has continued with a recent incident after action review, led by Craig Dieckman, and by the end of this week, a detailed report will be provided by Anthony McPhearson, in partnership with Craig Dieckman and Linda Zerwin, for presentation to the Chair, Board Members, and DuPage County leadership. Chair Yoo said this outage highlighted the importance of robust infrastructure, strong support teams, effective response mechanisms, and countywide collaboration. She said the swift actions of our IT, public safety, and emergency

management teams have set a strong foundation for handling future global events, local emergencies, and cybersecurity incidents. She said moving forward, we will continue collaborating, communicating transparently, and implementing proactive measures to protect and maintain our technology environments and critical business operations. She thanked everyone involved in this response.

Mr. McPhearson congratulated Tom Ricker and Tamara Freihat from the IT GIS division for winning two SAG awards for two GIS applications, adding that it is through a global organization. He said Mr. Ricker and Ms. Freihat attended the award ceremony last month. Mr. Ricker said the owner of the organization personally selects the 210 award recipients out of over 60,000 global GIS organizations.

4. PUBLIC COMMENT

No public comments were offered.

5. APPROVAL OF MINUTES

5.A. [24-2042](#)

Approval of Minutes for the Technology Committee - Regular Meeting - Tuesday, June 18, 2024

Attachments: [2024-06-18 Technology Minutes](#)

RESULT:	APPROVED
MOVER:	Gwen Henry
SECONDER:	Kathleen Carrier

6. PROCUREMENT REQUISITIONS

6.A. [TE-P-0010-24](#)

Recommendation for the approval of a contract purchase order to SHI International Corp, for the procurement of laptops, docks, and monitors, for Information Technology and Probation, for the period of August 20, 2024 through August 19, 2025, for a contract total amount of \$664,623.43, per Cooperative Purchasing Agreement Pricing, in compliance with 30 ILCS 525/2 "Governmental Joint Purchasing Act" - Sourcewell Contract #121923-SHI. (ARPA ITEM)

Attachments: [SHI \(ARPA Equip\) - PRCC](#)
[SHI \(ARPA Equip\) - Quote #25124356](#)
[SHI \(ARPA Equip\) - Sourcewell COOP Contract #121923-SHI](#)
[SHI \(ARPA Equip\) - VED](#)

RESULT:	APPROVED AND SENT TO FINANCE
MOVER:	Gwen Henry
SECONDER:	Kathleen Carrier

6.B. [TE-P-0011-24](#)

Recommendation for the approval of a contract purchase order to Gartner, Inc., for one (1) subscription for CIOs Individual Access and one (1) subscription for Technical Professionals – Advisor Small and Midsize Business Enterprise Access, for Information Technology, for the period of October 1, 2024 through September 30, 2025, for a contract total amount of \$141,685. Contract pursuant to the Intergovernmental Cooperation Act (NASPO Contract #186840 Addendum).

Mr. McPhearson advised that Gartner is providing a discounted price. He said Gartner allows us to extend our subject matter expertise for our staff, noting that the IT technical team may also use the subscription to access other technical professionals.

Attachments: [Gartner - PRCC - 2024](#)
[Gartner - Service Order #Q-00192036](#)
[Gartner - NASPO Contract #186840 Addendum](#)
[Gartner - VED](#)

RESULT:	APPROVED AND SENT TO FINANCE
MOVER:	Kathleen Carrier
SECONDER:	Gwen Henry

6.C. [TE-P-0012-24](#)

Recommendation for the approval of a contract purchase order issued to KARA Company, Inc., for the management of the County GPS CORS sites, to include operating, monitoring and upgrading of software and firmware, for Information Technology - GIS Division, for the period of September 1, 2024 through August 31, 2025, for a contract total amount of \$39,500. Pursuant to 55 ILCS 5/5-1022(c) - Sole source - KARA Company is the only vendor who can maintain system functions and software, has network knowledge, and has the ability to be on-site to correct any problems with the seven individual stations.

Attachments: [KARA Co \(Annual Mtc\) - PRCC](#)
[KARA Co \(Annual Mtc\) - Quote #30386](#)
[KARA Co \(Annual Mtc\) - Sole Source Letter](#)
[KARA Co \(Annual Mtc\) - VED](#)

RESULT:	APPROVED AND SENT TO FINANCE
MOVER:	Kathleen Carrier
SECONDER:	Gwen Henry

6.D. [TE-P-0013-24](#)

Recommendation for the approval of a contract purchase order to AT&T Mobility, for the

annual licensing and maintenance of AirWatch Mobile Device Management, for Information Technology, for the period of July 1, 2024 through June 30, 2025, for a contract total amount of \$32,040. Exempt from bidding per 55 ILCS 5/5-1022 (d) exempt from bidding - IT/Telecom purchases which do not exceed \$35,000.

Mr. McPhearson explained that a VMware acquisition caused the delay in bringing this procurement for approval. He reminded the committee that Airwatch allows IT to track all County cell phones and mobile devices, so if something is lost or stolen, we can erase the data. He also noted that this item will go away next year, as we will be moving to Microsoft InTune, which is included in our current Microsoft licensing.

Attachments: [AT&T Mobility \(Airwatch\) - PRCC - 2024](#)
[AT&T Mobility \(Airwatch\) - Workspace One Quote - 2024](#)
[AT&T Mobility \(Airwatch\) - VED](#)

RESULT:	APPROVED AND SENT TO FINANCE
MOVER:	Grant Eckhoff
SECONDER:	Robert Berlin

6.E. [TE-P-0014-24](#)

Recommendation for the approval of a contract to Carahsoft Technology Group, for the procurement of UiPath Robotics Process Automation licensing, for Information Technology, for the period of August 14, 2024 through August 13, 2025, for a contract total amount not to exceed \$31,360. Per 55 ILCS 5/5-1022(d) exempt from bidding - IT/Telecom purchases which do not exceed \$35,000.

Attachments: [Carahsoft \(UiPath Inc. - RPA\) - PRCC](#)
[Carahsoft \(UiPath Inc. - RPA\) - VED](#)
[Carahsoft \(UiPath Inc. - RPA\) - Quote #43481918](#)

RESULT:	APPROVED AND SENT TO FINANCE
MOVER:	Bill White
SECONDER:	Robert Berlin

6.F. [TE-P-0009-24](#)

Recommendation for the approval of a contract purchase order issued to Insight Public Sector, for the purchase of KnowBe4 software for cybersecurity awareness training and phishing testing, for the Information Technology Department, for the period of October 29, 2024 through October 28, 2025, for a contract total amount not to exceed \$31,296. Contract pursuant to the Intergovernmental Cooperation Act (Omnia Partners Contract #23-6692-03)

Mr. McPhearson said KnowBe4 is important to help keep our environment safe and help us avoid getting hacked. He said typically, industry-wide, most organizations are 28.6%

phish-prone, meaning their employees will click things they shouldn't. He said here in DuPage County, we are at 3.3%. He said things will get much worse with AI.

- Attachments:** [Insight Public Sector - PRCC](#)
 [Insight Public Sector - Quotation #0227586635](#)
 [Insight Public Sector - Omnia Contract](#)
 [Insight Public Sector \(KnowBe4\) - VED](#)

RESULT:	APPROVED AND SENT TO FINANCE
MOVER:	Bill White
SECONDER:	Jean Kaczmarek

7. TRAVEL REQUESTS

7.A. [24-2029](#)

Authorization for an IT staff member attend the VMware Explore Conference in Las Vegas, NV from August 26, 2024 through August 29, 2024. Travel to include hotel, mileage, per diem, etc. for an estimated total of \$3,267.

Mr. McPhearson said this is a request for one of our engineers to attend a conference so they can learn more about VMware, which is a virtualization technology that allows us to expand physical pieces of hardware and add more to it. He advised the committee that they will be seeing a lot more travel requests so we can get staff trained and learning about new technologies. He added that a lot of tech conferences are held in places such as Las Vegas and Florida, as they have the facilities to hold these large conferences.

Member Henry asked if there is a registration fee for attending these conferences. Mr. McPhearson said for many of them, the conference fees are included in the licensing fee we pay.

- Attachments:** [Travel Request - IT Staff_VMware Explore Conference](#)

RESULT:	APPROVED
MOVER:	Jean Kaczmarek
SECONDER:	Grant Eckhoff

8. INFORMATIONAL ITEMS

Member McCarthy (proxy for Member Berlin) moved and Member White seconded a motion to combine and place on file items 8A through 8C. The motion was approved on voice vote; all ayes, motion carried.

8.A. [DT-P-0045-24](#)

Recommendation for the approval of a contract renewal to AT&T Corp., to provide analog telecommunication services, as needed for the Division of Transportation to communicate with traffic signals, for the period of August 30, 2024 through March 31,

2026, for a contract total not to exceed \$40,000, per bid # 21-104-IT.

Attachments: [AT&T Checklist](#)
 [AT&T Renewal](#)
 [AT&T Vendor Ethics](#)

RESULT:	INFORMATION RECEIVED AND PLACED ON FILE
MOVER:	Robert Berlin
SECONDER:	Bill White

8.B. [JPS-P-0019-24](#)

Recommendation for the approval of a contract purchase order issued to CloudGavel, LLC, for the implementation and annual service of the Warrant Management System, for the Sheriff's Office, for the period of July 10, 2024 through July 9, 2029, for a contract total amount not to exceed \$652,500; per bid 24-075-SHF. (Sheriff's Office)

Mr. McPhearson explained that warrants is the last application that is active and being used on the mainframe. He said we now have an application with CloudGavel that addresses all current needs for the Sheriff's Office. He said the goal is to have the existing application and data off the mainframe by the end of this year. However, he said they are still working through the implementation timeline, but the vendor said they believe it can be completed by the end of this year. Mr. McPhearson said we will start to see savings in years to come, over \$250,000 to \$300,000 after next year.

Attachments: [CloudGavel - PRCC.pdf](#)
 [Cloudgavel - Proposal 24-075-SHF](#)
 [CloudGavel - Pricing Sheet](#)
 [CloudGavel - Scorecard](#)
 [Cloudgavel - Vendor Ethics](#)

RESULT:	INFORMATION RECEIVED AND PLACED ON FILE
MOVER:	Robert Berlin
SECONDER:	Bill White

8.C. [JPS-P-0023-24](#)

Recommendation for the approval of a contract purchase order issued to Untethered Labs, Inc., for the purchase of the GateKeeper System, for the Sheriff's Office, for the period of August 13, 2024 through August 12, 2025, for a contract total amount not to exceed \$61,980. Pursuant to 55 ILCS 5/5-1022(c) - Sole Source. (Sheriff's Office)

Attachments: [Untethered - PRCC.pdf](#)
[Untethered-Quote](#)
[Untethered-Sole Source](#)
[Untethered - Vendor Ethics_Redactedpdf.pdf](#)

RESULT:	INFORMATION RECEIVED AND PLACED ON FILE
MOVER:	Robert Berlin
SECONDER:	Bill White

9. OLD BUSINESS

No old business was discussed.

10. NEW BUSINESS

Member Carrier said the 6th annual Veterans Resource Fair will be held on August 21, 2024 from 9am until 1:00pm in the auditorium. She said all vets, caregivers, and spouses are welcome, and there will be over 80 agencies in attendance. Member Cahill asked if the group of veterans from the Care Center will be attending. Member Carrier said they are welcome and she will email Janelle Chadwick about it.

11. ADJOURNMENT

With no further business, the meeting was adjourned.



ETSB Change Order with Resolution

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

File #: 24-1173

Agenda Date: 8/14/2024

Agenda #: 6.A.

RESOLUTION APPROVING CHANGE ORDER #2 TO SHI INTERNATIONAL CORP. PO 6834-1 TO INCORPORATE MIGRATION PAPERWORK AND ENCUMBER FUNDS FOR ETSB IN THE AMOUNT OF \$44,138.38 IN THE COUNTY FINANCE SOFTWARE (NON-MONETARY CHANGE TO THE CONTRACT TOTAL AMOUNT)

WHEREAS, the DuPage County Emergency Telephone System Board (“DU PAGE ETSB”) is an emergency telephone system board, established pursuant to Section 15.4 of the Local Government Emergency Telephone System Act, 50 ILCS 750/15.4 (“Act”); and

WHEREAS, the DU PAGE ETSB is authorized and empowered, pursuant to Section 15.4 (b) of the Act to plan, implement, upgrade, and maintain an Emergency 9-1-1 System for the citizens of the County of DuPage and portions of Cook, Kane and Will counties; and

WHEREAS, the DU PAGE ETSB is authorized by law and local ordinance to make disbursements from the 9-1-1 surcharge funds it receives pursuant to law for costs related to products and services necessary for the implementation, upgrade and maintenance of the emergency telephone system; and

WHEREAS, an agreement has been negotiated in accordance with the DU PAGE ETSB by ordinance; and

WHEREAS, the 9-1-1 System Coordinator recommends DU PAGE ETS Board approval of SHI International Corp., Change Order #2, PO 6834-1, to incorporate migration paperwork and upgrade services for ETSB for 24 Agents, and to encumber funds for ETSB in the amount of \$44,138.38 in the County Finance software. This is a non-monetary change to the contract total amount.

NOW, THEREFORE BE IT RESOLVED, that DU PAGE ETSB Change Order #2 to SHI International, Corp., PO 6834-1, dated August 2, 2024, covering said, to incorporate migration paperwork and to encumber funds for ETSB in the County Finance software, be, and is hereby approved by the DU PAGE ETSB.

Enacted and approved this 27th day of August, 2024 at Wheaton, Illinois.

GREG SCHWARZE, CHAIR
EMERGENCY TELEPHONE SYSTEM BOARD

DEBORAH A. CONROY, CHAIR
DU PAGE COUNTY BOARD

Attest: _____
JEAN KACZMAREK, COUNTY CLERK



Request for Change Order

Procurement Services Division

Attach copies of all prior Change Orders

Date: Aug 2, 2024

MinuteTraq (IQM2) ID #: _____

Purchase Order #: 6834-1 SERV	Original Purchase Order Date: Dec 31, 2023	Change Order #: 2	Department: IT/ETSB
Vendor Name: SHI International Corp.		Vendor #: 14389	Dept Contact: Shanita Thompson
Background and/or Reason for Change Order Request:	Request for approval of Change Order #2 to incorporate migration paperwork into the County PO 6834-1 in the County Finance software for documentation of contractual obligations, and to encumber funds in the amount of \$21,243.15 for FY25 and \$22,895.23 for FY26 for ETSB's portion of PO 6834-1, as per the attached requisition. This \$0 migration will upgrade ETSB from Professional to Enterprise Suite services and locks in the cost through December 30, 2026. There is no monetary change being made to the total amount of this contract. This change order is necessary for ETS Board approval of the migration from PO 6586-1 to PO 6834-1.		
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 type="checkbox"/> Increase <input type="checkbox"/> Decrease	\$0.00
E	New contract amount (C + D)	\$569,733.08
F	Percent of current contract value this Change Order represents (D / C)	0.00%
G	Cumulative percent of all Change Orders (B+D/A); (60% maximum on construction contracts)	0.00%

DECISION MEMO NOT REQUIRED

Cancel entire order
 Close Contract
 Contract Extension (29 days)
 Consent Only

Change budget code from: _____ to: _____

Increase/Decrease quantity from: _____ to: _____

Price shows: _____ should be: _____

Decrease remaining encumbrance and close contract
 Increase encumbrance and close contract
 Decrease encumbrance
 Increase encumbrance

DECISION MEMO REQUIRED

Increase (greater than 29 days) contract expiration from: _____ to: _____

Increase ≥ \$2,500.00, or ≥ 10%, of current contract amount
 Funding Source _____

OTHER - explain below:

Incorporation of migration paperwork for ETSB and to add lines for ETSB for FY25-26 costs onto the County PO 6834-1.

ek/SG	630-550-7743	Aug 2, 2024	LMZ	630-878-2509	Aug 2, 2024
Prepared By (Initials)	Phone Ext	Date	Recommended for Approval (Initials)	Phone Ext	Date
REVIEWED BY (Initials Only)					
Buyer	Date	Procurement Officer	Date		
Chief Financial Officer (Decision Memos Over \$25,000)	Date	Chairman's Office (Decision Memos Over \$25,000)	Date		



Purchase Requisition
Procurement Services Division

Date: Aug 2, 2024
 MinuteTraq (IQM2) ID #: _____
 Department Req #: 924005/6834-1
 RFP, Bid or Quote #: _____

Send Purchase Order To:				Send Invoices To:			
Vendor: SHI International Corp.		Vendor #: 14389		Dept: DuPage ETSB		Division:	
Attn: David Broaden		Email: david_broaden@shi.com		Attn: 9-1-1 Coordinator		Email: etsb911@dupagecounty.gov	
Address: 290 Davidson Avenue				Address: 421 N. County Farm Road		Room:	
City: Somerset		State: NJ	Zip: 08873	City: Wheaton		State: IL	Zip: 60187
Phone: 888-591-3400		Fax: 877-289-6088		Phone:		Fax:	
Send Payments To:				Ship To:			
Vendor: SHI International Corp.		Vendor #: 14389		Dept: IT		Division:	
Attn:		Email:		Attn: Shanita Thompson		Email: Shanita.Thompson@dupagecounty.gov	
Address: 290 Davidson Avenue				Address: 421 N. County Farm Road		Room:	
City: Somerset		State: NJ	Zip: 08873	City: Wheaton		State: IL	Zip: 60187
Phone:		Fax:		Phone: 630-407-5023		Fax:	
Payment Terms		F.O.B.		PO 20 Delivery Date		Requisitioner	
PER 50 ILCS 505/1		Destination					
Use for	Contract Administrator			Contract Start Date	Contract End Date	Use for	
PO25 only	Shanita Thompson			Dec 31, 2023	Dec 30, 2026	PO25 only	

LN	Qty	UOM	Item Detail (Product #)	Description	FY	Dept #	Acctg Unit	Acct #	Sub-Accts and/or Activity #	Unit Price	Extension
1	1	EA		Advanced AI and ZenDesk Suite Enterprise (for 24 Agent Licenses) ETSB (FY25)	25	4000	5820	53807		21,243.15	21,243.15
2	1	EA		Advanced AI and ZenDesk Suite Enterprise (for 24 Agent Licenses) ETSB (FY26)	26	4000	5820	53807		22,895.23	22,895.23

Requisition Total \$ 44,138.38

Header Comments (these comments will appear on the PO20 and PO25 Purchase Order) :
 Per Quote #25139298 dated July 31, 2024.

Special Instructions/Comments to Buyer or Approver (these comments will NOT appear on the Purchase Order) :
 Please send copy of completed change order / PO to Sarah Godzicki, Shanita Thompson, and Eve Kraus.

User Department Internal Notes (these comments will NOT appear on the Purchase Order) :



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: Aug 2, 2024

MinuteTraq (IQM2) ID #: _____

Department Requisition #: 924005/6834-1

Requesting Department: ETSB	Department Contact: Eve Kraus
Contact Email: etsb911@dupagecounty.gov	Contact Phone: 630-550-7743
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.

Request for approval of Change Order #2 to incorporate migration paperwork into the County PO 6834-1 in the County Finance software for documentation of contractual obligations, and to encumber funds in the amount of \$21,243.15 for FY25 and \$22,895.23 for FY26 for ETSB's portion of PO 6834-1, as per the attached requisition. This \$0 migration will upgrade ETSB from Professional to Enterprise Suite services and locks in the cost through December 30, 2026. There is no monetary change being made to the total amount of this contract. This change order is necessary for ETS Board approval of the migration from PO 6586-1 to PO 6834-1.

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

The DuPage County Board approved a contract with SHI on January 9, 2024 that combines Zendesk ticketing services for County IT and the Health Department. The IT contract allows for the consolidation of ETSB and provides additional services through an upgrade to the Enterprise service level. ETSB and IT/RMS share an instance which allows information and tickets to be shared between the two teams for a more efficient ticketing system for users. RMS reimburses ETSB for 5.5 licenses.

Strategic Impact

Select one of the six strategic imperatives in the County's Strategic Plan this action will most impact and provide a brief explanation.

This is an upgrade from Suite Pro to Enterprise and allows for enhanced services, four (4) additional licenses for surge or project management events, as well as full-time Zendesk customer service support personnel at a locked in cost though December 30, 2026.

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

This change order is being made through the Sourcwell Technology Catalog Solutions 081419-SHI contract at a discounted rate, through quote #24771831.

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

1. Approve Change Order #2 to PO 6834-1 to allow for an upgrade to the current ticketing system.
2. Deny Change Order #2 to PO 6834-1 and ETSB will remain at the Suite Pro level on the current PO 6586-1 which expires September 7, 2024.

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.

Costs have been budgeted in FY25 in 4000-5820-53807 in the amount of \$33,984.43 and FY26 in the amount of \$35,683.65, for a combined total of \$69,668.08. The actual cost for these calendar years will be locked in at \$21,243.15 for FY25 and \$22,895.23 for FY26, for a total of \$44,138.38. This is a net savings in the amount of \$25,529.70, plus 4 additional licenses. These annual amounts will be reflected in the upcoming budget.



Pricing Proposal
 Quotation #: 25139298
 Created On: Jul-31-2024
 Valid Until: Sep-06-2024

IL-County of DuPage

Senior Inside Account Manager

Shanita Thompson

Phone: 6304075023
 Fax:
 Email: shanita.thompson@dupagecounty.gov

Travis Oberweis

290 Davidson Avenue
 Somerset, NJ 08873
 Phone: 888-744-4084
 Fax:
 Email: Travis_Oberweis@shi.com

[Click here](#) to order this quote

All Prices are in US Dollar (USD)

Product	Qty	Your Price	Total
1 Advanced AI (Per Agent) ZenDesk Inc. - Part#: Contract Name: Sourcewell- Technology Products & Solutions Contract #: 121923-SHI Coverage Term: Sep-08-2024 – Dec-30-2024 Note: Zendesk ID: 11035606, Subdomain: dupageetsb, Sep 8, 2024 to Dec 30, 2024	24	\$0.00	\$0.00
2 Zendesk Suite - Enterprise (Per Agent) ZenDesk Inc. - Part#: Contract Name: Sourcewell- Technology Products & Solutions Contract #: 121923-SHI Coverage Term: Sep-08-2024 – Dec-30-2024 Note: Zendesk ID: 11035606, Subdomain: dupageetsb, Sep 8, 2024 to Dec 30, 2024	24	\$0.00	\$0.00
3 Advanced AI (Per Agent) ZenDesk Inc. - Part#: Contract Name: Sourcewell- Technology Products & Solutions Contract #: 121923-SHI Coverage Term: Sep-08-2024 – Dec-30-2024 Note: Zendesk ID: 12963876, Subdomain: dupagecohelp, Sep 8, 2024 to Dec 30, 2024	24	\$0.00	\$0.00
4 Zendesk Suite - Enterprise (Per Agent) ZenDesk Inc. - Part#: Contract Name: Sourcewell- Technology Products & Solutions Contract #: 121923-SHI Coverage Term: Sep-08-2024 – Dec-30-2024 Note: Zendesk ID: 12963876, Subdomain: dupagecohelp, Sep 8, 2024 to Dec 30, 2024	24	\$0.00	\$0.00
5 Advanced AI (Per Agent) ZenDesk Inc. - Part#: Contract Name: Sourcewell- Technology Products & Solutions Contract #: 121923-SHI	24	\$0.00	\$0.00

Coverage Term: Dec-31-2024 – Dec-30-2025

Note: Zendesk ID: 11035606, Subdomain: dupageetsb, Dec 31, 2024 to Dec 30, 2025

6	Zendesk Suite - Enterprise (Per Agent) ZenDesk Inc. - Part#: Contract Name: Sourcewell- Technology Products & Solutions Contract #: 121923-SHI Coverage Term: Dec-31-2024 – Dec-30-2025 Note: Zendesk ID: 11035606, Subdomain: dupageetsb, Dec 31, 2024 to Dec 30, 2025	24	\$0.00	\$0.00
7	Advanced AI (Per Agent) ZenDesk Inc. - Part#: Contract Name: Sourcewell- Technology Products & Solutions Contract #: 121923-SHI Coverage Term: Dec-31-2024 – Dec-30-2025 Note: Zendesk ID: 12963876, Subdomain: dupagecohelp, Dec 31, 2024 to Dec 30, 2025	24	\$0.00	\$0.00
8	Zendesk Suite - Enterprise (Per Agent) ZenDesk Inc. - Part#: Contract Name: Sourcewell- Technology Products & Solutions Contract #: 121923-SHI Coverage Term: Dec-31-2024 – Dec-30-2025 Note: Zendesk ID: 12963876, Subdomain: dupagecohelp, Dec 31, 2024 to Dec 30, 2025	24	\$0.00	\$0.00
9	Advanced AI (Per Agent) ZenDesk Inc. - Part#: Contract Name: Sourcewell- Technology Products & Solutions Contract #: 121923-SHI Coverage Term: Dec-31-2025 – Dec-30-2026 Note: Zendesk ID: 11035606, Subdomain: dupageetsb, Dec 31, 2025 to Dec 30, 2026	24	\$0.00	\$0.00
10	Zendesk Suite - Enterprise (Per Agent) ZenDesk Inc. - Part#: Contract Name: Sourcewell- Technology Products & Solutions Contract #: 121923-SHI Coverage Term: Dec-31-2025 – Dec-30-2026 Note: Zendesk ID: 11035606, Subdomain: dupageetsb, Dec 31, 2025 to Dec 30, 2026	24	\$0.00	\$0.00
11	Advanced AI (Per Agent) ZenDesk Inc. - Part#: Contract Name: Sourcewell- Technology Products & Solutions Contract #: 121923-SHI Coverage Term: Dec-31-2025 – Dec-30-2026 Note: Zendesk ID: 12963876, Subdomain: dupagecohelp, Dec 31, 2025 to Dec 30, 2026	24	\$0.00	\$0.00
12	Zendesk Suite - Enterprise (Per Agent) ZenDesk Inc. - Part#: Contract Name: Sourcewell- Technology Products & Solutions Contract #: 121923-SHI Coverage Term: Dec-31-2025 – Dec-30-2026 Note: Zendesk ID: 12963876, Subdomain: dupagecohelp, Dec 31, 2025 to Dec 30, 2026	24	\$0.00	\$0.00
			Total	\$0.00

Additional Comments

Customer agrees to the following terms upon issuing a PO against this quote:

The Zendesk Subscription [Services Agreement](#) applies to your use of the Zendesk service.

You agree that Zendesk Sell is covered by the Security Measures described here, if applicable:
www.zendesk.com/company/customers-partners/protect-service-data-innovation-services/

ZenDesk HAS A NO RETURNS POLICY.

You may not downgrade the service plan or reduce the number of agents during the then-current subscription term.

If you are purchasing any of the add-on products listed below, the following feature terms apply to your use of the add-ons:

[Support: Advance Security Subscription](#)

[Support: EU Data Center Subscription & Support: US Data Center Subscription](#)

[Support: High Volume API Subscription](#)

[Support: Light Agent Subscription](#)

[Support: Priority Customer Support Subscription](#)

Please note, if Emergency Connectivity Funds (ECF) will be used to pay for all or part of this quote, please let us know as we will need to ensure compliance with the funding program.

Hardware items on this quote may be updated to reflect changes due to industry wide constraints and fluctuations.

Thank you for choosing SHI International Corp! The pricing offered on this quote proposal is valid through the expiration date listed above. To ensure the best level of service, please provide End User Name, Phone Number, Email Address and applicable Contract Number when submitting a Purchase Order. For any additional information including Hardware, Software and Services Contracts, please contact an SHI Inside Sales Representative at (888) 744-4084. SHI International Corp. is 100% Minority Owned, Woman Owned Business. TAX ID# 22-3009648; DUNS# 61-1429481; CCR# 61-243957G; CAGE 1HTF0

The products offered under this proposal are resold in accordance with the terms and conditions of the Contract referenced under that applicable line item.

Projected Users			
Department/Instance	Product	Licenses	Percentage of Contract
Year 1-3: IT	Suite Enterprise	148	67.273%
Year 1-3:GIS	Suite Enterprise	8	3.636%
Year 1-3: Health Department	Suite Enterprise	40	18.182%
			0.000%
Year 2-3: ETSB/RMS	Suite Enterprise	24	10.909%
			0.000%
			0.000%
			0.000%
			0.000%
			0.000%
			0.000%
			0.000%
			0.000%
			0.000%
			0.000%
			0.000%
			0.000%
Total User Projections		220	100.00%

THESE NUMBERS ARE PROJECTIONS ONLY

Total Licenses	220
Year 2025 Cost	\$194,728.90
Year 2026 Cost	\$209,872.90

	2025	2026
IT	\$130,999.44	\$141,187.22
GIS	\$7,081.05	\$7,631.74
Health	\$35,405.25	\$38,158.71
ETSB (including RMS)	\$21,243.15	\$22,895.23
CS: Intake & Referral	\$0.00	\$0.00
Cafeteria	\$0.00	\$0.00
Probation	\$0.00	\$0.00
Auditor	\$0.00	\$0.00
Human Resources	\$0.00	\$0.00
Communications	\$0.00	\$0.00
Procurement	\$0.00	\$0.00
Mailroom	\$0.00	\$0.00
Finance	\$0.00	\$0.00
Expected bring on by 12/1/24		
DOT	\$0.00	\$0.00
Security	\$0.00	\$0.00
Housekeeping	\$0.00	\$0.00
Senior Services	\$0.00	\$0.00
Open Licenses	\$0.00	\$0.00
Totals	\$194,728.90	\$209,872.90



Change Order

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

File #: 24-2203

Agenda Date: 8/20/2024

Agenda #: 6.B.



Request for Change Order
Procurement Services Division
 Attach copies of all prior Change Orders

Consent
 TEC 8/20
 CB 8/27

Date: Aug 9, 2024

MinuteTraq (IQM2) ID #: 24-2203

Purchase Order #: 3866-0001-SERV	Original Purchase Order Date: May 15, 2019	Change Order #: 8	Department: IT
Vendor Name: Telcom Innovations Group LLC		Vendor #: 12123	Dept Contact: Joe Bulaga
Background and/or Reason for Change Order Request:	Extend the contract through 08/07/2025.		
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	\$1,217,089.30
B	Net \$ change for previous Change Orders	\$22,359.00
C	Current contract amount (A + B)	\$1,239,448.30
D	Amount of this Change Order <input type="checkbox"/> Increase <input type="checkbox"/> Decrease	\$0.00
E	New contract amount (C + D)	\$1,239,448.30
F	Percent of current contract value this Change Order represents (D / C)	0.00%
G	Cumulative percent of all Change Orders (B+D/A); (60% maximum on construction contracts)	1.84%
DECISION MEMO NOT REQUIRED		

- Cancel entire order
- Change budget code from: _____ to: _____
- Increase/Decrease quantity from: _____ to: _____
- Price shows: _____ should be: _____
- Decrease remaining encumbrance and close contract
- Close Contract
- Increase encumbrance and close contract
- Contract Extension (29 days)
- Decrease encumbrance
- Consent Only
- Increase encumbrance

DECISION MEMO REQUIRED

- Increase (greater than 29 days) contract expiration from: May 16, 2024 to: Aug 7, 2025
- Increase ≥ \$2,500.00, or ≥ 10%, of current contract amount Funding Source _____
- OTHER - explain below:

SJG	5037	Aug 9, 2024	<u>RAB</u> RAB	08/13/2024
Prepared By (Initials)	Phone Ext	Date	Recommended for Approval (Initials)	Phone Ext Date
REVIEWED BY (Initials Only)				
Buyer	Date		Procurement Officer	Date <u>8/14/2024</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: Aug 13, 2024

File ID #: 24-2203

Purchase Order #: 3866-1-SERV

Requesting Department: IT	Department Contact: Joe Bulaga
Contact Email: Joseph.Bulaga@dupagecounty.gov	Contact Phone: 630-407-5151
Vendor Name: Telcom Innovations Group LLC	Vendor #: 12123

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

Extend the PO through 08/07/2025 with no change in contract total.

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

This phone system was approved in 2019 and began implementation in 2020 to improve call flow and call routing capabilities, making a more favorable and pleasant experience for constituents when contacting the County. The original PO budgeted this project through 2025, however, the PRCC included in the original procurement packet incorrectly listed the end date as 05/16/2024.

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

This PO was originally selected using RFP #18-220-IT.

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

- 1) Do not extend the PO, which would not allow us to be able to pay the FY2024 invoice.
- 2) Staff recommends extending the PO through FY2025, as originally budgeted for.

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.

No change in contract amount.



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: Aug 13, 2024

Bid/Contract/PO #: _____

Company Name: <u>Telcom Innovations Group</u>	Company Contact: <u>Randal J. Borchardt</u>
Contact Phone: <u>630-616-4225</u>	Contact Email: <u>rjborchardt@ask-tig.com</u>

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.

Authorized Signature **Signature on File** _____
 Printed Name Randal J. Borchardt
 Title President
 Date Aug 13, 2024

Attach additional sheets if necessary. Sign each sheet and number each page. Page 1 of 1 (total number of pages)



Presentation

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

File #: 24-2239

Agenda Date: 8/20/2024

Agenda #: 7.A.
