



**DuPage County on Behalf of DuPage ETSB**

**Proposal to Provide:  
CAD Contract Negotiations Consultant Services**

**April 27, 2026**



**DELTAWRX**  
management consultants



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April 27, 2026

Ms. Linda Zerwin  
Executive Director  
Emergency Telephone System Board  
of DuPage County  
421 County Farm Road  
Wheaton, IL 60187

DELTA WRX is pleased to submit our proposal to provide consulting services to assist DuPage County, on behalf of the DuPage ETSB, with contract negotiations services for the upgrade and continued operation of its Computer Aided Dispatch (CAD) system.

Based on our long history of working with the County and our extensive experience in the public safety marketplace, we are well positioned to provide outstanding services to the ETSB. If chosen to assist with this project, Michael Galvin and I will remain your consultants, ensuring continuity with our past engagements.

As always, feel free to contact Michael Galvin at (631) 697-1410 or me at (213) 247-2243 if you have any questions or would like to further discuss our proposed approach. We look forward to further discussing this opportunity with you.

Very truly yours,

Brian Hudson  
Partner

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## Proposed Scope of Services

As the DuPage ETSB's current contract with Intergraph Corporation is set to expire in 2027, it seeks to negotiate a new comprehensive agreement that will protect its interests for the next several years of its partnership. DELTAWRX has developed the following workplan based on our previous experience with the County, as well as our experience in completing similar negotiations with Intergraph Corporation.

**Task 1 - Develop Contract Negotiation Team** – To prepare the County for contract negotiations, DELTAWRX will assist in identifying an appropriate Contract Negotiation Team. Ideally, the Team will be comprised of representatives from the Evaluation Team who have been involved in the project to date and are aware of the strengths and weaknesses of Intergraph Corporation.

**Task 2 - Develop Contract Negotiation Strategy** – After the County has established its Contract Negotiation Team, we will conduct a strategy session to discuss and finalize the overall approach to contract negotiations. We will examine regional issues, positions and interests to determine the most desired outcomes in a negotiated agreement and attempt to develop a negotiating profile for the selected vendor to understand its issues, positions and interests. Although we are not attorneys, we will provide subject matter expertise to the Team and assist in formulating negotiating strategies. We will work closely with legal and purchasing staff, whose participation in this process will be critical to its ultimate success.

**Task 3 - Assist with Contract Negotiations** – DELTAWRX cannot overstate the importance of a comprehensive contract that leaves little to interpretation after the contract is signed by both parties. In addition to negotiating terms and conditions, we negotiate components such as the statement of work, interface control documentation, preliminary project schedule, payment schedule, training plan, test plan and maintenance agreement before the project begins. This approach maximizes shared expectations, while reducing risk and uncertainty, and contributes to a more successful transition to new systems.

The County shall retain “ownership” of the contract and project staff should take responsibility for editing the contract documents and distributing changes to the participants. At the conclusion of each negotiating meeting, we will provide the County with an action item list that summarizes the major outstanding issues. By diligently working through these issues with all parties, we should reach an agreement that clearly protects the County and stakeholder agencies' interests. Likely contract components include:

- Master License and/or SaaS Agreement
- Maintenance Agreement
- Statement of Work, including a Project Schedule, Interface Control Documents, Acceptance Test Plan, Training Plan and Legacy Data Access Plan
- Itemized Pricing with Payment Milestones

- Other County-Required Components

## Professional Fees

Our professional fees to perform the services described in this proposal are presented in Table 1 below. At the conclusion of the table, we have included a 15% customer loyalty discount of our fees due to our longstanding relationship with the County and strong desire to remain partners on this project.

Our fees are inclusive of all administrative, travel, report production and related expenses. It is our policy to perform the proposed services for a firm, fixed fee, and DELTAWRX will not issue change orders unless the County desires a major change to the proposed scope of work (e.g., addition of a new phase). Our firm-fixed fee approach enables our team to provide the contracted deliverables without being bound by stipulations for billable hours or travel, while providing our clients with the peace of mind that our fees will remain fixed for the duration of our engagement. We believe the flexibility and unparalleled customer service afforded by this approach outweigh the financial risk we assume.

**Table 1. Professional Fees**

Task #	Task	Total
<b>Contract Negotiations</b>		
1	Develop Contract Negotiation Team	\$ 3,243
2	Develop Contract Negotiation Strategy	\$ 8,648
3	Assist with Contract Negotiations	\$ 32,430
<b>Phase 4 Subtotal</b>		<b>\$ 44,321</b>
<b>Customer Loyalty Discount (15%)</b>		<b>\$ 6,648</b>
<b>Adjusted Total</b>		<b>\$ 37,673</b>