



**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 1, 2023

MinuteTraq (IQM2) ID #: \_\_\_\_\_

Department Requisition #: 923018

Requesting Department: ETSB	Department Contact: Eve Kraus
Contact Email: etsb911@dupageco.org	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.

Recommendation for approval of Purchase Order 923018 to SHI International for a renewal of a Zendesk customer support ticketing software subscription. This is a renewal of licensing for existing service. The subscription period will run from September 8, 2023 through September 7, 2024, with an option to consolidate into a County-wide contract before the end of the term. This purchase is being made through the Sourcewell Technology Catalog Solutions Contract #081419-SHI. Total amount of \$29,423.75.

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

ETSB and County IT have combined and built out custom ticketing systems for all service requests for RMS, CAD and MPS in Zendesk. The County also has a Zendesk contract for other services and departments. The County Health Department has also separately contracted with SHI for Zendesk services. County IT is working to combine the existing accounts, which would raise the user count from the 20 within ETSB/RMS to 109+ within the County structure.

**Strategic Impact**

Quality of Life

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

A combined contract could also include other departments/agencies interested in utilizing Zendesk services and would upgrade all our services from Suite Pro to Enterprise and allow for enhanced services, as well as full-time Zendesk customer service support personnel. Once this combined contract is ready, ETSB will execute a new contract to take advantage of the additional services for approximately the same price. The consolidated contract will not be ready prior to the termination date of this contract therefore a renewal has been requested to ensure no lapse in service.

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

This Purchase Order 923018 is being made through the Sourcewell Technology Catalog Solutions 081419-SHI contract at a discounted rate, through quote #23757724.

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

1. Approve Purchase Order 923018 to allow for continued use of the ticketing system.
2. Deny Purchase Order 923018 and ETSB would have to source a new system.

**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.

This is a budgeted expense for FY23-24 in 53806: Software Maintenance in the amount of \$21,174.50. Account 53806 contains \$25,000 in Miscellaneous costs to account for an increase in annual costs beyond the budgeted contract amounts and will cover the difference of \$8,249.25. Further, RMS will reimburse ETSB in arrears for the cost of 6.5 licenses, 6 as requested by the RMS Manager and .5 to account for the shared cost of the RSA, at a total of \$7,968.94.