



**DU PAGE COUNTY**  
**ETSB - Emergency Telephone System**  
**Board**  
**Regular Meeting Agenda**

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

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Wednesday, September 10, 2025

9:00 AM

Room 3500B

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**Join Zoom Meeting**

<https://us02web.zoom.us/j/87054121495?pwd=aS0IyeCpbV6Y3zuJX2OSIg22qtrJGM.1>

**Meeting ID: 870 5412 1495**

**Passcode: 771310**

1. **CALL TO ORDER**
2. **ROLL CALL**
3. **PUBLIC COMMENT**
4. **CHAIR'S REMARKS - CHAIR SCHWARZE**
5. **MEMBERS' REMARKS**
6. **CONSENT AGENDA**
  - 6.A. **Monthly Staff Report**
    - 6.A.1. [25-2145](#)  
Monthly Report for September 10 Regular Meeting
  - 6.B. **Revenue Report 911 Surcharge Funds**
    - 6.B.1. [25-2151](#)  
ETSB Revenue Report for September 10 Regular Meeting for Fund 5820/Equalization
  - 6.C. **Minutes Approval Policy Advisory Committee**
    - 6.C.1. [25-2116](#)  
ETSB PAC Minutes - Regular Meeting - Monday, August 4, 2025
  - 6.D. **Minutes Approval ETS Board**
    - 6.D.1. [25-2152](#)  
ETSB Minutes - Regular Meeting - Monday, August 13, 2025

**7. VOTE REQUIRED BY ETS BOARD****7.A. Budget Transfers****7.A.1. [ETS-R-0044-25](#)**

Transfer of funds for FY25 from 4000-5820-53828 (Contingencies) to 4000-5820-52250 (Auto/Machinery/Equipment Parts) in the amount of \$225,000 for replacement batteries for the APXNext Police portable radios under Bid #25-070-ETSB.

**7.A.2. [ETS-R-0045-25](#)**

Transfer of funds for FY25 from 4000-5820-53830 (Other Contractual Expenses) to 4000-5820-53040 (Interpreter Services) in the amount of \$3,000 to encumber additional funds for translation services under PO 924001/6848-1.

**7.A.3. [ETS-R-0046-25](#)**

Transfer of funds for FY25 from 4000-5820-54199 (Capital Contingencies) to 4000-5820-54110 (Capital Equipment and Machinery) and 4000-5820-54107 (Capital Software) in the amount of \$1,167,645, for the third of six financing payments on the Motorola PO 922031/6149-1.

**7.B. Payment of Claims****7.B.1. [25-2155](#)**

Payment of Claims for September 10, 2025 for FY25 - Total for 4000-5820 (Equalization): \$1,747,401.12.

**7.C. Purchase Resolutions****7.C.1. [ETS-R-0047-25](#)**

Recommendation for the approval of a contract to GenServe LLC, PO 925028, for semi-annual inspection, preventive maintenance, and emergency call out service for campus backup emergency generators, for the two-year period from November 1, 2025 through October 31, 2027, for a contract total amount not to exceed \$138,832, per renewal option under bid award #23-099-FM. First and final option to renew. (\$16,000 for ETSB) (Pending Parent Committee Approval)

**7.C.2. [ETS-R-0048-25](#)**

Recommendation for the approval of a contract purchase order to Insight Public Sector, Inc., PO 925024, for a three (3) year renewal of maintenance and support on the virtual environment and stand-alone backup servers, for a period of October 16, 2025 through October 16, 2028, for a contract total not to exceed \$23,680.22; contract pursuant to the Governmental Joint Purchasing Act, 30 ILCS 525/2 (OMNIA PARTNERS [COBB COUNTY] IT PRODUCTS AND SERVICES [#23-6692-03]).

**7.C.3. [ETS-R-0049-25](#)**

Recommendation for the approval of a contract to Motorola Solutions, Inc., PO 925019, to furnish and deliver 1,700 Motorola IMPRES 2 replacement batteries for the Police APXNext portable radios, for a contract total not to exceed \$223,499; Per lowest responsible bid #25-070-ETSB.

**7.D. Resolutions****7.D.1. [ETS-R-0041-25](#)**

Resolution to amend and approve Policy 911-010: Expenditure Policy.

**7.D.2. [ETS-R-0042-25](#)**

Resolution to amend and approve Policy 911-018: 9-1-1 System Administration.

**7.D.3. [ETS-R-0039-25](#)**

Resolution to amend and approve Policy 911-013.1: 9-1-1 System Interface Access and Fees.

**8. DEDIR SYSTEM****8.A. [25-2181](#)**

Memorandum regarding Motorola Change Order #7

**8.B. Police****8.C. Fire****9. DU PAGE ETSB 9-1-1 SYSTEM DESIGN****10. OLD BUSINESS****11. NEW BUSINESS****12. EXECUTIVE SESSION****12.A. Minutes Review Pursuant to 5 ILCS 120/2 (C) (21)**

March 10, 2021; June 14, 2023; October 9, 2024; March 12, 2025; June 14, 2025; July 9, 2025; August 13, 2025

**12.B. Personnel Matters Pursuant to 5 ILCS 120/2 (C) (1)****12.C. Security Procedures and the Use of Personnel and Equipment Pursuant to 5 ILCS****12.D. Pending Litigation Matters Pursuant to 5 ILCS 120/2 (C) (11)****13. MATTERS REFERRED FROM EXECUTIVE SESSION****14. ADJOURNMENT****14.A. Next Meeting: Wednesday, October 8 at 9:00am in 3-500B**



## ETSB Other Action Item

421 N. COUNTY FARM  
ROAD  
WHEATON, IL 60187  
[www.dupagecounty.gov](http://www.dupagecounty.gov)

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**File #:** 25-2145

**Agenda Date:** 9/10/2025

**Agenda #:** 6.A.1.

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# Emergency Telephone System Board of DuPage County Monthly Report

## September Board Meeting

Submitted for your consideration is the DuPage ETSB monthly report for activity August 1 through August 31. This report highlights the activities of the DuPage ETSB by ETSB and PSAP staff, work groups, committees, and consultants.

### Congratulations on a Job Well Done!

**Fire Radio Deployment:** Special thanks to all of the **Fire Focus Members** that got ETSB across the finish line. The first fire radios were deployed to the **Carol Stream Fire Protection District** on Thursday, August 21! A list of deployments can be found in the DEDIR System section of the report.

(Sent Monday, August 25)

Good Morning Linda & Eve,

I wanted to give you a report that we had a very significant house fire on Saturday (August 23) morning involving all of our companies and multiple mutual aid agencies AND..... All of our portables worked great with no issues. This incident involved changing channels, volumes up & down throughout the incident and prolonged period of time that the radios were on. No problems!

Thanks again,

Rob

**Rob Schultz, Fire Chief  
Carol Stream Fire District**



**Thank you for your service – ETSB Senior Network Analyst Jerry Furmanski:** ETSB would like to congratulate Jerry Furmanski on an incredible **15 years of service** to the organization. Jerry's dedication and unwavering commitment, professionalism and positive attitude continues to make a profound impact! ETSB is grateful to have you on our team, and we look forward to many more years with you as an integral part of the ETSB organization.

**Special Duty Recognition:** ACDC Telecommunicator **Sean Milnes** received a Thank You letter from Elmhurst Police Chief McLean for his professionalism during a search warrant he assisted as the Metro SWAT Dispatcher. Chief McLean commends Sean for his dedication and teamwork that ultimately led to the successful apprehension of an armed and dangerous offender and transported to DuPage County Jail.



**Congratulations on a Job Well Done! Continued**

**Teamwork and Innovation:** On July 17, 2025, **TC Hawkins** dispatched Addison PD to a vacant building on Swift Rd for multiple burglary alarm activations. Upon arrival, officers found broken glass, and simultaneously a witness reported 4–5 subjects inside. A perimeter was established, 15 minutes later, three subjects were taken into custody after exiting the building, two more remained inside. Throughout the incident, **TC Hawkins** remained calm, relayed and echoed critical information to responders, documented details provided by those on scene, and tracked the locations of perimeter units. At shift change, **TC Bukovic** assumed control of the channel and continued managing the situation with composure. Patrol Sgt requested a live stream from his body camera, TC Bukovic had the stream running in less than 15 seconds. The Sgt placed his camera into the ceiling, where **TC Bukovic** observed two suspects hiding. **TC Bukovic** provided detailed descriptions of the suspects and updates on their movements, leading to the safe apprehension of the final two subjects. Through effective teamwork and skillful use of technology, the incident concluded safely with all five subjects taken into custody which compliments on both Telecommunicator's dedication to the ACDC Mission, and their abilities to multitask, communicate, and work as a team.

On July 29, 2025 **TC Renee Calzaretta** orchestrated an incident involving the Bloomingdale and Addison Police Departments that lead to a short pursuit involving a stolen vehicle. Throughout the incident, **TC Calzaretta** remained calm, relayed and echoed critical information to responders, and made proper documentation in CAD. The incident was handled flawlessly and concluded safely with the involved subjects in custody.

**Presenting – DU-COMM Telecommunicator II Tracy Severson** has been designated to present at the upcoming IPSTA 2025 Conference in Springfield in October. Her paper, *Answering Our Own Call: The Power of Peer Support*, was selected among several submissions for presentation. DU-COMM is extremely proud of Tracy for putting herself out there and showcasing the importance of peer support on such a significant platform. Please join us in congratulating her on this fantastic achievement and opportunity.

**More Accolades:** Five DU-COMM Managers completed the Center Manager Certification Program (CMCP): **Training Manager Amanda Schretter, Quality Assurance Manager Ryan Miller, Operations Manager Bill Barber, Operations Manager Donna Napier, and Operations Manager Steve Pirog.**

**ADMINISTRATION**

**Ad Hoc Finance Committee**

The meeting of the Ad Hoc Finance Committee for August 13 at 8:00am was cancelled in order to hear the Treasurer's presentation of the ETSB financial position and to discuss policies related to the budget at the Board meeting.

The next meeting will be on September 10 at 9:30am or after the adjournment of the ETS Board meeting.



# Emergency Telephone System Board of DuPage County Monthly Report

**September  
Board  
Meeting**

## **911 Services Advisory Board (SAB) and 911 Legislation:**

September 15 (Monday)  
October 22 (Wednesday)  
November 17 (Monday)  
December 15 (Monday)

The August 18 meeting was canceled because of lack of quorum.

## **Policy**

The ETS Board began a discussion of the Policy 911-010: Expenditure Policy but it was tabled because of the hard stop of 9:40 am for those ETS Board members attending an event. The Board did not discuss Policy 911-013.1: CAD Interface Access and Fees or Policy 911-018: System Administration

### **Policy 911-010: Expenditure Policy**

This policy had been in draft form since its original approval in 2009 but changes did not move forward. This policy received clean based on the current statute and ordinance changes, reference to other policies and definitions. The policy formalizes the County process, the Ad Hoc Finance Committee and incorporates some of Member Robb's language with adjustments that have been detailed in a longer memorandum.

### **Policy 911-013.1: CAD Interface Access and Fees**

This policy will be on the agenda after a request to table to the August meeting by Member Robb. Member Robb submitted her recommended changes for Board review to Chair Schwarze, ETSB staff and ASA Winistorfer on Tuesday, August 5 at 10:00 am. They are currently under SAO review. They will be posted to the agenda along with SAO/ETSB edits and a memorandum.

### **Policy 911-018: System Administration**

This policy received clean based on the current statute changes, number of PSAPs, current staffing, Monday.com, help desk email addresses and the insertion of a section title: Financial Obligations. The Emergency Law Enforcement Protocols were deleted. ETSB does not own this product. It was in the original contract but DU-COMM decided it did not want to deploy this protocol so a change order was issued with the vendor.

### **Policy 911-005.8: DEDIR System Subscriber Unit Requirements - Informational**

Per the ETS Board, this policy allows the Executive Director to update attachments and equipment without bringing this policy to the Board. New accessories have been added. An update of the policy is attached at the end of this report and will be distributed to the agencies. This update was reviewed by PAC.

## **Procurement / Major Contracts**

### **Contracts under \$15,000 (Within the Executive Director's Signing Authority)**

#### **Dell Marketing LP: Purchase Order 925027 / 7886-1**

One (1) SolarWinds server was purchased as part of the ETSB equipment replacement cycle. This purchase replaces equipment that had reached its end of life and was due to be replaced. This purchase was made utilizing the Dell Midwestern Higher Education Compact (MHEC) Master Agreement C000000979569.

Total amount of \$8,996.91.



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**September  
Board  
Meeting**

## Genser LLC: Purchase Order 925029

The generator at the Hidden Lakes tower was not running when County personnel performed a weekly HVAC check. County called in GenServe who determined that the generator has a bad transfer switch and badly burned circuit board. Power was manually switched back to ComEd, however, if power were to go out again, the generator will not automatically start. The Executive Director and Facilities discussed the age of the generator and determined that rather than move the current equipment, a new generator would be installed in the new shelter that is close to being finished. This generator is part of 54199: Capital Contingencies. The repair to the transfer switch is needed until a generator can be procured; this is the first step in the process. Facilities handled the quote. For the Sheriff's Office, this tower is the primary for their F1 dispatch channel and there is no backup transmitter in place.

Total amount: \$7,101.99.

## **Contracts over \$15,000 (Requiring Board Approval)**

### GenServe LLC: Purchase Order 925028

This is a joint contract through Facilities Management to provide semi-annual inspections, routine preventative maintenance, and emergency call-out services which is necessary to keep the twenty (20) backup emergency generators for FM, Animal Services, DOT, and ETSB in reliable working condition in the event of a power outage. ETSB covers the maintenance cost of three generators for DU-COMM and the radio infrastructure within the shelters. This contract will run for a two-year period beginning November 1, 2025 through October 31, 2027 and is being renewed per the agreement as part of bid #23-099-FM. This purchase will be on the Public Works agenda for approval on September 16 and County Board on September 23.

Total amount: \$138,832.00, ETSB portion: \$16,000.00

### Insight Public Sector, Inc.: Purchase Order 925024 – Renewal

This is a three (3) year renewal of maintenance and support on the virtual environment and stand-alone backup servers, for a period of October 16, 2025 through October 16, 2028 pursuant to the Governmental Joint Purchasing Act.

Contract total not to exceed \$23,680.22

### Motorola Solutions: Purchase Order 925019

The police radios have been in service since 2022. The average life of a battery is three years. Some agencies are beginning to report batteries not holding a full charge. ETSB had planned to replace batteries in FY26. Given lead time from manufacturers, ETSB did an Invitation to Bid for batteries. Motorola was the successful bidder out of seven responses to furnish and deliver 1,700 Motorola IMPRES 2 replacement batteries for the Police APXNext portable radios. This bid is \$76,501 under estimate because Motorola gave a 47% discount.

Contract total not to exceed \$223,499.00; Per lowest responsible bid #25-070-ETSB.

## **Budget Transfers**

Bid #25-070-ETSB: Requested transfer of funds for FY25 from 4000-5820-53828 (Contingencies) to 4000-5820-52250 (Auto/Machinery/Equipment Parts) for replacement batteries for the APXNext PD portable radios under Bid #25-070-ETSB.

Total amount of requested transfer: \$225,000.00 for a new account total of \$500,000.00.

Voiance: Requested transfer of funds for FY25 funds from 4000-5820-53830 (Other Contractual Expenses) to 4000-5820-53040 (Interpreter Services) to encumber additional funds for translation services under PO 924001/6848-1.



# Emergency Telephone System Board of DuPage County Monthly Report

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Total amount of requested transfer: \$3,000.00 for a new account total of \$33,000.00.

Motorola: Contractual Payment: Requested transfer of funds for FY25 from 4000-5820-54199 (Capital Contingencies) to 4000-5820-54110 (Capital Equipment & Machinery) and 54107 (Capital Software) for the third of six annual financing payments on Motorola PO 922031/6149-1 for the console, microwave, and logger project. The third payment will be due in November 2025.  
Total amount of requested transfer: \$1,167,645.00.

### **Open Purchase Orders for FY2025**

In FY24, a review of the open purchase order format was recommended by the Auditor's Office in 2010 and was conducted against the changes in the County procurement policy. As a result, there is one open purchase order for FY2025.

### **Open Purchase Order Utilization**

Purchase Order	Total	Year to Date	Remaining Balance
FY25 Motorola	\$ 75,000.00	\$ 25,076.10	\$ 49,923.90

### **Payment of Claims:**

On the agenda this month is the Payment of Claims as listed below. The Payment of Claims includes Chair's authorization letter, Detail listing of obligations vs. budget, and *Bank Account Payment History Report* for Internal and External Payments for FY25.

### **Bills List FY25**

External Payments FY25

Total for Fund 5820 for September 10 meeting: \$1,747,401.12.

### **Revenue and Expenditures**

Equalization Revenue Reports are on the consent agenda. Total revenue: \$1,128,326.80.  
The April surcharge was received on August 12 in the amount of \$1,128,326.80.

## **9-1-1 CORE SYSTEM MANAGEMENT**

### **ETSB On-Call Events:**

Agency	Date	Time	Description if Issue	Resolution
City of Wooddale	8/5/2025	12:28 PM	Wooddale Network issue connecting to MPS	Local IT issue
DU-COMM	8/11/2025	5:28 AM	Informer was not working. Fixed in real time.	due state maintenance
DU-COMM	8/12/2025	5:33 PM	Disconnected from servers for Purvis. Fixed in real time.	reboot.
DU-COMM	8/14/2025	10:56 AM	Radio console logoff's, ACDC and DU-COMM	Motorola ZDS Patch Update
DU-COMM	8/14/2025	6:04 PM	LiveMUM notifications disabled.	made changes in browser to allow notifications
ACDC	8/17/2025	3:25	Purvis out for Addison / Itasca / Tri-State	SCU reboot for Itasca. Solved the issue.



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ACDC	8/17/2025	3:57 AM	Got Itasca station working but no other. Because tower was down.	Tower was down so Addison and tri state Purvis System was not working.
ACDC	8/17/2025	4:19 AM	Purvis impact related to tower outages.	Tower Issue
ACDC	8/17/2025	4:30 AM	Addison tower was down.	Tower Issue
ACDC	8/17/2025	5:01 AM	Disconnected from servers for Purvis. Fixed in real time.	reboot.
DU-COMM	8/18/2025	8:32 AM	Disconnected from servers for Purvis. Fixed in real time.	reboot.
DU-COMM	8/18/2025	9:00 PM	Station 11 has red box on DM Console	reboot.
DU-COMM	8/20/2025	5:25 PM	FE, FN, FW "Out of Service" on RIU patch. Due to ACDC were trying fix from there end. Mike was working on Patching for RIU.	Patching for RIU
DU-COMM	8/22/2025	7:33 PM	Informer is not working.	reboot.
DU-COMM	8/27/2025	4:58 AM	Network issue from Wheaton side. Purvis was functioning normally	local IT issue there end.
SOP officer	8/30/2025	12:05 AM	Officer call regarding MPS was not generating right event number.	Changing mobilePSCaseTypes.xml file
DU-COMM	8/31/2025	5:03 PM	FBR having multiple issues for Roselle, Lombard, Villa Park and Hanover Park	Referred to RMS Team

**Customer Premise Equipment (CPE):**

**Hardware/software and NG911 Migration:** There are two remaining punch list issues:

Voiance Language Line Services Issue: Still researching, does not impact 9-1-1 service.

Genovation Keypad Issue:

ACDC: On August 25, 2025, ACDC successfully completed the upgrade of the Vesta System to Version 8.4 Hotfix 2 to address the final remaining functional issue of the Genovation keypad. The implementation was executed seamlessly, with no disruption to center operations.

The upgrade process required approximately 6.5 hours and included multiple test calls and validations to ensure system stability and functionality. The system has continued to operate reliably since the upgrade, with no issues reported during subsequent monitoring.

ETSB, AT&T, ACDC, and Motorola will maintain close oversight of the system throughout the soak period to verify continued performance, ensure no new issues arise, and confirm that the update has resolved the outstanding Genovation keypad matter.

There are a couple updates that should also be noted during the upgrade process. The Mediant 800 which takes IP Flex into Vesta additionally requires an upgrade, during this timeframe there will be no



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outbound or inbound call into Vesta for 15-20 minutes +/- . This requires a re-route of the calls during this timeframe to ensure that there is no impact to the center.

Additionally, the M1Ks were also upgraded, and the same principle as above applies to these devices for the upgrade.

DU-COMM: Pending successful soak period at ACDC.

**CPE XSTL Configuration Parsing Task:**

ACDC: Completed April, 2025

DU-COMM: ETSB is working with DU-COMM to determine when the loading of the XSLT file configuration can take place. The DU-COMM Executive Director has communicated that she is open to discuss scheduling of this activity. ETSB will setup a meeting to discuss upcoming dates to perform this work.

**DuPage Justice Information System (DuJIS)**

**CAD Focus Group.** Next meeting is September 9 at 2pm. This is a standing meeting that meets every two weeks via Zoom.

The CAD Focus Group met on August 28. The following System Memos were discussed. The following System Memos have been added to the dashboard for discussion on configuration. See the System Memos section for current status.

- Memo #137: CAD Config Hidden Pup Up Messages
- Memo #138: CAD MPS Config Ability to Run Handicapped Placard Number Independently
- Memo #139: CAD MPS Config Ability to Run LEADs Number Independently
- Memo #140: CAD MPS Config Unit Status Only Displays Vehicle Location

**CAD/MPS Focus Group:**

Agency Members	8/12/2025	8/26/2025	ACDC Members	8/12/2025	8/26/2025
DC James Fitzgerald, Westmont FD		A	Lindsay Bukovic	A	A
Sgt. Will Fuentes, Addison PD	A	A	Kristina Iazzetto	A	A
DC Jose Gonzalez, Addison PD	A	A	Ben Koechling	A	A
DC Scott Gray, Lisle-Woodridge FPD	A	A	Abby Medina	A	A
Ofc. Robyn Lyons, Wood Dale PD	A	A	David Dobey		
BC Joe Ostrander, Tri State FPD	A	A	Christopher Norton	A	A
Chief Steve Riley, Westmont FD	A	A	Christopher Willadsen	A	A
Ofc. Marcus Rivera, Addison PD	A	A	Marilu Hernandez	A	A
Sgt. Dan Taylor, Lisle PD		A	Mike Sampey	A	
DC Rachel Bata, Roselle PD			Eric Burmeister	A	A
			Michele Beebe	A	A
DU-COMM Members	8/12/2025	8/26/2025	ETSB Members	8/12/2025	8/26/2025
Tyler Benjamin			Gregg Taormina		
Steve Pirog	A		Kris Cieplinski		



# Emergency Telephone System Board of DuPage County Monthly Report

## September Board Meeting

Eric Roberts			Prithvi Bhatt		
Jessica Robb			Linda Zerwin	A	A
Amanda Schretter	A	A			
Ryan Miller		A			

**9-1-1 System Memos:**

**New Memos:**

None in the past month.

**Closed Memos:**

Memo 128: MFA Infrastructure implementation.

Status: Completed

ACDC: Completed

DU-COMM: Completed

ETSB completed the rollout of the individual user IDs on each of the CAD workstations within both PSAP locations during the monthly patching cycle. There have been no reported issues or access inability by the centers. Memo 128 will remain open for an additional week to ensure nothing is reported.

**Pending Research:**

Memo 127: MFA in CommandCentral Aware.

Status : Under Discussion.

The CAD Focus Group feels that the only way to implement two factor authentication in this product is to have individual user IDs created for each user of the application. This solution will potentially be a bit administrative intensive, initially. There is also an additional dynamic of allowing the Real Time Crime Center (RTCC) outside of the PSAP access the application. Depending on the number of users and the turnover of those users will determine how much time will be spent creating new users and removing old users from the system. There will be further discussion, and this has been a discussion point for PAC.

Memo 135: Closest Unit Dispatching.

Status: Referred to Fire Standardization Focus Group from CAD Focus Group

ETSB communicated that the CAD system is capable of dispatching closet unit via street mapping as opposed to beat based. At the end of the discussion the group agreed that implementation was not recommended and a consensus decision to not move forward with this memo. Referred to Fire Standardization Focus Group as part of the LiveMUM discussion. Fire Standardization will be discussing this memo in the August 28, 2025 meeting.

Memo 137: Hidden Pop-Up Messages.

Status: Configuration, testing and training.

In 2019, Public Safety Answering Points (PSAPs) requested activation of a Hexagon CAD feature that triggers a two-minute timer popup for new calls that remain unacknowledged or inactive for two minutes. This feature was intended as a safeguard to ensure telecommunicators properly engage with and complete event entries. However, operational challenges have emerged. The popup window, which displays on the workstation's primary monitor, is frequently obscured by other CAD event/unit monitors or external applications. Depending on the telecommunicator's workflow, the popup may be inadvertently sent to the background, requiring manual effort to locate and acknowledge it. While the popup is active, CAD functionality is temporarily reduced, which can give the impression that the system is frozen.



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Extensive investigation has revealed that improper screen-clearing practices are contributing to the issue. When screens are not cleared correctly, the CAD system interprets the event as still active, thereby triggering the two-minute popup unnecessarily.

The original intent of this feature was to serve as a safety net—not a disruption. To address the issue, the working group has proposed the following recommendations:

- User Education: Reinforce proper screen-clearing procedures among telecommunicators to prevent unnecessary popup triggers.
- Feature Adjustment – Suppress Non-Critical Popups: Consider suppressing the two-minute popup for non-critical events while retaining essential alerts (e.g., officer emergency notifications). Note: This recommendation did not receive unanimous support.
- Feature Adjustment – Extend Timer Duration: Explore increasing the popup timer beyond the current two-minute threshold to reduce false positives. Note: This recommendation also lacked unanimous consensus.

This concern has been formally communicated to the Hexagon account manager on August 26, 2025, and ETSB is currently awaiting Hexagon’s guidance on potential vendor-side solutions to optimize system behavior and reduce operational friction.

#### Memo 138 & 139: Ability to run handicap placard and LEADS numbers independently via MPS.

Status: Pending Additional Research

The Hexagon CAD system supports this capability via Informer and Command Line. The officers in the field would like to have the ability to run these independently from their MDT devices. ETSB is currently looking into this as a configuration change via a form within MPS, prior to reaching out to Hexagon for a potential enhancement. Currently this is in ETSB queue for investigation and will be addressed in the coming weeks. Additional updates will be provided in the next monthly report.

#### Memo 140: Unit Status only Displays Vehicle Location.

Status: Pending Additional Research

The current officer status within MPS will only display the location of the officer’s vehicle, and this can be problematic during foot pursuits and prolonged scenes. The Emergency Communication Centers have the ability to access Command Central Aware that is a utility that tracks the radios. This allows the centers to know where the officers are at all times. During the discussion, it was mentioned that there may be labor agreement barriers to this from the MPS side and officer tracking may conflict with union contracts. This will need to be investigated. An additional suggestion was to investigate the potential of Command Central Aware integration into the map with filtered data to avoid map clutter.

ETSB has reached out to Motorola with the details related to this request. Currently we are pending a response.

#### **Enhancement Request:**

#### Memo 133: CAD Config CAD Notes Chronology Cluttered.

Status: Referred to Hexagon

ETSB reached out to Hexagon on August 26 and provided an initial scope based upon feedback and discussions with the group. Hexagon advised that they will bring this to the systems and implementation team for review and next steps.



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**Memo 136: Copying Events to another Town.**

Status: Referred to Hexagon

ETSB reached out to Hexagon on August 26 and provided an initial scope based upon feedback and discussions with the group. Hexagon advised that they will bring this to the systems and implementation team for review and next steps.

**Computer Aided Dispatch (CAD) and Mobile for Public Safety (MPS):**

Category	Year to Date 2024		2024 Same Month Comparison		Year to Date 2025	
	Opened	Closed	Opened	Closed	Opened	Closed
MPS	624	624	380	350	243	184
CAD	516	516	397	346	200	170
<b>Total</b>	<b>1140</b>	<b>1140</b>	<b>777</b>	<b>696</b>	<b>443</b>	<b>354</b>

**MPS Ticket Reporting:**

Past Month										
Totals		Categories of Open Tickets								
Totals	Closed	Configuration	Unit / Events Not Populating	Connectivity Issue	De- Activate User	GPS Not Working	Installation Help	LEADS Issue	New User Access	Password Reset
38	22	8	7	6	1	1	4	5	4	2

**CAD Ticket Reporting:**

Past Month					
Totals		Categories of Open Tickets			
Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
40	30	11	28	0	1

**CAD Manager:**

Database Management: ETSB CAD Administrator created a report that identified the number of dispatches per station, pulled from the database to provide state and federal agencies with LEADS hit inquiries.

CAD Configuration:

- Managed user accounts within CAD, including adding and removing users as needed.
- Modified user skills in CAD to align with updated role requirements.
- Provided comprehensive support for CAD, including direct interaction with users.
- Modified Tow Rotation for Agencies.
- Added units to the CAD system to enhance operational capabilities.

CAD Issue Resolution: Worked with FUSUS and Oak Brook to identify the issue that Oak Brook reported to ETSB. The resolution was with FUSUS. The FUSUS server ran out of disk space causing the application to not respond.



# Emergency Telephone System Board of DuPage County Monthly Report

## September Board Meeting

System Development and Deployment: Completed the move of the Fire West Agencies to the Fire North tab in CAD system.

Collaboration and Meetings: ETSB CAD Administrator and Network Engineer worked with Hexagon to optimize the VMs to enhance database performance. Overall, a plan has been established and ETSB will schedule an upcoming maintenance window to perform the updates.

### **CAD Interface Projects:**

Axon Addison Project: Project started on February 24, 2025. Ticket # 8044

Current Status: Live

Addison is now live in the production environment. ETSB, Axon and Addison IT continue to monitor the system to ensure functionality is as expected.

Estimated cost: \$3,877.47

Axon Downers Grove Department: Project started on February 24, 2025. Ticket #16136

Current Status: In Process

ETSB supplied the new view data point configuration to Axon. This implementation will begin once the Oak Brook project has moved into the testing phase.

Estimated Cost: \$3,947.32

Axon Oak Brook Police Department: Project started on February 21, 2025. Ticket #16108

Current Status: In Process

ETSB has been working with Oak Brook, Axon and DU-COMM to resolve the network issues of Oak Brook accessing the secondary archive system. On August 27, ETSB advised DU-COMM that there are firewall rules that may not be in place to allow access to the ETSB network. DU-COMM and Oak Brook are currently working together to resolve that issue. Testing will begin within the next few weeks.

Estimated Cost: \$3,947.32

Flock Drone Oak Brook Police Department: Project started on February 21, 2025, Ticket #16109

Current Status: Pending MOU MOU sent to Oak Brook – Pending response from Oak Brook.

Oak Brook Police Department requested a real-time interface to the 9-1-1 CAD system. The quote was received from Hexagon. The MOU was sent to Oak Brook Police.

ETSB Estimated Cost: \$4,508.00

Hexagon Quote Xalt Interface: \$28,204.40

DU-COMM CommsCoach: This project was started on April 4, 2025, Ticket #16730

Current Status: Pending MOU, MOU sent to DU-COMM in July

As reported last month, DU-COMM originally requested an asynchronous interface for CommsCoach, a quality assurance (QA) software that uses artificial intelligence (AI). This would interface would be with the logger. DU-COMM is assuming the cost for the software. Eventide, along with Motorola, have provided ETSB the quote for the API (Application Programming Interface) implementation to the logger. The costs for ETSB staff are based on the fact that this will not be an ETSB owned software, the ETS Board has not previously authorized expenditure of 9-1-1 funds for the interface of this software, and ETSB staff will still have maintenance and implementation obligations for its connection to the core 9-1-1 equipment.

ETSB Estimated Cost: \$4,508.00

Motorola API Interface Quote: \$15,079.93



# Emergency Telephone System Board of DuPage County Monthly Report

## September Board Meeting

ProQA Version v5.1.152.1 Logic Version 8.0.838

Current Status: ACDC testing was completed on June 20, 2025.

ACDC: Testing Complete.

DU-COMM: Testing in process. DU-COMM reported they are in the final stages of their test plan. DU-COMM has communicated that the changes were approved at the Fire Ops meeting and they are now working on the Determinate Code Mapping.

### Network

Category	Year to Date 2024		2024 Same Month Comparison		Year to Date 2025	
	Opened	Closed	Opened	Closed	Opened	Closed
Absolute Secure	155	155	83	80	196	184

Past Month						
Totals			Categories of Open Tickets			
Opened	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Comcast	Open/Waiting on Customer
32	32	0	32	0	0	32

### ETSB Network – Absolute Secure:

ETSB reports no issues for the month of August 2025. System had approximately 920 devices registered.

### Comcast Maintenance/Trouble Tickets:

No trouble tickets were opened for this network in the month of August 2025, and no maintenance was scheduled.

### Windows Patching:

ETSB patching completed at ACDC on August 4, 2025.

ETSB patching completed at DU-COMM August 11, 2025.

### Network Projects:

#### Absolute Security Upgrade: June 17, 2025

Status: Planning Stage

The current version requires a security upgrade as communicated by Absolute. ETSB has identified several devices that are currently registered in NetMotion but not in use. This information was provided to the Fire Standardization Group for review and communication back if they can be removed from the configuration. Once all feedback has been completed, a Tech meeting to walk individuals through the update process will be scheduled.

#### CAD Workstation Individual ID Logon: July 28, 2025

Status: ACDC: Completed on August 4, 2025

DU-COMM: Completed on August 11, 2025

Project has completed in the month of August at both PSAP locations. All CAD workstations now have individual user IDs and unique passwords that have eliminated the previous generic login that was being used thus provided a much higher level of security to the system.



# Emergency Telephone System Board of DuPage County Monthly Report

## September Board Meeting

**VMware Maintenance:**

No maintenance updates were performed in August 2025. ETSB is planning upcoming maintenance for the SQL servers in September 2025. Waiting on Hexagon to provide details.

**Tech Focus Group:**

Discussion Topics:

**UPS Battery Replacements Project:** Vendor has advised that ship date for the Enersys batteries is October 10, 2025. The current plan is to ship all the batteries to the site after October 10 and then the replacement schedule will be completed shortly after the delivery date. This will allow for a shorter time window that the batteries will need to be stored at the site.

**Purvis Central Server Upgrade:** Purvis expected to complete windows and security patching week of September 1, 2025.

**Workstation User ID and Password Security:** This project completed the week of August 11, 2025.

**Radio Console Updates:** Communicated to focus group members that Motorola continues to work through the resolution of the outstanding issues identified.

**Access Interface Requests:** ETSB continues to work with Axon as needed to complete the implementation of Oak Brook and Downers Grove RMS projects.

Tech Focus Meeting this month: August 11 and August 25

August 11: Team reviewed outstanding initiatives noted in the discussion topics below. No new topics were requested by the members.

August 25: Final updates provided on CAD workstation user IDs and completion of the project. Additional updates on the discussion topics below were provided. No new topics were requested by the members.

**Tech Focus Group:**

<b>County IT</b>	8/11/2025	8/25/2025	<b>ACDC Members</b>	8/11/2025	8/25/2025
Don Ehrenhaft		A	Mike Sampey		
			Keith Marc		
			Jim Connolly		
<b>Sheriff IT</b>	8/11/2025	8/25/2025			
Jason Snow	A	A			
<b>DU-COMM Members</b>	8/11/2025	8/25/2025	<b>ETSB Members</b>	8/11/2025	8/25/2025
Erik Maplethorpe	A		Gregg Taormina		
Eric Roberts			Kris Cieplinski		
			Prithvi Bhatt		
			Jerry Furmanski		



# Emergency Telephone System Board of DuPage County Monthly Report

## September Board Meeting

### Fire Station Alerting System (FSAS):

Category	Year to Date 2024		2024 Same Month Comparison		Year to Date 2025	
	Opened	Closed	Opened	Closed	Opened	Closed
FSA	221	221	132	113	135	128

Past Month						
Categories of Open Tickets						
Total	Closed	Hardware Tickets	Software Tickets	Audio Tickets	Station Down	Circuit Issue
18	18	9	3	3	2	1

### Purvis Ticket Status Update:

Ticket created - Date	Ticket solved - Date	Location Common Name	Component	Resolution
2025-06-27	2025-08-08	Dupage County	Hardware Radio Interface Unit	Restart/Power Cycle System
2025-07-24	2025-08-06	York Center Station 77	Hardware Turn-out Timer, Grid Connect	Replaced Component
2025-07-25	2025-08-04	Clarendon Hills Station 86	Hardware Message Board	Replaced Component
2025-07-29	2025-08-15	Tri-State Station 122	Hardware Message Board	Cycled Component
2025-07-31	2025-08-05	Darien-Woodridge Station 89	Hardware Message Board	Replaced Component
2025-08-01	2025-08-22	Bloomington Station 23	General Audio Issue	Cycled Component
2025-08-04	2025-08-04	Oakbrook Terrace Station 49	Station Reported Down	Restart/Power Cycle System
2025-08-12	2025-08-21	Pleasantview Station 153	General Audio Issue	Could Not Duplicate Issue
2025-08-12	2025-08-14	DU-COMM PSAP	Software DM Console	Services Restarted
2025-08-13	2025-08-18	Roselle Station 64	General Audio Issue	Restart/Power Cycle System
2025-08-14	2025-08-14	Elmhurst Station 2	Software LogicSupply	Restart/Power Cycle System
2025-08-15	2025-08-19	Carol Stream Station 29	Hardware UPS_CyberPower	Non-Purvis Issue
2025-08-17	2025-08-25	ACDC PSAP	Software Server	Network Issue Cleared on Own
2025-08-18	2025-08-27	DU-COMM PSAP	Hardware Station Control Unit, Power Supply	Replaced Component



# Emergency Telephone System Board of DuPage County Monthly Report

## September Board Meeting

2025-08-18	2025-08-19	West Chicago Station 68	Network/Circuit Issue	Non-Purvis Issue
2025-08-18	2025-08-18	Warrenville Station 11	Station Reported Down	Restart/Power Cycle System
2025-08-20	2025-08-21	Addison Station 3	Hardware Turn-out Timer, Grid Connect	Cycled Component
2025-08-25	2025-08-25	Addison Station 73	Hardware Station Control Unit	Restart/Power Cycle System

**Projects:**

Fire Station Alerting System-wide Upgrade:

Status: In-Progress

Central Servers have been installed and are now being updated with the latest Windows patches and security updates. Purvis expects to complete this work by September 5, 2025.

Message Board Project:

Status: In-Progress

ETSB supplied a Monday.com board with selection dropdowns for each station to select their preference for the Idle Screen Layout and the Alert Screen Layout. Each agency has been making their selections and ETSB has been providing the information to Purvis for the software configuration of the message board modules. Below is the current status of the collection data:

Station	Alert Screen	Idle Screen	Collection Status	Collection Date
Screen Reference Document				
Addison Fire Station 71				
Addison Fire Station 72				
Addison Fire Station 73				
Bartlett Fire Station 1	Option Alert 3B	Option Idle 1C	Completed	2025-08-21
Bartlett Fire Station 2	Option Alert 3B	Option Idle 1C	Completed	2025-08-21
Bartlett Fire Station 3	Option Alert 3B	Option Idle 1C	Completed	2025-08-21
Bensenville Fire Station 107				
Bensenville Fire Station 108				
Bloomingtondale Fire Station 21	Option Alert 2B	Option Idle 1A	Completed	2025-08-20
Bloomingtondale Fire Station 23	Option Alert 2B	Option Idle 1A	Completed	2025-08-20
Carol Stream Fire Station 27	Option Alert 2B	Option Idle 1A		
Carol Stream Fire Station 28	Option Alert 2B	Option Idle 1A		
Carol Stream Fire Station 29	Option Alert 2B	Option Idle 1A		
Clarendon Hills Fire Station 86				
Darien-Woodridge Fire Station 89	Option Alert 2B	Option Idle 1A	Completed	2025-08-21



# Emergency Telephone System Board of DuPage County Monthly Report

## September Board Meeting

Darien-Woodridge Fire Station 90	Option Alert 2B	Option Idle 1A	Completed	2025-08-21
Downers Grove Fire Station 101	Option Alert 2B	Option Idle 1C	Completed	2025-08-29
Downers Grove Fire Station 102	Option Alert 2B	Option Idle 1C	Completed	2025-08-29
Downers Grove Fire Station 103	Option Alert 2B	Option Idle 1C	Completed	2025-08-29
Downers Grove Fire Station 105	Option Alert 2B	Option Idle 1C	Completed	2025-08-29
Elmhurst Fire Station 41				
Elmhurst Fire Station 42				
Glen Ellyn Fire Station 61	Option Alert 3B	Option Idle 2A	Completed	2025-08-28
Glen Ellyn Fire Station 62	Option Alert 3B	Option Idle 2A	Completed	2025-08-28
Glenside Fire Station 58	Option Alert 2B	Option Idle 1A	Completed	2025-08-20
Hanover Park Fire Station 15	Option Alert 2B	Option Idle 1A	Completed	2025-08-20
Hanover Park Fire Station 16	Option Alert 2B	Option Idle 1A	Completed	2025-08-20
Hinsdale Fire Station 84	Option Alert 2B	Option Idle 1A	Completed	2025-08-20
Itasca Fire Station 66				
Lisle-Woodridge Fire Station 51	Option Alert 2B	Option Idle 1A	Completed	2025-08-22
Lisle-Woodridge Fire Station 52	Option Alert 2B	Option Idle 1A	Completed	2025-08-22
Lisle-Woodridge Fire Station 53	Option Alert 2B	Option Idle 1A	Completed	2025-08-22
Lisle-Woodridge Fire Station 54	Option Alert 2B	Option Idle 1A	Completed	2025-08-22
Lisle-Woodridge Fire Station 55	Option Alert 2B	Option Idle 1A	Completed	2025-08-22
Lombard Fire Station 44				
Lombard Fire Station 45				
Oak Brook Fire Station 93	Option Alert 2B	Option Idle 1A	Completed	2025-08-20
Oak Brook Fire Station 94	Option Alert 2B	Option Idle 1A	Completed	2025-08-20
Oakbrook Terrace Fire Station 49				
Pleasantview Fire Station 151				
Pleasantview Fire Station 152				
Pleasantview Fire Station 153				
Roselle Fire Station 64				
Tri-State Fire Station 121	Option Alert 3A	Option Idle 1A	Completed	2025-08-21
Tri-State Fire Station 122	Option Alert 3A	Option Idle 1A	Completed	2025-08-21
Tri-State Fire Station 123	Option Alert 3A	Option Idle 1A	Completed	2025-08-21
Tri-State Fire Station 124	Option Alert 3A	Option Idle 1A	Completed	2025-08-21



# Emergency Telephone System Board of DuPage County Monthly Report

## September Board Meeting

Villa Park Fire Station 81	Option Alert 3B	Option Idle 2A	Completed	2025-08-27
Villa Park Fire Station 82	Option Alert 3B	Option Idle 2A	Completed	2025-08-27
Warrenville Fire Station 11				
West Chicago Fire Station 5	Option Alert 3A	Option Idle 1A	Completed	2025-08-26
West Chicago Fire Station 6	Option Alert 3A	Option Idle 1A	Completed	2025-08-26
West Chicago Fire Station 7	Option Alert 3A	Option Idle 1A	Completed	2025-08-26
West Chicago Fire Station 8	Option Alert 3A	Option Idle 1A	Completed	2025-08-26
Westmont Fire Station 182				
Westmont Fire Station 183				
Wheaton Fire Station 37				
Wheaton Fire Station 38				
Wheaton Fire Station 39				
Winfield Fire Station 31				
Wood Dale Fire Station 68	Option Alert 2B	Option Idle 2B	Completed	2025-08-22
Wood Dale Fire Station 69	Option Alert 2B	Option Idle 2B	Completed	2025-08-22
York Center Fire Station 77	Option Alert 2B	Option Idle 1A	Working on it	2025-08-28

### Itasca Fire Protection District New Station #67:

Status: Pending Delivery of Equipment

ETSB is working with Purvis Project Management and the station Chief to pull together the information below:

- General Contractor contact information
- Units that will be homed to this station (CAD ID information)
- IP Address that will be assigned to the new SCU (Station Control Unit)
- LED speaker light settings (red only, or red then change to white)
- Equipment placement and validation

ETSB staff are scheduled to attend the standing building meetings that take place on Tuesdays at 12:30 pm on September 2, 2025 to review the above items.

### **Fire Standardization Focus Group:**

The meetings for this month: August 14 and August 28.

Fire Station Alerting System Enhancements: ETSB has been working with Purvis Systems on the windows updates and security updates of the new Central Servers. This is expected to be completed the week of September 1. The message board modules IP assignments have been completed and are ready to go once the server work is done. The next step will be planning the rollout of the new hardware into the station locations.



# Emergency Telephone System Board of DuPage County Monthly Report

## September Board Meeting

LiveMUM Application: Deccan attended the Fire Standardization meeting on August 14 and provided an overview to the members on how the system works so all have a better understanding of what the system can provide in relation to the changes they would like to see. Several action items from that meeting were captured, including the following:

- Deccan to provide a list of stations providing coverage within the depths
- Cleanup of units that are currently in LiveMUM
- Deccan to send a list of all units in LiveMUM for each capability
- Deccan to make sure no mutual aid stations are in any of the depths for DuPage County

Deccan provided the action item information, and this was discussed at the meeting held on August 28 with all members of the group. ETSB distributed the associated spreadsheets of information to the members for review and feedback at the next scheduled Fire Standardization meeting.

<b>Talk Group</b>	<b>Focus Group Members</b>	<b>Also in attendance:</b>
ACDC 2	Chief Patrick Johl, Wood Dale FPD	<b>ACDC:</b>
Fire South	Chief Scott Spinazola, Downers Grove FD	Eric Burmeister
ACDC 1	Chief Patrick Brenn, Tri-State FD	Michele Beebe
Fire North	Chief Richard Cassady, Glenside FPD	David Dobey
Fire North	Chief Chris Clark, Glen Ellyn VFC	Abby Medina
Fire East	Chief Dick Dufort, Elmhurst FD	Marilu Hernandez
Fire West	Chief Eric Fors, Hanover Park FD	<b>DU-COMM</b>
Fire West	Chief William Gabrenya, Bartlett FPD	Tyler Benjamin
ACDC 2	Chief Brock Herion, Addison FPD	Steve Pirog
Fire South	Chief Jimmy Lahanis, Darien-Woodridge FPD	Jessica Robb
ACDC 1	Chief Steve Riley, Westmont FD	<b>ETSB</b>
Fire East	Chief Richard Sanborn, York Center FD	Gregg Taormina
		Linda Zerwin

### Geographic Information Systems (GIS):

Category	Year to Date 2024		2024 Same Month Comparison		Year to Date 2025	
	Opened	Closed	Opened	Closed	Opened	Closed
GIS	612	612	364	278	406	298

Past Month									
Totals					Categories of Open Tickets				
Totals	Closed	Open	Pending Refresh	Pending Production Map Roll/ In Test	Address Point	Common Place	Jurisdiction/ Intersection	Map Layer/ MSAG/ Street Range	Referred to Hexagon
38	0	196	192	110	8	13	8	9	0

### GIS Map Roll:

During the week of July 28, 2025, ETSB successfully completed a map roll in the training environment and performed some initial map validations that proved to be accurate. ETSB is pushed the map



# Emergency Telephone System Board of DuPage County Monthly Report

## September Board Meeting

updates out to ACDC training workstations for additional testing and validation. ACDC has confirmed that all of the maps look accurate. ETSB pushed the map updates out to the training workstations at DU-COMM for validation and testing. DU-COMM confirmed map updates look to be accurate. ETSB is now working with County GIS to perform another update to the map environment and will again perform an additional map push into the training environment for final validation prior to a production map roll.

**GIS Redistricting Annual Status:**

No new projects in August.

**GIS Projects:**

**Darien-Woodridge Fire Protection District Redistricting**

Project started: June 3, 2025 Ticket #17456

Current Status: In Process

Darien-Woodridge Fire Protection District kicked off their redistricting efforts on June 3, 2025. GIS compiled and sent a large format PDF map on July 17, 2025, of Darien-Woodridge’s jurisdictional boundary for Darien-Woodridge to mark up their new fire district boundaries to then send back to GIS. One hour was spent in GIS compiling this PDF map. Darien-Woodridge reached out to County GIS on August 22, requesting a version of the map that contained current zones/beats, 4, 6, 8 & 9 minute travel time rings for each station in a PDF format and shapefile format. County GIS provided the additional files on August 26, and currently pending response from Darien-Woodridge.

**Completed Projects:**

Agency	Project	Started	Completed	Hours
Winfield FPD	Seven New Districts	12/13/24	2/19/25	ETSB – 9, County GIS -- 20
Wood Dale FPD	New Fire District	1/30/25	2/19/25	ETSB – 6, County GIS -- 2
Tri-State FPD	New Fire District	1/03/25	2/19/25	ETSB – 6, County GIS -- 2

**NG9-1-1 GIS Mapping:**

**Database Version and Updates:**

ArcGIS Pro Tool has released a new version.

- Agency ID will be added as an additional domain check and will populate Agency ID and NGUID fields in layer outputs (in new and legacy workflows)
  - In legacy workflow if Agency ID doesn’t match, it will be reported as an error
- Agency ID updates 19 agencies
  - Including KaneComm
- Deletions of the following agencies:
  - Wheeling-DesPlaines
  - Great Lakes
  - James Lovell VA Hospital
  - Fort Sheridan Army Reserve Center

**School Critical Incident Mapping:**

**DuPage School Critical Incident Mapping Task Force (DuSCIM):**

As previously reported, DuSCIM is finalizing the database schema that they would like to use for school mapping. Next steps will be discussed after procurement.



# Emergency Telephone System Board of DuPage County Monthly Report

## September Board Meeting

**DuJIS PRMS:**

The RMS Manager’s monthly memorandum for this past month has been attached to this report.

**DuPage Emergency Dispatch Interoperable Radio System (DEDIR System)**

The Motorola System Manager’s Report is included at the end of this document. This position is currently being filled by Fabian Otalvaro. Mr. Otalvaro has been working with the prior Motorola employee and has been instrumental in completing most of the work on the APXNext XN radios. A permanent assignment will be made in September.

**APXNext XN:**

Assistant State’s Attorney Winistorfer worked directly with DU-COMM’s new President Scott Levin on a language change to the Affidavit that was utilized by ten agencies. ASA Winistorfer attended the DU-COMM special call meeting September 2 where the DU-COMM Board of Directors authorized the Executive Board to approve an IGA. ASA Winistorfer and President Levin have not finalized an IGA.

As a courtesy to those agencies that completed the original paperwork, an opportunity to sign the new certification will be offered if they choose to make this change.

	Affidavit	Fleet Map	Letter of Intent	IGA Received	IGA Approved	Deployed
<b><u>Agencies that do need an IGA</u></b>						
Bartlett FPD	X	X	X		Meeting 9/17/25	August 29
Carol Stream FPD	X	X	X	X	Executed 8/21/25	August 21
Darien-Woodridge FPD	X	X				
<b>Total</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>1</b>		
<b><u>Agencies that have an IGA</u></b>						
Bensenville FPD	X	X	N/A	N/A		August 28
Itasca FPD	X	X	N/A	N/A		September 2
Pleasantview FPD	X	X	N/A	N/A		September 3
Tri-State FPD	X	X	N/A	N/A		September 4
Warrenville FPD	X	X	N/A	N/A		August 25
Westmont FPD	X	X	N/A	N/A		August 26
Wood Dale FPD	X	X	N/A	N/A		August 25
<b>Total</b>	<b>7</b>	<b>7</b>				
<b>Grand Total</b>	<b>10</b>	<b>10</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>6</b>



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## September Board Meeting

**APX8500 Mobiles:** ETSB staff and ASA Winistorfer are working out the procurement details to present a purchase recommendation to the ETS Board. There is a supplemental memorandum for the Board regarding this swap.

### **CommandCentral Aware**

As reported last month, on the May 20 Podcast, Motorola gave a presentation on CommandCentral Aware. ETSB is finalizing agency interest and will be working with Motorola on this licensing.

**APX4000.** An emergency activation configuration change has been applied to 21 agencies/389 radios have been programmed. The following agencies need to schedule their APX4000 radios for program updates. The update will take about 15 minutes.

Elmhurst PD	1
Wheaton PD	1

### **PAC Focus Groups**

The Police Focus Group did not meet in August; no September meeting is scheduled as of the writing of this document.

The Fire Focus Group did not meet in August. The next meeting has not been scheduled.

### **PAC DEDIR System Monthly Summary**

#### **Motorola Wednesday Morning Status Call – August 6, 2025**

**AXS Consoles:** DU-COMM continues to have issues with speakers and logging out issues. Keith Marc joined the call at the last moment and in a discussion with him he stated that ACDC does not see any of these issues. Matt Downer will be onsite this week at DU-COMM to check the positions that have had issues as well as go to ACDC to look at the emergency alerting issue Keith found. Chris Severns will also compile a list of the issues and the OPs they are tied to at each of the sites and provide them ASAP.

**DFSI:** Motorola and ACDC met on a call yesterday to prepare for the final implementation and cutover for DFSI the week of 8/18. Motorola FE Jordan will be on site to finish configuration, testing and programming to fully implement the DFSI at ACDC that week.

**Encryption:** Matt Downer is still compiling his report. We are looking tentatively at a date the week of August 18th to return to ETSB to review the final version of the proposal. I should be able to finalize dates by early next week.

#### **Motorola Wednesday Morning Status Call – August 13, 2025**

**AXS Consoles:** On Thursday 8/14 both DuPage and ACDC had 6 positions log out and they were unable to log back in, even after restarting the position. In working with technical support, it seems that there was an update at the core and the ZDS router was down for reboot. This caused the consoles to drop off and made them unable to log back in. We are currently working to get additional information as to why this occurred. At this time, the Motorola team also have internal escalation calls to address the ongoing issues that have been seen at DU-COMM with the consoles. We are hoping to have more information on this soon.



# Emergency Telephone System Board of DuPage County Monthly Report

**September  
Board  
Meeting**

**DFSI:** Jordan is still planning on being at ACDC the week of 8/18 to finish installation and cutover for the DFSI at ACDC. We have worked with Jim Connolley to ensure all pieces of the system will be updated and addressed according to his concerns, including programming consolettes. This work is anticipated to be complete by the end of next week.

**Encryption:** The next meeting with Motorola and ETSB is scheduled for 8/25 where we will review the changes and updates from our last meeting. This will allow ETSB to address any concerns or changes they need made prior to rolling out the plan.

**Subscribers:** Chris Severns was contacted by Chris Chisnell this week about returning a large number of mobile and portable radios. Chris Severns is currently working with Motorola's returns team to organize the return of this equipment. Shipping labels should be available soon and Motorola's logistics team will have them picked up. As soon as we have more information on this we will share and continue to work with our Radio System Manager to return the items as planned.

### **Motorola Wednesday Morning Status Call – August 20, 2025**

**AXS Consoles:** Issues with the AXS consoles persist. Last week's incident is still under investigation as to what caused the outage and lock out. It appears to be something that occurred during the core upgrade at STARCOM, but we are still searching for details. Also, this week Matt Downer was at DU-COMM to make changes to the ports for the consoles to ensure that each position is backed up by a redundant switch to help future outage if there is a failure. Motorola has an internal meeting Monday 8/25 to meet with engineering and product teams to gain additional information as to what keeps causing the issues facing the AXS consoles.

**DFSI:** Jordan was on site this week at ACDC and got the DFSI cut over and functioning. There were some issues that popped up, but several of those were related to the lightning strikes. Motorola is still working with ACDC for a mutual agreement on the items outside of scope and how they should be tracked, whether on the ATP or separately. We should have a resolution on this issue by next week.

**Encryption:** The Motorola team will be on site Monday 8/25 to review the final version of the encryption plan with ETSB. At that time, we can make any additional changes or address concerns before the plan is shared county wide at ETSB's discretion.

**Subscribers:** Chris Severns has submitted tickets to have all the subscribers returned per Chris Chisnell's request. Currently, we are waiting for the creation of shipping labels. Once created the Motorola team will work with ETSB staff to have the shipping team collect the radios so credit can be issued for future use.

### **Motorola Wednesday Morning Status Call - August 27, 2025**

**AXS Consoles:** Motorola is continuing to work actively to track down the cause of the issues that are occurring at DU-COMM and ACDC. At this time, we are working to compile the data of all tickets and issues that have been identified and review the data. Once this has been completed, we will work to provide feedback and updates on all issues as possible, whether it be a patch fix or a training issue.

Additionally, Motorola has assigned two STs to be available for troubleshooting as they live in closer proximity to DuPage County. Troy Sauberlich and Jose Marquez will be the two STs joining to help out. This will cut down on the travel time for Matt Downer in aiding response to issues and pulling future logs.



# Emergency Telephone System Board of DuPage County Monthly Report

## September Board Meeting

**DFSI:** DFSI is fully installed at ACDC and is in use at this time. There are several items that we are working with Jim Connolly on to get resolved for wrapping up the implementation. Matt Downer is looking into the audio output levels to see if we can help resolve that issue. He is also working to address the following:

- Alias not being available due to Analog/MDC confusion.
- Creating connections for 8PD1, 2 and 3.
- Crossmuting in Provisioning Manager.
- Alias database updates for DFSI in STARCOM.

**Encryption:** Motorola met with ETSB this week and worked through the outline of the plan for encryption implementation. At Executive Director Zerwin's request, the Motorola team will add full details to each step in order to set expectations on time and procedures that will be required to complete each of these processes for implementation. The goal is to have this document created by mid-September for ETSB review.

**Additional Items:** Brianna has worked to get access to Radio Management for the ETSB Admin team, this should be available shortly.

**Subscribers:** Chris Severns and Chris Chisnell are still working to get return labels for the return of these items. Hoping to have these soon.

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**TO:** Linda Zerwin, ETSB Executive Director  
**FROM:** Fabian Otalvaro, Motorola Starcom Field Service  
**DATE:** August 29, 2025  
**SUBJECT:** STARCOM21 DEDIRS Monthly Report

**Projects:**

**DEDIR System Radio Replacement**

APXNext Police Portable: ADP to AES encryption plan pending. Motorola Solutions has been reviewing all encryption documents and discussion notes to construct the encryption fleetmap created and provided by ETSB.

APX 4000 Portable: Emergency activation configuration update was created to address a programming issue and a schedule was developed in Monday.com to update radios. Emergency activation configuration change has been applied to 22 agencies/396 radios have been programmed. There are 2 agencies/2 radios that remain to be programmed. (Elmhurst/1, Wheaton/1). ETSB will be reaching out to these final agencies to coordinate the updating of these radio. The radios can either be brought in or Motorola can go to the agency location to perform the updates.

APX4000 channel limitation evaluation has been submitted to the Motorola encryption team.

APX8500 Mobile: Alternate options to the APX8500 are being considered. APX8500s will be returned to Motorola Solutions, Inc.

APXNext XN Portables: Fire agency radio testing has been completed and all configuration changes noted on Monday.com have been applied. Radios have been deployed to some agencies as scheduled on Monday.com DuPage Fire Radio Deployment/Exchange Queue.

APX7500 Mobile: Motorola is working with ETSB to establish a plan to upgrade the mobiles to support TDMA, multikey encryption, and AES. Motorola is requesting the mobiles be removed from the vehicles to perform the updates. ETSB will discuss options with the PAC Fire Focus to make a determination as to how to proceed.

**Programming – Projects**

**Code plug updates:** All Fire agency XN configuration changes have been applied to the Master XN Radio configuration and applied to the radios.

**Codeplug Creation:** There were none last month.

**Consolidations:** There were none last month.

**Radio Alignment:** There were none last month.

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**Service Tickets**

2024	Year to Date	
Category	Opened	Closed
APX7000XE	81	81
APXNext (PD)	144	144
APXNextXN (FD)	1	1
APX 8500 mobile)	42	42
APX4000	11	11
<b>Total</b>	279	279

2025	Year to Date		Past Month					
			Totals		Categories of Tickets			
Category	Opened	Closed	Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000XE	60	53	3	1	0	0	2	1
APX Next (PD)	76	66	13	11	0	10	0	3
APX NextXN (FD)	43	27	30	16	0	16	2	12
APX 8500 (mobile)	12	7	2	1	0	0	0	2
APX4000	21	12	5	2	0	3	0	2
<b>Total</b>	212	165	53	31	0	29	4	20

**STARCOM21 Scheduled Maintenance:**

System Maintenance: There was none last month.

System Patches:

- The Starcom21 team and Motorola RSUS team applied security update patches to the Starcom21 system core in all Zones. The Patching efforts were done by the RSUS team on 8/13 and 8/14. These patches caused an impact to the system in all Zones. It caused RF Site to enter to site trunking and Dispatch Sites to get Red X's on resources.

Thursday, 8/14/25

8:45 am- Site Trunking Event (~5 Minute Event)

Red X's on Consoles for 5 Minutes as well

2:45 pm - Site Trunking Event (~5 Minute Event)

Red X's on Consoles for 5 Minutes as well

- IL STARCOM Monthly Application of Windows Motopatch 2025.07 – Patching 8/15/25. Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

Command Central Patches:

[Scheduled Maintenance] CommandCentral (North America)

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The scheduled maintenance was completed.  
 Start: 21/Aug/2025 @ 5:30 AM CDT (UTC -5)  
 End: 21/Aug/2025@ 7:30 AM CDT (UTC -5)

SmartConnect Patches:

[Scheduled Maintenance] SmartConnect (United States)  
 The scheduled maintenance was completed.  
 Start: 21/Aug/2025 @ 5:30 AM CDT (UTC -5)  
 End: 21/Aug/2025 @ 7:30 AM CDT (UTC -5)

Radio Central Patches: There were none last month.

Radio Management CPS Patches: There were none last month.

Radio Central Migration:

RadioCentral Migration was completed on 5/14/25. The following two portables were not migrated due to pending updates and downloads needed to be completed.

Serial Number	Model Number	Codeplug Version	Firmware Version	Group	Radio Alias	Job Status	Last Contact Time
142CXX1154	H45TGT9PW8AN	R33.00.01	R06.04.00	BAP	BAP JENKINS	Running: Waiting For Device	8/16/2023 9:51:49 AM
142CXX0922	H45TGT9PW8AN	R29.00.01	R04.61.00	BEP	BEP CARRERA	Running: Waiting For Device	1/30/2023 5:55:20 PM

Releases: Firmware application is optional and not mandatory. If there is a fix included with the firmware then efforts will be made to apply to all applicable radios.

- APX Portables and Mobiles Firmware R36.40.00 2025.1 is a maintenance release and was available 6/9/25 (CPS R36.00.01). It included new products and features updates. No defect repairs included and minor updates. Application is optional.
- APX NEXT Firmware R09.40.00 FW 2025.1 was released and was available 6/9/25 (CPS R36.00.01). It included new products and features updates. Defect updates and repairs included also. Application is optional.
- IMPRES 2 Charger Software Release: Enhancements have been made to the software used in the IMPRES 2 multiunit chargers. Software V2.11 Sep 2024 may improve charging efficiency and capacity reporting. Update is optional.

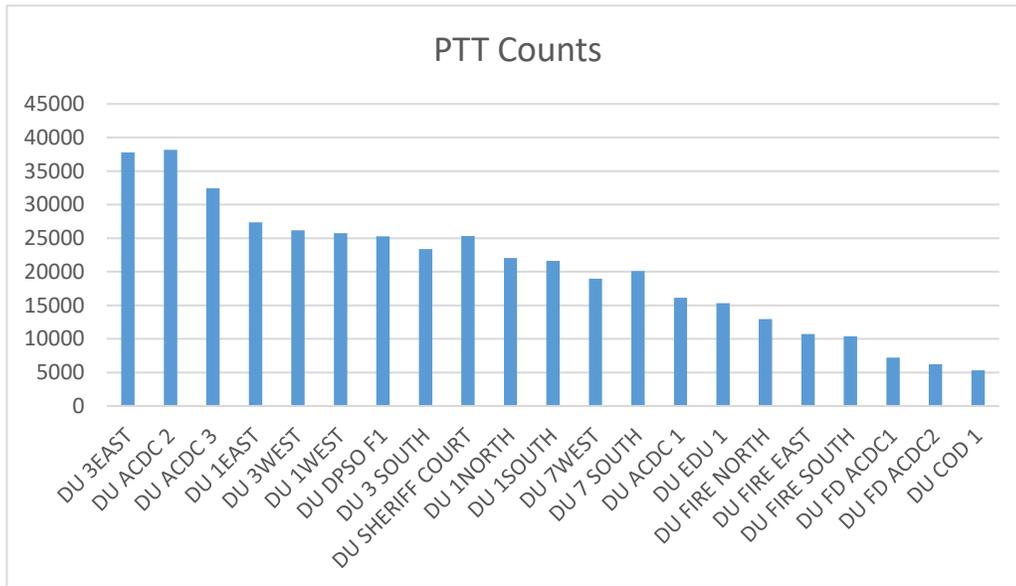
**STARCOM21 Unscheduled System Outages:** There were none last month.

**Meetings:** There were none last month.

**Training:** There was none last month.

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Group Alias	PTT Count
DU 3EAST	37775
DU ACDC 2	38166
DU ACDC 3	32434
DU 1EAST	27343
DU 3WEST	26165
DU 1WEST	25764
DU DPSO F1	25274
DU 3 SOUTH	23400
DU SHERIFF COURT	25345
DU 1NORTH	22058
DU 1SOUTH	21606
DU 7WEST	18956
DU 7 SOUTH	20121
DU ACDC 1	16142
DU EDU 1	15310
DU FIRE NORTH	12957
DU FIRE EAST	10726
DU FIRE SOUTH	10398
DU FD ACDC1	7194
DU FD ACDC2	6195
DU COD 1	5315



Memo #	Date Opened	Origin	Title	DESCRIPTION	STATUS of MEMO (Pending, In Process/Testing, Pending/Research, Implemented, Closed/Enhancement tot Product Development, Technically Not Feasible, Closed)	Closed Date	CAD FOCUS	TECH FOCUS	FSA FOCUS	MPS	DIRECTORS
1	04/08/20	CAD	Informer Trigger words	Request to eliminate words that trigger an alert when entered into CAD	Closed	04/22/20	Consensus	N/A	N/A	N/A	N/A
2	02/18/20	CAD	Alphanumeric Verification	enables a setting that will allow alphanumeric addresses to geo-verify without a space.	Closed	03/16/20	Consensus	N/A	N/A	N/A	N/A
3	03/17/20	CAD	Auto Verification of address	disable automatically geo-verifying addresses that are unique in the system.	Closed		Research	N/A	N/A	N/A	N/A
4	03/17/20	CAD	on-off ramp entries	Enhance the TCs' ability to identify on and off ramps for the highways	Closed	03/15/22	Consensus	N/A	N/A	N/A	N/A
5	03/14/20	CAD	Pro-QA data export	Escalate the priority of a data export to facilitate the development of a single server for Pro-QA software	Closed	03/16/20	Consensus	N/A	N/A	N/A	N/A
6	03/18/20	CAD	Eliminate the 2 or 3 digit code from Purvis	Removing the 2 or 3 digit code from the Purvis announcement.	Closed	08/20/20	Consensus	N/A	Consensus	N/A	N/A
7	03/17/20	CAD	Half addresses	Presentation of two options for how to handle half-addresses.	Closed	03/16/20	Consensus	N/A	N/A	N/A	N/A
8	04/03/20	CAD	Command Line Font size	The font size larger on the command lines- expanded to the multi-command line	Closed	01/21/21	Consensus	N/A	N/A	N/A	N/A
9	04/03/20	CAD	PI-Delay	Adjust an event code that corresponded to a car accident with injuries that was delayed	Closed	04/08/20	Consensus	N/A	N/A	N/A	N/A
10	04/06/20	CAD	Street Aliases	Discuss options for alias street names in CAD system for streets such as North Ave AKA Route 64	Closed	10/06/20	Consensus	N/A	N/A	N/A	N/A
11	01/27/20	FSA	Cover Memo	Outline of the memo process	Closed	01/23/20	N/A	N/A	Consensus	N/A	N/A
12	01/27/20	FSA	Formula for Agency Costs	Costing formula options for expenses relating to changes in systems	Closed	01/23/20	N/A	N/A	Consensus	N/A	N/A
13	12/19/19	FSA	Standardization of Recommends	Using Z units in CAD	Closed	03/02/20	Consensus	N/A	Consensus	N/A	N/A
14	01/23/20	FSA	Activating New Tone	Adding a rules to Engines to facilitate tones	Closed	03/02/20	Consensus	N/A	Consensus	N/A	N/A
15	01/05/20	FSA	Add Units to Calls	Add Unit to calls from mobiles without generating a tone	Closed	05/14/20	N/A	N/A	Consensus	N/A	N/A
16	01/27/20	FSA	Optional Equipment Status	Optional equipment formatting options	Closed	05/14/20	N/A	N/A	Consensus	N/A	N/A
17	02/28/20	FSA	Open Radio	Leaving the radio open for two minutes after the Purvis alert in the stations	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A
18	03/05/20	FSA	Dead End Streets	Remove Dead End from the announcement	Closed	06/22/20	Consensus	N/A	Consensus	N/A	N/A
19	02/26/20	FSA	LSI Data Into CAD	Add Hazardous Material data from the State into CAD	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A
20	02/26/20	FSA	Flow MSP	The font size larger on the command lines- expanded to the multi-command line	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A
21	03/02/20	FSA	Additional Goals	Expand the goal to consider the time from call to responder arrival instead of from the time of call to dispatch	Closed	03/14/20	Consensus	N/A	Consensus	N/A	N/A
22	03/01/20	FSA	Non-standard CAD programming	Creating CAD command that are unique to an agency or a small subset of agencies	Closed	06/22/20	Consensus	N/A	Consensus	N/A	N/A
23	01/27/20	TECH	Purvis Proposal	Review of the proposal to address the back-up alerting solution	Closed	02/06/20	Consensus	Consensus	Consensus	N/A	N/A
24	02/02/20	TECH	ICD from Hexagon for LEADS	Review the Hexagon proposal for the LEADS ICD- Hexagon is re-working the proposal	Closed	01/08/25	Pending	Pending	N/A	N/A	N/A
25	04/20/20	CAD	Assist other priority change	DU-COMM request to change the priority of Assit other from 4 to 2. This will adjust the watchdog times	Closed	04/22/20	Consensus	N/A	N/A	N/A	N/A
26	04/20/20	CAD	Macro request On-Unit	DU-COMM request a macro to combine to add the vehicle when logging a unit on duty	Closed	04/22/20	Consensus	N/A	N/A	N/A	N/A
27	04/20/20	CAD	New Event code request	DU-COMM request to add two new event codes	Closed	03/09/21	Consensus		Consensus		
28	04/20/20	Tech	Switch Design	DU-COMM recommendation for a switch design review	Closed	05/26/20		Consensus			
29	04/30/20	FSA	Translations	Request to have the PSAPs manage FSA translations	Closed	05/19/20	Consensus		Consensus		
30	04/04/20	Tech	Enhanced Monitoring	Review the three proposals from Solar winds	Closed	07/31/20		Consensus			
31	05/04/20	CAD	Fire Priorities	Request to re-visit the Fire events priorities from ACDC	Closed	01/15/21	Consensus		Consensus		Consensus
32	05/22/20	FSA	Priority Column	Request to add priority columns back into MPS	Closed	06/07/20	Consensus		Consensus		
33	05/26/20	FSA	Self-assgin	Request the ability to self-dispatch calls from pending	Closed	06/07/20	Consensus		Consensus		
34	05/27/20	TECH	LAG	Install LAG on the Comcast side of the Network	Closed	03/15/24		Consensus			
35	05/27/20	TECH	Security	Review Results of the Nessus system testing	Closed	06/22/20		Consensus			
36	05/27/20	TECH	VMware upgrade	Install upgrade to VMware from 6.0-6.7	Closed	06/22/20		Consensus			
37	05/27/20	TECH	Software Review	Conduct a software review comparable to the cutover review	Closed	01/08/25		Consensus			
38	05/27/20	CAD	9-1-1 Call Flow	Reivew the 9-1-1 Call flow process	Closed	01/18/22					Consensus
39	05/28/20	CAD	Updated Macro	Request to reduce the CDCMDKEY	Closed	07/21/20	Consensus				
40	06/01/20	CAD	Update LEADS Trigger words	Reintroduce trigger words from SOS for DL status	Closed	07/21/20	Consensus				
41	06/03/20	TECH	NICE Upgrade	Connect lines and positions to the NICE Recorder/DSO end of life update	Closed	06/22/20		Consensus			
42	06/10/20	FSA	Available on Event	Would like the MPS be programmed to change status to AOE	Closed	06/25/20	Consensus		Consensus		
43	06/15/20	TECH	Dell Storage	Dell offsite storage	Closed	03/01/20		Consensus			
44	06/19/20	Tech	CAD Workstations At DU-COMM	Install the ETSB image on the Workstations at DU-COMM	Closed	08/02/21		Pending			Consensus
45	06/19/20	FSA	BARB procurement	Pros and Cons of the application	Closed	09/03/20			Consensus		
46	07/06/20	CAD	EDIT unit Roster	Change the Display from Employee number to Sign on ID	Closed	09/15/20	Consensus				
47	07/06/20	CAD	Informer Unit Column	Add a column that displays the unit in informer	Closed	09/15/20	Consensus				
48	07/06/20	CAD	Multi-Command line	Force CAPS lock on the multicommand line	Closed		Consensus				
49	07/06/20	CAD	Add select event hot key	Eliminate a step when selecting a unit on an event	Closed		Consensus				
50	07/06/20	CAD	Unit Roster	Add the Badge number to the Unit display	Closed	01/08/25	Consensus				
51	07/06/20	CAD	Informer Hot Key	Add a hot key that opens up into informer	Closed		Consensus				
52	07/06/20	CAD	Dispatch Assign	Dispatch assign to work automatically	Closed	12/29/20	Consensus				
53	07/06/20	CAD	Dispatch Assign multiple units	Allow dispatch assign to work with multiple units	Closed	01/08/25	Consensus				
54	07/06/20	CAD	Monitor preference	Allow the monitors to be saved from each login	Closed		Consensus				
55	07/06/20	CAD	Vin Response	Allow title search to be run in informer	Closed	01/08/25	Consensus				
56	07/06/20	CAD	Informer history	Develop a way to search for informer history	Closed		Consensus				
57	06/18/20	Tech	Carrier diversity	Request to explore surplus bandwidth to provide carrier diversity	Closed Jan 12, 2021	11/23/20		Consensus			
58	06/16/20	CAD	UL Functionality	Ability to add apartment number using the UL Function	Closed	01/08/25	Consensus				
59	06/16/20	CAD	Commit and Cover	Add Commit and Cover command to the right click list	Closed	10/06/20	Consensus				
60	07/16/20	CAD	TC name in the Remarks	ADD the PSAP and first initial to the TC name in remarks	Closed	01/08/25	Referred				Pending
61	07/30/20	CAD	Available on Event	Would like AOE to set the timer to 0	Closed	01/21/21	Consensus				
62	07/30/20	CAD	Remove CUS	Remove CUS from Status codes PD RR IC WP TA AD	Closed	02/23/20	Consensus				
63	07/30/20	CAD	Multiple Clearing units	Change programming to allow multiple units to be cleared	Closed	01/08/25	Consensus				
64	07/30/20	CAD	F2 enhancement	Want F2 to bring to the command line anywhere in the program	Closed		Consensus				
65	07/30/20	CAD	Multiple On units	Want the ONU command to work for multiple units	Closed	04/20/21	Consensus				
66	07/30/20	CAD	Unit Transport streamline	Get rid of the dashes in the command line for unit transport	Closed		Consensus				
67	07/30/20	CAD	Adjust name and tx field	Add field for alarm and to companies that doesn't impact LOI	Closed	08/18/20	Consensus				
68	07/30/20	CAD	Alias EMD codes	Want the EMD numeric code entered as alias for event type	Closed	08/06/20	Consensus				
69	04/20/20	TECH	CISA request	Cybersecurity testing	10/12/2021			Consensus			
70	08/04/20		Monday.com	Online project management tool	Closed						
71	08/04/20	TECH	VMware upgrade	Upgrade to VMware version 6.7	Closed	02/22/22		Consensus			
72	08/03/20	CAD	Duplicate and Cancel	Attach the name of the TC that made the original ticket to remarks	Closed		Consensus				
73	08/27/20	FSA	Default MPS CADVIEW screen	Change the default MPS screen to Event list	Closed	04/20/21	Consensus		Consensus		
74	08/27/20	CAD	Right Click update	Using the Spreadsheet submitted update the right click list	Closed	04/20/21	Consensus				
75	09/10/20	CAD	K9 Event codes	Add event codes for the different types of dogs	Closed	09/12/20	Consensus				
76	09/10/20	CAD	Relocate Unit Monitor	Add a new monitor for relocated unites	Closed	11/17/20	Consensus				
77	09/25/20	TECH	ALI Re-bid Times	Review the options to adjust the time for Automatic ALI re-bids	Closed	12/15/20		Consensus			



# Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 09/02/2025 08:29:13 AM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 08/31/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

## Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	Incoming	154,369	48,803	105,566	0	1,959	40,993	5,204	181	466	0	3,323	00:00:04
	Internal	8,609	0	8,609	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	38,685	0	38,685	0	0	0	0	0	0	38,685	0	00:00:00
	<b>Total</b>	201,663	48,803	152,860	0	1,959	40,993	5,204	181	466	38,685	3,323	00:00:04
<b>Total</b>		201,663	48,803	152,860	0	1,959	40,993	5,204	181	466	38,685	3,323	00:00:04

# Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 09/02/2025 08:37:17 AM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 08/31/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

## Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	Incoming	489,296	194,364	294,932	0	7,645	155,310	28,784	447	2,178	0	18,904	00:00:06
	Internal	88,091	0	88,091	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	122,248	1	122,247	0	0	0	0	0	0	122,248	0	00:00:00
	<b>Total</b>	699,635	194,365	505,270	0	7,645	155,310	28,784	447	2,178	122,248	18,904	00:00:06
<b>Total</b>		699,635	194,365	505,270	0	7,645	155,310	28,784	447	2,178	122,248	18,904	00:00:06

# Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 09/02/2025 08:28:24 AM

Grouping: Site & Call Origin

Date Range: 08/01/2025 12:00:00 AM - 08/31/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

## Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	28,270	6,901	21,369	0	276	5,887	686	12	40	5,341	436	00:00:04
<b>Total</b>	28,270	6,901	21,369	0	276	5,887	686	12	40	5,341	436	00:00:04

# Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 09/02/2025 08:36:03 AM

Grouping: Site & Call Origin

Date Range: 08/01/2025 12:00:00 AM - 08/31/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

## Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	95,244	27,622	67,622	0	1,146	22,474	3,676	58	267	16,515	3,119	00:00:07
<b>Total</b>	95,244	27,622	67,622	0	1,146	22,474	3,676	58	267	16,515	3,119	00:00:07

# Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 09/02/2025 08:27:31 AM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 08/31/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

## Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	7,544	7,544	0	0	253	6,377	909	5	0	0	0	00:00:04
<b>Total</b>	<b>7,544</b>	<b>7,544</b>	<b>0</b>	<b>0</b>	<b>253</b>	<b>6,377</b>	<b>909</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>00:00:04</b>

# Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 09/02/2025 08:40:16 AM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 08/31/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

## Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	22,723	22,723	0	0	272	21,010	1,367	74	0	0	0	00:00:06
<b>Total</b>	22,723	22,723	0	0	272	21,010	1,367	74	0	0	0	00:00:06

# Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 09/02/2025 08:29:13 AM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 08/31/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

## Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	201,663	48,803	152,860	0	1,959	40,993	5,204	181	466	38,685	3,323	00:00:04
<b>Total</b>	201,663	48,803	152,860	0	1,959	40,993	5,204	181	466	38,685	3,323	00:00:04

# Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 09/02/2025 08:37:17 AM

Grouping: Site & Call Origin

Date Range: 01/01/2025 12:00:00 AM - 08/31/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

## Summary Information

Site	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
DU-COMM	699,635	194,365	505,270	0	7,645	155,310	28,784	447	2,178	122,248	18,904	00:00:06
<b>Total</b>	699,635	194,365	505,270	0	7,645	155,310	28,784	447	2,178	122,248	18,904	00:00:06

Rave 9-1-1 Suite

2025										
Month	Total Number of Smart911 Accounts	Total Number of Individuals within those Accounts (Average 2.35 per profile)	Profile Increase	% of Population	Number of Profile Pops	Number of Chat Sessions	Number of Notes	New Facility Profiles Created	Number of Facility Profile Pops	RapidSOS Location Hits
January	27,064	63,600	223	8.31%	165	1,322	2	1	63	24,739
February	27,185	63,885	121	8.35%	147	1,201	2	0	45	22,005
March	27,403	64,397	218	8.42%	121	1,499	0	1	70	24,893
April	27,548	64,738	145	8.46%	153	1,402	2	0	25	17,559
May	27,680	65,048	132	8.50%	172	1,765	0	0	57	23,164
June	27,816	65,368	136	8.54%	170	2,259	1	0	29	24,193
July	27,876	65,509	60	8.56%	163	2,430	0	0	20	25,413
August	27,978	65,748	102	8.59%	182	4,008	1	0	48	26,923
September		0		0.00%						
October		0		0.00%						
November		0		0.00%						
December		0		0.00%						
<b>2025 Totals</b>	<b>27,978</b>	<b>65,748</b>	<b>1,137</b>	<b>8.59%</b>	<b>1,273</b>	<b>15,886</b>	<b>8</b>	<b>2</b>	<b>357</b>	<b>188,889</b>

**Motorola Monthly Incident Report  
August 2025**

Incident Number	Site	Status Text	Ticket Open Date	Description
INC0002854831	DuComm Dispatch CTR	Pending	8/5/2025 11:08:00 AM	SDM GPIO Modules Red X on all the AXS Consoles
INC0002873981	DuComm Dispatch CTR	Closed	8/8/2025 11:36:25 AM	DU-COMM SZ01401D48 - DUCOP8 - Suspicious Remote Activity. Issue was due to logout and keyboard leaning on its side.
INC0002903037	Addison Consolidated Dispatch Center	Closed	8/14/2025 11:01:20 AM	Security patches on AXS were causing AD lockouts and session logoffs. Out of 37 consoles, 6 were down. The agent contacted SOC for investigation, and SOC reached out to NOC Tier 2. The customer communicated with the project manager, who resolved the issue from his side, allowing the 6 OPs at ACDC to log back into the system. The customer requested to keep the case open until the issue is fully resolved. Attempts to contact MS-NOC Tier 2 were unsuccessful. The customer will inform when to close the case.
INC0002903122	DuComm Dispatch CTR	Pending	8/14/2025 11:15:09 AM	CSEASTRO-3925 - We have 5 consoles position log themselves out on their own and are locked out.
INC0002923289	DuComm Dispatch CTR	Pending	8/18/2025 1:52:31 PM	SZ01401D48-the AXS console displayed the error. Of the consoles that have this capability, 13,14,16, and 22 all experienced this issue. 14 was rebooted which ultimately resolved the issue. The other three have been left in that state so it can be observed by Motorola.
INC0002930465	Addison Consolidated Dispatch Center	Pending	8/19/2025 1:45:49 PM	Keith Marc/Customer/DU PAGE COUNTY/6306937519 called in to open a P3 INC for 2 pieces of MW equipment have an alarm. DS dispatched via MOSS
INC0002940242	Addison Consolidated Dispatch Center	Pending	8/21/2025 8:49:16 AM	Keith Marc/Village of Addison/16306937519 called in to open and dispatch a P2 case. He stated - On 8/20 at 16:02 CST they had emergency alerts created by westmont portable radio in which they had to knock the emergency alert down at all 37 OP's individually. On the police layers lost radio resource upon rebooting. DS dispatched the incident via MOSS.
INC0002945142	Addison Consolidated Dispatch Center	Pending	8/22/2025 7:42:39 AM	David Dobey/Addison Consolidated Dispatch Cen/6308274853 requested via phone to open a priority P2 dispatch Incident. He stated Access Dispatch Console: one of the pager buttons is giving an error: cannot begin paging not valid pages in queue. DS created an incident and dispatched via MOSS. FOLLOW UP: Incident to be updated through MOSS.
INC0002954695	DuComm Dispatch CTR	In Progress	8/25/2025 9:26:22 AM	DU-COMM Dispatch - SZ01401D48 - OP5 Radio Log Off
INC0002954745	DuComm Dispatch CTR	Pending	8/25/2025 9:25:59 AM	DU-COMM Dispatch - SZ01401D48 - OP15 Street Units Could Not Hear Dispatch. DU-COMM Technicians performed a reboot of the OP which resolved the issue in the moment.
INC0002960864	DuComm Dispatch CTR	Closed	8/26/2025 7:59:21 AM	SOC Field Interaction Required: z001s048op27.nmd48.zone1 is not managed by McAfee Epo FSO deployed McAfee agent/ENS to op27 at DuComm. Verified is showing now in ePo.
INC0002976535	DuComm Dispatch CTR	Assigned	8/28/2025 12:54:16 PM	SZ01401D48:DuComm Dispatch CTR- DU PAGE COUNTY ETSB- OP1 logged off



**DUPAGE  
COUNTY**

## INFORMATION TECHNOLOGY

630-407-5000  
Fax: 630-407-5001  
it@dupageco.org

[www.dupageco.org/it](http://www.dupageco.org/it)

TO: PRMS Oversight Committee and ETS Board  
FROM: Don Ehrenhaft, PRMS Manager  
DATE: August 27, 2025  
RE: DuJIS RMS Monthly Update

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### ***Accomplishments:***

- OCR 10.0/MFR project is ongoing.
  - FAT testing was unsuccessful.
  - Project timeline being reevaluated.
- RMS RFP Steering committee meeting monthly.
- RMS RFP being released on 08/27.

### ***Action Items:***

- RMS RFP Process
  - RFP release.
- OCR 10.0/MFR
  - Complete configuration tasks
- NetRMS/CJIS
  - Move legacy system off of aging hardware to dedicated server.
  - Phase 1: Transition all agencies to new application and disable mainframe application.(Complete)
  - Preparation for phase 2 (NetRMS) is underway.

### ***RSA – Customer Support Collaboration:***

- Maintained bi-weekly OCR10.0/MFR project management meeting with Hexagon project manager.
- Established bi-weekly meeting with support team.

### ***Next Month's Actions Items:***

- Begin Testing Phase of MFR/OCR 10.0 project.
- Overhaul of system support model to improve speed of incident response and strengthen prevention efforts.



## August Monthly Report

<b>Customer Name</b>	DuPage County, IL	<b>Alias</b>	DUPG2.00.11
<b>Customer PM</b>	Linda Zerwin/Mike Galvin	<b>Hexagon Sales</b>	TJ MCGEE
<b>Hexagon Support Manager</b>	Tony Capasso	<b>Project / Delivery Name</b>	DuPage ETSB
<b>New Change Requests</b>	None	<b>Reporting Period End</b>	August 30, 2025

Support Overview						
Open Tickets		SRs		CRDs		CREs
On target	<input checked="" type="checkbox"/>	P2	4	P2	2	P2 0
Below target	<input type="checkbox"/>	P3	18	P3	6	P3 0
Above target	<input type="checkbox"/>	P4	1	P4	0	P4 0

<b>RED</b>	One or more of the following remain unhandled: significant risks and/or issues; behind schedule by >10%
<b>YELLOW</b>	There is a plan in place to rectify one or more of the following: significant risks and/or issues; behind schedule <=10%
<b>GREEN</b>	No significant risks or issues

Support Performance - Period ending August 30, 2025	
<b>GREEN</b>	<p>Continue to have weekly CAD SR Review call with Dupage and Hexagon CAD team. Communication remains high and both sides stay engaged.</p> <p>We have establishe a reoccurring RMS SR Review call as well. This takes place every 2nd and 4th week of the month.</p>

### Support Activities

Objectives Completed This Period
1. Weekly meetings were held. No Onsite meetings were held this month.
2. 9 support tickets were resolved in the month of August 2025.
3. CAD Side call with Hexagon support has been reestablished.
4. RMS Side call with Hexagon support has been established as well.
5. MR RN Update in progress

Objectives NOT Completed This Period - Mitigation tasks to align schedule are provided in the Notes Section with the coresponding #

Objectives for Next Period Remaining Project Items (All Numbers are utilizing the DuPage Schedule DUPG2 Schedule)
1. Focus and continued resolution on existing support SRs.

Change Orders	Date	Status	Description

Notes From Above Activites:



July  
2025



ACDC Monthly Report  
Prepared by  
Director Marilu Hernandez

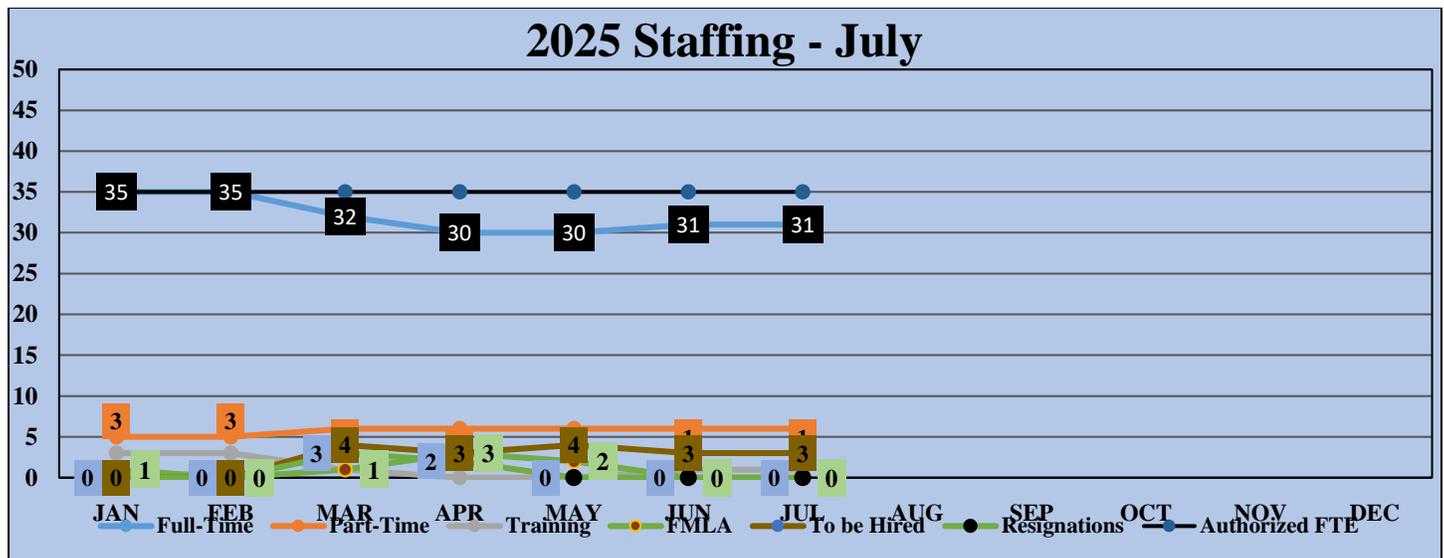


# Addison Consolidated Dispatch Center (ACDC)

## Staffing

ACDC has an authorized staff of 35 full-time Telecommunicators (TCs), six part-time TCs, and three part-time Alarm Board Operators. Each of the three shifts, typically, have either an Operator in Charge (OIC), Team Lead (TL), or an Operations Manager (OM) working. Additionally, ACDC has an authorized Clerk/Typist, Professional Standards Coordinator (PSC), Deputy Director of Communications, and Director of Communications; furthermore, ACDC has a Village IT Public Safety System Administrator stationed to ACDC.

Currently, we have one Probationary Telecommunicator who has completed the Classroom Phase of training, and is in the Call Taking Phase with a Communication Training Officer on Day Shift. From the most current interviews, we have two potential new hires in background. We continue to interview to fill the Alarm Board Operator, scheduled to retire July 18th.



## Resignation

Alarm Board Operator James Halik retired on July 18<sup>th</sup>, *Thank You Jim* for so many years of service, you will be missed.

## Recognition

TL **Sean Milnes** received a Thank You letter from Elmhurst Police Chief McLean for his professionalism during a search warrant he assisted as the Metro SWAT Dispatcher. Chief McLean commends Sean for his dedication and teamwork that ultimately led to the successful apprehension of an armed and dangerous offender, and transported to DuPage County Jail.

On July 17, 2025, **TC Hawkins** dispatched Addison PD to a vacant building on Swift Rd for multiple burglary alarm activations. Upon arrival, officers found broken glass, and simultaneously a witness reported 4–5 subjects inside. A perimeter was established, 15 minutes later, three subjects were taken into custody after exiting the building, two more remained inside. Drones from Elmhurst PD and Glendale Heights PD were deployed, as well as a K9 from Bloomingdale PD. Throughout the incident, TC Hawkins remained calm, relayed and echoed critical information to responders, documented details provided by those on scene, and tracked the locations of perimeter units. At shift change, **TC Bukovic** assumed control of the channel and continued managing the situation with composure. Patrol Sgt requested a live stream from his body camera, TC Bukovic had the stream running in less than 15 seconds. The Sgt placed his camera into the ceiling, where TC Bukovic observed two suspects hiding. TC Bukovic provided detailed descriptions of the suspects and updates on their movements, leading to the safe apprehension of the final two subjects. Through effective teamwork and skillful use of technology, the incident concluded safely with all five subjects taken into custody. Compliments on your dedication to the ACDC Mission, and demonstration of your abilities to multitask, communicate, and work as a team.

On July 29, 2025 **TC Renee Calzaretta** orchestrated an incident involving the Bloomingdale and Addison Police Departments that lead to a short pursuit involving a stolen vehicle. Throughout the incident, TC Calzaretta remained calm, relayed and echoed critical information to responders, and made proper documentation in CAD. The incident was handled flawlessly and concluded safely with the involved subjects in custody. Compliments on a job well done!

## Training

*ACDC trains on a monthly basis. Training includes call-taking scenarios, in-progress dispatching, policy review, specialty, incident-specific, and miscellaneous hands-on training.*

### The High-Risk, Low Frequency (HRLF) training scenarios for July:

HRLF Scenario 25-07 Scenario #1 10-57 PI	
Question	Yes_Percentage
CAD created within the time standard?	100
Nature of the call determined?	92.86
Created CAD properly?	78.57
CAD created with two letter town code?	64.29
Verified address of occurrence?	100
Du-Flash broadcast?	85.71
Accurate and complete broadcast?	92.86
Announce the proper channel at end of broadcast?	71.43
Scene Safety Addressed?	92.86
Initiated EMD?	100
Advised caller help was on the way?	100
Completed on first attempt?	64.29
Used calming techniques/empathy?	100
Serious attitude towards training?	100
Positive attitude towards training?	100

### HRLF Scenario 25-07 Scenario #2 Radio - Subject Stop

Question	Yes_Percentage
CAD Created for Correct Location?	100
Echo'd Locations and descriptions	100
Sends appropriate back-up without delay?	81.82
Use 10-61 per policy?	100
Proper clearing for 10-61 and dissemination of person	100
Created CAD properly?	90.91
Completed on first attempt?	100
Serious attitude towards training?	100
Positive attitude towards training?	100

### HRLF Scenario 25-07 Scenario #3 Fire Box

Question	Yes_Percentage
Create and Send IAR Message with Box Card Attached	50
Announced Box Alarm over the radio following MABAS script	100
Completed on first attempt?	75
Tracked units, confirming all all companies due are responding	100
Identify unit(s) that never went enroute	75
Serious attitude towards training?	100
Move up COQ Medic to scene and replace	62.5
Positive attitude towards training?	100

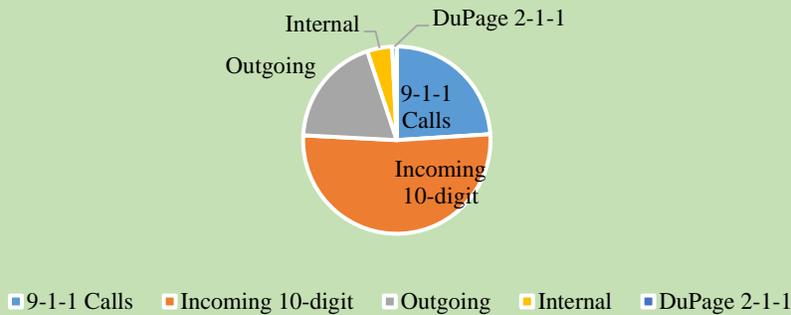
## *Additional Training*

- One TC recertified as an APCO CTO
- Two TCs, an Ops Manager, PSC, and the DD attended the APCO 2025 Conference
- RTIC was trained for Public Works Lucity Software
- Ops, PSC, and RTIC members trained by Community Development on The Cityview Software for permitting
- OM attended StarChase Training
- PSC joined CALEA Webinar
- TC and OM joined Itasca Fire for a Debrief/Lessons-Learned Training
- All Shifts participated in the Quarterly Radio Drills

# Phone calls answered, outgoing calls, & ACDC internal calls

ACDC PHONE CALLS													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
9-1-1 Calls	6,090	4,934	5,603	5,455	6,250	6,502	7,068						41,902
Incoming 10-digit	12,876	10,573	12,556	12,246	13,386	13,874	14,992						90,503
Outgoing	4,820	3,682	4,384	4,401	5,094	5,313	5,650						33,344
Internal	1,096	876	898	1,041	1,157	1,166	1,270						7,504
DuPage 2-1-1	197	151	150	140	230	256	247						1,371
<b>Total</b>	<b>25,079</b>	<b>20,216</b>	<b>23,591</b>	<b>23,283</b>	<b>26,117</b>	<b>27,111</b>	<b>29,227</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>174,624</b>

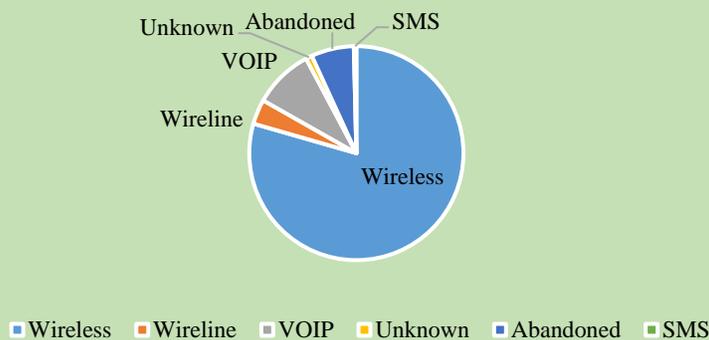
Year-to-Date Phone Calls



# 9-1-1 Calls Answered and Text-to-911

9-1-1 CALLS RECEIVED													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Wireless	4,970	4,019	4,642	5,013	5,284	5,596	6,060						35,584
Wireline	297	219	233	206	224	244	260						1,683
VOIP	717	607	639	151	660	601	665						4,040
Unknown	59	47	73	61	65	51	70						426
Abandoned	403	320	413	411	442	407	491						2,887
SMS	47	42	16	24	17	10	13						169
<b>Total</b>	<b>6,493</b>	<b>5,254</b>	<b>6,016</b>	<b>5,866</b>	<b>6,692</b>	<b>6,909</b>	<b>7,559</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>44,789</b>

9-1-1 Calls Received Y-T-D



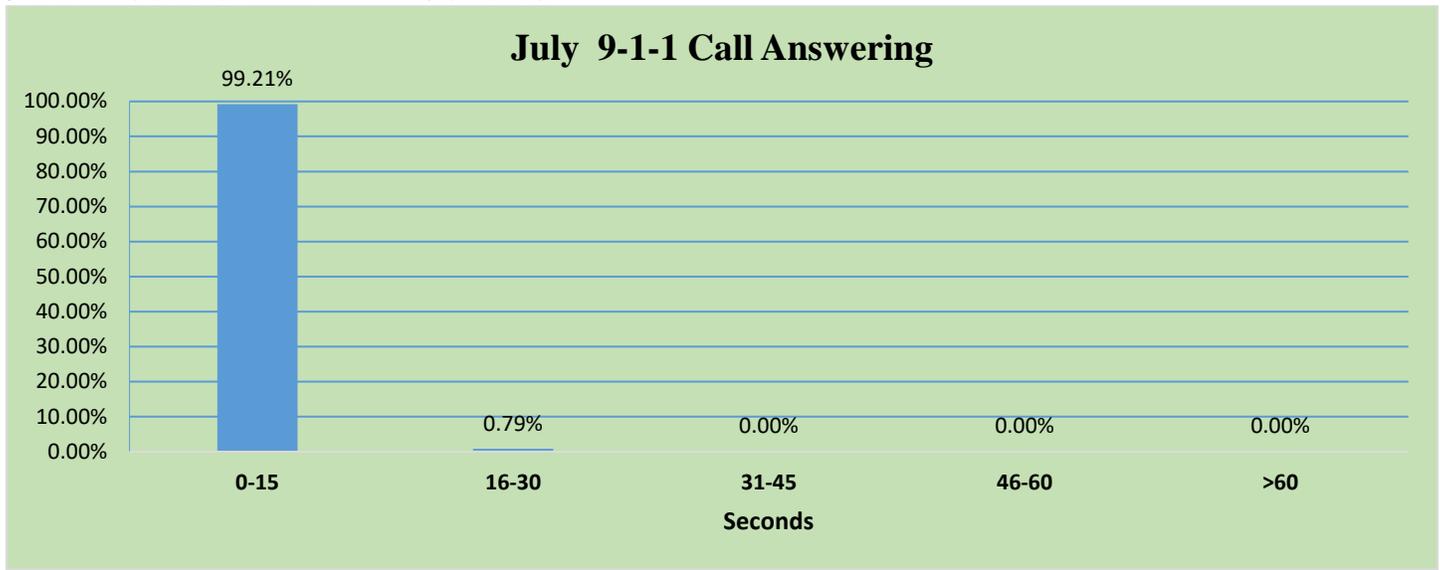
# NENA 9-1-1 Call Answering Standard

National Emergency Number Association (NENA):

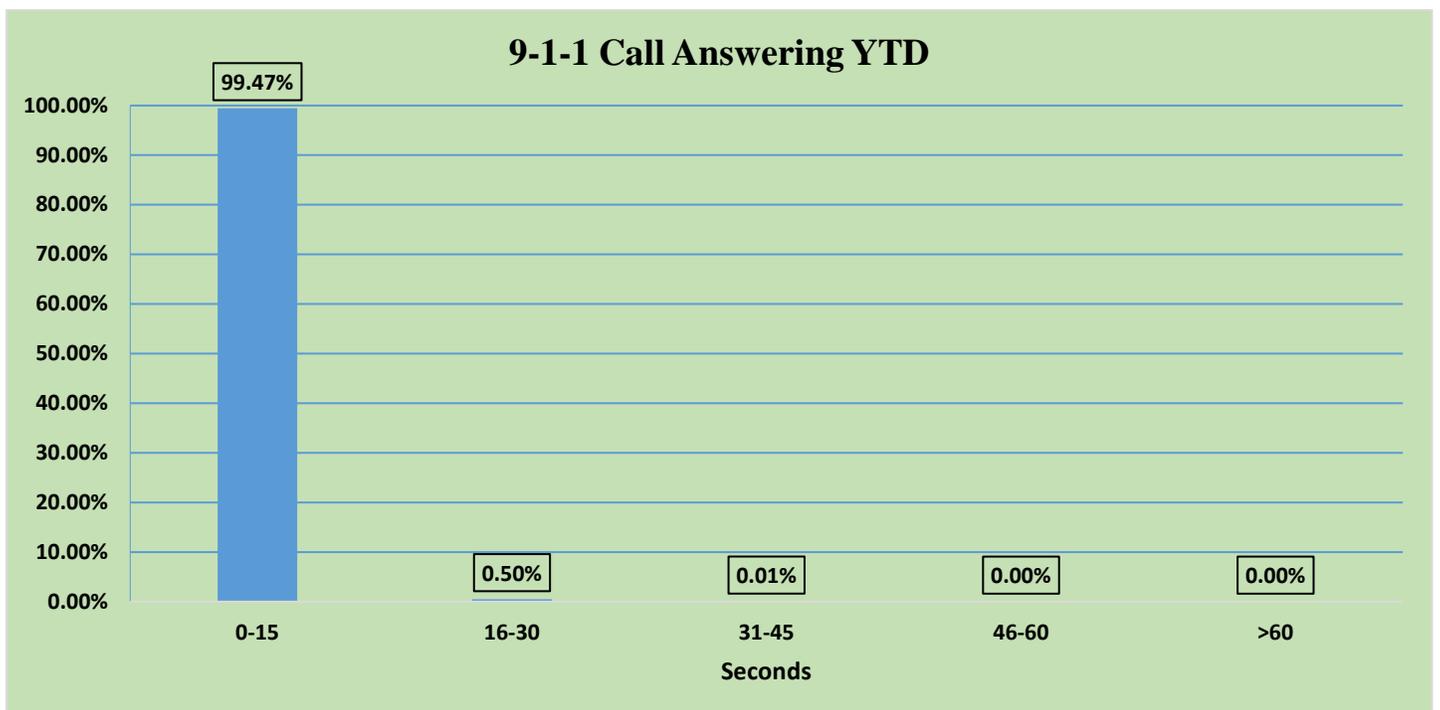
The **9-1-1 Association** empowers its members and the greater 9-1-1 community to provide the best possible emergency response through standards development, training, thought leadership, outreach, and advocacy.

**NENA's vision is a public made safer by 9-1-1 services delivered by highly-trained emergency communications professionals and powered by the latest technologies.**

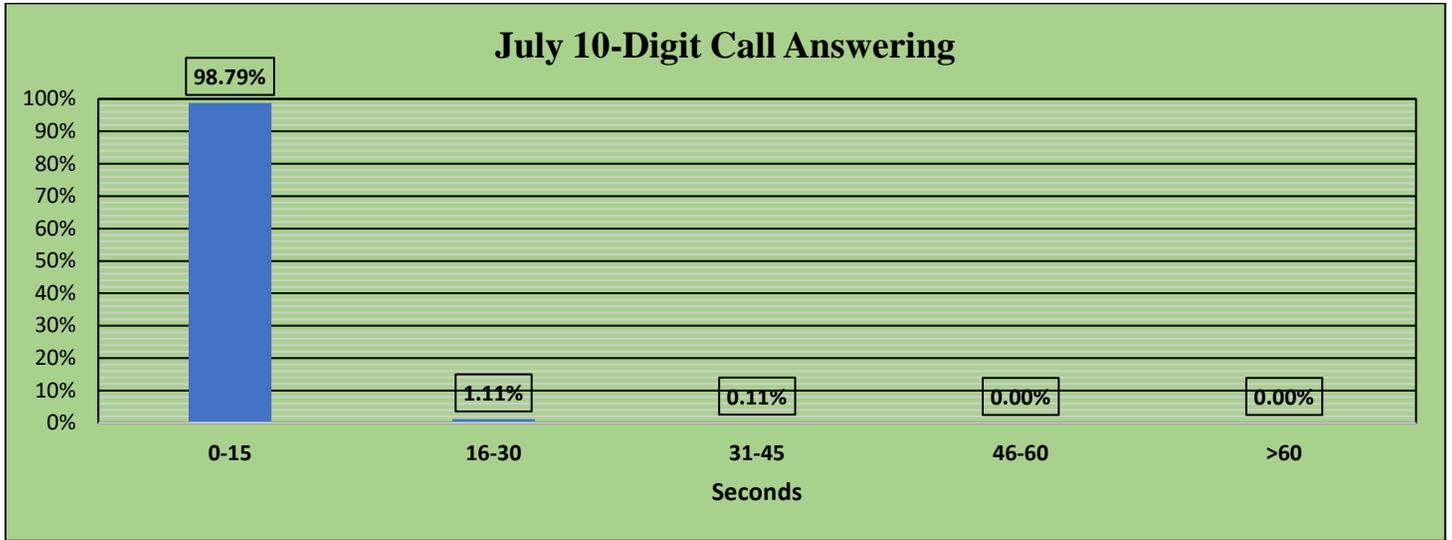
The 9-1-1 Call Answering Standard states that 90% of all 9-1-1 calls be answered within 15 seconds and 95% of 9-1-1 calls be answered within 20 seconds.



# 911 Call Answering – YTD



# 10-Digit Call Answering



## TOP Call Takers

JULY 2025

### TOTAL CALLS

MINOR - - - 1212  
 WILLADSEN - - - 1159  
 HAWKINS - - - 1139  
 MOOTREY - - - 1108  
 SZCZEPANIAK - - - 1089  
 KOLBERG - - 1064  
 FICARROTTA - - - 1054  
 GRADO - - - 1053  
 MAYFIELD - - - 1044  
 OLIVER - - - 1002

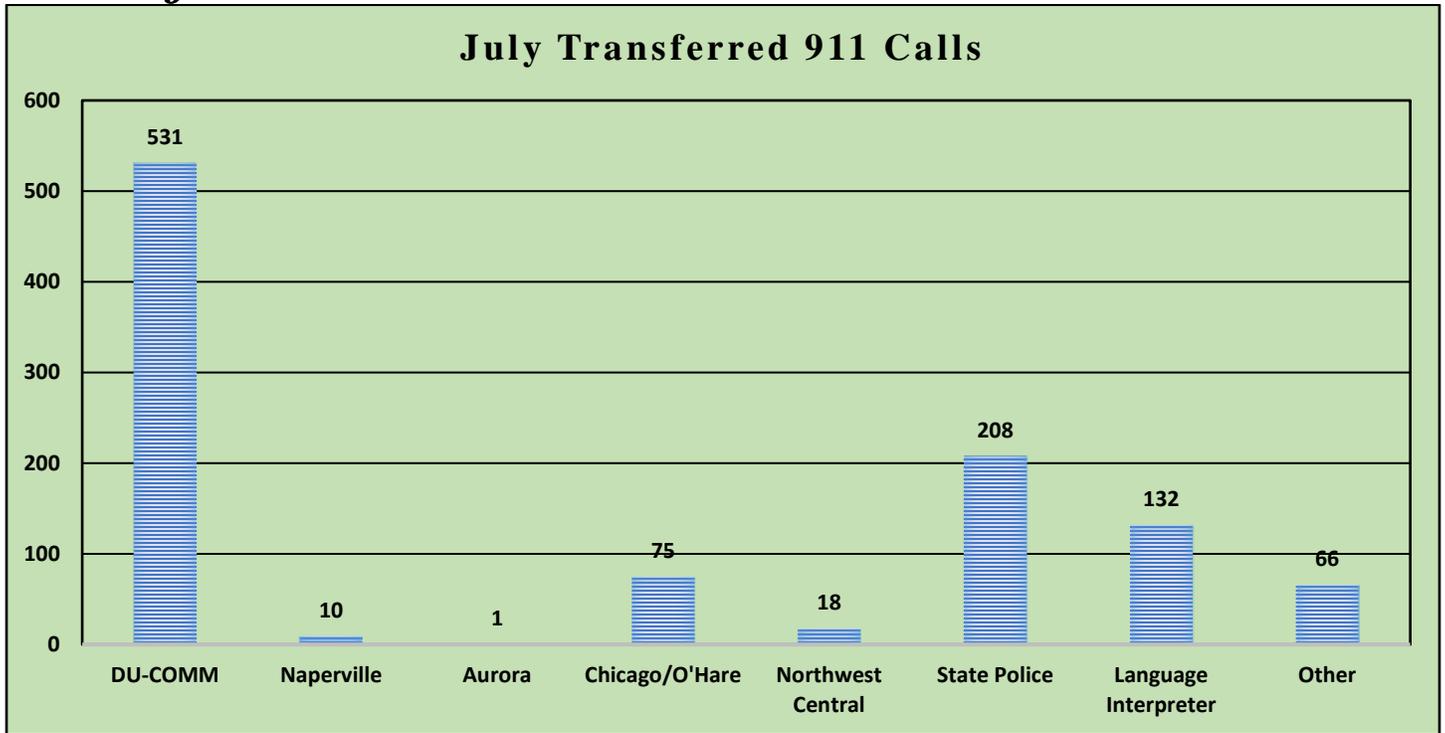
### 911 CALLS

GRADO - - - 346  
 GODLEWSKI - - - 338  
 HAWKINS - - - 329  
 KOLBERG - - - 303  
 ALVAREZ - - - 296  
 OLIVER - - - 282  
 MAYFIELD - - - 279  
 WILLADSEN - - - 266  
 MINOR - - - 253  
 EATON - - - 250

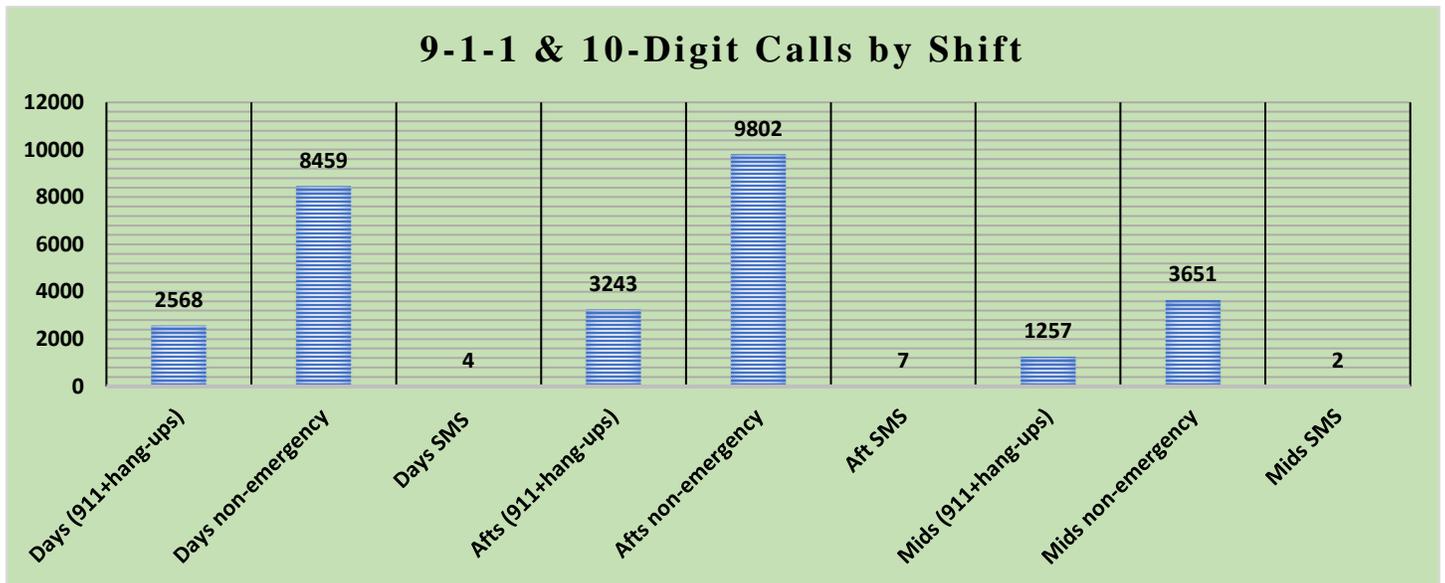
### NON-EM

SZCZEPANIAK - - - 973  
 MINOR - - 959  
 MOOTREY - - - 900  
 WILLADSEN - - - 893  
 FICARROTTA - - - 864  
 HAWKINS - - - 810  
 WATERMAN - - - 789  
 MAYFIELD - - - 765  
 KOLBERG - - - 761  
 VALLEE - - - 751

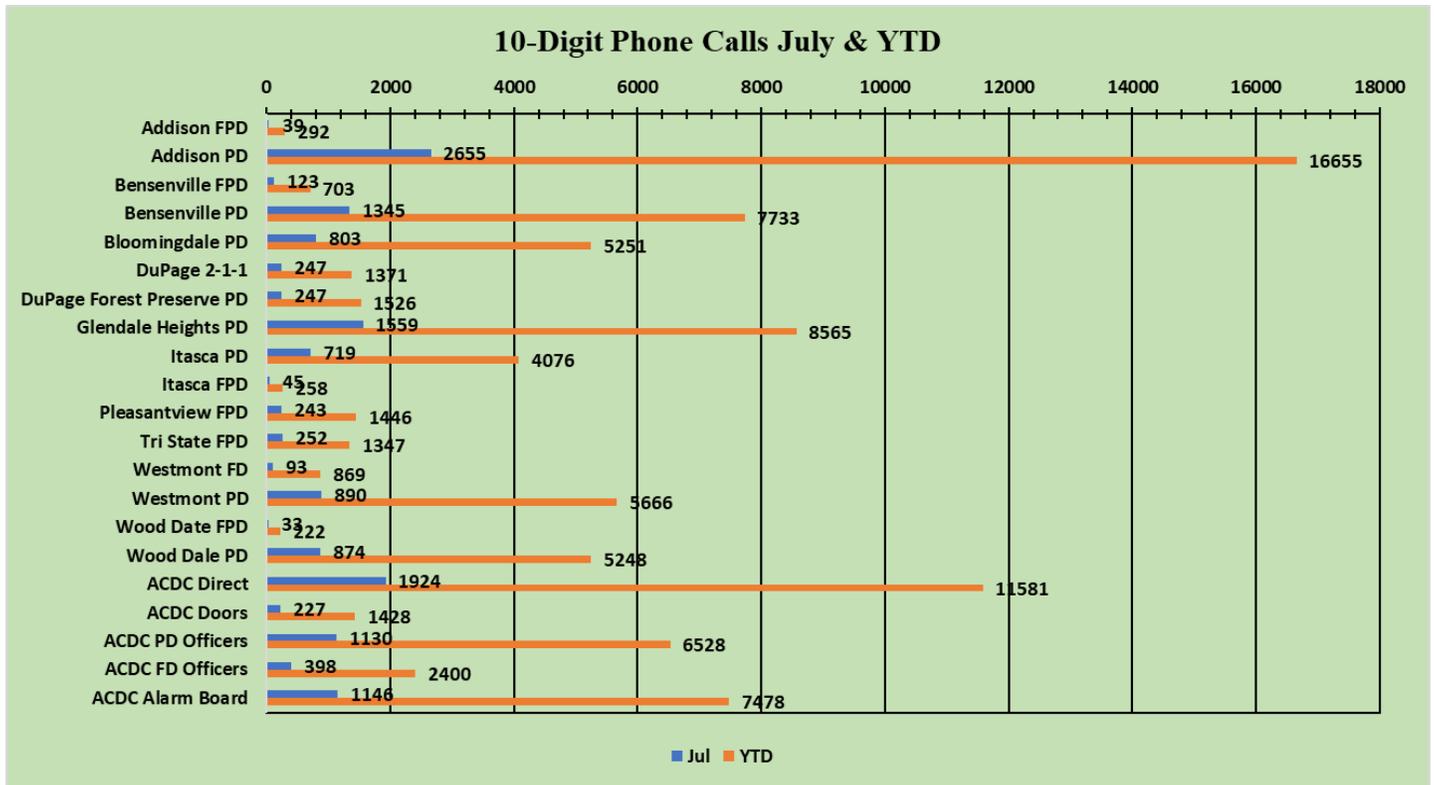
# Transferred 911 Calls



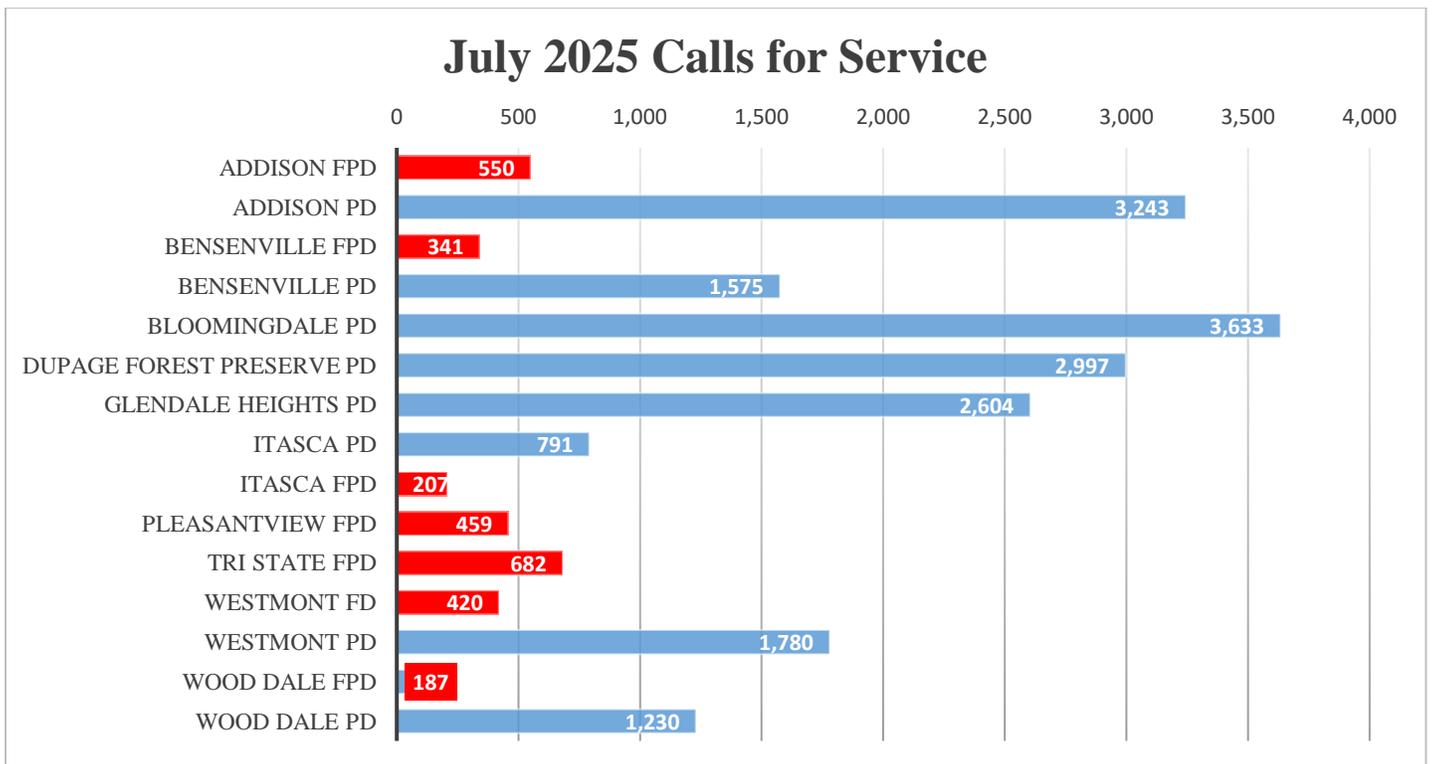
# Calls & SMS by Shift – July



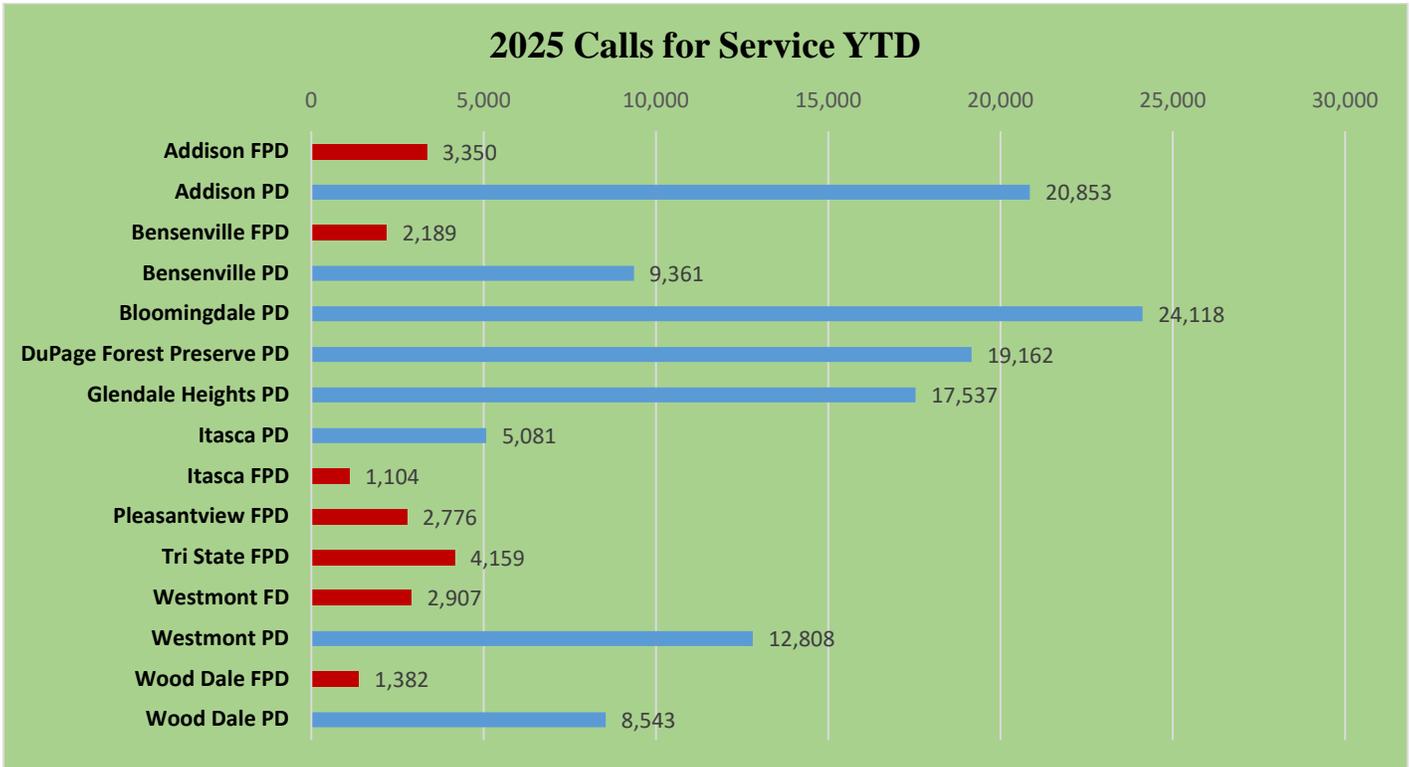
# Member Agency & Misc. Phone Calls



# Calls for Service-Month (CFS)

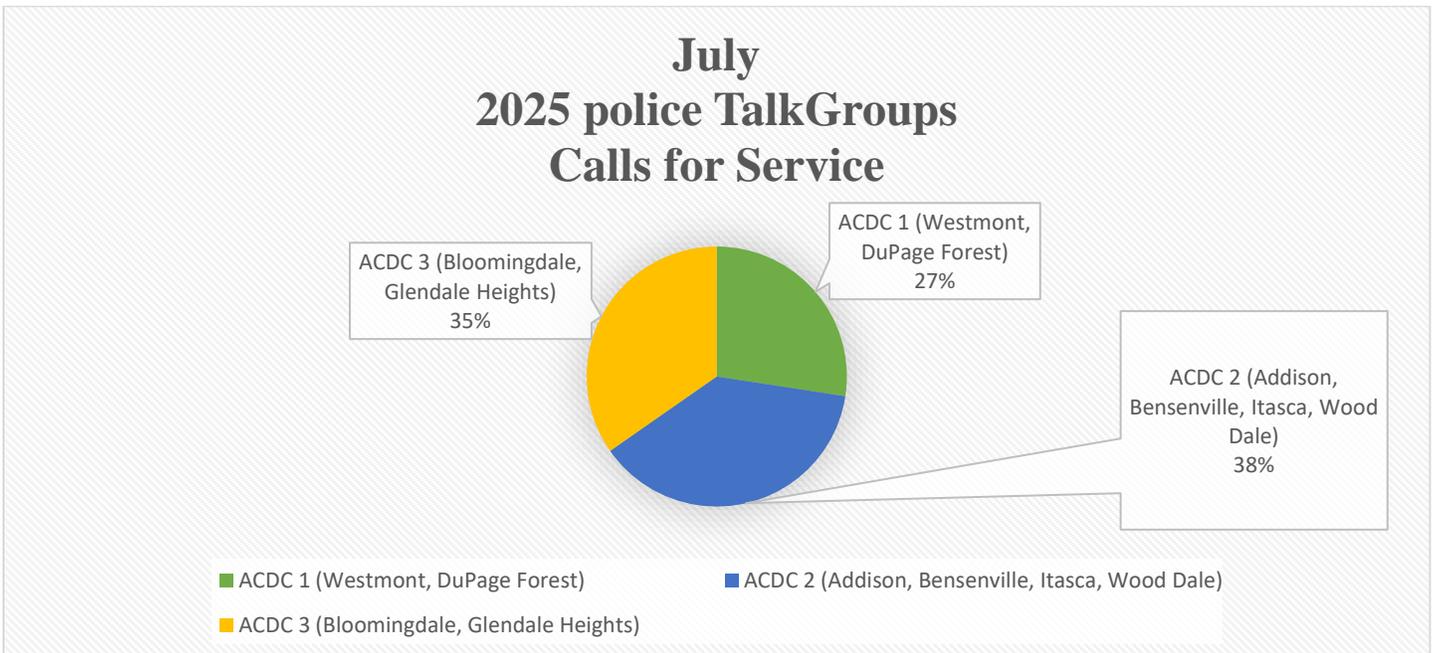


# Calls for Service (CFS) - YTD



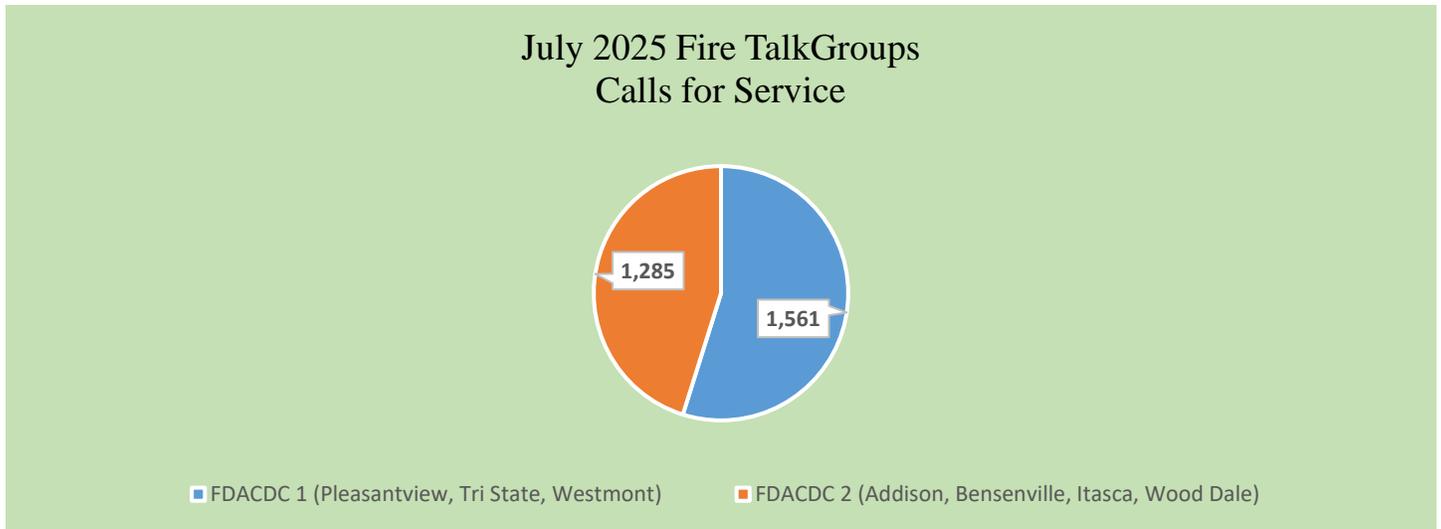
## Police Calls for Service by Talk Group – July

ACDC 1 (Westmont, DuPage Forest)	<b>4,777</b>
ACDC 2 (Addison, Bensenville, Itasca, Wood Dale)	<b>6,839</b>
ACDC 3 (Bloomington, Glendale Heights)	<b>6,237</b>

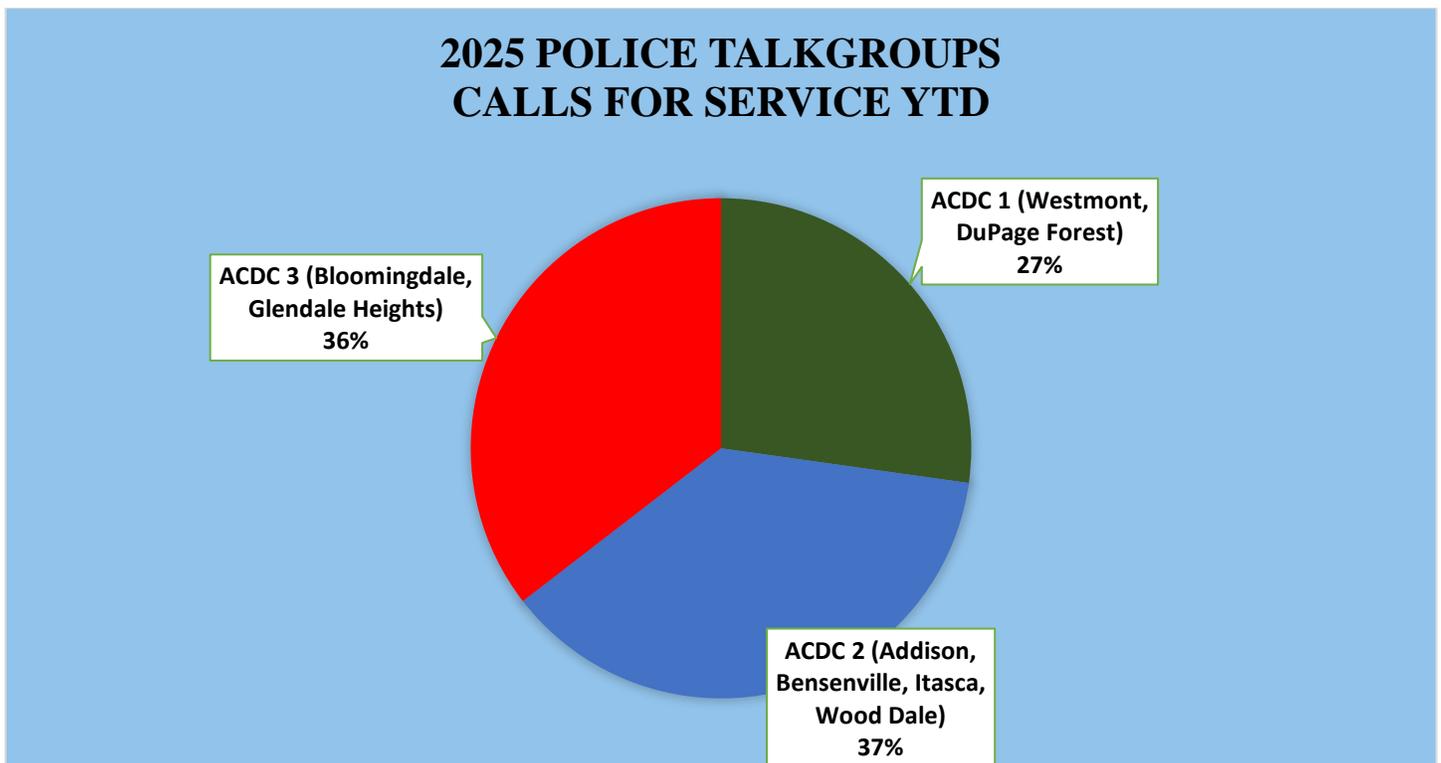


# Fire Calls for Service by Talk Group – July

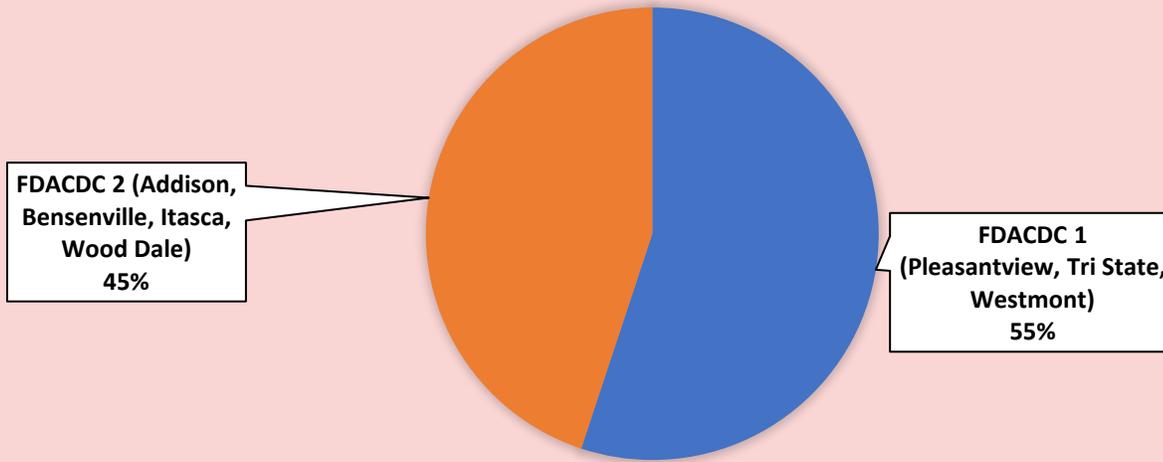
FDACDC 1 (Pleasantview, Tri State, Westmont)	1,561
FDACDC 2 (Addison, Bensenville, Itasca, Wood Dale)	1,285



# Police & Fire Calls for Service by Talk Group – YTD



## 2025 FIRE TALKGROUPS CALLS FOR SERVICE YTD



## *MABAS Alarms Dispatched (YTD)*

DATE	TOWN	TYPE	LOCATION
1/24/2025	La Grange Park	Investigators	339 N Ashland
3/15/2025	Brookfield	Investigators	9048 Monroe
3/29/2025	Riverside	Investigators	270 N Delaplaine
4/14/2025	Brookfield	Investigators	3521 Madison
4/24/2025	McCook	Investigators	4908 Grand
5/17/2025	McCook	Fire	4900 S Vernon
5/22/2025	Brookfield	EMS	31st & Hemman
6/15/2025	Hinsdale	Fire	228 S Bruner St
6/27/2025	Burr Ridge	Fire	15W 322 81st

# Structure Fire Reviews – YTD

2025									
Agency	Total Generals	Within 60 from Time of Call (TOC) to tone	Over 60, less than 106 (actual from	Over 106 (actual from TOC to Tone)	Percent under 60 seconds (goal 90%)	Percent over 60 sec, less than 106 (column C/B) (goal	Average Total Dispatch Time (seconds)	Caller Delayed	Entry delayed by Other Agency
Addison	15								
Bensenville	20								
Itasca	4								
Pleasantview	16								
Tri State	23								
Westmont	12								
Wood Dale	3								
Other FD Agency	12								
Total Reported Fires	105	45	48	13	43%	89%	71	3	0
<b>Actual Fires</b>	<b>52</b>	<b>28</b>	<b>22</b>	<b>2</b>	<b>54%</b>	<b>96%</b>		<b>0</b>	<b>0</b>
<b>Actual fires: % under 61 seconds. Goal is 90% under 60 seconds</b>		<b>53.8%</b>							
<b>Actual fires: % over 60 seconds, but less than 106 seconds. Goal is 95%. <i>includes actual fires under 61 seconds</i></b>			<b>96.2%</b>						
<b>Actual fires: % over 106 seconds. Goal is 0%</b>				<b>3.8%</b>					
<b>Actual fires delayed by caller or Other PSAP</b>	<b>0</b>								
<b>Actual Fires: % of actual fires delayed by caller or other PSAP (% out of the control of</b>	<b>0.0%</b>	<b>0.0%</b>							
<b>Actual fires received as fire alarm</b>	<b>9</b>								
<b>% actual fires received as fire alarm</b>	<b>17%</b>								

# Performance Measures

Each event is reviewed for accuracy, processing times (<61 seconds), adherence to policy, professionalism, and overall performance. The reviewed calls result in, but not limited to, recognition, training, and/or progressive discipline. In addition, any potential liability to ACDC is documented such as personnel errors, caller error, equipment failures, actions or inactions of callers and/or other PSAPs issues.

## Police:

ACDC reviews all High-Risk Low Frequency (HRLF) calls for service involving weapons, physical altercations, and in-progress crimes.

33 Calls Reviewed for – July	
<b>Policy Violations</b>	Violations <ul style="list-style-type: none"> <li>• Failure to use DU FLASH/Activate alert tones</li> </ul>
<b>Error in Accuracy</b>	Violation <ul style="list-style-type: none"> <li>• Erroneously selected incorrect CAD code, caused inaccurate response</li> </ul>
<b>Performance Issue</b>	Violations <ul style="list-style-type: none"> <li>• Delay in dispatch</li> </ul>
<b>Equipment Malfunctions or CAD Issues</b>	<ul style="list-style-type: none"> <li>• Radio down, missed radio traffic</li> </ul>
<b>Other PSAP or Caller Issue</b>	Violation <ul style="list-style-type: none"> <li>• Caller transferred and put on hold by other PSAP, causing hold beep</li> </ul>

## Fire:

General Alarm Review

15 Calls Reviewed – July	
<b>Policy Violations</b>	Violations <ul style="list-style-type: none"> <li>• Failure to verify address, as per policy</li> </ul>
<b>Error in Accuracy</b>	Violation
<b>Performance Issue</b>	Violation <ul style="list-style-type: none"> <li>• Line of questioning for proper CAD code</li> </ul>
<b>Equipment Malfunctions or CAD Issues</b>	
<b>Other PSAP or Caller Issue</b>	Violation <ul style="list-style-type: none"> <li>• Delay by other PSAP</li> </ul>

# Complaints / Request for Understanding

Agency	Complaint/Inquiry	Explanation	Findings
Itasca FD	Failure to dispatch Chief	Call coded as Accident Comm-Veh w/Fire; CAD recommended 1 ENG, 1 TRK, 1 MED, 1 TDR, 1 BC; no chief request by Command	No TC Error, Configuration Issue

## Collaboration / Committee's / Focus Groups / Miscellaneous

ACDC participates in various working groups and committees that involve collaboration between the Emergency Telephone System Board (ETSB) staff, DU-COMM, and member agencies.

This section will highlight programs or topics of interest.

### ETSB Podcast - - - Tuesday, September 16 @ 1300 hrs.

DuPage ETSB is inviting you to a scheduled Zoom meeting.

Join Zoom Meeting

<https://us02web.zoom.us/j/85239379328?pwd=Dh6jm6VPQNLacxZHeUSd1VLn6nGhZp.1>

Meeting ID: 852 3937 9328

Passcode: 466497

### CAD Focus: (CAD Focus is a collaboration between ETSB and the PSAPs for all things CAD)

- The Focus Group will begin with a review of these System Memos that prioritizes the memos.

### Fire Standardization: (FSA is a collaboration of Fire Chiefs, ETSB, and the PSAPs for all things fire)

- TECH Focus reviewed the Purvis MOP and agreed with the approach. Some additional questions were asked and those have been supplied to Purvis.
- ETSB is scheduled to meet with Deccan on July 15, 2025 to discuss the documentation that was provided to them regarding the previous concerns and understand from their perspective the best route to move forward in support of those concerns.
- Podcast - Next Podcast date July 22, 2025, 1pm CT  
**NOTE:** The Podcast meeting will be held in person and at least 1 representative from each agency is requested to attend to sign for 2 APXNext XN test radios to bring back to their respective agencies for testing.

### Fire Operations: (Fire Operations is a monthly meeting with fire member agencies discussing operations)

- Cancelled

### Police Operations: (Police Operations is a monthly meeting with police member agencies discussing operations)

- Cancelled

### ACDC Visitors

- 07/10 Elmhurst Police Department Explorer tour
- 07/28 Chief of Staff tour

### **Community Outreach**

- Foxdale Park Neighborhood Watch Meeting – Cancelled due to weather
- 07/10 Cops and Bobbers Event Wood Dale Grove FP

### **Task Force / Special Detail Participation**

- 7/1 Addison Traffic Detail
- 7/2 BLP Pursuit/Search
- 7/8 Saturation Task Force 100<sup>th</sup> Mission
- 7/17 Warrant Service
- 7/29 Saturation Task Force

### **Special Events**

- 07/02 Kickoff meeting for the new ACDC Website & Professional Photo session



## ETSB Other Action Item

421 N. COUNTY FARM  
ROAD  
WHEATON, IL 60187  
[www.dupagecounty.gov](http://www.dupagecounty.gov)

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**File #:** 25-2151

**Agenda Date:** 9/10/2025

**Agenda #:** 6.B.1.

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**EQUALIZATION SURCHARGE AND REVENUE REPORT FOR FY25**

**FY25**

**REVENUE BY FISCAL YEAR**

Equalization \$ Remitted for:	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	Sep 25	Oct 25	Nov 25	TOTALS
Month Received:	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	Aug 25				
State Disbursement	\$ 1,055,850.16	\$ 1,048,826.08	\$ 1,048,032.56	\$ 1,074,150.85	\$ 1,121,322.86	\$ 1,095,618.08	\$ 1,200,230.17	\$ 1,144,685.51	\$ 1,128,326.80				\$ 9,917,043.07
NG9-1-1 Withholding (1x)								\$ 1,614,314.27					\$ 1,614,314.27
Misc. Payments													\$ -
PRMS Reimbursement								\$ 780,310.30					\$ 780,310.30
Grant Reimbursement								\$ 1,521,663.78					\$ 1,521,663.78
Sale of Assets													\$ -
CAD Interface Reimbursement													\$ -
FSA Optional Equip Reimbursement						\$ 13,825.00							\$ 13,825.00
DEDIRS Reimbursement		\$ 756,532.95			\$ 1,822.81								\$ 758,355.76
DEDIRS Airtime Reimbursement	\$ 32,446.14	\$ 1,267.56											\$ 33,713.70
Investment Earnings													\$ -
<b>Total</b>	<b>\$ 1,088,296.30</b>	<b>\$ 1,806,626.59</b>	<b>\$ 1,048,032.56</b>	<b>\$ 1,074,150.85</b>	<b>\$ 1,121,322.86</b>	<b>\$ 1,111,265.89</b>	<b>\$ 1,200,230.17</b>	<b>\$ 5,060,973.86</b>	<b>\$ 1,128,326.80</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 14,639,225.88</b>

**FY24**

**HISTORY BY FISCAL YEAR**

Equalization \$ Remitted for:	Dec 23	Sep 24	Oct 24	Nov & Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25	Jul 25	TOTALS	
Month Received:	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	TOTALS
<b>Total</b>	<b>\$ 859.50</b>	<b>\$ 1,168,971.56</b>	<b>\$ 1,178,650.54</b>	<b>\$ 2,387,090.19</b>	<b>\$ 32,729.44</b>	<b>\$ 2,228,214.14</b>	<b>\$ 1,041,953.80</b>	<b>\$ 3,863,176.75</b>	<b>\$ 1,382,731.50</b>	<b>\$ 1,209,215.64</b>	<b>\$ 1,217,302.86</b>	<b>\$ 2,040,059.63</b>	<b>\$ 17,750,955.55</b>

**FY23**

Equalization \$ Remitted for:	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul & Aug 23	TOTALS
Month Received:	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23	TOTALS
<b>Total</b>	<b>\$ 1,205,441.29</b>	<b>\$ 1,174,607.20</b>	<b>\$ 1,178,184.35</b>	<b>\$ 1,207,259.89</b>	<b>\$ 1,239,871.71</b>	<b>\$ 1,213,587.19</b>	<b>\$ 1,072,172.19</b>	<b>\$ 1,313,566.32</b>	<b>\$ 1,202,129.95</b>	<b>\$ 1,248,895.63</b>	<b>\$ 1,263,874.63</b>	<b>\$ 5,595,938.60</b>	<b>\$ 18,915,528.95</b>

**FY22**

Equalization \$ Remitted for:	Aug & Sep 21	Oct & Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun & Jul 22	TOTALS			
Month Received:	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	TOTALS
<b>Total</b>	<b>\$ 2,281,331.33</b>	<b>\$ 283,343.34</b>	<b>\$ 2,295,684.39</b>	<b>\$ 1,236,187.16</b>	<b>\$ 1,180,527.91</b>	<b>\$ 1,148,317.36</b>	<b>\$ 3,628,564.29</b>	<b>\$ 1,195,731.64</b>	<b>\$ 1,783.40</b>	<b>\$ 1,217,048.99</b>	<b>\$ 2,588,679.15</b>	<b>\$ -</b>	<b>\$ 17,057,198.96</b>

**FY21**

Equalization \$ Remitted for:	Aug 20	Sep 20	Oct & Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	TOTALS	
Month Received:	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21	Oct 21	Nov 21	TOTALS
<b>Total</b>	<b>\$ 1,151,538.31</b>	<b>\$ 1,172,211.67</b>	<b>\$ 2,283,028.54</b>	<b>\$ 1,189,281.74</b>	<b>\$ 1,183,771.22</b>	<b>\$ 1,129,498.24</b>	<b>\$ 1,340,002.97</b>	<b>\$ 1,166,522.22</b>	<b>\$ 1,162,663.88</b>	<b>\$ 32,062.24</b>	<b>\$ 1,178,282.73</b>	<b>\$ 1,337,665.72</b>	<b>\$ 14,326,529.48</b>

**FY20**

Equalization \$ Remitted for:	Aug & Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun & Jul 2020	Nov 20	TOTALS	
Month Received:	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sep 20	Oct 20	TOTALS	
<b>Total</b>	<b>\$ 2,372,557.66</b>	<b>\$ 237,970.24</b>	<b>\$ 1,303,902.24</b>	<b>\$ 1,282,440.05</b>	<b>\$ 1,289,985.71</b>	<b>\$ 1,416,758.41</b>	<b>\$ 1,187,415.00</b>	<b>\$ 1,336,415.71</b>	<b>\$ 1,335,142.56</b>	<b>\$ 1,264,789.84</b>	<b>\$ 2,554,594.67</b>	<b>\$ 49,641.50</b>	<b>\$ 15,631,613.59</b>

**FY19**

Equalization \$ Remitted for:	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	TOTALS
Month Received:	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	TOTALS
<b>Total</b>	<b>\$ 1,163,697.11</b>	<b>\$ 1,228,103.25</b>	<b>\$ 1,158,413.81</b>	<b>\$ 1,237,539.40</b>	<b>\$ 1,185,868.21</b>	<b>\$ 1,214,820.52</b>	<b>\$ 1,265,128.93</b>	<b>\$ 1,168,117.80</b>	<b>\$ 1,203,652.90</b>	<b>\$ 1,170,171.21</b>	<b>\$ 1,212,817.56</b>	<b>\$ 1,642,301.51</b>	<b>\$ 14,850,632.21</b>

**FY18**

Equalization \$ Remitted for:	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017	Jan & Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	TOTALS
Month Received:	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	TOTALS
<b>Total</b>	<b>\$ 599,817.91</b>	<b>\$ 566,629.95</b>	<b>\$ 618,246.90</b>	<b>\$ 614,106.20</b>	<b>\$ 754,806.21</b>	<b>\$ 2,695,870.09</b>	<b>\$ 1,337,153.75</b>	<b>\$ 1,203,123.36</b>	<b>\$ 1,215,516.34</b>	<b>\$ 1,202,131.11</b>	<b>\$ 1,188,947.34</b>	<b>\$ 1,258,080.66</b>	<b>\$ 13,254,429.82</b>

**FY17**

Equalization \$ Remitted for:	Jul & Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	TOTALS
Month Received:	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	TOTALS
<b>Total</b>	<b>\$ 1,246,502.41</b>	<b>\$ 599,721.32</b>	<b>\$ 594,666.10</b>	<b>\$ 1,097,049.38</b>	<b>\$ 681,034.05</b>	<b>\$ 649,029.93</b>	<b>\$ 810,751.53</b>	<b>\$ 723,846.35</b>	<b>\$ 695,361.11</b>	<b>\$ 833,344.09</b>	<b>\$ 557,280.60</b>	<b>\$ 599,817.91</b>	<b>\$ 8,832,810.78</b>

**FY16**

Equalization \$ Remitted for:	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jan & Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Nov 16	TOTALS
Month Received:	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	TOTALS
<b>Total</b>	<b>\$ -</b>	<b>\$ 1,123,587.68</b>	<b>\$ 743,609.37</b>	<b>\$ 674,806.22</b>	<b>\$ 726,277.16</b>	<b>\$ 713,088.37</b>	<b>\$ 518,118.75</b>	<b>\$ 4,499,487.55</b>					

**EQUALIZATION SURCHARGE HISTORY**

Month of	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
<b>2016</b>	\$ 580,655.87	\$ 542,517.55	\$ 743,171.81	\$ 674,131.18	\$ 725,522.32	\$ 712,956.19	\$ 517,623.85	\$ 620,047.11	\$ 626,455.30	\$ 599,721.32	\$ 594,666.10	\$ 722,868.38	\$ 7,660,336.98
PrePaid Back pay					\$ 118,567.00								\$ 118,567.00
Wireless Carrier xfer					\$ 255,594.00								\$ 255,594.00
<b>2017</b>	\$ 680,994.05	\$ 649,029.93	\$ 810,751.53	\$ 695,361.11	\$749,256.32	\$ 833,344.09	\$ 557,280.60	\$ 599,817.91	\$ 566,629.95	\$ 618,246.90	\$ 614,106.20	\$ 754,806.21	\$ 8,129,624.80
<b>2018</b>	\$ 1,522,691.96	\$ 1,173,178.13	\$ 1,337,153.75	\$ 1,203,123.36	\$ 1,215,516.34	\$ 1,202,131.11	\$ 1,188,947.34	\$ 1,258,080.66	\$ 1,162,776.33	\$ 1,228,103.25	\$ 1,158,413.81	\$ 1,237,539.40	\$ 14,887,655.44
<b>2019</b>	\$ 1,176,781.81	\$ 1,124,652.57	\$ 1,265,128.93	\$ 1,168,117.80	\$ 1,203,652.90	\$ 1,170,171.21	\$ 1,212,817.56	\$ 1,191,630.05	\$ 1,159,547.61	\$ 1,303,891.19	\$ 1,282,359.45	\$ 1,271,244.04	\$ 14,529,995.12
<b>2020</b>	\$ 1,237,988.13	\$ 1,173,880.52	\$ 1,280,265.88	\$ 1,213,090.68	\$ 1,224,007.79	\$ 1,287,371.61	\$ 1,266,405.76	\$ 1,151,538.31	\$ 1,144,938.67	\$ 1,139,491.71	\$ 1,143,518.88	\$ 1,189,281.74	\$ 14,451,779.68
<b>2021</b>	\$ 1,175,626.22	\$ 1,114,241.24	\$ 1,333,912.53	\$ 1,166,022.22	\$ 1,154,554.99	\$ 1,178,282.73	\$ 1,213,170.06	\$ 1,149,140.27	\$ 1,131,666.06	\$ 1,191,512.63	\$ 1,104,147.61	\$ 1,236,187.16	\$ 14,148,463.72
<b>2022</b>	\$ 1,175,917.91	\$ 1,087,494.93	\$ 1,254,382.66	\$ 1,167,246.40	\$ 1,214,648.99	\$ 1,383,485.38	\$ 1,193,122.77	\$ 1,205,441.29	\$ 1,164,779.92				\$ 10,846,520.25
NG9-1-1 Withholding (1x)			\$ 2,348,343.23										\$ 2,348,343.23
<b>2023</b>	\$ 1,174,384.35		\$ 1,179,289.89	\$ 1,239,871.71	\$ 1,160,437.01	\$ 1,072,172.19	\$ 1,285,081.08	\$ 1,178,132.95	\$ 1,233,355.83	\$ 1,227,343.85	\$ 2,367,619.76		\$ 13,117,688.62
NG9-1-1 Withholding (1x)											\$ 2,601,413.84		\$ 2,601,413.84
<b>2024</b>	\$ 1,166,094.82	\$ 1,178,650.54	\$ 2,387,090.19		\$ 1,307,137.14	\$ 1,041,953.80	\$ 1,217,316.64	\$ 1,365,561.66	\$ 1,157,731.43	\$ 1,185,197.86	\$ 1,159,349.63	\$ 1,055,850.16	\$ 14,221,933.87
NG9-1-1 Withholding (1x)							\$ 2,361,360.11						\$ 2,361,360.11
<b>2025</b>	\$ 1,048,826.08	\$ 1,048,032.56	\$ 1,074,150.85	1121322.86	\$ 1,095,618.08	\$ 1,200,230.17	\$ 1,144,685.51	\$ 1,128,326.80					\$ 8,861,192.91
NG9-1-1 Withholding (1x)							\$ 1,614,314.27						\$ 1,614,314.27



## ETSB PAC Other Action Item

421 N. COUNTY FARM  
ROAD  
WHEATON, IL 60187  
[www.dupagecounty.gov](http://www.dupagecounty.gov)

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**File #:** 25-2116

**Agenda Date:** 9/8/2025

**Agenda #:** 6.C.1.

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# DU PAGE COUNTY

## ETSB - Policy Advisory Committee

### Draft Summary

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

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**Monday, August 4, 2025**

**8:15 AM**

**Room 3500A**

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#### Join Zoom Meeting

<https://us02web.zoom.us/j/88961887684?pwd=Wb9mTTLNkpapXcQjSD7Wmtl29lz0hj.1>

**Meeting ID: 889 6188 7684**

**Passcode: 011560**

#### 1. CALL TO ORDER

8:15 AM meeting was called to order by Chair Selvik at 8:15 AM.

#### 2. ROLL CALL

Attendees:

Linda Zerwin, DuPage Emergency Telephone System Board, non-voting Member

Gregg Taormina, DuPage Emergency Telephone System Board (Remote)

Eve Kraus, DuPage Emergency Telephone System Board (Remote)

Andres Gonzalez, DuPage Emergency Telephone System Board

Kimberly Blair, DMMC (Remote)

Scott Bukovic, Westmont PD (Remote)

Jim Connolly, Village of Addison (Remote)

Tom Gallahue, ILEAS (Remote)

Marilu Hernandez, ACDC (Remote)

Erica Huff, Oak Brook PD (Remote)

Erik Maplethorpe, DU-COMM (Remote)

James McGreal, Downers Grove PD (Remote)

Bob Murr, College of DuPage (Remote)

Jason Norton, Darien PD (Remote)

Suzette Quintell, DMMC (Remote)

Richard Sanborn Jr., York Center FPD (Remote)

On roll call, Members Benjamin, Burmeister, Clark, Fleury, Jansen and Selvik were present, which constituted a quorum.

<b>PRESENT</b> Selvik, Benjamin, Burmeister, Clark, Fleury, and Jansen
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#### 3. PUBLIC COMMENT

There was no public comment.

#### 4. CHAIR'S REMARKS - CHAIR SELVIK

There were no remarks from Chair Selvik.

**5. MEMBERS' REMARKS**

There were no Members' remarks.

**6. CONSENT ITEMS**

6.A. [25-1803](#)

DEDIR System July Maintainer Report

On voice vote, all Members voted “Aye”, motion carried.

**Attachments:** [Motorola System Manager Report July 2025](#)

<b>RESULT:</b>	ACCEPTED AND PLACED ON FILE
<b>MOVER:</b>	Chris Clark
<b>SECONDER:</b>	Eric Burmeister

6.B. [25-1804](#)

ETSB PAC Minutes - Regular Meeting - Monday, July 7, 2025

On voice vote, all Members voted “Aye”, motion carried.

**Attachments:** [2025-07-07 PAC Minutes Summary](#)

<b>RESULT:</b>	ETSB RECEIVED AND PLACED ON FILE
<b>MOVER:</b>	Craig Jansen
<b>SECONDER:</b>	Tyler Benjamin

**7. COMMITTEE APPROVAL REQUIRED**

7.A. [25-1798](#)

Approval of a Memorandum of Understanding between the Emergency Telephone System Board of DuPage County and the Northwest Central Dispatch Center pursuant to Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System).

Vice Chair Clark made a motion to approve, seconded by Member Benjamin. Executive Director Zerwin said this modification was filed on July 7, 2025, and that the 14 day notification period was completed on August 1, 2025, with no objections. Modifications do not require ETS Board approval. Vice Chair Clark said this access modification came up last month and that a few changes were requested, so this version simply incorporated those changes.

On voice vote, all Members voted 'Aye', motion carried.

**Attachments:** [NWCD MOU signed 7.7.25\\_Redacted](#)

<b>RESULT:</b>	APPROVED AT COMMITTEE
<b>MOVER:</b>	Chris Clark
<b>SECONDER:</b>	Tyler Benjamin

7.B. [25-1799](#)

Approval of a Memorandum of Understanding between the Emergency Telephone System Board of DuPage County and the Illinois State Toll Highway Authority pursuant to Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System).

Executive Director Zerwin said this modification was also filed on July 7, 2025, and that the 14 day notification period was completed on July 28, 2025, with no objections. Modifications do not require ETS Board approval.

On voice vote, all Members voted 'Aye', motion carried.

**Attachments:** [Outside Agency CKR MOU Tollway Signed 7.7.25 Redacted](#)

<b>RESULT:</b>	APPROVED AT COMMITTEE
<b>MOVER:</b>	Tyler Benjamin
<b>SECONDER:</b>	Chris Clark

7.C. [25-1800](#)

Approval of a Memorandum of Understanding between the Emergency Telephone System Board of DuPage County and the Hillside Police Department pursuant to Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System).

Member Burmeister made a motion to approve, seconded by Member Jansen. Executive Director Zerwin said this modification was also filed on July 7, 2025, and that the 14 day notification period was completed on July 21, 2025, with no objections. Modifications do not require ETS Board approval.

Member Benjamin asked if, because this was a modification, there was no need to inquire about whether more access to talkgroups was required. He said he noticed there was none on the other side and gave the example that Elmhurst already had access to Hillside's channel. Executive Director Zerwin said that if it was not on the original request in terms of what someone asked for, then it was not changed, and that this was more about outside requests coming in. Member Benjamin said he had no objection to the modification but asked if he should reach out to Elmhurst and suggest they contact Hillside to request permission to apply for access to Hillside's channels. Executive Director Zerwin said that requests had to come through ETSB because it was a system matter, and that if Elmhurst wanted access, they could apply for that access.

On voice vote, all Members voted 'Aye', motion carried.

**Attachments:** [911-005.2 Attachment Outside Agency CKR MOU Hillside PD Redacted](#)  
[Hillside PD Letter Redacted](#)

<b>RESULT:</b>	APPROVED AT COMMITTEE
<b>MOVER:</b>	Eric Burmeister
<b>SECONDER:</b>	Craig Jansen

7.D. [25-1802](#)

Approval of a Memorandum of Understanding between the Emergency Telephone System Board of DuPage County and the Canadian Pacific Kansas City Railroad Police Department pursuant to Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System).

Member Burmeister made a motion to approve, seconded by Member Benjamin. Executive Director Zerwin said this was also a modification, explaining that most of these had gone out and were now coming back in under the new form, so they were repeating. She said the modification date was July 18, 2025, and the 14 day notification deadline was completed on August 1, 2025, with no objections. Modifications do not require ETS Board approval. She added that one thing that could be done was to remind people during the 14 day notification period to review whether there was anything on the other side, noting Member Benjamin’s earlier point. She said the assumption was that people were already looking, but it would probably be a good reminder and suggested doing so in the podcast.

On voice vote, all Members voted 'Aye', motion carried.

**Attachments:** [CPKC PD Application Modification Redacted](#)  
[911-005.2 Attachment Outside Agency CKR MOU CPCK PD Redacted](#)

<b>RESULT:</b>	APPROVED AT COMMITTEE
<b>MOVER:</b>	Eric Burmeister
<b>SECONDER:</b>	Tyler Benjamin

8. **DEDIR SYSTEM**

8.A. [25-1805](#)

August DEDIR System Update

Chair Selvik said he believed the memorandum indicated the PAC might need to take action. Executive Director Zerwin said directions were needed, not action, and explained that Mr. Gonzalez had put together an update on the commentary received from fire agencies regarding their talkgroup testing. She said Deputy Chief Mitsuka was provided with the Policy where the talkgroup list was located, to answer mapping questions, and Chief Fleege’s concerns about naming conventions were related to LTACC, which

needed to remain consistent with dispatch center instructions. Executive Director Zerwin another concern involved helicopter channel naming, specifically the similarity between 7AG88D and 7AG80D, which was difficult for ViQi to differentiate. She said Chief Fleege suggested using terms like “Kilo” or adding a prompt like “air” to make it easier to find, but she noted that changing the actual convention would make it harder to manually locate the channel.

Vice Chair Clark said this issue had been discussed extensively in Fire Focus Group meetings and Mr. Connolly had stated the helicopters must use the official name, otherwise, they would not find the channel. Chair Selvik said they could consider labeling it differently for ViQi purposes but keeping the channel unchanged for the pilots. Member Fleury said he was unsure how operationally useful that would be, and Member Benjamin said it seemed more of a fire concern than a police concern.

Vice Chair Clark said medical helicopters were the main issue, and that in the past IREACH was used, but the group decided to move to the air ground channel because it was standardized. He said changing the name could confuse the helicopters. Member Benjamin asked about current air transport channel use, and Members Jansen and Clark said it was still generally IREACH, which was VHF, while the air ground channel in question was a 700 MHz simplex channel. Executive Director Zerwin said STARCOM antennas were usually higher in elevation on a tower, making them suitable for air communication.

Chair Selvik said this would ultimately require education and training so that users understood that if ViQi read back the number, they were on the correct channel even if they had asked for “helo.” Member Burmeister agreed it was better to focus on training. Member Fleury said the confusion might also come from how digits were spoken, such as “eighty eight” versus “eight, eight.” Member Benjamin said this indicated the user already knew the correct channel but that ViQi was not recognizing it clearly, so it might be more of a workflow issue. Executive Director Zerwin said more testing could determine whether clearer enunciation solved the problem. Vice Chair Clark said perhaps users should spell out digits individually. Executive Director Zerwin agreed and said this had also been an issue with FD Ops channel numbers.

Chair Selvik said that Mr. Connolly was on and could have a comment, Mr. Gonzalez relayed that Mr. Connolly commented in the chat that ViQi did recognize “7 A G 8 8 D” if spoken clearly. Executive Director Zerwin said this should be included in the frequently asked questions, advising users to speak slower and enunciate single digits. She also said other issues, such as fire main zones, hazard zone activations, and TriCom channel labeling, had already been addressed. Vice Chair Clark asked if there were many Zendesk tickets, Executive Director Zerwin said comments were mostly being tracked on the Monday.com board, though tickets were created for the Radio System Manager to track changes. Chair Selvik asked if any action was needed from the PAC, and Executive Director Zerwin said no, only that the discussion points would be added to the frequently asked questions and more testing would be done.

**Attachments:**     [DEDIR System Update - 08 2025](#)**8.B. Police**

Member Fleury said he had received several calls about the IGA for use of the radios and the affidavit requiring Chiefs to sign that radios were used specifically for 911 calls. He said that Chiefs were concerned that the wording implied they personally responded to 911 calls on a regular basis. He said DU-COMM's attorneys and others, including Lombard's, advised against signing for fear of misrepresentation. He asked whether the intent was to state that Chiefs physically responded or that they monitored and adjusted resources.

Executive Director Zerwin said the difference was similar to sworn versus non-sworn staff on the Police side. She said if you were sworn, you were considered a responder, even if you did not personally go on every call. She said in Fire, there are certain dispatches that Chiefs have assignments that require them to respond to the initial 9-1-1 dispatch. She compared it to an active shooter, where a Police Chief would still be expected to respond.

Member Fleury said the wording appeared too strict and was causing hesitation. He asked if Chair Selvik or Executive Director Zerwin had received any calls from Chiefs. Chair Selvik said he had not received calls. Executive Director Zerwin said the issue came from ensuring proper use of over \$80 million in infrastructure and avoiding diversion of funds. She said some village attorneys were already working directly with ASA Mark Winistorfer on the language.

Vice Chair Clark said the law was clear that 911 funds could only be used to facilitate the reception and response to 911 calls, and Chiefs could be considered responders depending on the situation. Member Fleury said he agreed, noting similar arguments about CSOs at traffic accidents. Executive Director Zerwin said the best approach was for Chiefs or village attorneys to go directly to ASA Winistorfer for clarification. She said the affidavit had been discussed and may already be resolved, but she was not sure of the final outcome. She emphasized that operational practices, such as CSOs being dispatched to injury accidents, determined compliance, and that sworn personnel were covered because assignments could change at any time.

**8.C. Fire****9. OLD BUSINESS**

Executive Director Zerwin said Lombard PD's WAVE application had been delayed in implementation because they would be the first DuPage agency on the new PTX system instead of the old WAVE system. She said that Lombard was not yet fully set up in the new system, but it should be completed in the near future. She said Motorola indicated it would be about two weeks. She said this was the reason the application had not yet moved forward.

Chair Selvik asked if with the new WAVE application, once the move to PTX occurred, they would not need to be as concerned about user limits. Executive Director Zerwin said that was correct, that PTX would have greater user capacity and Motorola was transitioning systems to that new process, though the infrastructure was not yet fully in place. She said this change would take the guesswork out of it since there would not be as many limitations to monitor.

Chair Selvik said he had one note under old business and asked for an update on the Emergency Button Policy. Member Benjamin said he and Member Burmeister had met and were on the same page. He said they were working together on it, though he was behind on sending their Policy. He said both had shared their policies and would stay in communication to determine terminology. He said as of now it was external activation, but if that changed, they would communicate.

Executive Director Zerwin then gave a little bit of ETSB Policy background. She explained that the original Policy manual was developed by a Policy Committee that included Westmont Manager Ron Searle, Downers Grove Manager Dave Fieldman, Oversight Committee Chair Police Chief Steve Herron, and others including Deputy Fire Chief Jeff Bacidore, Police Chief Dave Schar, Deputy Fire Chief Jim Connolly, and Chief Dan Bilodeau. She said those original policies were later reworked when ETSB changed its numbering system. She explained that when a Policy shows an original policy number such as 4.2.2, it was because it came from the original set of policies. She said over time, revisions were made by whoever was on the Policy Advisory Committee at that time, and with the radio replacements, ETSB had started using Focus Groups to review policies. She said the original Policy Committee had produced reports and documentation, and that the policy structure under discussion came from that earlier process. She said she would email everyone a copy of the original Policy manual for reference so they understood the history. She said at one point the policies were blanket approved in that form and later reworked under new numbers. She added that she and Vice Chair Clark were among the few who had been present during the first development of these policies, and that this background would help provide context for the group.

## 10. NEW BUSINESS

There was no new business.

## 11. ADJOURNMENT

Chair Selvik said the next meeting was listed as September 10, but corrected that is scheduled for Monday, September 8 at 8:15am. Executive Director Zerwin said the first Monday of the month was Labor Day, and that the County would be closed, so the meeting was adjusted to Monday, September 8 on the 2025 meeting calendar.

### 11.A. Next Meeting: Monday, September 8 at 8:15am in Room 3-500A

Member Jansen made a motion to adjourn the meeting at 8:56am, seconded by Member Burmeister. On voice vote, motion carried.

Respectfully submitted,

Andres Gonzalez



## ETSB Other Action Item

421 N. COUNTY FARM  
ROAD  
WHEATON, IL 60187  
[www.dupagecounty.gov](http://www.dupagecounty.gov)

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**File #:** 25-2152

**Agenda Date:** 9/10/2025

**Agenda #:** 8.B.

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# DU PAGE COUNTY

## ETSB - Emergency Telephone System Board

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

### Draft Summary

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Wednesday, August 13, 2025

9:00 AM

Room 3500B

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#### Join Zoom Meeting

<https://us02web.zoom.us/j/84669307454?pwd=6oG7Pqj3ebZvLahdzsTtu5qEHXCzVh.1>

Meeting ID: 846 6930 7454

Passcode: 030284

#### 1. CALL TO ORDER

9:00 AM meeting was called to order by Chair Schwarze at 9:02 AM.

#### 2. ROLL CALL

##### ETSB STAFF:

Linda Zerwin

Gregg Taormina

Eve Kraus

Andres Gonzalez

Prithvi Bhatt (Remote)

##### COUNTY CLERK:

Chad Pierce, Deputy Clerk

##### STATE'S ATTORNEY:

Mark Winistorfer

##### ATTENDEES:

Gwen Henry, County Treasurer, Member Ex-Officio

Jason Blumenthal, County Board Office

Eric Burmeister, ACDC

Chris Clark, Glen Ellyn Fire

Don Ehrenhaft, County IT

Colin Fleury, West Chicago PD

Nick Kottmeyer, County Board Office

Nancy Llaneta, County Finance

Eileen Roberts, County Treasurer's Office

Roy Selvik, Addison PD

Ellen Smith, County Treasurer's Office

Jan Barbeau, State's Attorney's Office (Remote)

Tyler Benjamin, DU-COMM (Remote)

Kimberly Blair, DMMC (Remote)

Jacquie Bucher, DU-COMM (Remote)  
 Kevin Fleege, Oak Brook Fire (Remote)  
 Joe Grage, Lombard PD (Remote)  
 Jeffery Keefe, West Chicago Fire (Remote)  
 Jimmy Lahanis, Darien-Woodridge Fire (Remote)  
 Brad Malloy, Glendale Heights PD (Remote)  
 Erik Maplethorpe, DU-COMM (Remote)  
 Robert McMahon, Downers Grove PD (Remote)  
 Anthony McPhearson, County CIO (Remote)  
 Ryan Miller, DU-COMM (Remote)  
 Bret Mowery, York Center Fire (Remote)  
 Jason Norton, Darien PD (Remote)  
 Suzette Quintell, DMMC (Remote)  
 Matt Theusch, Citizen (Remote)  
 DuPage County Finance Department (Remote)  
 Livingston County ETSB (Remote)  
 Steven (Remote)

On roll call, Members Schwarze, Franz, Eckhoff, Hernandez, Honig, Johl, Maranowicz, Markay, McCarthy, Robb, and Wolber were present. Member Schar was absent.

<b>PRESENT</b>	Schwarze, Franz, Eckhoff, Hernandez, Honig, Johl, Maranowicz, Markay, McCarthy, Robb, and Wolber
<b>ABSENT</b>	Schar

**3. PUBLIC COMMENT**

There was no public comment.

**4. CHAIR'S REMARKS - CHAIR SCHWARZE**

Chair Schwarze said that the meeting would have a hard stop at 9:40am because many members would be attending the Crisis Recovery Center ribbon cutting at 10:00am. He said he would skip his usual job well done recognitions this morning but would recognize those personnel next month. He said the Ad Hoc Finance Committee meeting scheduled for 8:00am was not held that morning because policy matters needed to be discussed first, so the Ad Hoc Finance Committee meeting would be rescheduled.

Chair Schwarze said the meeting would begin with Executive Session and that once they returned, the agenda would be followed beginning with the Treasurer's report and then comments from the PAC. Chair Schwarze said the Emergency Telephone System Board would enter executive session to discuss pending litigation matters pursuant to 5 ILCS 120/2 (c) (11).

At 9:02am, a motion was made by Member Johl, seconded by Member Wolber, for ETSB to enter into Executive Session. On roll call, all "Ayes", motion carried. Pursuant to the carried vote, ETSB entered Executive Session.

**4.A. Treasurer's Report**

At 9:13am, the regular meeting of the ETSB reconvened. On roll call, Members Schwarze,

Franz, Eckhoff, Hernandez, Honig, Johl, Maranowicz, Markay, McCarthy, Robb, and Wolber were present.

Upon returning from Executive Session, Chair Schwarze gave the floor to County Treasurer Henry who said the purpose of this meeting was to address investment income for the Emergency Telephone System Board. Treasurer Henry introduced Chief Deputy Treasurer Ellen Smith, who would make the presentation, along with Deputy Treasurer of Collections Eileen Roberts.

Ms. Smith said she is responsible for accounting and investments and that she was there to explain the ETSB investment portfolio. She said the funds were divided between a money market account at Wheaton Bank and Trust, which held about 25 percent for short-term liquid needs, and a managed bond fund handled by Great Lakes Advisors for longer term investment. Ms. Smith said the structure followed a 30-40-30 split between short, medium, and long maturities and that this balance kept funds available for projects, met contractual obligations like the Motorola agreement, and generated steady earnings.

Ms. Smith said the money market account reflected the trend of short-term rates, which had risen in 2022-2023 during Federal Reserve hikes and provided strong returns for ETSB, though rates were now beginning to decline. She said Great Lakes Advisors had managed ETSB funds since 2013 and after a 2022 RFP were given an additional \$25 million to invest. Ms. Smith said the investments were required to remain in high-grade securities and were currently placed largely in U.S. Treasuries and government agency bonds, with about 20 percent in corporate bonds from firms such as Goldman Sachs, Morgan Stanley, Allstate, SunTrust, Simon Property Group, Estee Lauder, Bristol Myers, and AstraZeneca.

Ms. Smith said about \$25 million would mature over the next eight quarters to provide liquidity and that she and County Treasurer Henry met with the fund manager semiannually to provide guidance. She explained a forecast showing that ETSB had reached its peak interest earnings in 2024, with slightly lower returns projected for 2025 due to expected Federal Reserve rate cuts. Ms. Smith said the forecast showed about \$1.5 million in earnings for 2025 and that the estimates would be updated as conditions changed. She ended by saying she was available to answer questions.

Vice Chair Franz asked if the interest income was identified as a separate line item in the revenue section of the budget and how it was tracked. Executive Director Zerwin said that the interest income was not typically tracked in the budget and that it was reported through the Treasurer's Report because it was handled on an annual basis. She said that this information would be useful for the Ad Hoc Finance Committee when discussions began on capital equipment. She said there were charts prepared for the capital contingencies account that showed where the ETS Board was financially.

Chair Schwarze thanked Chief Deputy Smith and Treasurer Henry and said the presentation showed very positive news. He then said he would ask the PAC Chiefs to come forward and share updates on the radios.

**5. MEMBERS' REMARKS**

There were no Members' remarks.

**6. CONSENT AGENDA**

Chairman Schwarze asked for a motion to combine Consent Agenda Items A/Monthly Report for August 13; B/Revenue Report for August 13; C/Minutes Approval Policy Advisory Committee for July 7; D/Minutes Approval ETS Board for July 9. Member Johl motioned, seconded by Member Wolber. On voice vote, all Members voted "Aye", motion carried.

Chairman Schwarze asked for a motion to approve Consent Agenda Items A/Monthly Report for August 13; B/Revenue Report for August 13; C/Minutes Approval Policy Advisory Committee for July 7; D/Minutes Approval ETS Board for July 9. Member Johl motioned, seconded by Member Maranowicz. On voice vote, all Members voted "Aye", motion carried.

**6.A. Monthly Staff Report**

6.A.1. [25-1889](#)

Monthly Report for August 13 Regular Meeting

On voice vote, all Members voted "Aye", motion carried.

**Attachments:** [August Meeting Monthly Report](#)

**6.B. Revenue Report 911 Surcharge Funds**

7.B.1. [25-1887](#)

ETSB Revenue Report for August 13 Regular Meeting for Fund 5820/Equalization

On voice vote, all Members voted "Aye", motion carried.

**Attachments:** [Revenue Report Regular Meeting 8.13.25 Fiscal Year.pdf](#)  
[Revenue Report Regular Meeting 8.13.25 History.pdf](#)

**6.C. Minutes Approval Policy Advisory Committee**

7.C.1. [25-1804](#)

ETSB PAC Minutes - Regular Meeting - Monday, July 7, 2025

On voice vote, all Members voted "Aye", motion carried.

**Attachments:** [2025-07-07 PAC Minutes Summary](#)

**6.D. Minutes Approval ETS Board**

6.D.1. [25-1886](#)

ETSB Minutes - Regular Meeting - Monday, July 9, 2025

On voice vote, all Members voted "Aye", motion carried.

**Attachments:** [2025-07-09 ETSB Minutes Summary.pdf](#)

<b>RESULT:</b>	APPROVED THE CONSENT AGENDA
<b>MOVER:</b>	Pat Johl
<b>SECONDER:</b>	Joseph Maranowicz
<b>AYES:</b>	Schwarze, Franz, Eckhoff, Hernandez, Honig, Johl, Maranowicz, Markay, McCarthy, Robb, and Wolber
<b>ABSENT:</b>	Schar

**7. VOTE REQUIRED BY ETS BOARD**

**7.A. Budget Transfers**

7.A.1. [ETS-R-0043-25](#)

Transfer of funds for FY25 from 4000-5820-54199 (Capital Contingency) to 4000-5820-54100 (Capital IT Equipment) in the amount of \$88,776 for milestone payments associated with the Hexagon PO 950900/1914-1.

A motion to approve was made by Member Wolber seconded by Member Honig to approve.

Executive Director Zerwin said that the Members had received a memorandum regarding the budget transfer. She said the transfer was being done so that if the payment was not approved through the PRMS Oversight Committee in August, the Board would still be able to process the invoice on the next bills list because it was covered under the contract. She said if PRMS decided not to proceed, then it would be handled as a reimbursement as previously done, which was why the budget transfer was needed.

On roll call, all Members voted "Aye", motion carried.

**Attachments:** [BT 54199 to 54110 Hexagon OnCall/MFR Upgrade.pdf](#)  
[Memorandum for the Procedure of Payment of Hexagon Invoices.pdf](#)

<b>RESULT:</b>	APPROVED
<b>MOVER:</b>	Kyle Wolber
<b>SECONDER:</b>	Andrew Honig
<b>AYES:</b>	Schwarze, Franz, Eckhoff, Hernandez, Honig, Johl, Maranowicz, Markay, McCarthy, Robb, and Wolber
<b>ABSENT:</b>	Schar

**7.B. Payment of Claims**

7.B.1. [25-1888](#)

Payment of Claims for August 13, 2025 for FY25 - Total for 4000-5820 (Equalization):

\$221,050.33.

On voice vote, all Members voted "Aye", motion carried.

**Attachments:** [Payment of Claims 8.13.25 FY25.pdf](#)

<b>RESULT:</b>	APPROVED
<b>MOVER:</b>	Pat Johl
<b>SECONDER:</b>	Andrew Honig

## 7.C. Resolutions

### 7.C.1. [ETS-R-0041-25](#)

Resolution to amend and approve Policy 911-010: Expenditure Policy.

Chair Schwarze said he would take a motion to table items 7C1, 7C2, and 7C3 until the next meeting since there were only five minutes left before the meeting would adjourn. Executive Director Zerwin said the discussion affected how the Ad Hoc Finance Committee could make recommendations for budgeting and suggested starting with at least the first item. Member Robb made a motion to approve, seconded by Member Honig.

Vice Chair Franz asked about page four, section two of the Policy, which mentioned “ETSB and its member agencies.” He asked what “member agencies” meant. Executive Director Zerwin said member agencies were originally defined at the time of referendum when the ETSB was formed for those that did not opt out, and others had become members by IGA. She said the term could depend on which part of the statute was being applied, since call handling agreements required both PSAPs and individual Police or Fire departments to sign, which in that regard made them member agencies. Vice Chair Franz said it would be helpful to have more clear definitions of terms like PSAP and member agency.

Member Maranowicz said from a budgetary perspective, the Policy was well done but raised questions about how to differentiate needs, wants, and priorities. He said if something was a need for both PSAPs, even if it cost \$300,000, ETSB should cover it, potentially from the \$1 million set aside for PSAPs. He said if something was just a want, then the PSAP should fund it on its own. He said ownership and operational questions also needed to be clarified.

Executive Director Zerwin said ETSB had to be very strict with financial policies because of past misuse of funds and because state and federal governments monitored surcharge usage. She said the Policy was intended to address Member Robb’s purchase question but also to help guide the Ad Hoc Finance Committee in considering broader budget issues. Executive Director Zerwin said the Board needed to decide what expenses should be covered by ETSB versus treated as access requests, noting that ETSB funds were limited.

Vice Chair Franz said it would be better to continue this discussion in the Finance Committee. Executive Director Zerwin said she placed it on this agenda because the full Board would need to vote eventually and wanted to move it forward. Chair Schwarze said there was not enough time left to continue and said staff would work on rescheduling the Ad Hoc Finance Committee meeting. Vice Chair Franz made a motion to table the matter until the next meeting, seconded by Member Maranowicz.

On voice vote, all Members voted "Aye", motion carried.

**Attachments:** [911-010 Expenditure ETS-R-009-004P executed 2.12.2009 Redacted.pdf](#)  
[Policy 911-010: Expenditure Policy draft](#)  
[Memorandum re ETSB Policies 8.13.25.pdf](#)

<b>RESULT:</b>	TABLED
<b>MOVER:</b>	Mark Franz
<b>SECONDER:</b>	Joseph Maranowicz

7.C.2. [ETS-R-0042-25](#)

Resolution to amend and approve Policy 911-018: 9-1-1 System Administration.

Chair Schwarze asked for a motion was to table items 7C2 and 7C3. A motion to table was made by Member Honig, seconded by Member Johl. On voice vote, all Members voted "Aye," motion carried.

**Attachments:** [Policy 911-018: 9-1-1 System Administration draft](#)  
[Policy 911-018: Exhibit A.pdf](#)

<b>RESULT:</b>	TABLED
<b>MOVER:</b>	Andrew Honig
<b>SECONDER:</b>	Pat Johl

7.C.3. [ETS-R-0039-25](#)

Resolution to amend and approve Policy 911-013.1: 9-1-1 System Interface Access and Fees.

**Attachments:** [Policy 911-013.1 9-1-1 System Interface Access and Fees July 9 2025 draft](#)  
[Policy 911-013.1: 9-1-1 System Interface Access and Fees August 2025 draft redline JR edits 8.5.25.pdf](#)

<b>RESULT:</b>	TABLED
<b>MOVER:</b>	Andrew Honig
<b>SECONDER:</b>	Pat Johl

## 8. DEDIR SYSTEM

PAC Chair Selvik said that all Fire test radios had been distributed. He said some questions were submitted on Monday.com and were reviewed at the last PAC meeting. He said some of those questions involved channel naming conventions, which had previously been decided, so the Chiefs were reminded of those decisions. He gave an example where one agency asked why FD1 was not labeled ACDC FD1, and he said that matter had been settled long ago.

He said one question required PAC action and involved the use of ViQi with some channels, specifically a request to create a duplicate helicopter channel name. He said PAC decided not to do that because it would cause confusion, and instead they would educate users that they must say “eight eight” instead of “eighty-eight” when using ViQi. He said ETSB staff would provide information to clarify that with users.

He said all affidavits, Fleetmaps, and IGAs were now loaded into Monday.com for submission and that some agencies had already turned in their affidavits, with one agency having completed everything. He said ETSB staff would begin full rollout for agencies that had all documents submitted. He said everything was moving along and then asked if there were any questions.

Vice Chair Franz said he wanted to make a comment rather than a question. He said there was a significant issue raised at the last meeting regarding IGAs. He said DU-COMM had signed a Police IGA on behalf of its members, which had been approved by the County and worked well, and in his view, there was no reason to revisit the Police IGAs. He said he had requested at the last meeting that the same approach be taken for Fire, with DU-COMM signing one agreement for all its members. He said DU-COMM had held internal and external conversations and requested that same process. He said if ACDC wanted to do individual IGAs that was fine, but he wanted this matter placed on the agenda for next month’s meeting.

Member Maranowicz asked if the agency that had submitted everything was Carol Stream and whether it was a DU-COMM member. Executive Director Zerwin confirmed it was Carol Stream Fire, a DU-COMM Member.

Vice Chair Franz repeated that he wanted the Board to vote to place this matter on next month’s agenda. He said the issue had not been properly vetted, despite three years of work, and now there was disagreement. He said this Board had not been given a full explanation of why the same approach used with Police could not be applied to Fire. He said DU-COMM’s attorneys had reached out but had not received a response. ASA Winistorfer said there had been a response and discussion with DU-COMM’s attorneys.

Chair Schwarze said the Board could discuss the matter at the next meeting. He said it would likely be a lengthy discussion, so they would move on to Members' remarks.

### 8.A. Police

### 8.B. Fire

**9. DU PAGE ETSB 9-1-1 SYSTEM DESIGN**

**10. OLD BUSINESS**

There was no old business.

**11. NEW BUSINESS**

There was no new business.

**12. EXECUTIVE SESSION**

**12.A. Minutes Review Pursuant to 5 ILCS 120/2 (C) (21)**

**12.B. Personnel Matters Pursuant to 5 ILCS 120/2 (C ) (1)**

**12.C. Security Procedures and the Use of Personnel and Equipment Pursuant to 5 ILCS**

**12.D. Pending Litigation Matters Pursuant to 5 ILCS 120/2 (C) (11)**

**13. MATTERS REFERRED FROM EXECUTIVE SESSION**

At 9:13am, the regular meeting of the ETSB reconvened. On roll call, Members Schwarze, Franz, Eckhoff, Hernandez, Honig, Johl, Maranowicz, Markay, McCarthy, Robb, and Wolber were present.

There was nothing referred from Executive Session. The meeting agenda continued with the Treasurer's Report under Chair's Remarks.

**14. ADJOURNMENT**

Without objection, the meeting of the ETS Board was adjourned at 9:44 a.m.

**14.A. Next Meeting: Wednesday, September 10 at 9:00am in 3-500B**



ETSB Resolution

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

File #: ETS-R-0044-25

Agenda Date: 9/10/2025

Agenda #: 7.A.1.

BUDGET TRANSFER FOR THE EMERGENCY TELEPHONE  
SYSTEM BOARD OF DU PAGE COUNTY  
FOR FISCAL YEAR 2025

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 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, the 9-1-1 System Coordinator recommends DU PAGE ETS Board approval for the following Fiscal Year 2025 budget transfers:

Amount: \$225,000.00

From Fund/Object Code: 4000-5820-53828: Contingencies

To Fund/Object Code: 4000-5820-52250: Auto/Machinery/Equipment Parts

Purpose: Budget transfer for FY25 to move funds from 4000-5820-53828 (Contingencies) to 4000-5820-52250 (Auto/Machinery/Equipment Parts) for replacement batteries for the APXNext Police portable radios under Bid #25-070-ETSB.

NOW, THEREFORE BE IT RESOLVED, by the DU PAGE ETS Board that the transfer amount of \$225,000.00 from 4000-5820-53828 (Contingencies) to 4000-5820-52250 (Auto/Machinery/Equipment Parts) be, and is hereby approved to be made within the indicated object codes.

Enacted and approved this 10th day of September, 2025 at Wheaton, Illinois.

\_\_\_\_\_  
GREG SCHWARZE, CHAIR

Attest: \_\_\_\_\_  
JEAN KACZMAREK, COUNTY CLERK

DuPage County, Illinois  
**BUDGET ADJUSTMENT**  
 Effective April 1, 2025

From: 4000  
 Company #

ETSB-EQUALIZATION  
 From: Company/Accounting Unit Name

Accounting Unit	Account	Sub-Account	Title	Amount	Finance Dept Use Only Available Balance		Date of Balance
					Prior to Transfer	After Transfer	
5820	53828		<b>CONTINGENCIES</b>	\$ 225,000.00			
Total				\$ 225,000.00			

To: 4000  
 Company #

ETSB-EQUALIZATION  
 To: Company/Accounting Unit Name

Accounting Unit	Account	Sub-Account	Title	Amount	Finance Dept Use Only Available Balance		Date of Balance
					Prior to Transfer	After Transfer	
5820	52250		<b>AUTO/MACH/EQUIP PARTS</b>	\$ 225,000.00			
Total				\$ 225,000.00			

Reason for Request:

Budget transfer for FY25 to move funds from 4000-5820-53828 (Contingencies) to 4000-5820-52250 (Auto/Machinery/Equipment Parts) for replacement batteries for the APXNext PD portable radios under Bid #25-070-ETSB. [Total Transfer Amount: \$225,000.00]

\_\_\_\_\_  
 Department Head Date

Activity \_\_\_\_\_  
 (optional) Chief Financial Officer Date

\*\*\*\*Please sign in blue ink on the original form\*\*\*\*

Finance Department Use Only

Fiscal Year \_\_\_\_\_ Budget Journal # \_\_\_\_\_ Acctg Period \_\_\_\_\_

Entered By/Date \_\_\_\_\_ Released & Posted By/Date \_\_\_\_\_



ETSB Resolution

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

File #: ETS-R-0045-25

Agenda Date: 9/10/2025

Agenda #: 7.A.2

BUDGET TRANSFER FOR THE EMERGENCY TELEPHONE  
SYSTEM BOARD OF DU PAGE COUNTY  
FOR FISCAL YEAR 2025

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 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, the 9-1-1 System Coordinator recommends DU PAGE ETS Board approval for the following Fiscal Year 2025 budget transfers:

Amount: \$3,000.00

From Fund/Object Code: 4000-5820-53830: Other Contractual Services

To Fund/Object Code: 4000-5820-53040: Interpreter Services

Purpose: Budget transfer for FY25 to move funds from 4000-5820-53830 (Other Contractual Services) to 4000-5820-53040 (Interpreter Services) to encumber additional funds for translation services under PO 924001/6848-1.

NOW, THEREFORE BE IT RESOLVED, by the DU PAGE ETS Board that the transfer amount of \$3,000.00 from 4000-5820-53830 (Other Contractual Services) to 4000-5820-53040 (Interpreter Services) be, and is hereby approved to be made within the indicated object codes.

Enacted and approved this 10th day of September, 2025 at Wheaton, Illinois.

\_\_\_\_\_  
GREG SCHWARZE, CHAIR

Attest: \_\_\_\_\_  
JEAN KACZMAREK, COUNTY CLERK

**DuPage County, Illinois  
BUDGET ADJUSTMENT  
Effective April 1, 2025**

From: 4000  
Company #

ETSB-EQUALIZATION  
From: Company/Accounting Unit Name

Accounting Unit	Account	Sub-Account	Title	Amount	Finance Dept Use Only Available Balance		Date of Balance
					Prior to Transfer	After Transfer	
5820	53830		<b>OTHER CONTRACTUAL EXPENSES</b>	\$ 3,000.00			
			Total	\$ 3,000.00			

To: 4000  
Company #

ETSB-EQUALIZATION  
To: Company/Accounting Unit Name

Accounting Unit	Account	Sub-Account	Title	Amount	Finance Dept Use Only Available Balance		Date of Balance
					Prior to Transfer	After Transfer	
5820	53040		<b>INTERPRETER SERVICES</b>	\$ 3,000.00			
			Total	\$ 3,000.00			

Reason for Request:

Budget transfer for FY25 to move funds from 4000-5820-53830 (Other Contractual Expenses) to 4000-5820-53040 (Interpreter Services) to encumber additional funds for translation services under PO 924001/6848-1. [Total Transfer Amount: \$3,000.00]

\_\_\_\_\_  
Department Head Date

Activity \_\_\_\_\_  
(optional) Chief Financial Officer Date

\*\*\*\*Please sign in blue ink on the original form\*\*\*\*

Finance Department Use Only

Fiscal Year \_\_\_\_\_ Budget Journal # \_\_\_\_\_ Acctg Period \_\_\_\_\_

Entered By/Date \_\_\_\_\_ Released & Posted By/Date \_\_\_\_\_



ETSB Resolution

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

**File #:** ETS-R-0046-25

**Agenda Date:** 9/10/2025

**Agenda #:** 7.A.3.

BUDGET TRANSFER FOR THE EMERGENCY TELEPHONE  
SYSTEM BOARD OF DU PAGE COUNTY  
FOR FISCAL YEAR 2025

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 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, the 9-1-1 System Coordinator recommends DU PAGE ETS Board approval for the following Fiscal Year 2025 budget transfers:

Amount: \$1,167,645.00

From Fund/Object Code: 4000-5820-54199: Capital Contingencies

To Fund/Object Code: 4000-5820-54110: Capital Equipment & Machinery (\$1,114,666.00) and 4000-5820-54107: Capital Software (\$52,979.00)

Purpose: Budget transfer for FY24 to move funds from 4000-5820-54199 (Capital Contingency) to 4000-5820-54110 (Equipment & Machinery) and 4000-5820-54107 (Capital Software) for the third of seven annual financing payments on the Motorola PO 6149-1 for the console upgrade, new logger, and microwave equipment replacement projects.

NOW, THEREFORE BE IT RESOLVED, by the DU PAGE ETS Board that the transfer amount of \$1,167,645.00 from 4000-5820-54199 (Capital Contingency) to 4000-5820-54110 (Equipment & Machinery) and 4000-5820-54107 (Capital Software) be, and is hereby approved to be made within the indicated object codes.

Enacted and approved this 10th day of September, 2025 at Wheaton, Illinois.

\_\_\_\_\_  
GREG SCHWARZE, CHAIR

Attest: \_\_\_\_\_  
JEAN KACZMAREK, COUNTY CLERK

**DuPage County, Illinois  
BUDGET ADJUSTMENT  
Effective April 1, 2025**

From: 4000  
Company #

ETSB-EQUALIZATION  
From: Company/Accounting Unit Name

Accounting Unit	Account	Sub-Account	Title	Amount	Finance Dept Use Only Available Balance		Date of Balance
					Prior to Transfer	After Transfer	
5820	54199		<b>CAPITAL CONTINGENCY</b>	\$ 1,167,645.00			
			Total	\$ 1,167,645.00			

To: 4000  
Company #

ETSB-EQUALIZATION  
To: Company/Accounting Unit Name

Accounting Unit	Account	Sub-Account	Title	Amount	Finance Dept Use Only Available Balance		Date of Balance
					Prior to Transfer	After Transfer	
5820	54110		<b>EQUIPMENT AND MACHINERY</b>	\$ 1,114,666.00			
5820	54107		<b>SOFTWARE</b>	\$ 52,979.00			
			Total	\$ 1,167,645.00			

Reason for Request:

Budget transfer for FY25 to move funds from 4000-5820-54199 (Capital Contingency) to 4000-5820-54110 (Equipment & Machinery) and 4000-5820-54107 (Capital Software) for the third of six annual financing payments on the Motorola PO 6149-1 for the console upgrade, new logger, and microwave equipment replacement projects. [Total Transfer Amount: \$1,167,645.00]

\_\_\_\_\_  
Department Head Date

Activity \_\_\_\_\_  
(optional)

\_\_\_\_\_  
Chief Financial Officer Date

\*\*\*\*Please sign in blue ink on the original form\*\*\*\*

Finance Department Use Only

Fiscal Year \_\_\_\_\_ Budget Journal # \_\_\_\_\_ Acctg Period \_\_\_\_\_

Entered By/Date \_\_\_\_\_ Released & Posted By/Date \_\_\_\_\_



## Payment of Claims

421 N. COUNTY FARM  
ROAD  
WHEATON, IL 60187  
[www.dupagecounty.gov](http://www.dupagecounty.gov)

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**File #:** 25-2155

**Agenda Date:** 9/10/2025

**Agenda #:** 7.B.1.

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# EMERGENCY TELEPHONE SYSTEM BOARD OF DU PAGE COUNTY

Consolidated 9-1-1 Services for DuPage County  
421 N. County Farm Road, Wheaton, Illinois 60187  
630-550-7743 ETSB911@dupagecounty.gov

**BOARD MEMBERS:**

**Mr. Greg Schwarze**  
Chairman  
DuPage County Board  
Representative

**Mr. Mark Franz**  
Vice Chairman  
Village of Glen Ellyn  
DuPage Mayors & Managers  
Conference Representative

**Mrs. Gwen Henry, Ex-Officio**  
DuPage County Treasurer

**Ms. Jean Kaczmarek, Ex-Officio**  
Secretary - DuPage County Clerk

**Mr. Grant Eckhoff**  
DuPage County Board  
Representative

**Ms. Marilu Hernandez**  
Addison Consolidated Dispatch  
Center  
(ACDC) Representative

**Mr. Andrew Honig**  
DuPage County Board  
Representative

**Chief Patrick Johl**  
Wood Dale Fire Protection District  
DuPage County Fire Chiefs  
Association Representative

**Mr. Joseph Maranowicz**  
Village of Addison  
DuPage Mayors & Managers  
Conference Representative

**Ms. Sheryl Markay**  
Public Representative

**Deputy Chief Dan McCarthy**  
DuPage Sheriff's Office  
Representative

**Ms. Jessica Robb**  
DuPage Public Safety  
Communication  
(DU-COMM) Representative

**Chief David Schar**  
Village of Winfield  
DuPage County Police Chief

**Mr. Kyle A. Wolber**  
Superior Air-Ground  
Ambulance Services, Inc.  
Emergency Services Representative

**Ms. Linda Zerwin**  
Executive Director  
9-1-1 System Coordinator

**TO:** DuPage County Treasurer's Office  
**FROM:** Greg Schwarze, Chair  
Emergency Telephone System Board of DuPage County  
**DATE:** September 10, 2025  
**SUBJECT:** ETSB Payment of Claims List FY25 – September 10, 2025

The payment of the below listed accounts has been approved by the ETS Board at a meeting held on September 10, 2025. You are hereby authorized to pay the invoices as listed on the attached DuPage County Payment Listing Transaction report dated August 29, 2025.

<u>FY2025 Equalization Fund (4000-5820):</u>	\$	<u>1,747,401.12</u>
<b>Total:</b>	\$	<b>1,747,401.12</b>

APPROVED BY:

\_\_\_\_\_  
Greg Schwarze, Chair

ATTEST:

\_\_\_\_\_  
Secretary

**EMERGENCY TELEPHONE SYSTEM BOARD OF DU PAGE COUNTY  
FY25 EXPENDITURE VS. BUDGET**

COMP	AU	Account	Description	ANNUAL	ACTUAL	YEAR TO DATE		REMAINING	% YTD	% YTD
				APPROPRIATION	BUDGET	EXPENDED	ENCUMBERED	AVAILABLE	EXPENDED	REMAINING
4000	5820	50000-0000	REGULAR SALARIES	\$ 1,037,446	\$ 1,037,446	\$ 626,498.05	\$ -	\$ 410,947.75	60%	40%
4000	5820	50050-0000	TEMPORARY SALARIES/ON CALL (new)	\$ 10,200	\$ 10,200	\$ 6,915.40	\$ -	\$ 3,284.60	68%	32%
4000	5820	50080-0000	SALARY & WAGE ADJUSTMENT	\$ 33,053	\$ 33,053	\$ -	\$ -	\$ 33,052.67	0%	100%
4000	5820	51000-0000	BENEFIT PAYMENTS	\$ 13,796	\$ 13,796	\$ 5,747.78	\$ -	\$ 8,047.92	42%	58%
4000	5820	51010-0000	EMPLOYER SHARE I.M.R.F.	\$ 85,278	\$ 85,278	\$ 56,575.11	\$ -	\$ 28,702.93	66%	34%
4000	5820	51030-0000	EMPLOYER SHARE SOCIAL SECURITY	\$ 79,365	\$ 79,365	\$ 45,916.76	\$ -	\$ 33,447.84	58%	42%
4000	5820	51040-0000	EMPLOYEE MED & HOSP INSURANCE	\$ 257,168	\$ 257,168	\$ 101,888.47	\$ -	\$ 155,279.83	40%	60%
4000	5820	51050-0000	FLEXIBLE BENEFIT EARNINGS	\$ -	\$ -	\$ -	\$ -	\$ -	-	-
4000	5820	52000-0000	FURN/MACH/EQUIP SMALL VALUE	\$ 39,000	\$ 39,000	\$ -	\$ -	\$ 39,000.00	0%	100%
4000	5820	52100-0000	I.T. EQUIPMENT-SMALL VALUE	\$ 100,500	\$ 100,500	\$ 21,213.45	\$ 10,877.12	\$ 68,409.43	21%	68%
4000	5820	52200-0000	OPERATING SUPPLIES & MATERIALS	\$ 2,000	\$ 32,579	\$ 910.60	\$ 100.00	\$ 31,568.40	3%	97%
4000	5820	52210-0000	FOOD AND BEVERAGE	\$ 750	\$ 750	\$ 317.20	\$ -	\$ 432.80	42%	58%
4000	5820	52250-0000	AUTO/MACHINERY EQUIPMENT/PARTS	\$ 275,000	\$ 275,000	\$ 31,900.41	\$ 49,923.90	\$ 193,175.69	12%	70%
4000	5820	52260-0000	FUEL & LUBRICANTS	\$ 1,000	\$ 1,000	\$ -	\$ -	\$ 1,000.00	0%	100%
4000	5820	52270-0000	MAINTENANCE SUPPLIES	\$ 1,000	\$ 1,000	\$ -	\$ -	\$ 1,000.00	0%	100%
4000	5820	52280-0000	CLEANING SUPPLIES	\$ 1,500	\$ 1,500	\$ 23.63	\$ -	\$ 1,476.37	2%	98%
4000	5820	53000-0000	AUDITING & ACCOUNTING SERVICES	\$ 151,100	\$ 151,100	\$ 32,600.00	\$ -	\$ 118,500.00	22%	78%
4000	5820	53020-0000	I.T. SERVICES	\$ 525,383	\$ 344,139	\$ 51,480.00	\$ 292,659.16	\$ -	15%	0%
4000	5820	53030-0000	LEGAL SERVICES	\$ 60,000	\$ 60,000	\$ -	\$ -	\$ 60,000.00	0%	100%
4000	5820	53040-0000	INTERPRETER SERVICES	\$ 30,000	\$ 30,000	\$ 22,210.14	\$ 2,303.61	\$ 5,486.25	74%	18%
4000	5820	53090-0000	TECHNICAL/PROFESSIONAL SERVICES	\$ 54,000	\$ 436,081	\$ 50,915.25	\$ 205,324.39	\$ 179,841.36	12%	41%
4000	5820	53130-0000	PUBLIC LIABILITY INSURANCE	\$ 137,928	\$ 137,928	\$ 96,286.00	\$ -	\$ 41,642.15	70%	30%
4000	5820	53200-0000	NATURAL GAS	\$ 1,000	\$ 1,000	\$ -	\$ -	\$ 1,000.00	0%	100%
4000	5820	53210-0000	ELECTRICITY	\$ 20,000	\$ 20,000	\$ 10,447.64	\$ -	\$ 9,552.36	52%	48%
4000	5820	53220-0000	WATER & SEWER	\$ 500	\$ 500	\$ -	\$ -	\$ 500.00	0%	100%
4000	5820	53250-0000	WIRED COMMUNICATION SERVICES	\$ 1,176,887	\$ 1,176,887	\$ 585,323.71	\$ 316,481.95	\$ 275,080.94	50%	23%
4000	5820	53260-0000	WIRELESS COMMUNICATION SVC	\$ 1,815,152	\$ 1,815,152	\$ 1,176,512.86	\$ 456,868.04	\$ 181,771.10	65%	10%
4000	5820	53300-0000	REPAIR & MTCE FACILITIES	\$ 45,000	\$ 45,000	\$ 5,862.03	\$ -	\$ 39,137.97	13%	87%
4000	5820	53310-0000	REPAIR MAINT INFRASTRUCTURE	\$ 50,000	\$ 50,000	\$ 1,263.46	\$ -	\$ 48,736.54	3%	97%
4000	5820	53370-0000	REPAIR & MTCE OTHER EQUIPMENT	\$ 659,626	\$ 659,626	\$ 72,680.42	\$ 508,559.82	\$ 78,386.17	11%	12%
4000	5820	53400-0000	RENTAL OF OFFICE SPACE	\$ 20,580	\$ 20,580	\$ -	\$ -	\$ 20,580.00	0%	100%
4000	5800	53410-0000	RENTAL OF MACHINERY & EQUIPMENT	\$ -	\$ -	\$ -	\$ -	\$ -	-	-
4000	5820	53500-0000	MILEAGE EXPENSE	\$ 2,000	\$ 2,000	\$ -	\$ -	\$ 2,000.00	0%	100%
4000	5820	53510-0000	TRAVEL EXPENSE	\$ 50,000	\$ 50,000	\$ 4,980.27	\$ -	\$ 45,019.73	10%	90%
4000	5820	53600-0000	DUES & MEMBERSHIPS	\$ 1,508	\$ 1,508	\$ 543.00	\$ -	\$ 965.00	36%	64%
4000	5820	53610-0000	INSTRUCTION & SCHOOLING	\$ 110,000	\$ 145,000	\$ 34,683.00	\$ -	\$ 110,317.00	24%	76%
4000	5820	53800-0000	PRINTING	\$ 10,000	\$ 10,000	\$ -	\$ -	\$ 10,000.00	0%	100%
4000	5820	53800-0001	COPIER USAGE	\$ 6,000	\$ 6,000	\$ 3,526.37	\$ -	\$ 2,473.63	59%	41%
4000	5820	53801-0000	ADVERTISING	\$ 3,000	\$ 3,000	\$ 50.60	\$ -	\$ 2,949.40	2%	98%
4000	5820	53803-0000	MISCELLANEOUS MEETING EXPENSE	\$ 1,500	\$ 1,500	\$ -	\$ -	\$ 1,500.00	0%	100%
4000	5820	53804-0000	POSTAGE & POSTAL CHARGES	\$ 3,000	\$ 3,000	\$ 715.54	\$ -	\$ 2,284.46	24%	76%
4000	5820	53805-0000	OTHER TRANSPORTATION CHARGES	\$ 1,000	\$ 1,000	\$ -	\$ -	\$ 1,000.00	0%	100%
4000	5820	53806-0000	SOFTWARE LICENSES	\$ 2,884,318	\$ 2,884,318	\$ 2,379,522.60	\$ 305,649.98	\$ 199,145.21	82%	7%
4000	5820	53807-0000	SOFTWARE MAINT AGREEMENTS	\$ 1,071,660	\$ 1,202,408	\$ 486,266.19	\$ 258,318.58	\$ 457,823.09	40%	38%
4000	5820	53810-0000	CUSTODIAL SERVICES	\$ 53,000	\$ 53,000	\$ 40,000.00	\$ -	\$ 13,000.00	75%	25%
4000	5820	53830-0000	OTHER CONTRACTUAL EXPENSES	\$ 1,848,770	\$ 1,486,606	\$ 9.64	\$ 672,360.91	\$ 814,235.45	0%	55%
4000	5820	54100-0000	IT EQUIPMENT	\$ 97,845	\$ 62,845	\$ -	\$ 62,845.00	\$ -	0%	0%
4000	5820	54100-0700	IT EQUIPMENT - CAPITAL LEASE	\$ 13,000	\$ 13,000	\$ 8,514.72	\$ -	\$ 4,485.28	65%	35%
4000	5820	54107-0000	SOFTWARE	\$ 1,019,760	\$ 1,019,760	\$ 14,681.50	\$ -	\$ 1,005,078.50	1%	99%
4000	5820	54110-0000	EQUIPMENT AND MACHINERY	\$ 651,272	\$ 12,215,433	\$ 9,122,995.68	\$ -	\$ 3,092,437.32	75%	25%
Total				\$ 14,511,844	\$ 26,076,005	\$ 15,099,977	\$ 3,142,272	\$ 7,833,755	58%	30%
<b>EXPENDITURES FOR PERIOD: July 9, 2025</b>						<b>\$ 1,747,401.12 Internal Transfer:</b>				
				ANNUAL	ACTUAL	YEAR TO DATE		REMAINING	% YTD	% YTD
COMP	AU	Account	Description	APPROPRIATION	BUDGET	TRANSFERRED	ENCUMBERED	BALANCE	EXPENDED	REMAINING
4000	5820	53828-0000	CONTINGENCIES (xfers to Personnel/Contracts/Commodities)	\$ 300,000.00	\$ 300,000.00	\$ -		\$ 300,000.00	0%	100%
4000	5820	54199-0000	CAPITAL CONTINGENCY (xfers to Capital)	\$ 32,705,925	\$ 32,705,925	\$ (11,564,161.00)		\$ 21,141,764.00	-35%	65%



# OFFICE OF THE COUNTY AUDITOR

**Bill White, JD, CIA**

*DuPage County Auditor*

421 N. County Farm Road  
Wheaton, Illinois 60187  
(630) 407-6075  
[www.dupagecounty.gov/auditor](http://www.dupagecounty.gov/auditor)

To: Hon. Greg Schwarze, Chairman  
DuPage County Emergency Telephone System Board (ETSB)

ETSB Members

From: Bill White, J.D., C.I.A. *WFW*  
County Auditor

Subject: Internal Audit of Accounts Payable  
#25-40

Date: September 3, 2025

The Office of the County Auditor has completed a limited scope internal audit of the transaction processing of ETSB invoices submitted for payment. The audit identified two exceptions that required correction by the Finance Department.

All of the invoices submitted have been reviewed and released for payment by the County Auditor. The results of the audit are presented below.

## **Results**

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My Office has performed voucher pre-audit procedures for the invoices submitted for approval by the ETSB at the September 10, 2025, Board Meeting. The invoices listed on the Bank Account Payment History Report dated August 29, 2025, have been examined and are recommended for payment. The total amount of the expenditures is \$1,747,401.12:

- FY2025 Equalization Fund (4000-5820) \$1,747,401.12

Two exceptions were identified by the County Auditor and Finance Department.

A Purvis Systems Incorporated invoice for \$14,335 for installation of cabling was entered into MHC with an incorrect purchase order line number by the Finance Department. The County Auditor disapproved the invoice on August 18, 2025. The line number was corrected by the Finance Department on August 19, 2025, and the County Auditor recommended the invoice for payment on that same day.

A Comcast invoice for \$39,083.16 for fiber network services was entered into MHC with an incorrect vendor number that did not match the service agreement. The invoice could not be matched in the Lawson ERP system. The Finance Department deleted the invoice on August 20, 2025, and re-entered it with the correct vendor number. The County Auditor recommended the invoice for payment on that same day.

### **Objective**

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The County Auditor will perform a series of procedures designed to evaluate the internal controls involved in the processing of transactions in the accounts payable system. The actual procedures performed will depend upon the County Auditor's assessment of risks associated with the transactions.

### **Background/Audit Scope**

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Invoices and the related supporting documentation are initially prepared and submitted for payment processing by County departments to the centralized accounts payable function administered by the Finance Department.

The County Auditor performs audit procedures on the payment documentation after the information has been entered into the accounts payable system by the Finance Department. These procedures include reviewing the scanned images of the invoice and supporting documentation and comparing it to the information entered into the system. Significant discrepancies noted between the supporting documentation and the information recorded in the system are identified by the County Auditor as exceptions. In these situations, the County Auditor notifies the Finance Department of the problem. When the discrepancies are resolved, the County Auditor approves the invoice.

A Bank Account Payment History Report is generated by the Finance Department after the invoices have been approved and the County Auditor verifies that each of the recommended payments was properly posted to the County's General Ledger.

### **Audit Findings and Recommendations**

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The County Auditor audited 20 invoices submitted for payment, two exceptions were identified.

The Finance Department should verify the accuracy of invoices entered into the ERP and MHC systems prior to forwarding to the County Auditor for review and payment recommendation.

The ETSB should continue to regularly review available ERP reports and real-time transaction information to monitor the progress of invoices submitted for payment to preclude the potential for incorrect payments.

Thank you for your continued assistance.

cc: Linda Zerwin, Executive Director  
Jeff Martynowicz, Chief Financial Officer

# Bank Account Payment History

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AP255 Date: 08/29/25  
Time: 13:02

JOB SUBMISSION PARAMETERS

User Name: DP\FNDMD  
Job Name: AP255-4000  
Step Nbr: 1

Pay Group: 4000  
Cash Code: 1414          Class C Accounts Payable  
Payment Date: 082925 - 082925  
Payment Numbers:          -  
Payment Code:

# Bank Account Payment History

AP255 Date 08/29/25  
Time 13:02

Pay Group 4000 ETSB PAY GROUP  
Bank Account Payment History

USD

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Cash Code 1414 Bank 071923909  
Payment Code ACH  
Payment Date Range 08/29/25 thru 08/29/25  
Payment Currency USD

Vendor	Invoice	Voucher	Auth PL	Due Date	Dsc Date	Scheduled Amount	Discount Amount	Net Payment Amount
Payment Number 27908	536594 2622983-ETSB	Payment Date 08/29/25	Vendor IX 102	27908 08/30/25		C.A. SHORT COMPANY 9.64	Status 0.00	Issued 9.64
			*** Payment Total			9.64	0.00	9.64
Payment Number 10667	536595 AF5CB2L	Payment Date 08/29/25	Vendor IX 102	10667 09/13/25		CDW GOVERNMENT INC 144.10	Status 0.00	Issued 144.10
			*** Payment Total			144.10	0.00	144.10
Payment Number 28678	536596 47276	Payment Date 08/29/25	Vendor IX 102	28678 09/05/25		PURVIS SYSTEMS INCORPORATED 33,975.00	Status 0.00	Issued 33,975.00
			*** Payment Total			33,975.00	0.00	33,975.00
Payment Number 28678	536597 47277	Payment Date 08/29/25	Vendor IX 102	28678 09/05/25		PURVIS SYSTEMS INCORPORATED 14,335.00	Status 0.00	Issued 14,335.00
			*** Payment Total			14,335.00	0.00	14,335.00
Payment Number 44522	536598 6621344	Payment Date 08/29/25	Vendor IX 102	44522 08/31/25		TOSHIBA AMERICA BUSINESS 1,355.86	Status 0.00	Issued 1,355.86
			*** Payment Total			1,355.86	0.00	1,355.86
Payment Number 20971	536599 2025050693	Payment Date 08/29/25	Vendor IX 102	20971 08/30/25		VOIANCE LANGUAGE SERVICES, LLC 2,406.03	Status 0.00	Issued 2,406.03
			*** Payment Total			2,406.03	0.00	2,406.03
*** Payment Code ACH Total						52,225.63	0.00	52,225.63
Payment Count						6		

# Bank Account Payment History

AP255 Date 08/29/25  
Time 13:02

Pay Group 4000 ETSB PAY GROUP  
Bank Account Payment History

USD

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Cash Code 1414 Bank 071923909  
Payment Code CHK

Payment Date Range 08/29/25 thru 08/29/25  
Payment Currency USD

Vendor	Invoice	Voucher	Auth PL	Due Date	Dsc Date	Scheduled Amount	Discount Amount	Net Payment Amount
Payment Number 10008	1217064 7450824014	Payment Date 08/29/25 2025	Vendor 10008 IX 102	08/18/25		6,350.62	0.00	6,350.62
			***	Payment Total		6,350.62	0.00	6,350.62
Payment Number 10008	1217065 630665711308	Payment Date 08/29/25 2025	Vendor 10008 IX 102	09/03/25		1,077.73	0.00	1,077.73
			***	Payment Total		1,077.73	0.00	1,077.73
Payment Number 10008	1217066 S667122122-25202	Payment Date 08/29/25	Vendor 10008 IX 102	08/20/25		1,013.08	0.00	1,013.08
			***	Payment Total		1,013.08	0.00	1,013.08
Payment Number 10009	1217067 287316512139X08082025	Payment Date 08/29/25	Vendor 10009 IX 102	08/30/25		397.82	0.00	397.82
			***	Payment Total		397.82	0.00	397.82
Payment Number 10023	1217068 6819698000 072525 8713843000 072125	Payment Date 08/29/25	Vendor 10023 IX 102 IX 102	08/24/25 08/20/25		276.56 1,658.11	0.00 0.00	276.56 1,658.11
			***	Payment Total		1,934.67	0.00	1,934.67
Payment Number 12382	1217069 248844626	Payment Date 08/29/25	Vendor 12382 IX 102	09/14/25		39,083.16	0.00	39,083.16
			***	Payment Total		39,083.16	0.00	39,083.16
Payment Number 25029	1217070 DUPAGE2025	Payment Date 08/29/25	Vendor 25029 IX 102	08/13/25		1,504,937.73	0.00	1,504,937.73
			***	Payment Total		1,504,937.73	0.00	1,504,937.73
Payment Number 25029	1217071 P250000439	Payment Date 08/29/25	Vendor 25029 IX 102	08/30/25		7,079.00	0.00	7,079.00
			***	Payment Total		7,079.00	0.00	7,079.00
Payment Number 10115	1217072 9528620250701	Payment Date 08/29/25	Vendor 10115 IX 102	08/31/25		123,953.00	0.00	123,953.00
			***	Payment Total		123,953.00	0.00	123,953.00
Payment Number 10115	1217073 9528920250701	Payment Date 08/29/25	Vendor 10115 IX 102	08/31/25		7,902.00	0.00	7,902.00
			***	Payment Total		7,902.00	0.00	7,902.00
Payment Number 20493	1217074 68864	Payment Date 08/29/25	Vendor 20493 IX 102	09/07/25		976.00	0.00	976.00
			***	Payment Total		976.00	0.00	976.00
Payment Number 11201	1217075 34855593 073125	Payment Date 08/29/25 ETSB	Vendor 11201 IX 102	08/30/25		38.56	0.00	38.56
			***	Payment Total		38.56	0.00	38.56

# Bank Account Payment History

AP255 Date 08/29/25  
Time 13:02

Pay Group 4000 ETSB PAY GROUP  
Bank Account Payment History

USD

Page 3

Cash Code 1414 Bank 071923909 Payment Date Range 08/29/25 thru 08/29/25  
Payment Code CHK Payment Currency USD

Vendor	Invoice	Voucher	Auth PL	Due Date	Dsc Date	Scheduled Amount	Discount Amount	Net Payment Amount
Payment Number	1217076	Payment Date	08/29/25	Vendor	10597	VERIZON	Status	Issued
10597	6119052249			IX	102	08/19/25	0.00	432.12
				***	Payment Total	432.12	0.00	432.12
		***	Payment Code	CHK	Total	1,695,175.49	0.00	1,695,175.49
			Payment Count			13		
		***	Cash Code	1414	Total	1,747,401.12	0.00	1,747,401.12
			Payment Count			19		
		***	Pay Group	4000	USD	Total	1,747,401.12	0.00
			Payment Count			19		1,747,401.12



## ETSB Resolution

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

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**File #:** ETS-R-0047-25

**Agenda Date:** 9/10/2025

**Agenda #:** 7.C.1.

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AWARDING RESOLUTION TO GENSERVE LLC FOR A FINAL RENEWAL TO PROVIDE SEMI-ANNUAL GENERATOR INSPECTIONS AND MAINTENANCE FOR FACILITIES MANAGEMENT, ANIMAL SERVICES, DOT, AND ETSB FOR TWO (2) YEARS PER BID #23-099-FM. (TOTAL AMOUNT: \$138,832.00; ETSB AMOUNT: \$16,000.00)

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 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 Manager recommends DU PAGE ETS Board approval of Bid #23-099-FM to GenServe LLC for generator inspection and maintenance service for the period of two (2) years. The contract will cover the period from November 1, 2025 through October 31, 2027. The total contract amount is \$138,832.00, with the ETSB portion of the renewal being \$16,000.00.

NOW, THEREFORE BE IT RESOLVED, that DU PAGE ETSB Bid #23-099-FM, covering said, two (2) years of generator inspection and maintenance service, be, and is hereby approved by the DU PAGE ETSB to GenServe LLC, 444 Randy Road, Carol Stream, IL 60188, for a contract amount of \$138,832.00, ETSB portion of \$16,000.00.

Enacted and approved this 10th day of September, 2025 at Wheaton, Illinois.

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GREG SCHWARZE, CHAIR

Attest: \_\_\_\_\_

JEAN KACZMAREK, COUNTY CLERK



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

<b>SECTION 1: DESCRIPTION</b>			
<i>General Tracking</i>		<i>Contract Terms</i>	
FILE ID#:	RFP, BID, QUOTE OR RENEWAL #: #23-099-FM	INITIAL TERM WITH RENEWALS: 2 YRS + 1 X 2 YR TERM PERIOD	INITIAL TERM TOTAL COST: \$138,832.00
COMMITTEE: ETSB	TARGET COMMITTEE DATE: 09/10/2025	PROMPT FOR RENEWAL: 6 MONTHS	CONTRACT TOTAL COST WITH ALL RENEWALS: \$277,664.00
	CURRENT TERM TOTAL COST: \$138,832.00	MAX LENGTH WITH ALL RENEWALS: FOUR YEARS	CURRENT TERM PERIOD: FIRST RENEWAL
<i>Vendor Information</i>		<i>Department Information</i>	
VENDOR: GenServe LLC	VENDOR #: 10193	DEPT: DuPage ETSB	DEPT CONTACT NAME: Eve Kraus
VENDOR CONTACT: Chris Rizzo	VENDOR CONTACT PHONE: 630-462-7770	DEPT CONTACT PHONE #: 630-550-7743	DEPT CONTACT EMAIL: etsb911@dupagecounty.gov
VENDOR CONTACT EMAIL: chrisr@genserveinc.com	VENDOR WEBSITE:	DEPT REQ #: 925028	
<i>Overview</i>			
DESCRIPTION Identify scope of work, item(s) being purchased, total cost and type of procurement (i.e., lowest bid, RFP, renewal, sole source, etc.). Recommendation for the approval of a contract to GenServe LLC, for semi-annual inspection, preventative maintenance, and emergency call out service for campus backup emergency generators, for the two-year period November 1, 2025 through October 31, 2027, for a contract total amount not to exceed \$138,832.00 per bid award #23-099-FM. (ETSB amount: \$16,000)			
JUSTIFICATION Summarize why this procurement is necessary and what objectives will be accomplished This is a joint contract through Facilities Management to provide semi-annual inspections, routine preventative maintenance, and emergency call-out services which is necessary to keep the twenty (20) backup emergency generators for FM, Animal Services, DOT, and ETSB in reliable working condition in the event of a power outage. ETSB covers the cost of three generators for DU-COMM and the radio infrastructure within the shelters.			

<b>SECTION 2: DECISION MEMO REQUIREMENTS</b>	
DECISION MEMO NOT REQUIRED	Select an item from the following dropdown menu to identify why a Decision Memo (Section 3) is not required. RENEWAL
DECISION MEMO REQUIRED	Select an item from the following dropdown menu to identify why a Decision Memo (Section 3) is required.

<b>SECTION 3: DECISION MEMO</b>	
SOURCE SELECTION	Describe method used to select source. Per bid award #23-099-FM.
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

<b>JUSTIFICATION</b>	Select an item from the following dropdown menu to justify why this is a sole source procurement.
<b>NECESSITY AND UNIQUE FEATURES</b>	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.
<b>MARKET TESTING</b>	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.
<b>AVAILABILITY</b>	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: GenServe LLC	Vendor#: 10193	Dept: DuPage ETSB	Division:
Attn: Chris Rizzo	Email: chrisr@genserveinc.com	Attn: 9-1-1 System Manager	Email: etsb911@dupagecounty.gov
Address: 444 Randy Road	City: Carol Stream	Address: 421 N. County Farm Road	City: Wheaton
State: IL	Zip: 60188	State: IL	Zip: 60188
Phone: 630-462-7770	Fax:	Phone: 630-550-7743	Fax:
<i>Send Payments To:</i>		<i>Ship to:</i>	
Vendor: GenServe LLC	Vendor#: 10193	Dept: DuPage ETSB	Division:
Attn:	Email:	Attn: 9-1-1 System Manager	Email:
Address: PO Box 23974	City: New York	Address: Various	City:
State: NY	Zip: 10087-3974	State:	Zip:
Phone:	Fax:	Phone:	Fax:
<b>Shipping</b>		<b>Contract Dates</b>	
Payment Terms: PER 50 ILCS 505/1	FOB: Destination	Contract Start Date (PO25): Nov 1, 2025	Contract End Date (PO25): Oct 31, 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		Semi-annual inspections, PM and Emergency call out service for emergency generators FY25	FY25	4000	5820	53300		1,500.00	1,500.00
2	1	EA		Semi-annual inspections, PM and Emergency call out service for emergency generators FY26	FY26	4000	5820	53300		9,000.00	9,000.00
3	1	EA		Semi-annual inspections, PM and Emergency call out service for emergency generators FY27	FY27	4000	5820	53300		5,500.00	5,500.00
<b><i>FY is required, ensure the correct FY is selected.</i></b>										Requisition Total	\$ 16,000.00

<i>Comments</i>	
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. Pending Parent Committee Approval PW 9/16/25 and CB 9/23/25
APPROVALS	Department Head signature approval for procurements under \$15,000. Procurement Officer Approval for ETSB. LMZ 9/2/25



**THE COUNTY OF DUPAGE**  
**FINANCE - PROCUREMENT**  
**SEMI-ANNUAL INSPECTION, PM, AND EMERGENCY CALL OUT BACKUP GENERATORS 23-099-FM**  
**BID TABULATION**



NO.	ITEM	UOM	QTY	Genserve, LLC		Interstate Powersystems		Charles Equipment Energy Systems LLC.	
				PRICE	EXTENDED PRICE	PRICE	EXTENDED PRICE	PRICE	EXTENDED PRICE
<b>Section 1 - Semi-Annual Inspection and Maintenance</b>									
1	Unit 1 - Cummins	EA	4	\$ 413.00	\$ 1,652.00	\$ 401.25	\$ 1,605.00	\$ 503.50	\$ 2,014.00
2	Unit 2 - Onan/Cummins	EA	4	\$ 413.00	\$ 1,652.00	\$ 401.25	\$ 1,605.00	\$ 503.50	\$ 2,014.00
3	Unit 3 - Cummins	EA	4	\$ 413.00	\$ 1,652.00	\$ 401.25	\$ 1,605.00	\$ 503.50	\$ 2,014.00
4	Unit 4 - Caterpillar	EA	4	\$ 413.00	\$ 1,652.00	\$ 401.25	\$ 1,605.00	\$ 503.50	\$ 2,014.00
5	Unit 5 - Perkins	EA	4	\$ 413.00	\$ 1,652.00	\$ 401.25	\$ 1,605.00	\$ 503.50	\$ 2,014.00
6	Unit 6 - Caterpillar "A"	EA	4	\$ 413.00	\$ 1,652.00	\$ 401.25	\$ 1,605.00	\$ 503.50	\$ 2,014.00
7	Unit 7 - Caterpillar "B"	EA	4	\$ 413.00	\$ 1,652.00	\$ 401.25	\$ 1,605.00	\$ 503.50	\$ 2,014.00
8	Unit 8 - Caterpillar	EA	4	\$ 413.00	\$ 1,652.00	\$ 401.25	\$ 1,605.00	\$ 503.50	\$ 2,014.00
9	Unit 9 - Kohler	EA	4	\$ 413.00	\$ 1,652.00	\$ 401.25	\$ 1,605.00	\$ 503.50	\$ 2,014.00
10	Unit 10 - Kohler	EA	4	\$ 413.00	\$ 1,652.00	\$ 401.25	\$ 1,605.00	\$ 503.50	\$ 2,014.00
11	Unit 11 - Allis Chalmers	EA	4	\$ 413.00	\$ 1,652.00	\$ 401.25	\$ 1,605.00	\$ 503.50	\$ 2,014.00
12	Unit 12 - Caterpillar	EA	4	\$ 413.00	\$ 1,652.00	\$ 401.25	\$ 1,605.00	\$ 503.50	\$ 2,014.00
13	Unit 13 - Olympian	EA	4	\$ 413.00	\$ 1,652.00	\$ 267.50	\$ 1,070.00	\$ 503.50	\$ 2,014.00
14	Unit 14 - Onam	EA	4	\$ 413.00	\$ 1,652.00	\$ 267.50	\$ 1,070.00	\$ 503.50	\$ 2,014.00
15	Unit 15 - Cummins	EA	4	\$ 413.00	\$ 1,652.00	\$ 401.25	\$ 1,605.00	\$ 503.50	\$ 2,014.00
<b>Section 1 - Alternate Semi-Annual Inspection and Maintenance</b>									
16	Alternate - Unit16	EA	4	\$ 413.00	\$ 1,652.00	\$ 267.50	\$ 1,070.00	\$ 503.50	\$ 2,014.00
17	Alternate - Unit 17 Cummins	EA	4	\$ 413.00	\$ 1,652.00	\$ 401.25	\$ 1,605.00	\$ 503.50	\$ 2,014.00
18	Alternate - Unit 18 US Motor	EA	4	\$ 413.00	\$ 1,652.00	\$ 401.25	\$ 1,605.00	\$ 503.50	\$ 2,014.00
19	Alternate - Unit 19 Kohler	EA	4	\$ 413.00	\$ 1,652.00	\$ 267.50	\$ 1,070.00	\$ 503.50	\$ 2,014.00
20	Alternate - Unit 20 Kohler	EA	4	\$ 413.00	\$ 1,652.00	\$ 267.50	\$ 1,070.00	\$ 503.50	\$ 2,014.00
<b>Section 2 - Additional Services Including Labor Total</b>									
Unit 1 - Cummins									

NO.	ITEM	UOM	QTY	Genserve, LLC		Interstate Powersystems		Charles Equipment Energy Systems LLC.	
				PRICE	EXTENDED PRICE	PRICE	EXTENDED PRICE	PRICE	EXTENDED PRICE
21	Complete system Infrared Inspection engine to transfer switch				\$ 25.00		\$ 267.50		\$ 232.50
	Emission Test				\$ 25.00		\$ 267.50		\$ 155.00
	Mega ohm meter Test of Strator, Rotor and Exciter				\$ 25.00		\$ 267.50		\$ 620.00
	Oil and Filter Change				\$ 484.00		\$ 1,476.74		\$ 1,094.65
	Fuel Filters				\$ 40.00		\$ 187.89		\$ 173.20
	Anti-Freeze Test				\$ 75.00		\$ 45.89		\$ 38.25
	Lube Oil Test				\$ 50.00		\$ 41.83		\$ 35.85
	Fuel Sample Test				\$ 225.00		\$ 68.43		\$ 272.25
	4-hour Load Blank Test				\$ 1,091.00		\$ 1,277.50		\$ 1,230.00
	Single hour Load Blank Test				\$ 645.00		\$ 876.25		\$ 765.00
	Vibration Test				\$ 25.00		\$ 133.75		\$ 310.00
	Flush, Drain, and Fill Coolant				\$ 1,634.00		\$ 901.83		\$ 1,425.50
	Valve Clearance				\$ 25.00		\$ 1,031.11		\$ 820.00
	Torque Bolts				\$ 25.00		\$ 133.75		\$ 310.00
	Replace Belts				\$ 865.00		\$ 733.47		\$ 519.16
	Replace Air Filters				\$ 396.00		\$ 298.21		\$ 163.37
Unit 2 - Onan/Cummins									
22	Complete system Infrared Inspection engine to transfer switch				\$ 25.00		\$ 267.50		\$ 232.50
	Emission Test				\$ 25.00		\$ 267.50		\$ 155.00
	Mega ohm meter Test of Strator, Rotor and Exciter				\$ 25.00		\$ 401.25		\$ 620.00
	Oil and Filter Change				\$ 537.00		\$ 1,234.96		\$ 470.40
	Fuel Filters				\$ 36.00		\$ 157.15		\$ 51.83
	Anti-Freeze Test				\$ 75.00		\$ 45.89		\$ 38.50
	Lube Oil Test				\$ 50.00		\$ 41.83		\$ 35.85
	Fuel Sample Test				\$ 225.00		\$ 68.43		\$ 272.25
	4-hour Load Blank Test				\$ 967.00		\$ 2,200.00		\$ 1,005.00
	Single hour Load Blank Test				\$ 483.00		\$ 1,685.00		\$ 540.00
	Vibration Test				\$ 25.00		\$ 133.75		\$ 310.00
	Flush, Drain, and Fill Coolant				\$ 915.00		\$ 1,133.57		\$ 349.90
	Valve Clearance				\$ 25.00		\$ 581.93		\$ 430.00
Torque Bolts				\$ 25.00		\$ 267.50		\$ 155.00	

NO.	ITEM	UOM	QTY	Genserve, LLC		Interstate Powersystems		Charles Equipment Energy Systems LLC.	
				PRICE	EXTENDED PRICE	PRICE	EXTENDED PRICE	PRICE	EXTENDED PRICE
	Replace Belts				\$ 220.00		\$ 903.90		\$ 359.76
	Replace Air Filters				\$ 75.00		\$ 188.68		\$ 42.67
Unit 3 - Cummins									
23	Complete system Infrared Inspection engine to transfer switch				\$ 25.00		\$ 267.50		\$ 232.50
	Emission Test				\$ 25.00		\$ 267.50		\$ 155.00
	Mega ohm meter Test of Strator, Rotor and Exciter				\$ 25.00		\$ 267.50		\$ 620.00
	Oil and Filter Change				\$ 645.00		\$ 1,464.94		\$ 996.74
	Fuel Filters				\$ 28.00		\$ 208.85		\$ 50.15
	Anti-Freeze Test				\$ 75.00		\$ 45.89		\$ 38.50
	Lube Oil Test				\$ 50.00		\$ 41.83		\$ 35.85
	Fuel Sample Test				\$ 225.00		\$ 68.43		\$ 272.25
	4-hour Load Blank Test				\$ 1,021.00		\$ 1,427.50		\$ 1,230.00
	Single hour Load Blank Test				\$ 623.00		\$ 1,026.25		\$ 765.00
	Vibration Test				\$ 25.00		\$ 133.75		\$ 310.00
	Flush, Drain, and Fill Coolant				\$ 1,211.00		\$ 647.47		\$ 770.82
	Valve Clearance				\$ 25.00		\$ 614.14		\$ 620.00
	Torque Bolts				\$ 25.00		\$ 133.75		\$ 155.00
	Replace Belts				\$ 182.00		\$ 560.56		\$ 765.00
Replace Air Filters				\$ 137.00		\$ 219.71		\$ 90.26	
Unit 4 - Caterpillar									
24	Complete system Infrared Inspection engine to transfer switch				\$ 25.00		\$ 267.50		\$ 232.50
	Emission Test				\$ 25.00		\$ 267.50		\$ 155.00
	Mega ohm meter Test of Strator, Rotor and Exciter				\$ 25.00		\$ 267.50		\$ 620.00
	Oil and Filter Change				\$ 1,575.00		\$ 2,096.67		\$ 1,797.37
	Fuel Filters				\$ 177.00		\$ 229.01		\$ 234.65
	Anti-Freeze Test				\$ 75.00		\$ 45.89		\$ 38.50
	Lube Oil Test				\$ 50.00		\$ 41.83		\$ 35.85
	Fuel Sample Test				\$ 225.00		\$ 68.43		\$ 272.25
	4-hour Load Blank Test				\$ 1,129.00		\$ 1,251.25		\$ 1,212.50
	Single hour Load Blank Test				\$ 752.00		\$ 850.00		\$ 912.50
	Vibration Test				\$ 25.00		\$ 133.75		\$ 310.00

NO.	ITEM	UOM	QTY	Genserve, LLC		Interstate Powersystems		Charles Equipment Energy Systems LLC.	
				PRICE	EXTENDED PRICE	PRICE	EXTENDED PRICE	PRICE	EXTENDED PRICE
	Flush, Drain, and Fill Coolant				\$ 1,612.00		\$ 1,342.33		\$ 1,717.16
	Valve Clearance				\$ 25.00		\$ 535.00		\$ 720.00
	Torque Bolts				\$ 25.00		\$ 133.75		\$ 155.00
	Replace Belts				\$ 503.00		\$ 702.66		\$ 635.45
	Replace Air Filters				\$ 209.00		\$ 376.61		\$ 231.38
Unit 5 - Perkins									
25	Complete system Infrared Inspection engine to transfer switch				\$ 25.00		\$ 267.50		\$ 232.50
	Emission Test				\$ 25.00		\$ 267.50		\$ 155.00
	Mega ohm meter Test of Strator, Rotor and Exciter				\$ 25.00		\$ 267.50		\$ 620.00
	Oil and Filter Change				\$ 1,575.00		\$ 1,090.47		\$ 622.32
	Fuel Filters				\$ 35.00		\$ 217.01		\$ 108.03
	Anti-Freeze Test				\$ 75.00		\$ 45.89		\$ 38.50
	Lube Oil Test				\$ 50.00		\$ 41.83		\$ 35.85
	Fuel Sample Test				\$ 225.00		\$ 68.43		\$ 272.25
	4-hour Load Blank Test				\$ 1,129.00		\$ 1,296.25		\$ 1,180.00
	Single hour Load Blank Test				\$ 752.00		\$ 895.00		\$ 870.00
	Vibration Test				\$ 25.00		\$ 133.75		\$ 310.00
	Flush, Drain, and Fill Coolant				\$ 913.00		\$ 699.16		\$ 775.61
	Valve Clearance				\$ 25.00		\$ 683.66		\$ 632.00
	Torque Bolts				\$ 25.00		\$ 133.75		\$ 155.00
	Replace Belts				\$ 108.00		\$ 626.31		\$ 562.95
Replace Air Filters				\$ 56.00		\$ 256.85		\$ 128.18	
Unit 6 - Caterpillar									
26	Complete system Infrared Inspection engine to transfer switch				\$ 25.00		\$ 267.50		\$ 620.00
	Emission Test				\$ 25.00		\$ 267.50		\$ 155.00
	Mega ohm meter Test of Strator, Rotor and Exciter				\$ 25.00		\$ 401.25		\$ 620.00
	Oil and Filter Change				\$ 1,575.00		\$ 2,568.63		\$ 1,893.63
	Fuel Filters				\$ 101.00		\$ 150.88		\$ 57.23
	Anti-Freeze Test				\$ 75.00		\$ 45.89		\$ 38.50
	Lube Oil Test				\$ 50.00		\$ 41.83		\$ 35.85
	Fuel Sample Test				\$ 225.00		\$ 68.43		\$ 272.25

NO.	ITEM	UOM	QTY	Genserve, LLC		Interstate Powersystems		Charles Equipment Energy Systems LLC.	
				PRICE	EXTENDED PRICE	PRICE	EXTENDED PRICE	PRICE	EXTENDED PRICE
26	4-hour Load Blank Test				\$ 1,290.00		\$ 1,732.50		\$ 2,285.00
	Single hour Load Blank Test			\$ 940.00		\$ 1,197.50		\$ 1,355.00	
	Vibration Test				\$ 25.00		\$ 133.75		\$ 310.00
	Flush, Drain, and Fill Coolant				\$ 2,064.00		\$ 1,877.33		\$ 2,341.00
	Valve Clearance				\$ 25.00		\$ 682.70		\$ 1,117.57
	Torque Bolts				\$ 25.00		\$ 267.50		\$ 155.00
	Replace Belts				\$ 930.00		\$ 968.79		\$ 1,205.01
	Replace Air Filters				\$ 396.00		\$ 376.72		\$ 246.43
Unit 7 - Caterpillar Engineering									
27	Complete system Infrared Inspection engine to transfer switch				\$ 25.00		\$ 267.50		\$ 620.00
	Emission Test				\$ 25.00		\$ 267.50		\$ 155.00
	Mega ohm meter Test of Strator, Rotor and Exciter				\$ 25.00		\$ 401.25		\$ 620.00
	Oil and Filter Change				\$ 1,575.00		\$ 2,568.63		\$ 1,893.63
	Fuel Filters				\$ 112.00		\$ 150.88		\$ 57.23
	Anti-Freeze Test				\$ 75.00		\$ 45.89		\$ 38.57
	Lube Oil Test				\$ 50.00		\$ 41.83		\$ 35.85
	Fuel Sample Test				\$ 225.00		\$ 68.43		\$ 272.25
	4-hour Load Blank Test				\$ 1,263.00		\$ 1,732.50		\$ 2,285.00
	Single hour Load Blank Test			\$ 940.00		\$ 1,197.50		\$ 1,355.00	
	Vibration Test				\$ 25.00		\$ 133.75		\$ 310.00
	Flush, Drain, and Fill Coolant				\$ 2,064.00		\$ 1,877.33		\$ 2,341.00
	Valve Clearance				\$ 25.00		\$ 682.70		\$ 1,117.57
	Torque Bolts				\$ 25.00		\$ 267.50		\$ 155.00
Replace Belts				\$ 930.00		\$ 968.79		\$ 1,205.01	
Replace Air Filters				\$ 405.00		\$ 376.72		\$ 246.43	
Unit 8 - Caterpillar									
	Complete system Infrared Inspection engine to transfer switch				\$ 25.00		\$ 267.50		\$ 620.00
	Emission Test				\$ 25.00		\$ 267.50		\$ 155.00
	Mega ohm meter Test of Strator, Rotor and Exciter				\$ 25.00		\$ 267.50		\$ 620.00
	Oil and Filter Change				\$ 725.00		\$ 1,330.27		\$ 895.10
	Fuel Filters				\$ 54.00		\$ 168.01		\$ 114.46

NO.	ITEM	UOM	QTY	Genserve, LLC		Interstate Powersystems		Charles Equipment Energy Systems LLC.	
				PRICE	EXTENDED PRICE	PRICE	EXTENDED PRICE	PRICE	EXTENDED PRICE
28	Anti-Freeze Test				\$ 75.00		\$ 45.89		\$ 38.57
	Lube Oil Test				\$ 50.00		\$ 41.83		\$ 35.85
	Fuel Sample Test				\$ 225.00		\$ 68.43		\$ 272.25
	4-hour Load Blank Test				\$ 994.00		\$ 1,090.00		\$ 1,415.00
	Single hour Load Blank Test				\$ 645.00		\$ 688.75		\$ 795.00
	Vibration Test				\$ 25.00		\$ 133.75		\$ 310.00
	Flush, Drain, and Fill Coolant				\$ 1,075.00		\$ 1,342.33		\$ 1,638.50
	Valve Clearance				\$ 25.00		\$ 615.57		\$ 820.00
	Torque Bolts				\$ 25.00		\$ 133.75		\$ 155.00
	Replace Belts				\$ 107.00		\$ 701.29		\$ 504.79
	Replace Air Filters				\$ 124.00		\$ 419.46		\$ 205.66
Unit 9 - Kohler									
29	Complete system Infrared Inspection engine to transfer switch				\$ 25.00		\$ 267.50		\$ 232.50
	Emission Test				\$ 25.00		\$ 267.50		\$ 155.00
	Mega ohm meter Test of Strator, Rotor and Exciter				\$ 25.00		\$ 267.50		\$ 620.00
	Oil and Filter Change				\$ 392.00		\$ 1,095.01		\$ 477.47
	Fuel Filters				\$ 26.00		\$ 152.49		\$ 98.74
	Anti-Freeze Test				\$ 75.00		\$ 45.89		\$ 38.57
	Lube Oil Test				\$ 50.00		\$ 41.83		\$ 35.85
	Fuel Sample Test				\$ 225.00		\$ 68.43		\$ 272.25
	4-hour Load Blank Test				\$ 1,021.00		\$ 977.50		\$ 1,030.00
	Single hour Load Blank Test				\$ 645.00		\$ 576.25		\$ 565.00
	Vibration Test				\$ 25.00		\$ 133.75		\$ 310.00
	Flush, Drain, and Fill Coolant				\$ 591.00		\$ 737.21		\$ 1,050.00
	Valve Clearance				\$ 25.00		\$ 533.10		\$ 630.80
	Torque Bolts				\$ 25.00		\$ 133.75		\$ 155.00
Replace Belts				\$ 376.00		\$ 595.86		\$ 493.07	
Replace Air Filters				\$ 155.00		\$ 255.68		\$ 35.92	
Unit 10 - Kohler									
	Complete system Infrared Inspection engine to transfer switch				\$ 25.00		\$ 267.50		\$ 232.50
	Emission Test				\$ 25.00		\$ 267.50		\$ 155.00

NO.	ITEM	UOM	QTY	Genserve, LLC		Interstate Powersystems		Charles Equipment Energy Systems LLC.	
				PRICE	EXTENDED PRICE	PRICE	EXTENDED PRICE	PRICE	EXTENDED PRICE
30	Mega ohm meter Test of Strator, Rotor and Exciter				\$ 25.00		\$ 267.50		\$ 620.00
	Oil and Filter Change				\$ 392.00		\$ 1,057.30		\$ 436.50
	Fuel Filters				\$ 26.00		\$ 152.49		\$ 98.74
	Anti-Freeze Test				\$ 75.00		\$ 45.89		\$ 38.57
	Lube Oil Test				\$ 50.00		\$ 41.83		\$ 35.85
	Fuel Sample Test				\$ 225.00		\$ 68.43		\$ 272.25
	4-hour Load Blank Test				\$ 1,021.00		\$ 1,015.00		\$ 1,055.00
	Single hour Load Blank Test			\$ 645.00		\$ 613.75		\$ 590.00	
	Vibration Test				\$ 25.00		\$ 133.75		\$ 310.00
	Flush, Drain, and Fill Coolant				\$ 591.00		\$ 737.21		\$ 1,050.00
	Valve Clearance				\$ 25.00		\$ 563.11		\$ 662.10
	Torque Bolts				\$ 25.00		\$ 133.75		\$ 155.00
	Replace Belts				\$ 376.00		\$ 724.96		\$ 521.14
	Replace Air Filters				\$ 155.00		\$ 289.85		\$ 167.08
Unit 11 - Allis Chalmers Engine									
31	Complete system Infrared Inspection engine to transfer switch				\$ 25.00		\$ 267.50		\$ 232.50
	Emission Test				\$ 25.00		\$ 267.50		\$ 155.00
	Mega ohm meter Test of Strator, Rotor and Exciter				\$ 25.00		\$ 267.50		\$ 620.00
	Oil and Filter Change				\$ 522.00		\$ 1,189.11		\$ 437.28
	Fuel Filters				\$ 26.00		\$ 152.24		\$ 99.79
	Anti-Freeze Test				\$ 75.00		\$ 45.89		\$ 38.57
	Lube Oil Test				\$ 50.00		\$ 41.83		\$ 35.85
	Fuel Sample Test				\$ 225.00		\$ 68.43		\$ 272.50
	4-hour Load Blank Test				\$ 1,021.00		\$ 1,015.00		\$ 1,055.00
	Single hour Load Blank Test			\$ 645.00		\$ 613.75		\$ 590.00	
	Vibration Test				\$ 25.00		\$ 133.75		\$ 310.00
	Flush, Drain, and Fill Coolant				\$ 591.00		\$ 1,113.11		\$ 1,050.00
	Valve Clearance				\$ 25.00		\$ 577.86		\$ 620.00
	Torque Bolts				\$ 25.00		\$ 133.75		\$ 155.00
Replace Belts				\$ 376.00		\$ 655.47		\$ 510.00	
Replace Air Filters				\$ 155.00		\$ 419.46		\$ 115.33	

NO.	ITEM	UOM	QTY	Genserve, LLC		Interstate Powersystems		Charles Equipment Energy Systems LLC.	
				PRICE	EXTENDED PRICE	PRICE	EXTENDED PRICE	PRICE	EXTENDED PRICE
Unit 12 - Caterpillar									
32	Complete system Infrared Inspection engine to transfer switch				\$ 25.00		\$ 267.50		\$ 232.50
	Emission Test				\$ 25.00		\$ 267.50		\$ 155.00
	Mega ohm meter Test of Strator, Rotor and Exciter				\$ 25.00		\$ 267.50		\$ 620.00
	Oil and Filter Change				\$ 553.00		\$ 938.43		\$ 433.08
	Fuel Filters				\$ 48.00		\$ 148.28		\$ 62.06
	Anti-Freeze Test				\$ 75.00		\$ 45.89		\$ 38.57
	Lube Oil Test				\$ 50.00		\$ 41.83		\$ 35.85
	Fuel Sample Test				\$ 225.00		\$ 68.43		\$ 272.25
	4-hour Load Blank Test				\$ 887.00		\$ 921.25		\$ 980.00
	Single hour Load Blank Test				\$ 376.00		\$ 520.00		\$ 515.00
	Vibration Test				\$ 25.00		\$ 133.75		\$ 310.00
	Flush, Drain, and Fill Coolant				\$ 591.00		\$ 676.99		\$ 757.50
	Valve Clearance				\$ 25.00		\$ 556.54		\$ 682.20
	Torque Bolts				\$ 25.00		\$ 133.75		\$ 155.00
	Replace Belts				\$ 376.00		\$ 582.31		\$ 400.54
Replace Air Filters				\$ 116.00		\$ 177.12		\$ 44.52	
Unit 13 - Olympian									
33	Complete system Infrared Inspection engine to transfer switch				\$ 25.00		\$ 267.50		\$ 232.50
	Emission Test				\$ 25.00		\$ 267.50		\$ 155.00
	Mega ohm meter Test of Strator, Rotor and Exciter				\$ 25.00		\$ 267.50		\$ 620.00
	Oil and Filter Change				\$ 322.00		\$ 580.20		\$ 324.41
	Fuel Filters				\$ 54.00		N/A		N/A
	Anti-Freeze Test				\$ 75.00		\$ 45.89		\$ 38.57
	Lube Oil Test				\$ 50.00		\$ 41.83		\$ 35.85
	Fuel Sample Test				\$ 225.00		\$ 68.43		N/A
	4-hour Load Blank Test				\$ 806.00		\$ 713.75		\$ 797.00
	Single hour Load Blank Test				\$ 322.00		\$ 312.50		\$ 409.50
	Vibration Test				\$ 25.00		\$ 133.75		\$ 310.00
	Flush, Drain, and Fill Coolant				\$ 381.00		\$ 640.19		\$ 390.10
	Valve Clearance				\$ 25.00		\$ 301.06		\$ 476.25

NO.	ITEM	UOM	QTY	Genserve, LLC		Interstate Powersystems		Charles Equipment Energy Systems LLC.	
				PRICE	EXTENDED PRICE	PRICE	EXTENDED PRICE	PRICE	EXTENDED PRICE
	Torque Bolts				\$ 25.00		\$ 133.75		\$ 155.00
	Replace Belts				\$ 327.00		\$ 310.36		\$ 333.95
	Replace Air Filters				\$ 113.00		\$ 176.61		\$ 22.98
Unit 14 - Onan									
34	Complete system Infrared Inspection engine to transfer switch				\$ 25.00		\$ 267.50		\$ 232.50
	Emission Test				\$ 25.00		\$ 267.50		\$ 155.00
	Mega ohm meter Test of Strator, Rotor and Exciter				\$ 25.00		\$ 267.50		\$ 310.00
	Oil and Filter Change				\$ 284.00		\$ 575.50		\$ 192.98
	Fuel Filters				\$ 38.00		N/A		N/A
	Anti-Freeze Test				\$ 75.00		\$ 45.89		N/A
	Lube Oil Test				\$ 50.00		\$ 41.83		\$ 35.85
	Fuel Sample Test				\$ 225.00		\$ 68.43		N/A
	4-hour Load Blank Test				\$ 806.00		\$ 708.75		\$ 790.00
	Single hour Load Blank Test				\$ 322.00		\$ 307.50		\$ 465.00
	Vibration Test				\$ 25.00		\$ 133.75		\$ 310.00
	Flush, Drain, and Fill Coolant				N/A		\$ 535.00		N/A
	Valve Clearance				\$ 25.00		\$ 296.04		\$ 175.00
	Torque Bolts				\$ 25.00		\$ 133.75		\$ 155.00
	Replace Belts				\$ 198.00		\$ 310.36		N/A
Replace Air Filters				\$ 75.00		\$ 180.42		\$ 47.89	
Unit 15 - Cummins									
35	Complete system Infrared Inspection engine to transfer switch				\$ 25.00		\$ 267.50		\$ 232.50
	Emission Test				\$ 25.00		\$ 267.50		\$ 155.00
	Mega ohm meter Test of Strator, Rotor and Exciter				\$ 25.00		\$ 267.50		\$ 310.00
	Oil and Filter Change				\$ 387.00		\$ 937.50		\$ 430.34
	Fuel Filters				\$ 26.00		\$ 156.12		\$ 139.46
	Anti-Freeze Test				\$ 75.00		\$ 45.89		\$ 38.57
	Lube Oil Test				\$ 50.00		\$ 41.83		\$ 35.85
	Fuel Sample Test				\$ 225.00		\$ 68.43		\$ 272.25
	4-hour Load Blank Test				\$ 806.00		\$ 927.50		\$ 980.00
	Single hour Load Blank Test				\$ 322.00		\$ 526.25		\$ 515.00

NO.	ITEM	UOM	QTY	Genserve, LLC		Interstate Powersystems		Charles Equipment Energy Systems LLC.	
				PRICE	EXTENDED PRICE	PRICE	EXTENDED PRICE	PRICE	EXTENDED PRICE
	Vibration Test				\$ 25.00		\$ 133.75		\$ 310.00
	Flush, Drain, and Fill Coolant				\$ 306.00		\$ 651.59		\$ 855.00
	Valve Clearance				\$ 25.00		\$ 595.61		\$ 378.50
	Torque Bolts				\$ 25.00		\$ 133.75		\$ 155.00
	Replace Belts				\$ 188.00		\$ 589.36		\$ 364.42
	Replace Air Filters				\$ 112.00		\$ 197.12		\$ 66.54
<b>Section 2 - Alternate Additional Services Including Labor Total</b>									
Unit 16 - Spectrum / Detroit Diesel									
36	Complete system Infrared Inspection engine to transfer switch				\$ 25.00		\$ 267.50		\$ 232.50
	Emission Test				\$ 25.00		\$ 267.50		\$ 155.00
	Mega ohm meter Test of Strator, Rotor and Exciter				\$ 25.00		\$ 267.50		\$ 620.00
	Oil and Filter Change				\$ 258.00		\$ 596.00		\$ 445.34
	Fuel Filters				N/A		N/A		N/A
	Anti-Freeze Test				\$ 75.00		\$ 45.89		\$ 38.57
	Lube Oil Test				\$ 50.00		\$ 41.83		\$ 35.85
	Fuel Sample Test				\$ 225.00		\$ 68.43		N/A
	4-hour Load Blank Test				\$ 913.00		\$ 748.75		\$ 907.50
	Single hour Load Blank Test				\$ 349.00		\$ 347.50		\$ 597.50
	Vibration Test				\$ 25.00		\$ 133.75		\$ 310.00
	Flush, Drain, and Fill Coolant				\$ 306.00		\$ 642.07		\$ 517.10
	Valve Clearance				\$ 25.00		\$ 304.30		\$ 620.00
	Torque Bolts				\$ 25.00		\$ 133.75		\$ 155.00
Replace Belts				\$ 220.00		\$ 364.14		\$ 409.04	
Replace Air Filters				\$ 65.00		\$ 176.71		\$ 39.72	
Unit 17 - Cummins Natural Gas									
	Complete system Infrared Inspection engine to transfer switch				\$ 25.00		\$ 267.50		\$ 232.50
	Emission Test				\$ 25.00		\$ 267.50		\$ 155.00
	Mega ohm meter Test of Strator, Rotor and Exciter				\$ 25.00		\$ 267.50		\$ 620.00
	Oil and Filter Change				\$ 279.00		\$ 1,200.14		\$ 563.98
	Fuel Filters				N/A		\$ 133.75		N/A
	Anti-Freeze Test				\$ 75.00		\$ 45.89		\$ 38.57

NO.	ITEM	UOM	QTY	Genserve, LLC		Interstate Powersystems		Charles Equipment Energy Systems LLC.	
				PRICE	EXTENDED PRICE	PRICE	EXTENDED PRICE	PRICE	EXTENDED PRICE
37	Lube Oil Test				\$ 50.00		\$ 41.83		\$ 35.85
	Fuel Sample Test				\$ 225.00		\$ 68.43		N/A
	4-hour Load Blank Test				\$ 1,053.00		\$ 952.50		\$ 992.50
	Single hour Load Blank Test			\$ 618.00		\$ 551.25		\$ 745.00	
	Vibration Test				\$ 25.00		\$ 133.75		\$ 310.00
	Flush, Drain, and Fill Coolant				\$ 591.00		\$ 613.53		\$ 775.50
	Valve Clearance				\$ 25.00		\$ 645.21		\$ 674.05
	Torque Bolts				\$ 25.00		\$ 133.75		\$ 155.00
	Replace Belts				\$ 220.00		\$ 597.79		\$ 470.53
	Replace Air Filters				\$ 65.00		\$ 276.61		\$ 193.23
Unit 18 - US Motor									
38	Complete system Infrared Inspection engine to transfer switch				\$ 25.00		\$ 267.50		\$ 232.50
	Emission Test				\$ 25.00		\$ 267.50		\$ 155.00
	Mega ohm meter Test of Strator, Rotor and Exciter				\$ 25.00		\$ 267.50		\$ 620.00
	Oil and Filter Change				\$ 349.00		\$ 802.50		\$ 622.50
	Fuel Filters				\$ 91.00		\$ 133.75		\$ 101.52
	Anti-Freeze Test				\$ 75.00		\$ 45.89		\$ 38.57
	Lube Oil Test				\$ 50.00		\$ 41.83		\$ 35.85
	Fuel Sample Test				\$ 225.00		\$ 68.43		\$ 272.25
	4-hour Load Blank Test				\$ 1,053.00		\$ 907.50		\$ 815.00
	Single hour Load Blank Test			\$ 376.00		\$ 506.25		\$ 582.50	
	Vibration Test				\$ 25.00		\$ 133.75		\$ 310.00
	Flush, Drain, and Fill Coolant				\$ 483.00		\$ 613.53		\$ 594.60
	Valve Clearance				\$ 25.00		\$ 645.21		\$ 479.68
	Torque Bolts				\$ 25.00		\$ 133.75		\$ 155.00
Replace Belts				\$ 188.00		\$ 597.79		\$ 369.46	
Replace Air Filters				\$ 65.00		\$ 276.61		\$ 198.00	
Unit 19 - Kohler									
	Complete system Infrared Inspection engine to transfer switch				\$ 25.00		\$ 267.50		\$ 232.50
	Emission Test				\$ 25.00		\$ 267.50		\$ 155.00
	Mega ohm meter Test of Strator, Rotor and Exciter				\$ 25.00		\$ 267.50		\$ 620.00

NO.	ITEM	UOM	QTY	Genserve, LLC		Interstate Powersystems		Charles Equipment Energy Systems LLC.	
				PRICE	EXTENDED PRICE	PRICE	EXTENDED PRICE	PRICE	EXTENDED PRICE
39	Oil and Filter Change				\$ 279.00		\$ 595.66		\$ 353.87
	Fuel Filters				N/A		N/A		N/A
	Anti-Freeze Test				\$ 75.00		\$ 45.89		\$ 38.57
	Lube Oil Test				\$ 50.00		\$ 41.83		\$ 35.85
	Fuel Sample Test				\$ 225.00		\$ 68.43		N/A
	4-hour Load Blank Test				\$ 1,053.00		\$ 723.75		\$ 805.00
	Single hour Load Blank Test				\$ 322.00		\$ 322.50		\$ 495.00
	Vibration Test				\$ 25.00		\$ 133.75		\$ 310.00
	Flush, Drain, and Fill Coolant				\$ 483.00		\$ 642.07		\$ 585.90
	Valve Clearance				\$ 25.00		\$ 314.23		\$ 410.00
	Torque Bolts				\$ 25.00		\$ 133.75		\$ 155.00
	Replace Belts				\$ 107.00		\$ 295.64		\$ 343.37
	Replace Air Filters				\$ 161.00		\$ 146.44		\$ 33.38

Unit 20 - Kohler

40	Complete system Infrared Inspection engine to transfer switch				\$ 25.00		\$ 267.50		\$ 232.50
	Emission Test				\$ 25.00		\$ 267.50		\$ 155.00
	Mega ohm meter Test of Strator, Rotor and Exciter				\$ 25.00		\$ 267.50		\$ 620.00
	Oil and Filter Change				\$ 279.00		\$ 595.66		\$ 431.37
	Fuel Filters				N/A		\$ 133.75		N/A
	Anti-Freeze Test				\$ 75.00		\$ 45.89		\$ 38.57
	Lube Oil Test				\$ 50.00		\$ 41.83		\$ 35.85
	Fuel Sample Test				\$ 225.00		\$ 68.43		\$ 272.25
	4-hour Load Blank Test				\$ 1,053.00		\$ 723.75		\$ 900.00
	Single hour Load Blank Test				\$ 349.00		\$ 322.50		\$ 492.50
	Vibration Test				\$ 25.00		\$ 133.75		\$ 310.00
	Flush, Drain, and Fill Coolant				\$ 483.00		\$ 642.07		\$ 594.60
	Valve Clearance				\$ 25.00		\$ 314.23		\$ 310.00
	Torque Bolts				\$ 25.00		\$ 133.75		\$ 155.00
	Replace Belts				\$ 188.00		\$ 295.64		\$ 409.04
	Replace Air Filters				\$ 65.00		\$ 146.44		\$ 39.72

NO.	ITEM	UOM	QTY	Genserve, LLC		Interstate Powersystems		Charles Equipment Energy Systems LLC.	
				PRICE	EXTENDED PRICE	PRICE	EXTENDED PRICE	PRICE	EXTENDED PRICE
<b>SECTION 3</b>									
Labor Rates for Services in Addition to those Listed Under Section 2.									
41	Hourly Rates - Normal Hours M - F 7:00 am - 4:00 pm	HR	48	\$ 165.00	\$ 7,920.00	\$ 140.00	\$ 6,720.00	\$ 160.00	\$ 7,680.00
42	Hourly Rates - Saturday and After Normal Hours M - F	HR	16	\$ 247.00	\$ 3,952.00	\$ 210.00	\$ 3,360.00	\$ 235.00	\$ 3,760.00
43	Hourly Rates - Sundays and Holidays	HR	16	\$ 330.00	\$ 5,280.00	\$ 280.00	\$ 4,480.00	\$ 345.00	\$ 5,520.00
44	Call Out Service Call Charge	EA	16	\$ -	\$ -	\$ 2.00	\$ 32.00	\$ 586.00	\$ 9,376.00
NO.	ITEM		EST. VALUE	% MARK-UP	EXTENDED PRICE	% MARK-UP	EXTENDED PRICE	% MARK-UP	EXTENDED PRICE
45	Parts Markup from Contractors Cost Two-Year Expenditure		\$10,000	66%	\$16,600	0%	\$10,000	20%	\$12,000
<b>GRAND TOTAL</b>						\$ 149,115.00		\$ 188,704.83	\$ 198,222.10

**NOTES**  
1. Change in GenServe LLC Grand Total due to calculation error. Original bid from Genserve LLC submission \$138,044.00 is corrected to \$149,115.00.  
2. Change in Interstate Power Systems Grand Total due to calculation error. Original bid from Interstate Power Systems submission of \$172,607.97 is corrected to \$188,704.83.

Bid Opening 9/14/2023 @ 2:30 PM	DW,RJ,VC
Invitations Sent	12
Total Vendors Requesting Documents	0
Total Bid Responses	3



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

### CONTRACT RENEWAL AGREEMENT

This contract, made and entered into by The County of DuPage, 421 North County Farm Road, Wheaton, Illinois, 60187, hereinafter called the "COUNTY" and Genserve LLC located at 100 Newton Road, Plainview, NY 11803, hereinafter called the "CONTRACTOR", witnesseth;

The COUNTY and the CONTRACTOR have previously entered into a Contract, pursuant to Bid #23-099-FM which became effective on 11/1/2023 and which will expire 10/31/2025. The contract is subject to the first and final option to renew for a two-year period.

The contract renewal shall be effective on the date of last signature and shall terminate on 10/31/2027.

The parties now agree to renew said agreement, upon the same terms as previously agreed to, as specified in the original contract.

#### THE COUNTY OF DUPAGE

#### CONTRACTOR

\_\_\_\_\_  
SIGNATURE

Henry Kocker

\_\_\_\_\_  
PRINTED NAME

Buyer I

\_\_\_\_\_  
PRINTED TITLE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
SIGNATURE

*Nicole Garrard*  
\_\_\_\_\_  
PRINTED NAME

*Office Manager*  
\_\_\_\_\_  
PRINTED TITLE

*August 4, 2025*  
\_\_\_\_\_  
DATE

NO	ITEM	UOM	QTY	PRICE	EXTENDED PRICE	
<b>Section 1 - Semi-Annual Inspection and Maintenance</b>						
1	Unit 1 - Cummins	EA	4	\$ 413.00	\$ 1,652.00	
2	Unit 2 - Onan/Cummins	EA	4	\$ 413.00	\$ 1,652.00	
3	Unit 3 - Cummins	EA	4	\$ 413.00	\$ 1,652.00	
4	Unit 4 - Caterpillar	EA	4	\$ 413.00	\$ 1,652.00	
5	Unit 5 - Perkins	EA	4	\$ 413.00	\$ 1,652.00	
6	Unit 6 - Caterpillar "A"	EA	4	\$ 413.00	\$ 1,652.00	
7	Unit 7 - Caterpillar "B"	EA	4	\$ 413.00	\$ 1,652.00	
8	Unit 8 - Caterpillar	EA	4	\$ 413.00	\$ 1,652.00	
9	Unit 9 - Kohler	EA	4	\$ 413.00	\$ 1,652.00	
10	Unit 10 - Kohler	EA	4	\$ 413.00	\$ 1,652.00	
11	Unit 11 - Allis Chalmers	EA	4	\$ 413.00	\$ 1,652.00	
12	Unit 12 - Caterpillar	EA	4	\$ 413.00	\$ 1,652.00	
13	Unit 13 - Olympian	EA	4	\$ 413.00	\$ 1,652.00	
14	Unit 14 - Onam	EA	4	\$ 413.00	\$ 1,652.00	
15	Unit 15 - Cummins	EA	4	\$ 413.00	\$ 1,652.00	
16	Alternate - Unit16	EA	4	\$ 413.00	\$ 1,652.00	
17	Alternate - Unit 17 Cummins	EA	4	\$ 413.00	\$ 1,652.00	
18	Alternate - Unit 18 US Motor	EA	4	\$ 413.00	\$ 1,652.00	
19	Alternate - Unit 19 Kohler	EA	4	\$ 413.00	\$ 1,652.00	
20	Alternate - Unit 20 Kohler	EA	4	\$ 413.00	\$ 1,652.00	
<b>Section 2 - Additional Services Including Labor Total</b>						
Unit 1 - Cummins						
21	Complete system Infrared Inspection engine to transfer switch				\$	25.00
	Emission Test				\$	25.00
	Mega ohm meter Test of Strator, Rotor and Exciter				\$	25.00
	Oil and Filter Change				\$	484.00
	Fuel Filters				\$	40.00
	Anti-Freeze Test				\$	75.00
	Lube Oil Test				\$	50.00
	Fuel Sample Test				\$	225.00
	4-hour Load Blank Test				\$	1,091.00
	Single hour Load Blank Test			645		
	Vibration Test				\$	25.00

	Flush, Drain, and Fill Coolant		\$	1,634.00
	Valve Clearance		\$	25.00
	Torque Bolts		\$	25.00
	Replace Belts		\$	865.00
	Replace Air Filters		\$	396.00
Unit 2 - Onan/Cummins				
22	Complete system Infrared Inspection engine to transfer switch		\$	25.00
	Emission Test		\$	25.00
	Mega ohm meter Test of Strator, Rotor and Exciter		\$	25.00
	Oil and Filter Change		\$	537.00
	Fuel Filters		\$	36.00
	Anti-Freeze Test		\$	75.00
	Lube Oil Test		\$	50.00
	Fuel Sample Test		\$	225.00
	4-hour Load Blank Test		\$	967.00
	Single hour Load Blank Test	483		
	Vibration Test		\$	25.00
	Flush, Drain, and Fill Coolant		\$	915.00
	Valve Clearance		\$	25.00
	Torque Bolts		\$	25.00
	Replace Belts		\$	220.00
Replace Air Filters		\$	75.00	
Unit 3 - Cummins				
23	Complete system Infrared Inspection engine to transfer switch		\$	25.00
	Emission Test		\$	25.00
	Mega ohm meter Test of Strator, Rotor and Exciter		\$	25.00
	Oil and Filter Change		\$	645.00
	Fuel Filters		\$	28.00
	Anti-Freeze Test		\$	75.00
	Lube Oil Test		\$	50.00
	Fuel Sample Test		\$	225.00
	4-hour Load Blank Test		\$	1,021.00
	Single hour Load Blank Test	623		
	Vibration Test		\$	25.00
	Flush, Drain, and Fill Coolant		\$	1,211.00
	Valve Clearance		\$	25.00
	Torque Bolts		\$	25.00

	Replace Belts		\$	182.00
	Replace Air Filters		\$	137.00
Unit 4 - Caterpillar				
24	Complete system Infrared Inspection engine to transfer switch		\$	25.00
	Emission Test		\$	25.00
	Mega ohm meter Test of Strator, Rotor and Exciter		\$	25.00
	Oil and Filter Change		\$	1,575.00
	Fuel Filters		\$	177.00
	Anti-Freeze Test		\$	75.00
	Lube Oil Test		\$	50.00
	Fuel Sample Test		\$	225.00
	4-hour Load Blank Test		\$	1,129.00
	Single hour Load Blank Test	752		
	Vibration Test		\$	25.00
	Flush, Drain, and Fill Coolant		\$	1,612.00
	Valve Clearance		\$	25.00
	Torque Bolts		\$	25.00
	Replace Belts		\$	503.00
	Replace Air Filters		\$	209.00
Unit 5 - Perkins				
25	Complete system Infrared Inspection engine to transfer switch		\$	25.00
	Emission Test		\$	25.00
	Mega ohm meter Test of Strator, Rotor and Exciter		\$	25.00
	Oil and Filter Change		\$	1,575.00
	Fuel Filters		\$	35.00
	Anti-Freeze Test		\$	75.00
	Lube Oil Test		\$	50.00
	Fuel Sample Test		\$	225.00
	4-hour Load Blank Test		\$	1,129.00
	Single hour Load Blank Test	752		
	Vibration Test		\$	25.00
	Flush, Drain, and Fill Coolant		\$	913.00
	Valve Clearance		\$	25.00
	Torque Bolts		\$	25.00
	Replace Belts		\$	108.00
	Replace Air Filters		\$	56.00
Unit 6 - Caterpillar				

26	Complete system Infrared Inspection engine to transfer switch		\$	25.00
	Emission Test		\$	25.00
	Mega ohm meter Test of Strator, Rotor and Exciter		\$	25.00
	Oil and Filter Change		\$	1,575.00
	Fuel Filters		\$	101.00
	Anti-Freeze Test		\$	75.00
	Lube Oil Test		\$	50.00
	Fuel Sample Test		\$	225.00
	4-hour Load Blank Test		\$	1,290.00
	Single hour Load Blank Test	940		
	Vibration Test		\$	25.00
	Flush, Drain, and Fill Coolant		\$	2,064.00
	Valve Clearance		\$	25.00
	Torque Bolts		\$	25.00
	Replace Belts		\$	930.00
Replace Air Filters		\$	396.00	
Unit 7 - Caterpillar Engineering				
27	Complete system Infrared Inspection engine to transfer switch		\$	25.00
	Emission Test		\$	25.00
	Mega ohm meter Test of Strator, Rotor and Exciter		\$	25.00
	Oil and Filter Change		\$	1,575.00
	Fuel Filters		\$	112.00
	Anti-Freeze Test		\$	75.00
	Lube Oil Test		\$	50.00
	Fuel Sample Test		\$	225.00
	4-hour Load Blank Test		\$	1,263.00
	Single hour Load Blank Test	940		
	Vibration Test		\$	25.00
	Flush, Drain, and Fill Coolant		\$	2,064.00
	Valve Clearance		\$	25.00
	Torque Bolts		\$	25.00
	Replace Belts		\$	930.00
Replace Air Filters		\$	405.00	
Unit 8 - Caterpillar				
	Complete system Infrared Inspection engine to transfer switch		\$	25.00
	Emission Test		\$	25.00
	Mega ohm meter Test of Strator, Rotor and Exciter		\$	25.00

28	Oil and Filter Change		\$	725.00
	Fuel Filters		\$	54.00
	Anti-Freeze Test		\$	75.00
	Lube Oil Test		\$	50.00
	Fuel Sample Test		\$	225.00
	4-hour Load Blank Test		\$	994.00
	Single hour Load Blank Test	645		
	Vibration Test		\$	25.00
	Flush, Drain, and Fill Coolant		\$	1,075.00
	Valve Clearance		\$	25.00
	Torque Bolts		\$	25.00
	Replace Belts		\$	107.00
	Replace Air Filters		\$	124.00
Unit 9 - Kohler				
29	Complete system Infrared Inspection engine to transfer switch		\$	25.00
	Emission Test		\$	25.00
	Mega ohm meter Test of Strator, Rotor and Exciter		\$	25.00
	Oil and Filter Change		\$	392.00
	Fuel Filters		\$	26.00
	Anti-Freeze Test		\$	75.00
	Lube Oil Test		\$	50.00
	Fuel Sample Test		\$	225.00
	4-hour Load Blank Test		\$	1,021.00
	Single hour Load Blank Test	645		
	Vibration Test		\$	25.00
	Flush, Drain, and Fill Coolant		\$	591.00
	Valve Clearance		\$	25.00
	Torque Bolts		\$	25.00
	Replace Belts		\$	376.00
Replace Air Filters		\$	155.00	
Unit 10 - Kohler				
	Complete system Infrared Inspection engine to transfer switch		\$	25.00
	Emission Test		\$	25.00
	Mega ohm meter Test of Strator, Rotor and Exciter		\$	25.00
	Oil and Filter Change		\$	392.00
	Fuel Filters		\$	26.00
	Anti-Freeze Test		\$	75.00

30	Lube Oil Test		\$	50.00
	Fuel Sample Test		\$	225.00
	4-hour Load Blank Test		\$	1,021.00
	Single hour Load Blank Test	645		
	Vibration Test		\$	25.00
	Flush, Drain, and Fill Coolant		\$	591.00
	Valve Clearance		\$	25.00
	Torque Bolts		\$	25.00
	Replace Belts		\$	376.00
	Replace Air Filters		\$	155.00
Unit 11 - Allis Chalmers Engine				
31	Complete system Infrared Inspection engine to transfer switch		\$	25.00
	Emission Test		\$	25.00
	Mega ohm meter Test of Strator, Rotor and Exciter		\$	25.00
	Oil and Filter Change		\$	522.00
	Fuel Filters		\$	26.00
	Anti-Freeze Test		\$	75.00
	Lube Oil Test		\$	50.00
	Fuel Sample Test		\$	225.00
	4-hour Load Blank Test		\$	1,021.00
	Single hour Load Blank Test	645		
	Vibration Test		\$	25.00
	Flush, Drain, and Fill Coolant		\$	591.00
	Valve Clearance		\$	25.00
	Torque Bolts		\$	25.00
Replace Belts		\$	376.00	
Replace Air Filters		\$	155.00	
Unit 12 - Caterpillar				
32	Complete system Infrared Inspection engine to transfer switch		\$	25.00
	Emission Test		\$	25.00
	Mega ohm meter Test of Strator, Rotor and Exciter		\$	25.00
	Oil and Filter Change		\$	553.00
	Fuel Filters		\$	48.00
	Anti-Freeze Test		\$	75.00
	Lube Oil Test		\$	50.00
	Fuel Sample Test		\$	225.00
	4-hour Load Blank Test		\$	887.00

	Single hour Load Blank Test	376	
	Vibration Test		\$ 25.00
	Flush, Drain, and Fill Coolant		\$ 591.00
	Valve Clearance		\$ 25.00
	Torque Bolts		\$ 25.00
	Replace Belts		\$ 376.00
	Replace Air Filters		\$ 116.00
Unit 13 - Olympian			
33	Complete system Infrared Inspection engine to transfer switch		\$ 25.00
	Emission Test		\$ 25.00
	Mega ohm meter Test of Strator, Rotor and Exciter		\$ 25.00
	Oil and Filter Change		\$ 322.00
	Fuel Filters		\$ 54.00
	Anti-Freeze Test		\$ 75.00
	Lube Oil Test		\$ 50.00
	Fuel Sample Test		\$ 225.00
	4-hour Load Blank Test		\$ 806.00
	Single hour Load Blank Test	322	
	Vibration Test		\$ 25.00
	Flush, Drain, and Fill Coolant		\$ 381.00
	Valve Clearance		\$ 25.00
	Torque Bolts		\$ 25.00
Replace Belts		\$ 327.00	
Replace Air Filters		\$ 113.00	
Unit 14 - Onan			
34	Complete system Infrared Inspection engine to transfer switch		\$ 25.00
	Emission Test		\$ 25.00
	Mega ohm meter Test of Strator, Rotor and Exciter		\$ 25.00
	Oil and Filter Change		\$ 284.00
	Fuel Filters		\$ 38.00
	Anti-Freeze Test		\$ 75.00
	Lube Oil Test		\$ 50.00
	Fuel Sample Test		\$ 225.00
	4-hour Load Blank Test		\$ 806.00
	Single hour Load Blank Test	322	
	Vibration Test		\$ 25.00
	Flush, Drain, and Fill Coolant		N/A

Valve Clearance	\$	25.00
Torque Bolts	\$	25.00
Replace Belts	\$	198.00
Replace Air Filters	\$	75.00

Unit 15 - Cummins

35	Complete system Infrared Inspection engine to transfer switch	\$	25.00
	Emission Test	\$	25.00
	Mega ohm meter Test of Strator, Rotor and Exciter	\$	25.00
	Oil and Filter Change	\$	387.00
	Fuel Filters	\$	26.00
	Anti-Freeze Test	\$	75.00
	Lube Oil Test	\$	50.00
	Fuel Sample Test	\$	225.00
	4-hour Load Blank Test	\$	806.00
	Single hour Load Blank Test		322
	Vibration Test	\$	25.00
	Flush, Drain, and Fill Coolant	\$	306.00
	Valve Clearance	\$	25.00
	Torque Bolts	\$	25.00
	Replace Belts	\$	188.00
Replace Air Filters	\$	112.00	

**Section 2 - Alternate Additional Services Including Labor Total**

Unit 16 - Spectrum / Detroit Diesel

36	Complete system Infrared Inspection engine to transfer switch	\$	25.00
	Emission Test	\$	25.00
	Mega ohm meter Test of Strator, Rotor and Exciter	\$	25.00
	Oil and Filter Change	\$	258.00
	Fuel Filters	NA	
	Anti-Freeze Test	\$	75.00
	Lube Oil Test	\$	50.00
	Fuel Sample Test	\$	225.00
	4-hour Load Blank Test	\$	913.00
	Single hour Load Blank Test		349
	Vibration Test	\$	25.00
	Flush, Drain, and Fill Coolant	\$	306.00
	Valve Clearance	\$	25.00
Torque Bolts	\$	25.00	

	Replace Belts		\$	220.00
	Replace Air Filters		\$	65.00
Unit 17 - Cummins Natural Gas				
37	Complete system Infrared Inspection engine to transfer switch		\$	25.00
	Emission Test		\$	25.00
	Mega ohm meter Test of Strator, Rotor and Exciter		\$	25.00
	Oil and Filter Change		\$	279.00
	Fuel Filters		NA	
	Anti-Freeze Test		\$	75.00
	Lube Oil Test		\$	50.00
	Fuel Sample Test		\$	225.00
	4-hour Load Blank Test		\$	1,053.00
	Single hour Load Blank Test	618		
	Vibration Test		\$	25.00
	Flush, Drain, and Fill Coolant		\$	591.00
	Valve Clearance		\$	25.00
	Torque Bolts		\$	25.00
	Replace Belts		\$	220.00
Replace Air Filters		\$	65.00	
Unit 18 - US Motor				
38	Complete system Infrared Inspection engine to transfer switch		\$	25.00
	Emission Test		\$	25.00
	Mega ohm meter Test of Strator, Rotor and Exciter		\$	25.00
	Oil and Filter Change		\$	349.00
	Fuel Filters		\$	91.00
	Anti-Freeze Test		\$	75.00
	Lube Oil Test		\$	50.00
	Fuel Sample Test		\$	225.00
	4-hour Load Blank Test		\$	1,053.00
	Single hour Load Blank Test	376		
	Vibration Test		\$	25.00
	Flush, Drain, and Fill Coolant		\$	483.00
	Valve Clearance		\$	25.00
	Torque Bolts		\$	25.00
	Replace Belts		\$	188.00
Replace Air Filters		\$	65.00	
Unit 19 - Kohler				

39	Complete system Infrared Inspection engine to transfer switch		\$	25.00
	Emission Test		\$	25.00
	Mega ohm meter Test of Strator, Rotor and Exciter		\$	25.00
	Oil and Filter Change		\$	279.00
	Fuel Filters		NA	
	Anti-Freeze Test		\$	75.00
	Lube Oil Test		\$	50.00
	Fuel Sample Test		\$	225.00
	4-hour Load Blank Test		\$	1,053.00
	Single hour Load Blank Test		322	
	Vibration Test		\$	25.00
	Flush, Drain, and Fill Coolant		\$	483.00
	Valve Clearance		\$	25.00
	Torque Bolts		\$	25.00
	Replace Belts		\$	107.00
Replace Air Filters		\$	161.00	

Unit 20 - Kohler

40	Complete system Infrared Inspection engine to transfer switch		\$	25.00
	Emission Test		\$	25.00
	Mega ohm meter Test of Strator, Rotor and Exciter		\$	25.00
	Oil and Filter Change		\$	279.00
	Fuel Filters		NA	
	Anti-Freeze Test		\$	75.00
	Lube Oil Test		\$	50.00
	Fuel Sample Test		\$	225.00
	4-hour Load Blank Test		\$	1,053.00
	Single hour Load Blank Test		349	
	Vibration Test		\$	25.00
	Flush, Drain, and Fill Coolant		\$	483.00
	Valve Clearance		\$	25.00
	Torque Bolts		\$	25.00
	Replace Belts		\$	188.00
Replace Air Filters		\$	65.00	

**SECTION 3**

Labor Rates for Services in Addition to those Listed Under Section 2.

41	Hourly Rates - Normal Hours M - F 7:00 am - 4:00 pm	HR	48	\$	165.00	\$	7,920.00
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42	Hourly Rates - Saturday and After Normal Hours M - F	HR	16	\$ 247.00	\$ 3,952.00
43	Hourly Rates - Sundays and Holidays	HR	16	\$ 330.00	\$ 5,280.00
44	Call Out Service Call Charge	EA	16	* See Below0	\$ -
<b>NO.</b>	<b>ITEM</b>		<b>EST. VALUE</b>	<b>% MARK-UP</b>	<b>EXTENDED PRICE</b>
45	Parts Markup from Contractors Cost Two-Year Expenditure		\$10,000	66%	\$16,600
<b>GRAND TOTAL</b>					\$ 138,044.00
<b>GRAND TOTAL</b>					
(In words) <b>One hundred thirty-eight thousand, forty-four dollars and 00/100 Cents.</b>					

\* A minimum of four hours will be charged for emergency call out at corilating labor rate.

For BIDS



**SECTION 9 - MANDATORY FORM**  
**SEMI-ANNUAL INSPECTION, PM & EMERGENCY CALL OUT SERVICE FOR BACKUP GENERATORS 23-099-FM**

(PLEASE TYPE OR PRINT THE FOLLOWING INFORMATION)

Full Name of Bidder	Illini Power Products, a division of GenServe LLC		
Main Business Address	444 Randy Road		
City, State, Zip Code	Carol Stream, IL 60188		
Telephone Number	630-462-7280	Email Address	pmservice-ipp@genserveinc.com
Bid Contact Person	Jake Brown		

The undersigned certifies that he is:

- the Owner/Sole Proprietor     
  a Member authorized to sign on behalf of the Partnership     
  an Officer of the Corporation     
  a Member of the Joint Venture

Herein after called the Bidder and that the members of the Partnership or Officers of the Corporation are as follows:

MICHAEL VAHLING \_\_\_\_\_ (President or Partner)      \_\_\_\_\_ (Vice-President or Partner)  
 \_\_\_\_\_ (Secretary or Partner)      \_\_\_\_\_ (Treasurer or Partner)

Further, the undersigned declares that the only person or parties interested in this bid as principals are those named herein; that this bid is made without collusion with any other person, firm or corporation; that he has fully examined the proposed forms of agreement and the contract specifications for the above designated purchase, all of which are on file in the office of the Procurement Officer, DuPage County, 421 North County Farm Road, Wheaton, Illinois 60187, and all other documents referred to or mentioned in the contract documents, specifications and attached exhibits, including

Addenda No. 1, 2, 3, and \_\_\_ issued thereto.

Further, the undersigned proposes and agrees, if this bid is accepted, to provide all necessary machinery, tools, apparatus, and other means of construction, including transportation services necessary to furnish all the materials and equipment specified or referred to in the contract documents in the manner and time therein prescribed.

Further, the undersigned certifies and warrants that he is duly authorized to execute this certification/affidavit on behalf of the Bidder and in accordance with the Partnership Agreement or by-laws of the Corporation, and the laws of the State of Illinois and that this Certification is binding upon the Bidder and is true and accurate.

Further, the undersigned certifies that the Bidder is not barred from bidding on this contract as a result of a violation of either 720 Illinois Compiled Statutes 5/33 E-3 or 5/33 E-4, bid rigging or bid-rotating, or as a result of a violation of 820 ILCS 130/1 et seq., the Illinois Prevailing Wage Act.

The undersigned certifies that he has examined and carefully prepared this bid and has checked the same in detail before submitting this bid, and that the statements contained herein are true and correct.

If a Corporation, the undersigned, further certifies that the recitals and resolutions attached hereto and made a part hereof were properly adopted by the Board of Directors of the Corporation at a meeting of said Board of Directors duly called and held and have not been repealed nor modified, and that the same remain in full force and effect. (Bidder may be requested to provide a copy of the corporate resolution granting the individual executing the contract documents authority to do so.)

Further, the Bidder certifies that he has provided equipment, supplies, or services comparable to the items specified in this contract to the parties listed in the reference section below and authorizes the County to verify references of business and credit at its option.

Finally, the Bidder, if awarded the contract, agrees to do all other things required by the contract documents, and that he will take in full payment therefore the sums set forth in the bidding schedule (subject to unit quantity adjustments based upon actual usage).

**CONTRACT ADMINISTRATION INFORMATION:**

CORRESPONDENCE TO CONTRACTOR:		REMIT TO CONTRACTOR:	
NAME	GenServe LLC	NAME	Genserve LLC
CONTACT	Jake Brown	CONTACT	Accounts Payable
ADDRESS	444 Randy Rd	ADDRESS	PO Box 23974
CITY ST ZIP	Carol Stream, IL 60188	CITY ST ZIP	New York, NY 10087-3974
TX	630-462-7280	TX	800-247-7215
FX	NA	FX	NA
EMAIL	Jakeb@genserveinc.com	EMAIL	NA
	<a href="mailto:pmservice@genserveinc.com">pmservice@genserveinc.com</a>		
COUNTY BILL TO INFORMATION:		COUNTY SHIP TO INFORMATION:	
DuPage County Finance Department 421 North County Farm Road Room 2-700 Wheaton, IL 60187 TX: (630) 407-6193 EMAIL: FMAccountsPayable@dupageco.org		DuPage County 421 North County Farm Road Wheaton, IL 60187 TX: (630) 407-5705 EMAIL: mary.ventrella@dupageco.org	

ALL MATERIALS MUST BE BID AND SHIPPED F.O.B. DESTINATION, DELIVERED AND INSTALLED  
(FREIGHT INCLUDED IN PRICE)



## REQUIRED VENDOR ETHICS DISCLOSURE STATEMENT

### Section I: Contact Information

Please complete the contact information below.

BID NUMBER:	23-099-FM
COMPANY NAME:	GenServe, LLC
CONTACT PERSON:	Chris Rizzo
CONTACT EMAIL:	chrisc@genserveinc.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.

Printed Name: Nicole Garrard Signature: \_\_\_\_\_

Title: Office Manager Date: August 4, 2025



## Facilities Management Requisition Over \$30K

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

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**File #:** FM-P-0042-25

**Agenda Date:** 9/16/2025

**Agenda #:**

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AWARDING RESOLUTION  
ISSUED TO GENSERVE LLC  
FOR SEMI-ANNUAL INSPECTION, PREVENTIVE MAINTENANCE,  
AND EMERGENCY CALL-OUT SERVICES FOR CAMPUS  
BACKUP EMERGENCY GENERATORS  
FOR FACILITIES MANAGEMENT  
(CONTRACT TOTAL NOT TO EXCEED \$138,832.00)

WHEREAS, bids have been taken and processed in accordance with County Board policy; and

WHEREAS, the Public Works Committee recommends County Board approval for the issuance of a contract to GenServe LLC, for semi-annual inspection, preventive maintenance, and emergency call-out services for campus emergency generators, for the two-year period November 1, 2025 through October 31, 2027, for Facilities Management.

NOW, THEREFORE BE IT RESOLVED, that County Contract, covering said for semi-annual inspection, preventive maintenance, and emergency call-out services for campus emergency generators, for the two-year period November 1, 2025 through October 31, 2027, be, and it is hereby approved for issuance of a contract by the Procurement Division to, GenServe LLC, 444 Randy Road, Carol Stream, IL 60188, for a total contract amount not to exceed \$138,832, per renewal option under bid award #23-099-FM. First and final option to renew. (\$97,920 for Facilities Management, \$15,000 for the Division of Transportation, \$9,912 for Stormwater, and \$16,000 for ETSB).

Enacted and approved this 23rd day of September, 2025 at Wheaton, Illinois.

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DEBORAH A. CONROY, CHAIR  
DU PAGE COUNTY BOARD

Attest: \_\_\_\_\_

JEAN KACZMAREK, COUNTY CLERK



## ETSB Resolution

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

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**File #:** ETS-R-0048-25

**Agenda Date:** 9/10/2025

**Agenda #:** 7.C.2.

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AWARDING RESOLUTION TO INSIGHT PUBLIC SECTOR, INC. PO 925024 FOR A THREE (3) YEAR MAINTENANCE RENEWAL OF LICENSING ON THE VIRTUAL ENVIRONMENT AND STAND-ALONE BACKUP SERVERS FOR THE PERIOD OF OCTOBER 16, 2025 THROUGH OCTOBER 16, 2028 (TOTAL AMOUNT NOT TO EXCEED: \$23,680.22)

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 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 Purchase Order 925024 to Insight Public Sector for a three (3) year maintenance renewal of the licensing on the virtual environment (VMWare) servers and the alignment of maintenance for the stand alone servers for a period from October 16, 2025 through October 16, 2028. Total amount of \$23,680.22.

NOW, THEREFORE BE IT RESOLVED, that DU PAGE ETSB Requisition 925024, dated September 2, 2025, covering said, a three (3) year renewal of Veeam licensing maintenance, be, and it is hereby approved by the DU PAGE ETSB to Insight Public Sector, 2701 E. Insight Way, Chandler, AZ 85286, for an amount not to exceed \$23,680.22.

Enacted and approved this 10th day of September, 2025 at Wheaton, Illinois.

---

GREG SCHWARZE, CHAIR

Attest: \_\_\_\_\_  
JEAN KACZMAREK, COUNTY CLERK



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

<b>SECTION 1: DESCRIPTION</b>			
<i>General Tracking</i>		<i>Contract Terms</i>	
FILE ID#:	RFP, BID, QUOTE OR RENEWAL #: 0228702698	INITIAL TERM WITH RENEWALS: OTHER	INITIAL TERM TOTAL COST: \$23,680.22
COMMITTEE: ETSB	TARGET COMMITTEE DATE: 09/10/2025	PROMPT FOR RENEWAL: 3 MONTHS	CONTRACT TOTAL COST WITH ALL RENEWALS: \$23,680.22
	CURRENT TERM TOTAL COST: \$23,680.22	MAX LENGTH WITH ALL RENEWALS: THREE YEARS	CURRENT TERM PERIOD: INITIAL TERM
<i>Vendor Information</i>		<i>Department Information</i>	
VENDOR: Insight Public Sector, Inc.	VENDOR #: 10809	DEPT: ETSB	DEPT CONTACT NAME: Eve Kraus
VENDOR CONTACT: Bob Erwin	VENDOR CONTACT PHONE: 4803667058	DEPT CONTACT PHONE #: 630-550-7743	DEPT CONTACT EMAIL: etsb911@dupagecounty.gov
VENDOR CONTACT EMAIL: teamil@insight.com	VENDOR WEBSITE: insight.com	DEPT REQ #: 925024	
<i>Overview</i>			
DESCRIPTION Identify scope of work, item(s) being purchased, total cost and type of procurement (i.e., lowest bid, RFP, renewal, sole source, etc.). Recommendation for approval of Purchase Order 925024 to Insight Public Sector, Inc. for a three (3) year subscription and maintenance renewal of the licensing on the virtual environment (VMWare) servers for a period from October 16, 2025 through October 16, 2028. Total amount of \$23,680.22.			
JUSTIFICATION Summarize why this procurement is necessary and what objectives will be accomplished VMware creates a virtual machine that behaves like an actual computer and allows multiple applications and operating systems to run on one server. Veeam provides backup of servers. This will be a renewal of licensing and maintenance on the virtual environment (VMware) that hosts the servers and backup and replication universal licenses.			

<b>SECTION 2: DECISION MEMO REQUIREMENTS</b>	
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	

<b>SECTION 3: DECISION MEMO</b>	
SOURCE SELECTION	Describe method used to select source. This renewal is being made through the OMNIA PARTNERS (COBB COUNTY) IT PRODUCTS AND SERVICES (#23-6692-03) contract. Two other quotes were requested, one from CDW-G (\$28,788.90) and the other from SHI International Corp. (quotation not received) purchasing through Insight offered the lowest cost.
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). 1. Approve Purchase Order 925024 to allow for the renewal of Veeam maintenance. 2. Deny Purchase Order 925024 and not allow for maintenance renewal on the virtual environment.

### SECTION 4: SOLE SOURCE MEMO/JUSTIFICATION

<b>JUSTIFICATION</b>	Select an item from the following dropdown menu to justify why this is a sole source procurement.
<b>NECESSITY AND UNIQUE FEATURES</b>	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.  N/A
<b>MARKET TESTING</b>	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.  N/A
<b>AVAILABILITY</b>	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.  N/A

### SECTION 5: Purchase Requisition Information

<i>Send Purchase Order To:</i>		<i>Send Invoices To:</i>	
Vendor: Insight Public Sector, Inc.	Vendor#: 10809	Dept: DuPage ETSB	Division:
Attn: Bob Erwin	Email: teamil@insight.com	Attn: 9-1-1 Coordinator	Email: etsb911@dupagecounty.gov
Address: 2701 E. Insight Way	City: Chandler	Address: 421 N. County Farm Road	City: Wheaton
State: AZ	Zip: 85286	State: IL	Zip: 60187
Phone:	Fax:	Phone: 630-550-7743	Fax:
<i>Send Payments To:</i>		<i>Ship to:</i>	
Vendor: Insight Public Sector, Inc.	Vendor#: 10809	Dept: DuPage ETSB	Division:
Attn:	Email:	Attn:	Email: etsb911@dupagecounty.gov
Address: 2701 E. Insight Way	City: Chandler	Address: 421 N. County Farm Road	City: Wheaton
State: AZ	Zip: 85286	State: IL	Zip: 60187
Phone:	Fax:	Phone:	Fax:
<b>Shipping</b>		<b>Contract Dates</b>	
Payment Terms: PER 50 ILCS 505/1	FOB: Destination	Contract Start Date (PO25): Oct 16, 2025	Contract End Date (PO25): Oct 16, 2028

**Purchase Requisition Line Details**

LN	Qty	UOM	Item Detail (Product #)	Description	FY	Company	AU	Acct Code	Sub-Accts/ Activity Code	Unit Price	Extension
1	2	EA	DFDNVULOISU 3AR-DPG	Veeam Data Platform Foundation Universal License - Upfront Billing and 24/7 Support FY25-28		4000	5820	53807		3,784.81	7,569.62
2	10	EA	DFDNENTVSP B3AR-DPG	Veeam 3 years of basic maintenance FY25-28		4000	5820	53807		1,611.06	16,110.60
<b><i>FY is required, ensure the correct FY is selected.</i></b>										Requisition Total	\$ 23,680.22

<i>Comments</i>	
HEADER COMMENTS	Provide comments for P020 and P025. Per Quote 0228702698.
SPECIAL INSTRUCTIONS	Provide comments for Buyer or Approver (not for P020 and P025). Comments will not appear on PO. Please send the PO to ETSB to send to the 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. LMZ 9/2/25

**Account name: 11044050**

DUPAGE COUNTY ETSB  
 JERRY FURMANSKI  
 421 N COUNTY FARM RD  
 WHEATON IL 60187-3978

**SHIP-TO**

DUPAGE COUNTY ETSB  
 JERRY FURMANSKI  
 421 N COUNTY FARM RD  
 WHEATON IL 60187-3978

Quotation	
<b>Quotation Number</b>	: <a href="#">0228702698</a>
<b>Document Date</b>	: 12-AUG-2025
<b>PO Number</b>	:
<b>PO Release</b>	:
<b>Sales Rep</b>	: Bob Erwin
<b>Email</b>	: <a href="mailto:BOB.ERWIN@INSIGHT.COM">BOB.ERWIN@INSIGHT.COM</a>
<b>Phone</b>	: +14803667058
<b>Sales Rep 2</b>	: Christian Mars Gonzales
<b>Email</b>	: <a href="mailto:CHRISTIANMARS.GONZALES@INSIGHT.COM">CHRISTIANMARS.GONZALES@INSIGHT.COM</a>
<b>Phone</b>	: +12132693758

**We deliver according to the following terms:**

**Payment Terms** : Net 30 days  
**Ship Via** : Electronic Delivery  
**Terms of Delivery** : FOB DESTINATION  
**Currency** : USD

Material	Material Description	Quantity	Unit Price	Extended Price
<a href="#">DFDNVUL0ISU3AR-DPG</a>	VEEAM SUBSCRIPTION 1 D-FDNVUL-0I-SU3AR-00 VEEAM DATA PLATFORM FOUNDATION SUBSCRIPTION LICENSE. INCLUDES PLUS EDITION FEATURES. 3 YEARS RENEWAL SUBSCRIPTION UPFRONT BILLING & (24/7) SUPPORT. 10 INSTANCE PACK Coverage Dates: 16-OCT-2025 - 16-OCT-2028 OMNIA PARTNERS (COBB COUNTY) IT PRODUCTS AND SERVICES(# 23-6692-03) List Price: 4446.99 Discount: 14.891% Coverage Date: Start Date: 10/16/2025 End Date: 10/16/2028	2	3,784.81	7,569.62
<a href="#">DFDNENTVSPB3AR-DPG</a>	VEEAM 3 YEARS OF BASIC MAINTENANCE FOR VEEAM DATA PLATFORM FOUNDATION ENTERPRISE. MAINTENANCE Coverage Dates: 17-OCT-2025 - 16-OCT-2028 OMNIA PARTNERS (COBB COUNTY) IT PRODUCTS AND SERVICES(# 23-6692-03) List Price: 1892.99 Discount: 14.893% Coverage Date: Start Date: 10/17/2025 End Date: 10/16/2028	10	1,611.06	16,110.60

Product Subtotal	23,680.22
TAX	0.00
<b>Total</b>	<b>23,680.22</b>

Lease & Financing options available from Insight Global Finance for your equipment & software acquisitions. Contact your Insight account executive for a quote.

---

Thank you for choosing Insight. Please contact us with any questions or for additional information about Insight's complete IT solution offering.

Sincerely,

Bob Erwin  
+14803667058  
[BOB.ERWIN@INSIGHT.COM](mailto:BOB.ERWIN@INSIGHT.COM)

Christian Mars Gonzales  
+12132693758  
[CHRISTIANMARS.GONZALES@INSIGHT.COM](mailto:CHRISTIANMARS.GONZALES@INSIGHT.COM)

To purchase under this contract, your agency must be registered with OMNIA Partners Public Sector.

Insight Global Finance has a wide variety of flexible financing options and technology refresh solutions. Contact your Insight representative for an innovative approach to maximizing your technology and developing a strategy to manage your financial options.

This purchase is subject to Insight's online Terms of Sale unless you are purchasing under an Insight Public Sector, Inc. contract vehicle, in which case, that agreement will govern.

**SOFTWARE AND CLOUD SERVICES PURCHASES:** If your purchase contains any software or cloud computing offerings ("Software and Cloud Offerings"), each offering will be subject to the applicable supplier's end user license and use terms ("Supplier Terms") made available by the supplier or which can be found at the "terms-and-policies" link below. By ordering, paying for, receiving or using Software and Cloud Offerings, you agree to be bound by and accept the Supplier Terms unless you and the applicable supplier have a separate agreement which governs.

Insight's online Terms of Sale can be found at the "terms-and-policies" link below.

<https://www.insight.com/terms-and-policies>

Cobb County

**Contract # 23-6692-03**

*for*

Technology Product Solutions and Related Services

*with*

**Insight Public Sector**

Effective: May 1, 2023

The following documents comprise the executed contract between the Cobb County, and Insight Pubic Sector effective May 1, 2023:

- I. Executed Master Agreement
- II. Supplier's Response to the RFP, incorporated by reference

Reference Number	
Reference Depart.	Purchasing Department

Master Agreement

Owner: Cobb County Board of Commissioners  
100 Cherokee Street  
Marietta, GA 30090

Contractor: Insight Public Sector, Inc.  
2701 E. Insight Way  
Chandler, AZ 85286

Description: **TECHNOLOGY PRODUCT SOLUTIONS AND RELATED SERVICES:** The undersigned parties understand and agree to comply with and be bound by the entire contents of **Sealed Bid #23-6692** ("the RFP") and the Contractor's Proposal submitted October 13, 2022, which is incorporated herein by reference.

**OMNIA PARTNERS, PUBLIC SECTOR:** Supplier agrees to extend Goods and/or Services to public agencies (state and local governmental entities, public and private primary, secondary and higher education entities, non-profit entities, and agencies for the public benefit) ("Public Agencies") registered with OMNIA Partners, Public Sector ("Participating Public Agencies") under the terms of this agreement ("Master Agreement").

Governing Law: This Agreement shall be governed by the laws of the State of Georgia. As to any dispute hereunder, venue shall be in the Superior Court of Cobb County, Georgia.

Term: This Agreement shall begin on May 1, 2023, the Effective Date, for a period of thirty-six months, and shall automatically terminate and renew for two (2) additional twelve (12) month periods and shall terminate absolutely on April 30, 2028, unless earlier terminated as provided herein. Pursuant to O.C.G.A. § 36-60-13, this Agreement shall terminate absolutely and without further obligation on the part of the County at the close of the calendar year in which it was executed and at the close of each succeeding calendar for which it may be renewed. The Parties reserve the right to renew, amend or extend the Agreement for additional terms. Either party may terminate this Agreement for convenience and/or due to lack of funding at the end of each annual term.

Price: Prices for services and equipment, if applicable, as stated in the Contractor's proposal

Billing: For purchases made by Cobb County Government, all original invoices shall be submitted directly to the Cobb County Finance Department. Invoices shall bill only for items received during the period covered by the invoice and shall clearly identify such items in accordance with invoicing guidelines in the Sealed Bid Proposal. For purchases made by participating public agencies, the Contractor shall comply with each agency's invoicing and billing requirements outlined on the applicable order.

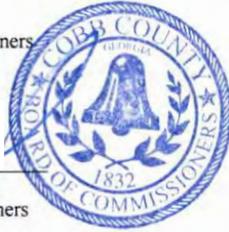
{SIGNATURES ON NEXT PAGE}

IN WITNESS, WHEREOF, this Agreement has been executed by Owner and accepted by Contractor to be effective as of the date first above written.



*Cobb County... Expect the Best!*

Cobb County Board of Commissioners  
100 Cherokee Street  
Marietta, GA 30090



**APPROVED**  
PER MINUTES OF  
COBB COUNTY  
BOARD OF COMMISSIONERS

3/14/23

Lisa N. Cupid, Chairwoman  
Cobb County Board of Commissioners

5/5/23  
Date

Insight Public Sector, Inc.  
2701 E. Insight Way  
Chandler, AZ 85286

Authorized Signature

[Handwritten Signature]

Title

4/4/2023  
Date

FEDERAL TAX ID NUMBER

36-3949000

Approved as to form

County Attorney's Office

April 25, 2023  
Date

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## 1. Cover Letter

*The proposer shall provide a cover letter describing a brief history of the Proposer and its organization. The letter will list the Principal or Officer of the organization who will be the County's primary point of contact during clarifications or negotiations. This individual must have the authority to clarify and/or negotiate all aspects on the scope of products and services on behalf of the Proposer. An officer authorized to bind the Proposer to the terms and conditions of this RFP must sign the cover letter.*

**Insight Response:**

Insight provided a cover letter per RFP requirements; it can be found at the beginning of our proposal document.

## 2. Executive Summary

*The Proposer shall provide an Executive Summary that presents in brief, concise terms a summary level description of the contents of the proposal.*

### **Insight Response:**

Insight has carefully read the RFP and we are confident in our ability to exceed the requirements. Insight approaches opportunities to provide solicited services by assigning teams of specialists whose experience and knowledge of government contracts allows them to develop complete solutions to support the entire lifespan of our clients' IT assets.

We understand that operational functionality is a critical component to the success of contracts for any organization similar to Cobb County and OMNIA Partners. As a result, we have created back-office teams dedicated to each aspect of public sector contracts, including—but not limited to—compliance, credit, invoicing, procurement, and publisher paperwork.

As Insight Public Sector is entirely focused on providing IT solutions to public sector clients, we have the resources, processes, and flexibility to provide all levels of government and education clients with equal benefits and attention. We leverage the same tools and cost-saving techniques that utilize economies of scale, which allows us to provide consistent levels of service to large and small participants alike. Furthermore, we understand that budgets represent taxpayer money, and that the responsibilities of procurement and respecting manufacturer and publisher compliancy rules are more heavily weighted as a public sector participant than in a commercial environment. Insight's compliance team assures you meet these commitments.

Experience has taught us that certain segments of our public sector client base require specialized procurement options. Our approach is to ensure that each client receives the individual attention they need; as a result, Insight has divided our resources into vertical segments to match each client (e.g., government and education). This organizational structure ensures each vertical receives maximum support from Insight resources who understand the specific needs of each vertical.

Insight uses eCommerce tools to help our clients reduce cost, increase operational efficiency, eliminate errors, and control rogue purchases. Tools such as our web portal, built-in workflow, on-demand reporting, and license proofs provide equal service levels and cost-saving opportunities regardless of the size of the contract participant, as all our tools are scalable to size. Our eCommerce solutions provide an easy and effective way for us to keep our clients up to date with technological changes.

Although operational functionality and eCommerce are critical components of our approach to providing solicited services, the most important component of Insight's overall approach to this contract is our people. We are proud of the depth of experience and knowledge we make available to Participating Public Agencies through our account teams. Each employee at Insight either supports clients directly or supports someone else who does; we are all equally committed to our clients' satisfaction and success.

Insight's nationwide presence, which includes over 50 offices and over 200 public sector-focused sales and support teammates across the country, makes us the best choice for this contract and provides the 'feet on the street' necessary to make this Master Agreement more successful than ever before. We are 100% dedicated to OMNIA Partners members' continued growth and success.

Insight is offering Cobb County, OMNIA Partners, and all Participating Public Agencies every product and service available through Insight. Our offering also includes nationwide full life-cycle service offerings that allow us to provide out-sourcing of entire IT departments as well as services that allow us to manage a client's technology assets from inception to retirement. Insight has decades of experience providing customized solutions nationally for our clients.

### **Insight, Cobb County, and OMNIA Partners: A Growing IT Partnership**

Insight's core values of hunger, heart, and harmony emphasize a deep commitment to service across all aspects of our business. In addition, our desire to create a positive impact in the lives of our clients, partners, and teammates positions Insight as a world-class partner aligned with Cobb County's and OMNIA Partners' strategic vision.

As an industry leader, Insight will continue to invest in our people, systems, and portfolio of offerings worldwide. By combining technology hardware, software, and services, Insight will regularly offer Participating Public Agencies custom-tailored solutions designed to meet their unique requirements and changing IT goals, while streamlining IT management and reducing their total cost of ownership.

The greatest value that Insight can provide to Cobb County and OMNIA Partners is that we leverage our extensive capabilities and resources to properly evaluate requirements. Our creative thinking and optimized pricing methodologies ensure the solutions we suggest drive significant value to your organizations.

Insight appreciates the opportunity to continue to build a successful partnership with Cobb County and OMNIA Partners, and we look forward to next steps following the RFP process. In the meantime, please contact us regarding any further questions or requests for additional information.

### 3. Company Background / Profile

*Provide information on company background to include the following:*

#### **Insight Response:**

As part of a \$9.4 billion global company, Insight Public Sector, Inc. ("Insight") has successfully delivered solutions to clients like Cobb County for over 34 years.



Our parent company, Insight Enterprises, Inc. now ranks No. 373 on the Fortune 500, fulfilling a mission to help clients maximize the day-to-day value of IT while pursuing more incredible business transformation. Insight is also on the Channel Futures MSP 501, ranking No. 1 of IT service providers globally.

At Insight, we believe diversity is a critical component of our success. As a Fortune 100 Best Workplaces for Diversity company, our people are our greatest strength. We work diligently to promote a culture that celebrates and rewards creative thinking, collaborative decision-making and innovative solutions. Our teammates represent a wide range of backgrounds, life experiences, and viewpoints, which we believe leads to stronger teams.

Central to fostering a rich culture of diversity at Insight is a shared set of values among teammates:

- We respect and take care of each other.
- We exist to serve our clients.
- We act with integrity in all that we do.

Notable achievements include:

- Insight President & CEO Joyce Mullen named Top Channel Influencer by Channel Futures
- Insight Named a Finalist in Fast Company's 2022 World Changing Ideas Awards (Education Category)
- Insight earned a perfect score on the Human Rights Campaign Corporate Equality Index
- ADP's Humanity at Work Award
- Insight ranked at No. 59 for Diversity on Forbes Best Employers List
- Insight ranked at No. 83 on Barron's 100 Most Sustainable Companies
- Insight ranked at No. 95 on World's Best Employers List
- 2022 Corporate Equality Index 100 out of 100
- 2022 Microsoft Partner of the Year Award for Manufacturing
- 2022 Intel North America Partner of the Year
- 2022 Aruba Partner of the Year
- 2021 Microsoft Azure Security Deployment Partner of the Year
- 2021 Veritas Technologies Top National Business Partner of the Year

An organizational chart of our proposed project team is included in **Section 9 – Appendices, Appendix A**. Relevant background and experience for the key team members is as follows:

Team Member	Background & Experience
<b>Scott Friedlander</b> – Senior Vice President, Public Sector	Scott will provide executive leadership and serve as the main point of contact for all executive-level discussions between Insight and OMNIA Partners leadership. He has been in public sector sales for 40 years and with Insight (by way of acquisition) for 4 years.
<b>Erica Falchetti</b> – Sr. SLED Market Leader, Capture & Business Development	Erica will serve as the National Account Manager for OMNIA Partners and will provide direction for the sales teams to drive consistent sales growth and oversee the contract marketing strategy. She has been with Insight for 14 years.
<b>Kevin Hallihan</b> – Field Sales Market Leader, East/Central	Kevin leads our field SLED sales teams in the East and Central. He has been with Insight for 23 years.
<b>Brian Louderback</b> – Field Sales Market Leader, West/TOLA	Brian leads our field SLED sales teams in the West and TOLA. He has been with Insight for 23 years.
<b>Ken Richter</b> – Inside Sales Market Leader	Ken leads our nationwide inside SLED sales teams. He has been with Insight for 23 years.
<b>Clayton Boras</b> – Sales Market Leader, Higher Education	Clayton leads our field and inside higher education sales teams. He has been in public sector sales for 24 years and with Insight for 6 months.
<b>Kathy Kramer</b> – Marketing Manager	Kathy leads our public sector marketing teams. She has been in marketing roles for over 25 years and with Insight (by way of acquisition) for 6 years.
<b>Paul Geils</b> – Sr. Manager, SLED Compliance	Paul and his team will be responsible for ensuring Insight remains compliant with the terms of the contract, specifically as it relates to pricing, reporting, audits, and user access. He has been with Insight for 24 years.

a. *Legal name, address, phone and fax numbers, e-mail, Federal ID#, and website address.*

**Insight Response:**

Insight Public Sector, Inc.  
 2701 E. Insight Way  
 Chandler, AZ 85286  
 480.333.3071  
 480.760.9488 fax

[erica.falchetti@insight.com](mailto:erica.falchetti@insight.com)  
Federal Tax ID#: 36-3949000  
[www.ips.insight.com](http://www.ips.insight.com)

b. *Date business was established under current name.*

**Insight Response:**

Insight Public Sector, Inc. was established on April 19, 1994.

On January 3, 2003, there was a reverse merger with a name change from Comark Government & Education Sales, Inc. to Insight Public Sector, Inc.

c. *Size of company including the total number of employees.*

**Insight Response:**

Insight Enterprises, Inc. (Insight Public Sector, Inc's parent company) has over 12,000 employees globally and earned over \$9.4 Billion in revenue in 2021.

d. *Type of ownership or legal structure of business*

**Insight Response:**

Insight Public Sector, Inc. is an indirect wholly owned subsidiary of Insight Enterprises, Inc. and is the operational entity that conducts business with public sector clients.

e. *Has the company ever failed to complete work for which a contract was issued? If yes, explain the circumstances.*

**Insight Response:**

To the best of our knowledge, Insight has not defaulted on the fulfillment of any client contract for circumstances within our control.

f. *Are there any civil or criminal actions pending against the firm or any key personnel related in any way to contracting? If yes, explain in detail. Are there any current unresolved disputes/allegations?*

**Insight Response:**

Insight is not involved in any pending or threatened legal proceedings that we believe would reasonably be expected to have a material adverse effect on its business, financial condition, or results of operations.

From time to time, Insight is party to various legal proceedings incidental to the business, including preference payment claims asserted in client bankruptcy proceedings, indemnification claims, claims of alleged infringement of patents, trademarks, copyrights, and other intellectual property rights, employment claims, claims of alleged non-compliance with contract provisions, and claims related to alleged violations of laws and regulations.

Insight regularly evaluates the status of the legal proceedings in which we are involved to assess whether a loss is probable or there is a reasonable possibility that a loss, or an additional loss, may have been incurred to determine if accruals are appropriate. If accruals are not appropriate, we further evaluate each legal proceeding to assess whether an estimate of possible loss or range of possible loss can be made. Although litigation is inherently unpredictable, we believe that we have adequate provisions for any probable and estimable losses. It is possible, nevertheless, that our consolidated financial position, results of operations, or liquidity could be materially and adversely affected in any particular period by the work required pursuant to any legal proceedings or the resolution of any legal proceedings during such period. Legal expenses related to defense of any legal proceeding or the negotiations, settlements, rulings, and advice of outside legal counsel in connection with any legal proceedings are expensed as incurred.

g. *Has the firm ever been disqualified from working for any public entity? If yes, explain the circumstances.*

**Insight Response:**

Insight has never been disqualified from working for or with any public entity.

h. *If a Supplier requires additional agreements to be signed by a Participating Public Agency, include a copy of the proposed agreement(s) as part of Supplier's proposal.*

**Insight Response:**

Please see **Section 9 – Appendices, Appendix B** for the following sample agreement documents, which Participating Public Agencies may be asked to sign at the transaction level:

- Sample Insight Statement of Work (SOW) template
- Sample Amazon Web Services Order Form Agreement
- Sample Google Cloud Platform Order Form Agreement
- Sample Microsoft Azure Order Form

## 4. Experience

*Include a list of the five (5) most relevant or comparable contracts completed by your firm during the past five (5) years with a public entity. For each contract, provide the following information.*

- a. *Scope of services/contract description.*
- b. *Dollar value of contract.*
- c. *Assigned project personnel.*
- d. *The contracting entity's contact person, current phone number, and current e-mail address as reference information.*

### **Insight Response:**

#### **Contract #1: Fairfax County, Virginia / OMNIA Partners – Technology Products & Services**

- a. Scope: All products and services
- b. Dollar value: \$300M annually (includes revenue from all piggybacks)
- c. Project personnel: Multiple Insight sales teammates
- d. Contact information: Yong Kim, 703.324.3217, [yong.kim@fairfaxcounty.gov](mailto:yong.kim@fairfaxcounty.gov)

#### **Contract #2: State of Iowa OCIO – Technology Products & Services (Piggyback of OMNIA)**

- a. Scope: All products and services
- b. Dollar value: \$45M annually
- c. Project personnel: Multiple Insight sales teammates
- d. Contact information: Pearson Skepnek, 515.414.6107 [pearson.skepnek@iowa.gov](mailto:pearson.skepnek@iowa.gov)

#### **Contract #3: City of Los Angeles – Software & Related Services (Piggyback of OMNIA)**

- a. Scope: Software and related services
- b. Dollar value: \$35M annually
- c. Project personnel: Multiple Insight sales teammates
- d. Contact information: Kitty Pai, 909.738.0913, [kitty.pai@lacity.org](mailto:kitty.pai@lacity.org)

#### **Contract #4: State of Florida – Technology Products & Services (Piggyback of OMNIA)**

- a. Scope: Software and related services
- b. Dollar value: \$24M annually
- c. Project personnel: Multiple Insight sales teammates
- d. Contact information: Christopher McMullen, 850.922.9867, [christopher.mcmullen@dms.fl.gov](mailto:christopher.mcmullen@dms.fl.gov)

#### **Contract #5: Miami-Dade County – Technology Products & Services (Piggyback of OMNIA)**

- a. Scope: Software and related services
- b. Dollar value: \$9M annually
- c. Project personnel: Multiple Insight sales teammates
- d. Contact information: Guillermo Paneque, 305.596.8614, [guillermo.paneque@miamidadegov](mailto:guillermo.paneque@miamidadegov)

## 5. Product Information / Service Capability

- a. *Provide detailed information on service capability and the availability of service centers for maintenance and repairs on a national level. Indicate how many authorized service centers will be available for each state. Will pick up and delivery services be available for service of large equipment items?*

### Insight Response:

Insight's manufacturer and publisher partners offer various warranty coverages that agencies have the option to purchase. Insight also partners with several third-party maintenance providers who offer a range of extended warranty options, depending on the product.

Additionally, for specific end user devices (laptops, PCs, printers, tablets), networking equipment, servers, and storage systems, Insight offers a suite of fee-based infrastructure maintenance services, which include the following coverage options:



Flexible service levels from 24/7 to next day



On-site, advanced exchange, and depot



Warranty management



End-of-life support for legacy products



Remote diagnostics, monitoring, and call home feature

- b. *Provide available payment terms and payment methods – purchase order, credit card (procurement card), etc. If credit cards are accepted, may credit card payment(s) be made online*

### Insight Response:

Insight's standard payment terms are net 30 days from date of invoice.

The different payment vehicles supported by Insight include payments to the Lockbox, Credit Card, Procurement Card, and EFT/ACH payments. The preferred payment vehicle is the EFT/ACH payment. Insight accepts American Express, VISA, and MasterCard credit cards and procurement cards.

Insight supports the use of procurement cards/credit cards, with the parties understanding that cards are used for point-of-sale transactions only. Insight is unable to accept procurement cards for payment of orders placed on net terms via purchase orders. Net term payments must be paid by check, wire transfer, or ACH.

Credit card payments for point-of-sale transactions may be made online.

## 6. Pricing

a. *Suppliers shall provide pricing based on a discount from a manufacturer’s price list or catalog. Prices listed will be used to establish the extent of a manufacturer’s product lines, services, warranties, etc. that are available from Supplier and the pricing per item. Multiple percentage discounts are acceptable, if where different percentage discounts apply, different percentages are specified. Additional pricing and/or discounts may be included.*

- Include an electronic copy of the catalog from which discount is calculated. Electronic price lists must contain the following: *(if applicable)*
  - Manufacturer part #
  - Supplier’s Part # (if different from manufacturer part #)
  - Description
  - Manufacturer’s Suggested List Price and Net Price
  - Net price to Cobb County, GA (net price shall include freight and any additional fees that may be charged such as credit card processing, administrative fees, etc.)

*Media submitted for pricing must include the Supplier’s company name, solicitation name and bid #, and the bid opening date on a Flash Drive.*

### Insight Response:

#### Product Pricing Discount Structure

With a few exceptions, Insight’s proposed pricing structure for products is based on a discount off the Insight list price, which is how the majority of product categories are priced on our current OMNIA Partners contract. By offering a discount from the Insight list price, we are providing Participating Public Agencies additional discounts against an already aggressive, market-driven, value-based pricing structure that is continually being benchmarked against our competitors within the industry. Our list price is publicly available on our website and is dynamically updated in real time.

The proposed discounts are as follows:

All Products (except Microsoft Software, Cisco, and AWS)		
Product Category	Description	Discount %
Accessories	Desktop Accessories	5.0%
	Display Accessories	4.0%
	Handheld Accessories	5.0%
	Keyboards & Mice	4.5%
	Mobile Phone Accessories	1.5%
	Mobile Phones	0.5%
	Networking Accessories	4.5%
	Notebook Accessories	4.0%
	Notebook Batteries	3.5%
	POS Accessories	4.0%
	Power Accessories	4.5%
	Printer Accessories	4.0%

<b>Accessories (continued)</b>	Projector Accessories	4.0%
	Server Accessories	3.5%
	Wireless Accessories	4.0%
	Wireless LAN Accessories	4.0%
<b>Boards</b>	System Components	3.0%
<b>Cables</b>	Cables	7.0%
	Cables Custom	7.0%
	Cables Printer	7.0%
<b>Consumables</b>	Printer Consumables	4.0%
<b>Devices</b>	Desktops	0.5%
	Handhelds	0.5%
	Notebooks	0.5%
<b>Digital Imaging</b>	Imaging Accessories	5.0%
	Imaging Camcorders	3.5%
	Imaging Digital Cameras	3.5%
	Imaging Scanners	3.5%
	Network Video	3.5%
<b>Displays</b>	Displays	1.5%
	Projectors	4.0%
<b>Licensing</b>	Cloud	1.0%
	Licensing Backup	2.0%
	Licensing Business Application	2.0%
	Licensing CAD/CAM	2.0%
	Licensing Cloning	2.0%
	Licensing Collaboration	2.0%
	Licensing Computer Security	2.0%
	Licensing Database	2.0%
	Licensing Development	2.0%
	Licensing Financial	2.0%
	Licensing Flow Chart	2.0%
	Licensing Graphic Design	2.0%
	Licensing Handheld	2.0%
	Licensing Network OS	2.0%
	Licensing OS	2.0%
Licensing Personal Organization	2.0%	
Licensing Reference	2.0%	

<b>Licensing (continued)</b>	Licensing Report Analysis	2.0%
	Licensing Spreadsheet	2.0%
	Licensing Utilities	2.0%
	Licensing Virtualization	2.0%
	Licensing Web Development	2.0%
	Licensing Word Processing	2.0%
<b>Media</b>	Media 4mm Tape	4.5%
	Media AIT Tape	4.5%
	Media DAT Tape	5.0%
	Media DLT Tape	4.5%
	Media LTO/Ultrium Tape	4.0%
	Media Magneto-Optical	4.5%
	Media Optical	4.5%
	Media SLR Tape	4.5%
	Media Travan Tape	4.5%
	Media VXA Tape	4.0%
	Media Zip	4.0%
<b>Memory</b>	Memory Desktop	4.5%
	Memory Flash	4.5%
	Memory Networking	4.0%
	Memory Notebook	4.5%
	Memory Printer/Fax	4.0%
	Memory Server	4.0%
<b>Networking</b>	10/100 Hubs & Switches	2.5%
	Bridges & Routers	2.5%
	Gigabit Hubs & Switches	2.5%
	Hardware Firewalls	3.0%
	Intrusion Detection	3.5%
	KVM	4.0%
	Modems	4.0%
	Network Adapters	3.5%
	Network Testing Equipment	2.0%
	Networking Communications	3.5%
	Repeaters & Transceivers	3.0%
Telephony	4.0%	

<b>POS</b>	POS Displays	4.0%
	POS Scanners	4.0%
	Printers Label	4.0%
<b>Power</b>	Power Data Center	4.0%
	Power Surge Protector	4.5%
	Power UPS	1.5%
<b>Printers</b>	Fax Machine	2.5%
	Multi-Function	2.5%
	Printers Dot Matrix	2.0%
	Printers Inkjet	2.0%
	Printers Laser	1.5%
	Printers Wide Format	0.5%
<b>Servers</b>	Servers 1 Processor	4.0%
	Servers 2 Processor	2.0%
	Servers 4+ Processor	2.5%
	Servers Blade	3.5%
	Servers Tower	2.0%
	Servers Unix	2.0%
<b>Services</b>	Advanced Integration	1.0%
	Asset Disposal	1.0%
	Asset Management	1.0%
	Electronic Services	1.0%
	Internal Lab Service	1.0%
	Lab Fees	1.0%
	Managed Services	1.0%
	Miscellaneous Solutions	1.0%
	PC Lab Order Service	1.0%
	Service Charge	1.0%
	Service Parts	1.0%
<b>Software</b>	Software Backup	2.0%
	Software Barcode/OCR	2.0%
	Software Business Application	2.0%
	Software CAD/CAM	2.0%
	Software Cloning	2.0%
	Software Collaboration	2.0%
	Software Computer Security	2.0%

<b>Software (continued)</b>	Software Database	2.0%
	Software Development	2.0%
	Software Financial	2.0%
	Software Flow Chart	2.0%
	Software Graphic Design	2.0%
	Software Handheld	2.0%
	Software Network OS	2.0%
	Software OS	2.0%
	Software Personal Organization	2.0%
	Software Reference	2.0%
	Software Report Analysis	2.0%
	Software Spreadsheet	2.0%
	Software Utilities	2.0%
	Software Virtualization	2.0%
	Software Web Development	2.0%
Software Word Processing	2.0%	
<b>Storage</b>	Adapters Fibre Channel	3.0%
	Adapters FireWire/US	4.0%
	Adapters IDE/ATA/SAT	4.0%
	Adapters RAID	2.5%
	Adapters SCSI	3.0%
	Disk Arrays	3.5%
	Disk Arrays JBOD	3.5%
	Drives Magneto-Optical	3.0%
	Drives Removable Disk	4.0%
	Hard Disks External	3.0%
	Hard Disks Fibre Channel	3.0%
	Hard Disks IDE/ATA/SAT	4.0%
	Hard Disks Notebook	3.5%
	Hard Disks SCSI	3.0%
	Optical Drives CD-ROM	3.0%
	Optical Drives CD-RW	3.5%
	Optical Drives DVD/CD	2.0%
	Optical Drives DVD-ROM	4.0%
Optical Drives DVD-RW	3.5%	
Storage Accessories	4.0%	

<b>Storage (continued)</b>	Storage NAS	2.0%
	Storage SAN	3.0%
	Tape Autoloaders AIT	3.5%
	Tape Autoloaders DAT	3.5%
	Tape Autoloaders DLT	2.0%
	Tape Autoloaders LTO	2.0%
	Tape Drives 4mm	3.5%
	Tape Drives 8mm/VXA	3.5%
	Tape Drives AIT	2.5%
	Tape Drives DAT	3.5%
	Tape Drives DLT	3.5%
	Tape Drives LTO/Ultra	3.5%
	Tape Drives SDLT	3.5%
	Tape Drives Travan	3.5%
<b>Training</b>	Training Courses	1.0%
	Training Reference Material	1.0%
<b>Warranties</b>	Complex Warranties	2.5%
	Licensing Warranties	2.0%
	Networking Warranties	2.5%
	Software Warranties	2.0%
	Warranties Electronic	2.5%
	Warranties Physical	2.5%

Specific to AWS and Cisco solutions, Insight’s proposed pricing structure is based on a discount off the AWS and Cisco MSRP, respectively. This is consistent with how AWS and Cisco AWS solutions are typically priced within the industry.

<b>AWS Solutions</b>	
<b>Product Line</b>	<b>Discount off MSRP</b>
All (excluding Marketplace transactions)	1%

Cisco Solutions		
Product Line	Discount off MSRP (Government)	Discount off MSRP (Education)
Hardware/Software (Cisco Core & Compute)	36%	36%
Cisco Market	10%	10%
Learning Credits / Training	0%	0%
Cisco Technical and Maintenance Services (SKU Based)	8%	8%
Cisco / Insight Advanced & Technical Services (SOW based)	0%	0%
SMARTnet	<b>Incumbent</b>	<b>Non-Incumbent</b>
	16%	8%
		<b>All</b>
		28%

The final proposed pricing structure for products is for Microsoft software. Insight is proposing a cost plus structure, which is consistent with how Microsoft contracts are priced within the industry.

Microsoft Software	
Product Line	Cost Plus Percentage
Microsoft Software (including Cloud)	3.5%
Microsoft CSP /	15.0%

We have provided a list of all manufacturers, publishers, and suppliers we currently offer in **Section 9 – Appendices, Appendix C**. The corresponding discount percentages will be applied to a manufacturer’s/publisher’s offering based on the pricing structure outlined above. This list represents those manufacturers and publishers Insight is currently authorized to sell. As Insight continues to expand its product portfolio, additional manufacturers and publishers will be added. We will be happy to provide Cobb County, Participating Public Agencies, and OMNIA Partners with a current list at any time throughout the term of the contract.

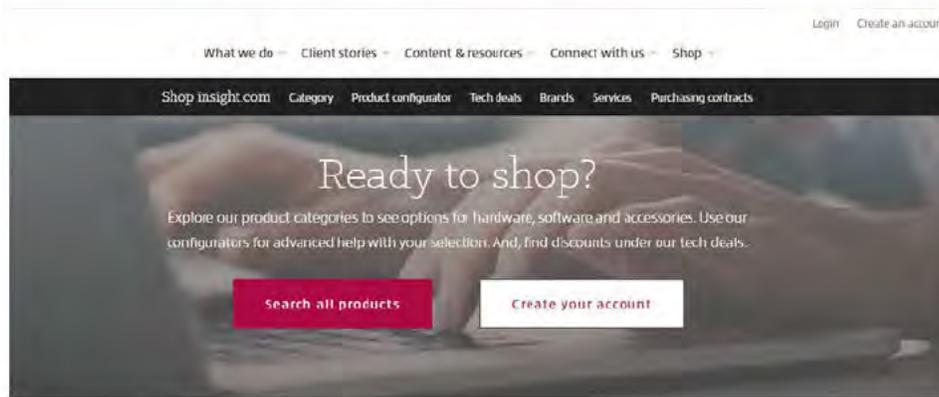
Please note that, at this time, Insight is unable to sell Apple solutions to K-12 schools, since Apple does not currently allow resellers to sell on their behalf to K-12 schools.

Insight’s electronic catalog is located on our website, where customers can access manufacturer part numbers, product descriptions, Insight catalog list price, etc.:

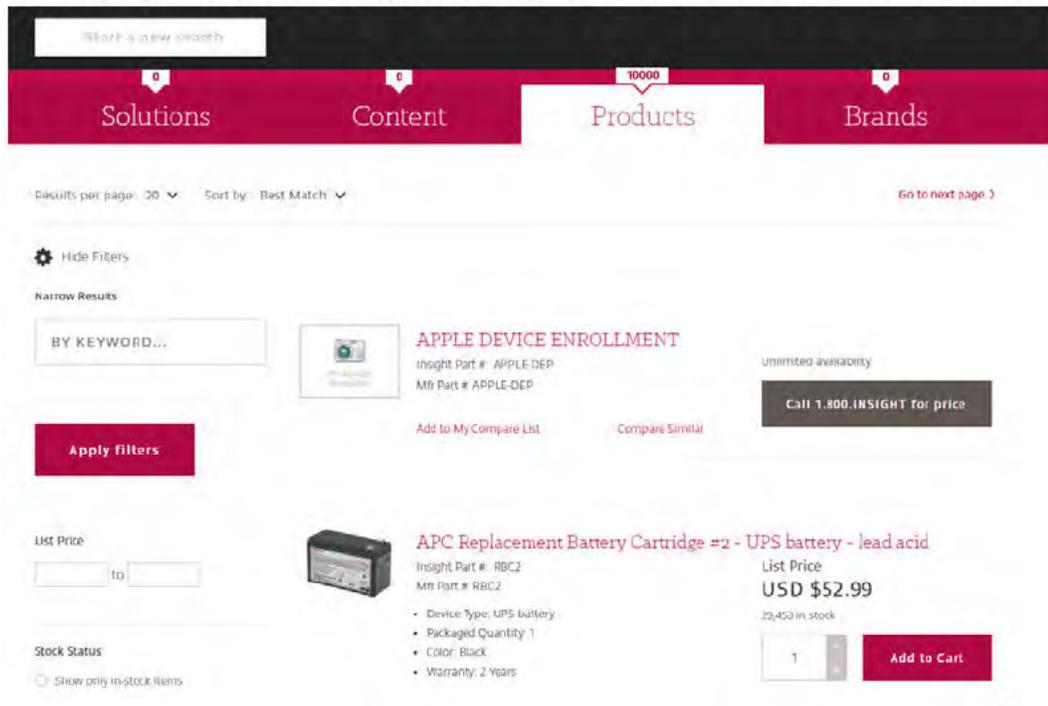
[https://www.ips.insight.com/en\\_US/shop.html](https://www.ips.insight.com/en_US/shop.html)

Below, we have provided instructions detailing how to access this information.

- Click on the link above, and then click “Search all products” to perform a search. (See screenshot below.)
- Customers also have the ability to “Shop by Category”.



- Enter a keyword, product name, or part number in the search box, as shown below.



Below is a screenshot of a search result.

The screenshot shows a product page for an APC Replacement Battery Cartridge #2. The product is a black rectangular battery with a white label. The label includes the APC logo, 'RBC2', and 'Pb' symbols. The product title is 'APC Replacement Battery Cartridge #2 - UPS battery - lead acid'. The Insight part number is RBC2, the manufacturer part number is RBC2, and the UNSPSC code is 43170000. The product has a 4.4/5 star rating based on 114 customer reviews. The list price is USD \$52.99. The stock status is '29,453 in stock'. The page also displays a quantity selector set to 1, an 'Add to Cart' button, and a 'Need Help Ordering? Call 1.800.INSIGHT' link. A 'Protect your purchase' link is visible at the bottom of the product area.

The search results presented in the screenshot above show the manufacturer part number, the Insight part number, product description and Insight's list price.

Should Insight be chosen as a successful vendor for this contract, we will update our dedicated OMNIA Partners web page ([www.ips.insight.com/omnia](http://www.ips.insight.com/omnia)) to show the Net Price to Cobb County (i.e., the not-to-exceed contract price).

We have provided a screenshot from our current OMNIA Partners web page for reference:



### APC Replacement Battery Cartridge #2 - UPS battery - lead acid

Insight # RBC2 Mfr # RBC2 UNSPSC: 43170000

★★★★☆ 4.4/5 (114 Customer reviews)

OMNIA PARTNERS PRODUCTS & SERVICES # 4400006644

USD \$49.13

Stock  
29,792 in stock

Battery: 1  
Miscellaneous: RoHS, REACH  
Manufacturer Warranty: Limited warranty - 2 years  
Environmental Parameters: 32 °F

APC Replacement Battery Cartridge #2 - UPS battery - 1 x battery - lead acid - black - for P/N: AP250, BE550-KR, BK500IACH, BP300I/PNP, BP500IACH, BX600CHN, CP27U13AZ3-F

1 [Add to Cart](#) [Need Help Ordering? Call 1.800.INSIGHT](#)

Protect your purchase

### Services Pricing Discount Structure

With one of the deepest services portfolios in the United States, Insight is pleased to present the following as our proposed pricing structure for services and solutions.

The two components are:

- Service Category Rates
  - Cases where the work to be performed is presented to the client on a fixed fee or per unit basis.
  - Examples include per cable drop, per user, per device, and per engagement.
- Time & Material Rates
  - Cases where Insight is utilizing its internal resources to provide specific services based on contracted hourly rates.

Service category rates are as follows:

Service Category	Discount off Insight List Price
Consulting Services	10%
Consulting services drive value across the entire enterprise through strategy, design, technology, and industry expertise—from guiding Agile and Scrum methodologies to leading OCM and transformation.	
Managed Services	10%
Managed services integrate with a client’s operations and provide a full breadth of services ranging from reactive technical support to comprehensive 24/7 monitoring, management, and reporting as well as services designed to cover infrastructure security.	
Professional and Lifecycle Services	10%
Professional services provide support to optimize IT environments across public, private, and hybrid infrastructure, enabling organizations to expand and evolve to meet the demands of application workloads, accelerating business transformation, and achieving strategic objectives.	
Other Services Not Listed Above	1%
As may be offered by Insight from time to time.	

Time & material rates are as follows:

Functional Role	Insight List Price (Hourly Rate)	Discount off List Price	Contract Not-to-Exceed Price (Hourly Rate)
Material Handler	\$55.00	10%	\$49.50
Service Desk Representative	\$60.50	10%	\$54.45
Services Technician – Cabling	\$60.50	10%	\$54.45
Deployment Coordinator	\$66.00	10%	\$59.40
Services Operations Specialist	\$66.00	10%	\$59.40
Services Technician Sr. – Cabling	\$66.00	10%	\$59.40
Service Desk Representative Sr.	\$77.00	10%	\$69.30

Systems Administrator	\$88.00	10%	\$79.20
Associate Consultant I	\$104.50	10%	\$94.05
Ops Business Analyst 2	\$104.50	10%	\$94.05
Supervisor Services	\$104.50	10%	\$94.05
Deployment Manager	\$110.00	10%	\$99.00
Billing Associate	\$115.50	10%	\$103.95
Infrastructure Technician II	\$115.50	10%	\$103.95
Project Coordinator	\$115.50	10%	\$103.95
Project Coordinator Sr.	\$121.00	10%	\$108.90
Business Analyst I	\$132.00	10%	\$118.80
Sr. Supervisor Services	\$137.50	10%	\$123.75
Infrastructure Technician Sr.	\$143.00	10%	\$128.70
Service Delivery Manager	\$143.00	10%	\$128.70
Associate Engineer	\$154.00	10%	\$138.60
Transition Manager	\$159.50	10%	\$143.55
Busines Analyst II	\$165.00	10%	\$148.50
Cabling Project Manager	\$170.50	10%	\$153.45
Associate Consultant II	\$176.00	10%	\$158.40
Consultant I	\$187.00	10%	\$168.30
Services Technician	\$187.00	10%	\$168.30
Services Technician Sr.	\$187.00	10%	\$168.30
Sr. Cabling Project Manager	\$203.50	10%	\$168.30
Client Services Manager I	\$220.00	10%	\$183.15
Consultant II	\$220.00	10%	\$198.00
Consultant	\$225.50	10%	\$198.00
Business Analyst Sr.	\$231.00	10%	\$202.95

Project Manager	\$236.50	10%	\$207.90
Consultant Sr.	\$253.00	10%	\$212.85
Engineer	\$253.00	10%	\$227.70
Project Manager Sr.	\$269.50	10%	\$227.70
Transition Manager Sr.	\$269.50	10%	\$242.55
Manager Programs	\$275.00	10%	\$247.50
Sr. Consultant	\$275.00	10%	\$247.50
Client Services Manager II	\$286.00	10%	\$257.40
Manager Services	\$291.50	10%	\$262.35
Engineer Sr.	\$297.00	10%	\$267.30
Delivery Engineer II	\$302.50	10%	\$272.25
Managing Consultant	\$302.50	10%	\$272.25
Architect I	\$330.00	10%	\$297.00
Sr. Managing Consultant	\$335.50	10%	\$301.95
Delivery Engineer III	\$341.00	10%	\$306.90
Principal Consultant	\$363.00	10%	\$326.70
Architect II	\$390.50	10%	\$351.45
Solutions Architect	\$401.50	10%	\$361.35
Sr. Principal Consultant	\$423.50	10%	\$381.15
Architect Sr.	\$451.00	10%	\$405.90
Sr. Manager Services	\$605.00	10%	\$544.50
Specialty	\$660.00	10%	\$594.00

The discount for the functional titles listed above shall remain consistent. The job titles themselves are reviewed annually and are subject to change as determined by Insight. A current price list will always be available at [www.ips.insight.com/omnia](http://www.ips.insight.com/omnia).

- b. *Provide details of and propose additional discounts for volume orders, special manufacturer's offers, minimum order quantity, free goods programs, total annual spend, etc. (if offered).*

**Insight Response:**

Insight will work closely with our manufacturer and publisher partners to provide the best possible prices for each opportunity. Clients will be highly encouraged to contact their sales teams when requesting pricing on larger volume purchases. Each manufacturer and publisher partner has different rules and offers related to large procurements. Insight will drive our internal resources and our partners to offer the best pricing available for each large volume purchase.

- c. *If used, trade-ins, leasing/financing, or other offerings are available, provide applicable pricing and discounts.*

**Insight Response:**

Insight Global Finance (IGF) provides flexible IT financing and leasing services with flexible term lengths and repayment options to meet your organization's specific needs.

IGF offers a wide variety of cost-effective and timely IT financing options to help our clients leverage IGF financing options for hardware, software and services.

- Equipment Lease (FMV) – Allows you to return, purchase or extend at the end of your lease term.
- Capital Lease (\$1.00) – Lease purchase vehicle that automatically terminates at the end of your lease term.
- Software Payment Agreement – Structured payments for software licenses and multi-year software subscriptions.
- Maintenance Payment Agreement – Structured payments for multi-year maintenance/warranty agreements.

**Payment Options**

- One- to Five-year Terms
- Monthly, Quarterly & Annual Payment Options
- 30, 60 & 90 day deferrals
- Custom Payment Streams (Step, Skip & Seasonal)

**Leasing Value-Adds**

- Small, medium & large ticket origination capabilities to handle any project size or equipment type
- Simple, transparent & fair documentation with no surprises or hidden fees
- No outsourcing. Our in-house knowledgeable, creative pre-sales team is ready to help assess and structure the right plan for your organization.
- Our dedicated, in-house operations team simplifies onboarding, order processing, and reporting.

- Vendor consolidation. Our team can help manage multiple financial solutions with a consolidated, vendor neutral approach.
- Partnership. Insight is a top tier partner with all the major manufacturer's captive financial institutions. We can assist with interactions between your organization and the captives, freeing up your employees' time and resources.

## 7. Financial Statements

Proposers shall submit a recent history of financial solvency and provide the following:

- a. *Financial Statement: Include the most recent, independently certified financial statement. Financial statements must include a balance sheet and income statement.*

### Insight Response:

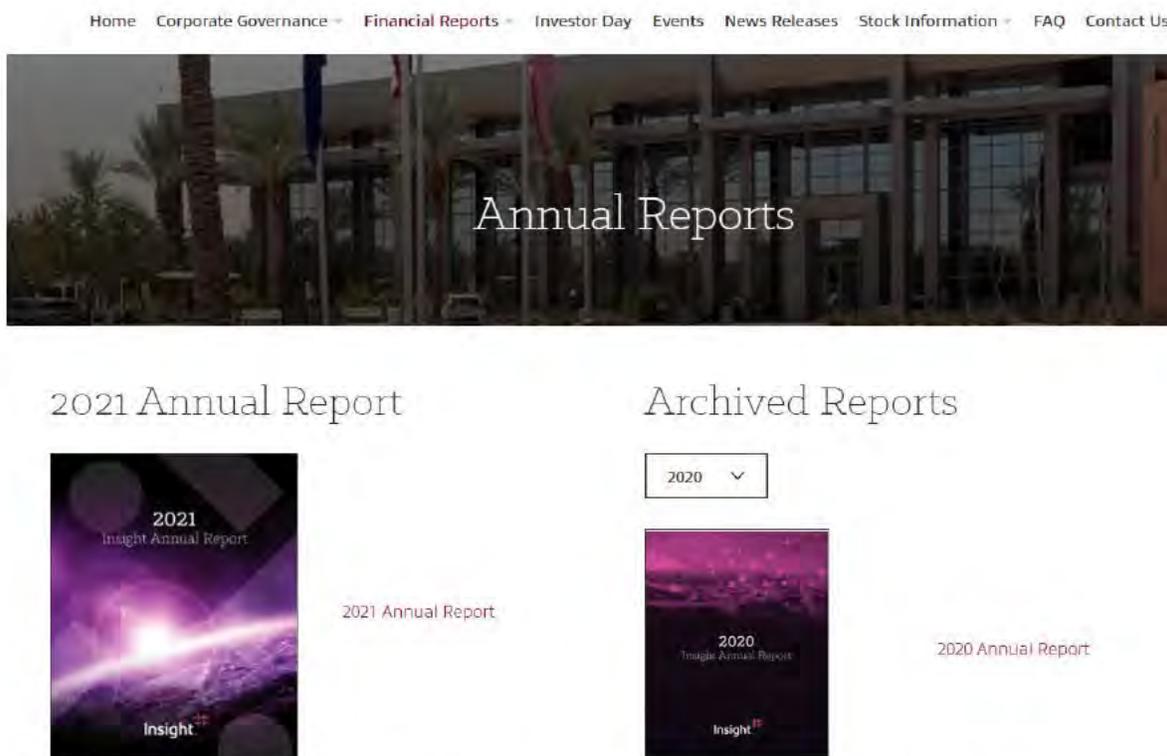
The combined Insight companies and their subsidiaries represent a \$9.4 billion global enterprise and are the largest single source solution provider of computer technology and services in the U.S. While remaining small enough to service our public sector clients with personal attention, Insight Public Sector has the resources of the Insight family of companies behind us to support our efforts.

Insight Enterprises, Inc. is a publicly traded company and adheres to general accounting practices and principals. Insight Enterprises' latest Annual Report (year ending 2021) can be found on our corporate website here:

<https://investor.insight.com/financial-reports/annual-reports/default.aspx>

Our current Annual Report includes a total of three (3) years of the requested financial information. Cobb County can access our audited financial statements on pages 52-56 of our 2021 Annual Report.

Below is a screenshot of the Insight Investor Relations Annual Report Page.



On page 47 (page # listed at the bottom of the page), you will find the Index to Consolidated Financial Statements, identifying the pages in which to find Consolidated Balance Sheets (page 52) and Consolidated Statements of Comprehensive Income (page 54). A screenshot of the Index to Consolidated Financial Statements is below:

**INSIGHT ENTERPRISES, INC.  
INDEX TO CONSOLIDATED FINANCIAL STATEMENTS**

**Item 8. Financial Statements and Supplementary Data**

	<u>Page</u>
Reports of Independent Registered Public Accounting Firm	48
Consolidated Balance Sheets – December 31, 2021 and 2020	52
Consolidated Statements of Operations – For each of the years in the three-year period ended December 31, 2021	53
Consolidated Statements of Comprehensive Income – For each of the years in the three-year period ended December 31, 2021	54
Consolidated Statements of Stockholders’ Equity – For each of the years in the three-year period ended December 31, 2021	55
Consolidated Statements of Cash Flows – For each of the years in the three-year period ended December 31, 2021	56
Notes to Consolidated Financial Statements	57

- b. *Name and address of firm preparing the attached financial statement including a letter stating the independent audit or review has been performed by the firm.*

**Insight Response:**

KPMG LLP (Phoenix, Arizona) is the firm that prepared the financial statements, and we have included a letter from KPMG LLP stating that they have audited said statements. The letter can be found on the following pages.

## REPORT OF INDEPENDENT REGISTERED PUBLIC ACCOUNTING FIRM

To the Stockholders and Board of Directors  
Insight Enterprises, Inc.:

### *Opinion on the Consolidated Financial Statements*

We have audited the accompanying consolidated balance sheets of Insight Enterprises, Inc. and subsidiaries (the Company) as of December 31, 2021 and 2020, the related consolidated statements of operations, comprehensive income, stockholders' equity, and cash flows for each of the years in the three-year period ended December 31, 2021, and the related notes (collectively, the consolidated financial statements). In our opinion, the consolidated financial statements present fairly, in all material respects, the financial position of the Company as of December 31, 2021 and 2020, and the results of its operations and its cash flows for each of the years in the three-year period ended December 31, 2021, in conformity with U.S. generally accepted accounting principles.

We also have audited, in accordance with the standards of the Public Company Accounting Oversight Board (United States) (PCAOB), the Company's internal control over financial reporting as of December 31, 2021, based on criteria established in Internal Control - Integrated Framework (2013) issued by the Committee of Sponsoring Organizations of the Treadway Commission, and our report dated February 18, 2022 expressed an unqualified opinion on the effectiveness of the Company's internal control over financial reporting.

### *Basis for Opinion*

These consolidated financial statements are the responsibility of the Company's management. Our responsibility is to express an opinion on these consolidated financial statements based on our audits. We are a public accounting firm registered with the PCAOB and are required to be independent with respect to the Company in accordance with the U.S. federal securities laws and the applicable rules and regulations of the Securities and Exchange Commission and the PCAOB.

We conducted our audits in accordance with the standards of the PCAOB. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the consolidated financial statements are free of material misstatement, whether due to error or fraud. Our audits included performing procedures to assess the risks of material misstatement of the consolidated financial statements, whether due to error or fraud, and performing procedures that respond to those risks. Such procedures included examining, on a test basis, evidence regarding the amounts and disclosures in the consolidated financial statements. Our audits also included evaluating the accounting principles used and significant estimates made by management, as well as evaluating the overall presentation of the consolidated financial statements. We believe that our audits provide a reasonable basis for our opinion.

### *Critical Audit Matter*

The critical audit matter communicated below is a matter arising from the current period audit of the consolidated financial statements that was communicated or required to be communicated to the audit committee and that: (1) relates to accounts or disclosures that are material to the consolidated financial statements and (2) involved our especially challenging, subjective, or complex judgment. The communication of a critical audit matter does not alter in any way our opinion on the consolidated financial statements, taken as a whole, and we are not, by communicating the critical audit matter below, providing a separate opinion on the critical audit matter or on the accounts or disclosures to which it relates.

### *Evaluation of revenue recognition*

As discussed in Note 1 to the consolidated financial statements, the Company recognizes revenue when it satisfies a performance obligation by transferring control of a product or service or by arranging for the sales of a vendor's product or service to a client. The Company measures

revenue based on the consideration received in a contract with a client, and excludes any sales incentives and amounts collected on behalf of third parties. The Company offers hardware and software products, as well as services. Given the number of product and service offerings, significant judgment is exercised by the Company in recognizing revenue, including the following decisions:

- Determining the point in time when a customer takes control of hardware.
- Determining the point in time when the customer acquires or renews the right to use or copy software under license and control transfers to the customer.
- Evaluating the Company as either a principal or an agent for hardware and software products and services, and the related recognition of revenue from the customer on a gross or a net basis.
- Determining an appropriate pattern of revenue recognition for service performance obligations.

We identified the evaluation of revenue recognition as a critical audit matter because the audit effort to evaluate the Company's revenue recognition judgments, including those noted above, was extensive and required a high degree of auditor judgment.

The following are the primary procedures we performed to address this critical audit matter. We evaluated the design and tested the operating effectiveness of certain internal controls over the revenue recognition process, including controls related to the timing and pattern of revenue recognition and gross versus net revenue recognition. As part of testing the Company's internal controls, we also involved information technology (IT) professionals with specialized skills and knowledge, who assisted in testing of general IT controls over significant systems and the evaluation of system interface controls and automated controls designed to determine the existence, accuracy, and completeness of revenue. We evaluated the Company's significant accounting policies related to its product and service offerings by reviewing the terms of certain vendor and customer contracts and comparing the policies to the revenue recognition standard. We selected a sample of revenue transactions and performed the following for each selection:

- Obtained evidence of a contract with the customer.
- Compared the amounts recognized and timing of revenue recognition to underlying documentation, including purchase orders, shipping documentation, and evidence of payment, if applicable.
- Evaluated the Company's application of their accounting policies to determine the timing and amount of revenue to be recognized.
- Tested the presentation of revenue as gross or net by comparing the Company's gross or net presentation to the attributes of the underlying vendor support and the Company's accounting policy.

/s/ KPMG LLP

We have served as the Company's auditor since 1990.

Phoenix, Arizona  
February 18, 2022

- c. *State whether the Proposer has ever had a bankruptcy petition filed in its name, voluntarily or involuntarily. If yes, specify all relevant details.*

**Insight Response:**

Insight has never had a bankruptcy petition filed in its name, either voluntarily or involuntarily.

## 8. National Contract

- a. *Include a detailed response to Attachment A, Exhibit A, OMNIA Partners Response for National Cooperative Contract. Responses shall highlight experience, demonstrate a strong national presence, describe how Supplier will educate its national sales force about the contract, describe how products and services will be distributed nationwide, include a plan for marketing the products and services nationwide, and describe how volume will be tracked and report to OMNIA Partners.*

### **Insight Response:**

Insight's response to **Attachment A, Exhibit A, OMNIA Partners Response for National Cooperative Contract** can be found below.

### **OMNIA Partners Response for National Cooperative Contract**

*Supplier must supply the following information for the Principal Procurement Agency to determine Supplier's qualifications to extend the resulting Master Agreement to Participating Public Agencies through OMNIA Partners.*

#### **COMPANY**

- A. *Brief history and description of Supplier to include experience providing similar products and services.*

#### **Insight Response:**

Over our 34 years in business, Insight has expanded through both organic growth and acquisitions to match the advancement of technology. Having humbly begun in 1988 out of a garage in Tempe, Arizona, Insight Enterprises is now a \$9.4 billion industry-recognized solutions integrator. Founders Tim and Eric Crown established Insight Enterprises as Hard Drives International, inspired by a business plan that took root in a college assignment and using a cash advance from a credit card to act on it. Helping our clients on their digital journey is at the heart of what we do. From our original location in the United States, we expanded nationwide and entered Canada in 1997 and the United Kingdom in 1998. We now operate in 18 countries with 39 global locations.

Through acquisitions and organic growth, we continued to increase our geographic coverage and expand our technical capabilities. Our track record of innovation marks our evolution as an industry-recognized solutions integrator differentiated by end-to-end expertise to envision, develop, securely deploy, and manage our clients' modern IT solutions at scale. Insight now ranks No. 373 on the Fortune 500, fulfilling a mission to help clients maximize the day-to-day value of IT while pursuing more incredible business transformation. Insight is also on the Channel Futures MSP 501, ranking No. 1 of IT service providers globally.

#### **Our Offerings**

Our offerings in North America and certain countries in EMEA and APAC include hardware, software, and services, including cloud solutions. Our offerings in the remainder of our EMEA and APAC segments consist of powerful software and certain software-related services and cloud solutions. On a consolidated basis, hardware, software, and services represented approximately 62%, 24%, and 14% of our net sales in 2021. This compares to 61%, 25%, and 14% of our net sales in 2020 and 60%, 27%, and 13%, respectively, of our consolidated net sales in 2019.

### Our Areas of Expertise

Insight developed comprehensive solutions to meet the market demand and deliver meaningful client outcomes at scale. We quickly adapt to new innovative technology trends to advance our technical expertise. Our nearly 11,500 global teammates help organizations be ambitious in their digital transformation by providing Insight Intelligent Technology Solutions in the following key areas: Modern Workplace, Modern Apps, Modern Infrastructure, Intelligent Edge, Data and AI, and Cybersecurity.



### Insight Public Sector, Inc.

Insight Public Sector, Inc. is one of the largest providers of technology to Public Sector clients in the United States. Insight brings a wealth of contract experience to our Public Sector clients, holding more than 250 contracts across the federal, state, local, and education verticals. We currently hold some of the largest contracts in the industry, from federal contracts, such as GSA and NASA SEWP, to national cooperative contracts like OMNIA Partners. We also hold state-wide contracts in over 40 different states. Collectively, these contracts and our dedicated Public Sector sales and services teams allow us to provide customized products and solutions that range from initial consulting, procurement, and product delivery to maintenance and support.

Insight’s purpose is to make meaningful connections that help organizations run smarter. Our value is our ability to guide, advise, implement, and manage IT solutions for our customers. Our strategy is to deliver relevant IT solutions to our customers on a scalable support and delivery platform.

Our process knowledge and technical expertise allow us to assess, design and deploy IT solutions to help our customers enable, manage, and secure their IT environments. Our product fulfillment and logistics capabilities, management tools, and technical expertise make designing, deploying, and managing IT solutions easier for our customers while helping them control their IT costs.

*B. Total number and location of salespersons employed by Supplier.*

**Insight Response:**

Insight Enterprises, Inc.'s (Insight Public Sector's parent company) employee counts, as disclosed in our Annual Report filed for December 31, 2017-2021, are provided below.

	2021	2020	2019	2018	2017
Sales	3,670	3,380	3,193	2,455	2,512
Management; Support; Administration	2,955	2,820	3,961	2,424	2,024
Consulting and Delivery	4,612	4,410	3,822	2,384	2,007
Distribution	387	396	285	154	154
<b>Total</b>	<b>11,624</b>	<b>11,006</b>	<b>11,261</b>	<b>7,420</b>	<b>6,697</b>

Insight Public Sector, Inc. (Insight) has over 250 state, local, and education (SLED) sales, support, and management teammates located throughout the United States, who either work in one of our 50 North American office locations, or via a home-based office.

**Insight Public Sector, Inc.  
 North America**



C. *Number and location of support centers (if applicable) and location of corporate office.*

**Insight Response:**

Insight’s corporate headquarter office is located in Chandler, Arizona.

<b>Distribution Facilities and Square Footage</b>	
<ul style="list-style-type: none"> <li>• Hanover Park, IL Warehouse (380,000 ft<sup>2</sup>)</li> <li>• Lewis Center, OH (84,640 ft<sup>2</sup>)</li> <li>• Fontana, CA (4,000 ft<sup>2</sup>)</li> <li>• Worthington, OH (126,000 ft<sup>2</sup>)</li> <li>• Montreal, Quebec (28,000 ft<sup>2</sup>)</li> </ul>	<ul style="list-style-type: none"> <li>• Edmonton, AB (20,500 ft<sup>2</sup>)</li> <li>• Calgary, AB (10,750 ft<sup>2</sup>)</li> <li>• Sheffield, England (55,000 ft<sup>2</sup>)</li> <li>• Ginsheim-Gustavsburg, Germany (21,527 ft<sup>2</sup>)</li> </ul>
<b>Service Desk Locations</b>	
<ul style="list-style-type: none"> <li>• Chandler, Arizona</li> <li>• Plano, Texas</li> </ul>	<ul style="list-style-type: none"> <li>• Lewis Center, Ohio</li> <li>• Conway, Arkansas</li> </ul>
<b>Insight Hybrid Cloud Data Centers</b>	
<ul style="list-style-type: none"> <li>• ATL4 – Roswell, GA (Atlanta) (5,200 ft<sup>2</sup>)</li> <li>• LAX4 – El Segundo, CA (Los Angeles) (4 Rack Cage)</li> </ul>	<ul style="list-style-type: none"> <li>• CMH1 – New Albany, OH (Columbus) (10,000 ft<sup>2</sup>)</li> </ul>

D. *Annual sales for the three previous fiscal years.*

**Insight Response:**

Insight Public Sector, Inc. SLED Sales (*in thousands of US Dollars*)

	2021	2020	2019
<b>Products</b>	\$1,362,538	\$1,044,098	\$617,021
<b>Services</b>	\$187,232	\$141,190	\$89,351
<b>Total</b>	<b>\$1,549,770</b>	<b>\$1,185,288</b>	<b>\$706,372</b>

Insight Enterprises, Inc. Sales (*in thousands of US Dollars*)

	2021	2020	2019
<b>Products</b>	\$8,120,127	\$7,172,155	\$6,732,121
<b>Services</b>	\$1,315,986	\$1,168,424	\$999,069
<b>Total</b>	<b>\$9,436,113</b>	<b>\$8,340,579</b>	<b>\$7,731,190</b>

a. *Submit FEIN and Dun & Bradstreet report.*

**Insight Response:**

Insight Public Sector's FEIN number is **36-3949000**, and a copy of Insight's 2022 Dun & Bradstreet report can be found in **Appendix D – Dun & Bradstreet Report 2022** at the end of our proposal document.

E. *Describe any green or environmental initiatives or policies.*

Insight is committed to protecting the environment, including pollution prevention to reduce the adverse environmental impacts of our activities and services. Through a program of continual environmental improvement and monitoring, we look for opportunities to reduce consumption and improve efficiency, including the consumption of energy from sustainable sources, monitoring and minimizing the generation of waste at the source, and taking steps so that waste is handled in a safe, environmentally acceptable manner.

We also promote the use of suppliers and contractors who are improving their environmental performance. We involve employees in the process of setting and publishing environmental objectives, improving the working environment, and seeking individual commitments and contributions to our initiatives.

**Insight North America Green Initiatives**

- **Flexible work:** We are providing more flexible work options, which reduces commuting and decreases requirements for office space.
- **Less travel:** We have reduced business travel and increased use of video conferencing with partners and clients to help conserve resources and encourage hybrid work practices.
- **Smart lighting:** We are replacing fluorescent lighting with energy-efficient LED lighting.
- **Repurposing equipment:** Office chairs are recycled and old telephony is donated to charity for reuse.
- **Conservation efforts:** We encourage teams to conserve power and use 100% recycled paper napkins and BioPAK disposable plates and cups in staff rooms.

**Corporate Citizenship**

Technology is one of our greatest resources for driving progress. In the 2022 Corporate Citizenship Report, learn how Insight continues to find new ways to build meaningful connections to help those we serve work and live smarter, and how the Ten Principles of the UN Global Compact guide how we do business.

Please click the link below to navigate to our 2022 Corporate Citizenship report on Insight.com.

[https://www.insight.com/en\\_US/about/outreach-and-partnerships.html](https://www.insight.com/en_US/about/outreach-and-partnerships.html)

F. Describe any diversity programs or partners supplier does business with and how Participating Agencies may use diverse partners through the Master Agreement. Indicate how, if at all, pricing changes when using the diversity program. If there are any diversity programs, provide a list of diversity alliances and a copy of their certifications.

**Insight Response:**

While Insight is not a minority, veteran or woman-owned small business, we are committed to the development and use of small businesses, including those owned by minorities, women, and veterans, when it makes good business sense and benefits all parties.

Insight recognizes that diversity sourcing is a key business driver for many of our clients. Insight's strategic partnerships can help clients meet these goals. We also recognize that each client brings a different set of requirements as it relates to their current diversity program and procurement process.

Insight offers a variety of programs that allow clients to leverage Insight's value-added services and global buying power, while having the opportunity to work directly with one of our certified diversity partners.

- Direct, strategic partnerships with diversity companies working side-by-side to provide solid business solutions for our shared clients.
- Sourcing products through Insight's supply chain of small and diverse suppliers.
- 3rd party leasing for Insight clients seeking diversity spend.

We believe that by creating long-term relationships and providing business opportunities for minority-owned, woman-owned, and small businesses, we are better able to serve our clients and support the diverse communities in which we do business.

Insight would be happy to discuss all available options should a Participating Public Agency want to learn more about our diversity programs.

G. Indicate if supplier holds any of the below certifications in any classified areas and include proof of such certification in the response.

- *Minority Women Business Enterprise*

**Insight Response:** No

- *Small Business Enterprise (SBE) or Disadvantaged Business Enterprise (DBE)*

**Insight Response:** No

- *Historically Underutilized Business (HUB)*

**Insight Response:** No

- *Historically Underutilized Business Zone Enterprise (HUBZone)*

**Insight Response:** No

- *Other recognized diversity certificate holder*

**Insight Response:** No

- H. *List any relationships with subcontractors or affiliates intended to be used when providing services and identify if subcontractors meet minority-owned standards. If any, list which certifications subcontractors hold and certifying agency.*

**Insight Response:**

Insight has relationships with dozens of subcontractors, some of whom do meet minority-owned standards. At this time, since we do not know what specific services will be requested, we do not have any subcontractors to name in our response. In general, we use subcontractors to augment our services staff so that we are able to assist clients throughout the country. Subcontractors are available for such projects as Microsoft consulting services, cabling, installation of communication systems in fleet vehicles, professional services, staffing, asset disposal, break/fix, and help desk services.

Insight has a formal subcontractor selection process in place which includes an in-depth business case review of the potential subcontractor by Senior Services Management, credit and background checks and execution of a Master Subcontractor Agreement. This review includes a thorough understanding of the subcontractor's capabilities, the ability of the subcontractor to meet Insight and client requirements, and a review of business references. Periodic audits are performed to ensure subcontractors are in compliance with Insight's contract and high performance standards.

- I. *Describe how supplier differentiates itself from its competitors*

**Insight Response:**

Our clients are our number-one priority, so our primary goal is to deliver client value, which helps us earn client loyalty. We expect our clients to achieve advantages by leveraging our unique capabilities to provide end-to-end secure digital transformation solutions and services. From IT strategy and design to implementation and management, we meet clients wherever they are now and work alongside them to get them to where they want to be. Whether implementing public cloud or as-a-service workplace solutions, designing a next-generation or hybrid cloud data center, or leveraging sophisticated Internet-of-Things ("IoT") and artificial intelligence solutions to improve our clients' experiences, we provide technical expertise and advisory services to our clients as an industry-recognized solutions integrator. Our go-to-market framework for our cloud and digital expertise is built on over 30 years of broad IT experience combined with strategic acquisitions, new cloud and digital knowledge, and deep partner relationships. We are uniquely positioned to help our clients maximize the values of their technology today – and accelerate tomorrow.

Each of our areas of expertise represents a discrete area of growth for our business. When connected, they provide a platform for our clients to leverage our breadth of knowledge to solve their most relevant challenges. Powered by Insight's legacy technology supply chain expertise, we can support our services offerings within the hardware, software, and cloud solutions from market-leading and emerging manufacturer brands. We employ centralized and field-based sales, engineering, and services resources to execute our strategy to connect with our clients. We also invested in technical engineers, architects, and software developers who create and deliver integrated IT solutions to our clients globally, a capability we believe differentiates us in the marketplace.

Insight offers the most extensive product selection in the industry and a full range of services, including enterprise consulting, high-performance systems, integration, configuration, deployment, lifecycle management, and networking design. Our status as a global provider of IT products and services with 11,000+ employees located worldwide and our stature as a Fortune 500 company makes Insight a 'Trusted Advisor.' Our breadth of capabilities provides our clients with substantial buying power while following our business model to work with our clients to perform customized services such as you would find with a smaller Value-Added Reseller (VAR).

### **Single Source Provider & Super Solution Integrator**

When evaluating IT suppliers, it is essential to look at the entire procurement process. IT management includes more than just buying a product. The value of the reseller relationship — the ease of having one contact to handle all your IT needs, from product procurement to services to asset disposition is a key component to your success. Using Insight as your single-source provider for IT products and services means you have only one relationship to build and maintain. It eliminates the need for multiple purchase orders, invoices, and chances for error. Today, organizations are facing more challenges than ever before. Organizations are assessing how to optimize IT operations and free up funds for the innovation required to manage today and prepare for a future that could be much different than anticipated.

### **Manufacturer & Publisher Relationships**

Insight receives the best pricing offered by the central IT hardware manufacturers and publishers, such as HP, Inc., IBM, Lenovo, VMware, and Cisco. These strong relationships allow Insight to acquire better product allocations and higher levels of support than many of our competitors. Insight is proactive and aggressive in our efforts to lower our clients' costs continuously. We will employ our extensive manufacturer and publisher relationships to negotiate on our clients' behalf to reduce costs.

J. *Describe any present or past litigation, bankruptcy or reorganization involving supplier.*

#### **Insight Response:**

Insight is not involved in any pending or threatened legal proceedings that we believe would reasonably be expected to have a material adverse effect on its business, financial condition, or results of operations. Insight has never filed for bankruptcy.

K. *Felony Conviction Notice: Indicate if the supplier:*

- a. *is a publicly held corporation and this reporting requirement is not applicable;*
- b. *is not owned or operated by anyone who has been convicted of a felony; or*
- c. *is owned or operated by and individual(s) who has been convicted of a felony and provide the names and convictions;*

#### **Insight Response:**

Insight is a wholly-owned subsidiary of a publicly held corporation and the reporting requirement is not applicable.

L. *Describe any debarment or suspension actions taken against supplier.*

#### **Insight Response:**

Insight has not had any debarment or suspension actions taken against it.

## ***DISTRIBUTION / LOGISTICS***

- A. *Each offeror awarded an item under this solicitation may offer their complete product and service offering/a balance of line. Describe the full line of products and services offered by supplier.*

### **Insight Response:**

Insight is offering Cobb County and all Participating Public Agencies our complete portfolio of hardware, software, cloud solutions, and services, including but not limited to the following.

#### **Hardware Product Offerings**

We offer products from hundreds of manufacturers, including such industry leaders as Cisco, Dell/EMC, HP Inc., Lenovo, Hewlett Packard Enterprise Company ("HPE"), NetApp, Apple, Microsoft, and IBM. Our scale and purchasing power, combined with our efficient, high-volume, and cost-effective direct sales and marketing model, allow us to offer competitive prices. We believe that providing choices from multiple partners enables us to better serve our clients by providing various product solutions to address their specific technology needs.

In addition to our distribution facilities, we have "direct-ship" programs with many of our partners, including manufacturers and distributors, allowing us to expand our product offerings without increasing inventory, handling costs, or inventory warehousing risk exposure. As a result, we can offer billions of dollars of virtual inventory products to fulfill our performance obligations to our clients. Convenience and product options among multiple brands are vital competitive advantages compared to manufacturers' direct selling programs, which are generally limited to their brands and may not offer clients a complete or best-in-class solution across all product categories.

Our Hardware Life Cycle Services consists of sourcing, procuring, staging, configuring, integrating, testing, deploying, refurbishing, and redeploying IT products spanning endpoints to infrastructure, regionally, or across the globe via the Insight footprint and our extensive engaged network of suppliers.

#### **Software Product Offerings**

Our clients acquire software applications from us through licensing agreements with software publishers or boxed products. We offer products from hundreds of publishers, including such industry leaders as Microsoft, VMware, Adobe, IBM Software, Symantec, and Citrix. As software publishers choose different models for implementing licensing agreements, organizations must evaluate the alternatives to ensure that they select the appropriate contracts and comply with the publishers' licensing terms when purchasing and managing their software licenses. With many publishers now offering public cloud-based software solutions in place of licenses consumed on-premise, we expect to continue migration to the cloud-based software alternatives. Our software lifecycle services consist of portfolio management, compliance, integration, and adoption, on-premise or in the cloud, regionally or globally.

#### **Solutions and Services Offerings**

As a comprehensive Solutions Integrator (SI), Insight takes a client-focused approach to helping organizations identify, adopt, and manage the most appropriate solutions to drive digital transformation and modernization for innovation. Our Areas of Expertise include the Modern Workplace, Modern Apps, Modern Infrastructure, Intelligent Edge, Cybersecurity, and Data and AI. With proven methodologies and experienced teams, we help enable operational efficiencies,

gain business agility, mitigate risk, manage compliance, address spiraling data growth, and meet the demands of the modern workplace.

Our client-focused approach ensures the most appropriate solutions to drive digital transformation and modernization for innovation.

 <b>Consulting Services</b>	 <b>Professional and Lifecycle Services</b>	 <b>Managed Services</b>
<p>From guiding Agile and Scrum methodologies to leading OCM and transformation, Consulting Services drive value across the entire enterprise through strategy, design, technology, and industry expertise.</p>	<p>Realizing new strategies and solutions is simplified with Insight support for the full scope of implementation, from provisioning to migration and adoption.</p>	<p>Ensure solutions run seamlessly with optimization and Managed Services from Insight that let you benefit from skilled resources and reduced internal burden.</p>

### Modern Workplace

Due to the recent rapid mobilization of the workforce, a dramatic shift in the IT support needs of the landscape of the typical workplace has changed forever. We help our clients modernize essential workplace products, platforms, and workflows to create enhanced environments for secure productivity and flexibility. Insight is dedicated to steadily enhancing end-users' experience as an established leader in the industry.

For five consecutive years, Insight's Workplace Services has been distinguished in Gartner's Magic Quadrant for focusing on clients' needs, having a cost-savings approach, and providing vital support for hybrid workforce and endpoint solutions. Insight can simplify the management of our clients' IT Lifecycle and enable a fast hybrid "work anywhere" environment for their workforce. We will consistently provide comprehensive device services (including DaaS, Managed Endpoint, warehousing, and multi-media messaging) for clients through assessment and strategy engagements.

### Modern Apps

The applications our clients leverage to enable workers and delight end users can be a crucial differentiator for your organization. Applications are critical to operations, but it's common to struggle with challenges, from poor user experiences to skills gaps. An underperforming application environment often forces developers to find workarounds and IT to make quick fixes while the organization experiences a significant drag.

We build modern business applications using repeatable methodologies and an agile, user-centric approach to help our clients' organizations innovate, differentiate, and grow. We future proof our clients' critical applications for increased innovation and organizational agility.

## **Modern Infrastructure**

Technology-driven transformation is on a steep growth trajectory. Insight helps organizations modernize to drive value with proven technology architectures and flexible cloud and data solutions. The result is leveraging technology investments to create an engine of growth.

We architect and deliver modern infrastructure solutions, management, and support spanning cloud and data center platforms, modern networks, and edge technologies, to enable our clients' organizations' digital transformation. We strive to exceed our clients' demands to accelerate faster in the cloud, and our knowledgeable teams maintain essential relationships with crucial cloud partners.

## **Intelligent Edge**

Traditional architectures are focused on the data center. Modern architectures incorporate cloud and hybrid cloud, converged solutions, and potential solutions like containers. The intelligent edge extends the perimeter to new places — factory floors, cornfields, retail stores, wind turbines, surgical units, coal mines, and nearly anywhere you could imagine. We architect and deliver edge solutions spanning network, compute, storage, and artificial intelligence ("AI") and machine learning ("ML") to drive value and deliver ongoing support for the IoT.

Although some aspects of the intelligent edge mirror traditional approaches, there are many novel considerations. Go from idea to execution with Insight. Our team can support clients using case identification, strategy, architecture and design, deployment, testing and optimization, and monitoring and management — the full spectrum of realizing your intelligent edge.

## **Data & Artificial Intelligence (AI)**

Insight brings multidisciplinary expertise, hardened skills across all major technology partners, and a depth of vision that outperforms our competition. We modernize data platforms and architectures and build data analytics and AI solutions that transform our clients' operations and user experiences.

What Insight can deliver to our clients:

- Modern data platforms, cloud, and infrastructure.
- Data, AI, and ML solutions use case development, design, and implementation.
- Data and analytics estate development/re-development and unification.
- Security and governance for data and AI solutions.

## **Cybersecurity / Security and Networking**

Innovation and growth are necessary. Thus, networking and security best practices must keep evolving. Our team can offer guidance and technical support at every step, focusing on aligning business and IT strategies. Insight delivers comprehensive ransomware and cyberthreat prevention and protection solutions and strategies while enhancing visibility and context with fewer manual inputs.

What we'll provide to our clients:

- Alleviate large-scale security teams through simplified security management.
- Security framework implementation (Secure Access Service Edge, Zero Trust, software-defined).
- Wireless connectivity architectures and implementations, including CBRS and standup outdoor units.
- Security for hybrid cloud and multi-cloud leveraging automation.
- Artificial Intelligence (AI), machine learning, and advanced methodologies.
- Modern data protection spans cloud, edge, and on-premises environments, encompassing data classification, governance, compliance, and disaster recovery.
- Software-defined technologies, including SD-WAN, SD-LAN, and SDDC.

*B. Describe how supplier proposes to distribute the products/service nationwide. Include any states where products and services will not be offered under the Master Agreement, including U.S. Territories and Outlying Areas.*

**Insight Response:**

Insight maintains a primary inventory of \$70 to 80 million on hand in Hanover Park, Illinois. This inventory is not shared or divided among other geographic offices. Many of our nationwide competitors can claim to have larger inventories; however, when it is distributed to hundreds of locations or franchises across the country, the inventory is much smaller, diffused, and harder to consistently allocate to our clients. Insight works closely with our major business partners to privatize inventory and will stock additional products to meet specific project and rollout schedules.

Insight's 380,000 square foot distribution center and configuration lab is a state-of-the-art facility ensuring maximum efficiency. The latest innovations in radio frequency monitoring, bar coding, batch/zone picking, and automated product movement, allow Insight to ship over 4,500 orders per day.

Insight also can draw an additional \$2 to \$3 billion in inventory from several nationwide distribution centers. Insight is currently online (real time) with Ingram Micro and TD Synnex. We can access their inventories from our systems to view additional inventory. Many dealers prefer to wait and receive their own allocation of product from the manufacturer. At Insight, we view second sourcing as an intangible value added that helps us deliver product faster and make our clients more efficient. We can find any product, anywhere in North America.

Product from these locations can be drop shipped and sent via overnight carrier if requested by our clients.

As a product becomes increasingly difficult to procure, Insight will ask for and receive the distribution data history for the product and call all the companies that obtained shipments from the manufacturer.

Finally, Insight has established a network of distribution partners that we utilize on a regular basis. Our purchasing staff will call this channel of contacts and work to procure product when necessary.

- C. *Describe how Participating Agencies are ensured they will receive the Master Agreement pricing; include all distribution channels such as direct ordering, retail or in-store locations, through distributors, etc. Describe how Participating Agencies verify and audit pricing to ensure its compliance with the Master Agreement.*

**Insight Response:**

Insight takes contract compliance very seriously, and we have a dedicated Contract Compliance team that sits under Legal to ensure we're adhering to the terms and conditions of our contracts.

From a systems perspective, Insight has a Contracts Module that is designed specifically to reduce possible human error. The system calculates the contract sell price, preventing anyone from charging more than the approved contract price. This function disallows the sales team from saving a quote or order unless the price is at or below the contracted price. Insight's Compliance team is the only team capable of assigning a contract to an account. The system, through a series of rules, automatically assigns the products to the contract. Sales cannot misrepresent that a specific product is on contract when it is not. The Compliance team audits the sales activity and reviews every new account for accuracy (so that the contracts related are accurate).

Insight does not have any retail or in-store locations, nor we do sell our products, services, and solutions through distributors. All sales will be made directly through Insight via our sales teammates.

- D. *Identify all other companies that will be involved in processing, handling or shipping the products/service to the end user.*

**Insight Response:**

Products shipped from Insight's Distribution Facility in Hanover Park, Illinois, can be shipped via UPS, FedEx, Truckline, major air/heavy freight carriers such as Ceva, PGL, or a client-requested carrier. The number of business days for delivery after receipt of order varies based on the method in which the product was shipped (i.e., UPS, FedEx, etc.) and the priority it was shipped.

Due to our large shipping volume, Insight has negotiated some of the best rates with many of the carriers listed. Insight will ship products using the most aggressive priced carrier depending on poundage and scheduled delivery. Insight will adhere to specific client requests to use a different carrier and/or upgrade to a "Priority" shipment.

Because Insight cares about the security of our clients' shipments, we have instructed our delivery agents not to leave packages at a client location without a signature. Clients may choose to have their order delivered to an alternate location if they will not be available to receive it.

For hardware, we have "direct-ship" programs with many of our partners, including manufacturers and distributors, allowing us to expand our product offerings without increasing inventory, handling costs or inventory risk exposure. As a result, we can provide a product offering with billions of dollars of products in virtual inventory. Convenience and product options among multiple brands are key competitive advantages compared to manufacturers' direct selling

programs, which are generally limited to their own brands and may not offer clients a complete or best-in-class solution across all product categories.

Insight will provide free basic best way ground shipping for all applicable orders placed under the Master Agreement to any Participating Public Agency within the continental United States.

Should a Participating Public Agency require expedited and/or a customized shipping solution or if the product is considered heavy weight, we will provide a written quote of estimated freight charges prior to order placement. As standard business practice, shipments are delivered Monday through Friday, with no deliveries on weekends or holidays. We do offer limited Saturday delivery service; however, this service is not available for all products, from all shipping warehouses, or for all delivery locations. There is no online option for setting a shipment for Saturday delivery. In order to check on the availability of Saturday delivery for your desired product, please call us at **1.800.INSIGHT** (1.800.467.4448).

E. *Provide the number, size and location of Supplier's distribution facilities, warehouses and retail network as applicable.*

**Insight Response:**

Insight provides inventory management and warehousing services from our Insight-operated Distribution and Integration Facilities in the United States, Canada, UK, and Germany. Our facilities ensure maximum efficiency, boasting the latest innovations in radio frequency monitoring, bar coding, batch/zone picking, and automated product movement, allowing us to ship over 4,500 orders per day in the U.S. alone.



Insight's flagship Hanover Park facility houses our primary inventory of \$70-\$80 million in products from over 1,500 leading manufacturers. Our inventory is not shared or divided among other geographic offices. At 380,000 square feet, this location provides us the ability to offer our clients enhanced lifecycle services. The largest of its kind, we offer warehousing, integration, and break/fix services.

Insight's acquisition of PCM in 2019 complemented our supply chain optimization solution offering and added scale by increasing our distribution center footprint in North America. Facilities included with the acquisition include:

- Lewis Center, OH: 84,640 ft<sup>2</sup>
- Worthington, OH: 126,000 ft<sup>2</sup>
- Fontana, CA: 4,000 ft<sup>2</sup>
- Edmonton, AB: 20,500 ft<sup>2</sup>
- Calgary, AB: 10,750 ft<sup>2</sup>

These facilities allow for a combined 594,000+ ft<sup>2</sup> across North America.

**MARKETING AND SALES**

- A. Provide a detailed ninety-day plan beginning from award date of the Master Agreement describing the strategy to immediately implement the Master Agreement as supplier’s primary go to market strategy for Public Agencies to supplier’s teams nationwide, to include, but not limited to.
- i. Executive leadership endorsement and sponsorship of the award as the public sector go-to-market strategy within first 10 days
  - ii. Training and education of Supplier’s national sales force with participation from the Supplier’s executive leadership, along with the OMNIA Partners team within first 90 days

**Insight Response:**

As a current OMNIA Partners Supplier who has worked with the OMNIA Partners team (and the U.S. Communities team before that) for over thirteen years, Insight has the experience and the knowledge needed to roll out and implement a new OMNIA Partners contract. As such, we fully anticipate a seamless transition from our current contract to a new contract award. As part of that transition, here are the activities we will undertake for implementation of the new Master Agreement.

90-Day Implementation Plan	
<b>Within 10 days of award</b>	Our Senior Vice President of Public Sector, Scott Friedlander, will provide his endorsement and sponsorship of the award as Insight’s strategic go-to-market contract vehicle for our SLED customers to the following groups: <ul style="list-style-type: none"> <li>• Executive senior leadership at OMNIA Partners</li> <li>• Executive senior leadership at Insight</li> <li>• Insight’s extended SLED sales teams</li> </ul>
<b>Within 30 days of award</b>	Our National Account Manager, Erica Falchetti, will connect with her counterparts at OMNIA Partners to have an initial kickoff call to discuss timelines and expectations.  Insight’s Contract Compliance Team will set up the new contract in our SAP system, ensuring that the pricing structure proposed in our response is reflected accurately in the system.  A required training will be conducted by our National Account Manager and our Contract Compliance Team for all Insight SLED sales, services, and operations teammates to ensure there is a clear understanding of the deliverables, service-levels, and related information.
<b>Within 60 days of award</b>	Insight will reach out to all agencies who have a formal piggyback contract in place under the current contract so that a new formal piggyback contract can be created under the new contract award.
<b>Within 90 days of award</b>	Insight will connect with the OMNIA Partners Sales team and Member Development team to provide training on our new contract.

B. *Provide a detailed ninety-day plan beginning from award date of the Master Agreement describing the strategy to market the Master Agreement to current Participating Public Agencies, existing Public Agency customers of Supplier, as well as to prospective Public Agencies nationwide immediately upon award, to include, but not limited to.*

i. *Executive leadership endorsement and sponsorship of the award as the public sector go-to-market strategy within first 10 days*

**Insight Response:**

Please see the 90-Day Implementation Plan above.

ii. *Training and education of Supplier’s national sales force with participation from the Supplier’s executive leadership, along with the OMNIA Partners team within first 90 days*

**Insight Response:**

Please see the 90-Day Implementation Plan above.

iii. *Design, publication and distribution of co-branded marketing materials within first 90 days.*

**Insight Response:**

As a current OMNIA Partners Supplier who has worked with the OMNIA Partners team (and the U.S. Communities team before that) for over thirteen years, Insight has the experience and the knowledge needed to market a new OMNIA Partners contract. Here are the activities we will undertake to market the Master Agreement.

90-Day Marketing Plan	
<b>Within 30 days of award</b>	The Insight and OMNIA Partners marketing teams will meet to discuss and plan activities to promote the new contract. This will include Electronic Direct Mail, marketing collateral, and updates to both Insight’s and OMNIA Partners’ websites. A deadline will be set for finalizing the deliverables.
<b>Within 60 days of award</b>	The Insight and OMNIA Partners marketing teams will meet to review collateral and discuss any other planned marketing outreach efforts.
<b>Within 90 days of award</b>	All collateral will be finalized and a timeline will be created for distributing the marketing collateral to existing Insight clients and to registered members of OMNIA Partners.

iv. *Commitment to attendance and participation with OMNIA Partners at national (i.e. NIGP Annual Forum, NPI Conference, etc.), regional (i.e. Regional NIGP Chapter Meetings, Regional Cooperative Summits, etc.) and supplier-specific trade shows, conferences and meetings throughout the term of the Master Agreement*

**Insight Response:**

Insight commits to attend and participate with OMNIA Partners at national, regional, and supplier-specific trade shows, conferences, and meetings throughout the term of the Master Agreement.

- v. *Commitment to attend, exhibit and participate at the NIGP Annual Forum in an area reserved by OMNIA Partners for partner suppliers. Booth space will be purchased and staffed by Supplier. In addition, Supplier commits to provide reasonable assistance to the overall promotion and marketing efforts for the NIGP Annual Forum, as directed by OMNIA Partners.*

**Insight Response:**

Insight commits to attend, exhibit at, participate in, promote, and market the NIGP Annual Forum in an area reserved by OMNIA Partners for partner suppliers. Insight has been exhibiting at the NIGP Annual Forum for over ten years.

- vi. *Design and publication of national and regional advertising in trade publications throughout the term of the Master Agreement.*

**Insight Response:**

Insight will work with OMNIA Partners to create a national print advertising campaign for this contract. Among the possible publications for consideration are Center for Digital Government / Center for Digital Education / Government Technology, EDUCAUSE Review, and American City & County. We currently partner with OMNIA Partners on these types of advertising activities.

- vii. *Ongoing marketing and promotion of the Master Agreement throughout its term (case studies, collateral pieces, presentations, promotions, etc.).*

**Insight Response:**

Insight will continue to work closely with OMNIA Partners in the development of a mutually agreeable marketing plan. We believe that marketing efforts should be primarily focused on decision makers in both procurement and IT, as we have found that marketing to these higher-level decision makers results in a significantly higher return on investment.

The following is a general overview of our marketing commitment.

**Insight Commitment**

Insight commits to spend up to 0.25% of contract revenue in marketing activities to promote the contract. These activities will include, but not be limited to, participating in tradeshow, creating co-branded marketing collateral, developing sales contests, driving awareness of the contract, and other activities as determined by Insight management.

**Incremental Funding**

Insight will make a coordinated effort internally to work with our manufacturer and publisher partners to provide incremental marketing funds for promotion of the contract and the manufacturer's/publisher's products and solutions.

**Collateral**

Insight will work with OMNIA Partners to create marketing collateral, similar to what we've done under the current contract. An example of that collateral is included in **Section 9 – Appendices, Appendix E**.

**Case Studies**

Insight will work with OMNIA Partners to document case studies, similar to what we've done under the current contract. An example of a case study is included in **Section 9 – Appendices, Appendix F**.

### **Electronic Direct Mail (EDM)**

Insight will create EDMs for our “opted-in” public sector clients to make them aware of the new contract.

viii. *Dedicated OMNIA Partners internet web-based homepage on Supplier’s website with:*

- *OMNIA Partners standard logo;*
- *Copy of original Request for Proposal;*
- *Copy of Master Agreement and amendments between Principal Procurement Agency and Supplier;*
- *Summary of Products and pricing;*
- *Marketing Materials*
- *Electronic link to OMNIA Partners’ website including the online registration page;*
- *A dedicated toll-free number and email address for OMNIA Partners*

### **Insight Response:**

Insight currently has a dedicated OMNIA Partners internet web-based homepage on our website, located here: [www.ips.insight.com/omnia](http://www.ips.insight.com/omnia). Upon notice of an award, we will update the website with information about the new contract.

C. *Describe how Supplier will transition any existing Public Agency customers’ accounts to the Master Agreement available nationally through OMNIA Partners. Include a list of current cooperative contracts (regional and national) Supplier holds and describe how the Master Agreement will be positioned among the other cooperative agreements.*

### **Insight Response:**

As an existing contract holder with OMNIA Partners, Insight has spent the last thirteen years actively marketing and promoting our contract to Participating Public Agencies. During that time, over 5,000 registered agencies have chosen to purchase from us through our OMNIA Partners contract. Insight is completely committed to the marketing and success of this contract and will continue in our go-to-market sales strategies including:

- Insight will seek to leverage this contract with our more than 60,000 current public sector clients by utilizing our existing sales teams and processes, as well as through the marketing activities described elsewhere in this response.
- Insight sales teams will proactively engage the local vendor community to promote this contract’s value proposition and its specific value to their relative local contractual situations.

The following is a list of SLED multi-state cooperative contracts held by Insight. This list does not include contracts where Insight has been named as an authorized reseller on a manufacturer-held contract, as we are not the primary contract holder for such contracts.

- NASPO ValuePoint Software VAR
- NASPO ValuePoint Cloud Solutions
- Equalis Group
- Sourcewell (Cisco & Microsoft Unified Communications Solutions)

While we understand that our existing contracts may be viewed as an obstacle to our ability to succeed in and broaden this contract, Insight believes our existing contractual relationships are actually a benefit to OMNIA Partners. We will seek to leverage the existing relationships that we have developed under these contracts to:

- Transition clients over to the OMNIA Partners contract (when possible).
- Position the OMNIA Partners contract with clients as an alternative contract vehicle for all items not covered by their existing contracts.
- Discuss the value of moving their acquisition efforts to the OMNIA Partners contract with procurement officials. Ideally this conversation should be pursued jointly with both the appropriate local vendor partners and the OMNIA Partners Regional Managers and Member Development Managers.

D. *Acknowledge Supplier agrees to provide its logo(s) to OMNIA Partners and agrees to provide permission for reproduction of such logo in marketing communications and promotions. Acknowledge that use of OMNIA Partners logo will require permission for reproduction, as well.*

**Insight Response:**

Insight agrees to provide our logo to OMNIA Partners and agrees to provide permission for reproductions of such logo in marketing communications and promotions. Insight also acknowledges that use of the OMNIA Partners logo will require permission for reproduction.

- E. *Confirm Supplier will be proactive in direct sales of Supplier's goods and services to Public Agencies nationwide and the timely follow up to leads established by OMNIA Partners. All sales materials are to use the OMNIA Partners logo. At a minimum, the Supplier's sales initiatives should communicate:*
- i. *Executive leadership endorsement and sponsorship of the award as the public sector go-to-market strategy within first 10 days*
  - ii. *Best government pricing*
  - iii. *No cost to participate*
  - iv. *Non-exclusive*

**Insight Response:**

Insight confirms that we will be proactive in our direct sales of goods and services to Public Agencies nationwide and that we will follow up on any leads established by OMNIA Partners. We have an existing email alias, [OMNIA@insight.com](mailto:OMNIA@insight.com), where leads are currently sent, and those leads are immediately forwarded to the appropriate Insight sales teammate.

Insight further confirms that all sales materials will be presented to the OMNIA Partners marketing team for review before they are distributed to Public Agencies. Insight commits that our sales materials will communicate 1) executive leadership endorsement and sponsorship, 2) best government pricing, 3) no cost to participate, and 4) the fact that our award is non-exclusive.

- F. *Confirm Supplier will train its national sales force on the Master Agreement. At a minimum, sales training should include*
- i. *Key features of Master Agreement*
  - ii. *Working knowledge of the solicitation process*
  - iii. *Awareness of the range of Public Agencies that can utilize the Master Agreement through OMNIA Partners*
  - iv. *Knowledge of benefits of the use of cooperative contracts*

**Insight Response:**

Insight confirms that we will train our national sales force on the Master Agreement, and that the training will include 1) key features of the Master Agreement, 2) working knowledge of the solicitation process, 3) awareness of the range of Public Agencies that can utilize the Master Agreement through OMNIA Partners, and 4) knowledge of benefits of the use of cooperative contracts.

Upon contract award, our SLED sales teams will participate in mandatory training on the new contract, including all details on our corporate, pricing, and sales commitments. On a continuing basis, extensive training on the OMNIA Partners contract will be provided to all new sales and support staff before entering the sales floor. Additionally, we will provide annual refresher trainings to our sales, services, and support teams so they remain current and focused on our primary offering.

Every Insight teammate who works with public sector clients must go through a series of specific trainings to ensure that the teammate understands not only the public sector client but also acknowledges that they will adhere to all applicable laws, regulations, and policies that are involved with providing service to a client in the public sector, including our contracts.

Training sessions are handled by Insight's Learning & Development and Compliance Teams. We drill down to the individual teammate's responsibilities and specific client base to ensure he or she understands the contracts that will be supported by the teammate.

G. *Provide the name, title, e-mail and phone number for the person(s) who will be responsible for:*

- i. *Executive Support*
- ii. *Marketing*
- iii. *Sales*
- iv. *Sales Support*
- v. *Financial Reporting*
- vi. *Accounts Payable*
- vii. *Contracts*

**Insight Response:**

Insight's OMNIA team is as follows:

- i. Executive Support: Scott Friedlander, Senior Vice President – Public Sector, [scott.friedlander@insight.com](mailto:scott.friedlander@insight.com), 703.594.8129
- ii. Marketing: Kathy Kramer, Marketing Manager, [katherine.kramer@insight.com](mailto:katherine.kramer@insight.com), 937.415.9427
- iii. Sales: Erica Falchetti, Sr. SLED Market Leader – Capture & Business Development, [erica.falchetti@insight.com](mailto:erica.falchetti@insight.com), 480.333.3071
- iv. Sales Support: Tone Tuskan, Manager – SLED Client Operations, [tone.tuskan@insight.com](mailto:tone.tuskan@insight.com), 509.742.2283
- v. Financial Reporting – Virginia Mace, SLED Compliance Specialist, [sledreporting@insight.com](mailto:sledreporting@insight.com), 480.333.3068
- vi. Accounts Payable – Virginia Mace, SLED Compliance Specialist, [sledreporting@insight.com](mailto:sledreporting@insight.com), 480.333.3068
- vii. Contracts – Brittany Dunaway, Manager – SLED Compliance, [sledcontracts@insight.com](mailto:sledcontracts@insight.com), 480.366.7029

- H. *Describe in detail how Supplier's national sales force is structured, including contact information for the highest-level executive in charge of the sales team.*

**Insight Response:**

Insight has four Sales Market Leaders who oversee all our sales teams. Kevin Hallihan leads our field sales teams in the East and Central, Brian Louderback leads our field sales teams in the West and TOLA, Ken Richter leads our national inside sales teams, and Clayton Boras leads a team dedicated to higher education entities. All told, we have over 100 dedicated sales teammates and managers who sell only into the state, local, and education space.

These sales teammates are supported by an additional 150+ dedicated SLED client operations, software, services support, business development, and contract compliance teammates. Sales and support teammates are spread throughout the U.S., both in company offices and in remote home offices. This coverage helps to ensure our clients have access to a team of people at Insight, regardless of what time zone they may be in.

We have provided an organizational chart in **Section 9 – Appendices, Appendix A.**

The highest level executive in charge of the sales team is Scott Friedlander, Senior Vice President –Public Sector. His contact information is as follows:

Scott Friedlander, SVP Public Sector  
[scott.friedlander@insight.com](mailto:scott.friedlander@insight.com)  
703.594.8129

- I. *Explain in detail how the sales teams will work with the OMNIA Partners team to implement, grow and service the national program.*

**Insight Response:**

Many of Insight's 100+ SLED sales teammates already have relationships with their OMNIA Partners counterparts, both in Sales and in Member Development. Additionally, our sales teams have years of experience in positioning and selling the value of the OMNIA Partners contract. Our commitment to growth is reflected in our contract sales, which have increased steadily over the past 13 years, and which have more than doubled since we were awarded the most recent contract back in 2016.

Additionally, Insight invests more than \$500,000 annually in marketing and sales development funds specifically towards growing sales under our existing contract. Upon award of a new contract, we are fully committed to making continued large investments in this area.

Insight will continue to partner with the OMNIA Partners team through joint sales calls, tradeshow attendance, and participation in team calls.

- I. *Explain in detail how Supplier will manage the overall national program throughout the term of the Master Agreement, including ongoing coordination of marketing and sales efforts, timely new Participating Public Agency account set-up, timely contract administration, etc.*

**Insight Response:**

As an existing Supplier with OMNIA Partners, Insight has over 13 years of experience in managing the national program. We have long-standing relationships with the OMNIA Partners team, including Marketing, Partner Development, Member Development, and Sales.

Upon award of a new contract, we will continue our regular cadence with these teams, which includes a monthly meeting between the Insight and OMNIA Partners marketing teams, regular participation on sales team calls, and consistent communication with our designated Vice President for Partner Development.

Erica Falchetti will continue to serve as Insight's National Account Manager and will be responsible for coordinating activities between Insight and OMNIA Partners. Additionally, Insight's Contract Compliance team will be responsible for the administration of the contract and will ensure that we are remaining compliant with the terms and conditions of the contract.

Any leads that come to us from either the OMNIA Partners Sales team or the Member Development team will be immediately handed over to the Insight account executive for that Participating Public Agency. If we don't have an account set up for the agency (which, in our experience, is rare), the Insight account executive will ensure one is created in a timely manner.

Insight understands that the success of our contract is dependent on clear lines of communication, and we commit to strengthening our relationships with the OMNIA Partners team to ensure the communication continues throughout the term of this Master Agreement.

- J. *State the amount of Supplier's Public Agency sales for the previous fiscal year. Provide a list of Supplier's top 10 Public Agency customers, the total purchases for each for the previous fiscal year along with a key contact for each.*

**Insight Response:**

Insight's gross sales to SLED entities in fiscal year 2021 totaled \$1,362,538,000.

Below is a list of Insight's ten largest SLED clients, along with the total purchases for fiscal year 2021. Contacts at the below agencies have not given their approval for their information to be publicly released. Should you need to contact any of these agencies, please reach out to Erica Falchetti, [erica.falchetti@insight.com](mailto:erica.falchetti@insight.com).

- Tennessee Department of Finance and Administration (\$46,164,000)
- Washington Consolidated Technology Services (\$30,331,000)
- Colorado Governor's Office of Information Technology (\$25,959,000)
- Texas Health and Human Services Commission (\$21,953,000)
- Mesa Unified School District (\$21,089,000)
- New Jersey Judiciary Court System (\$19,286,000)
- Miami-Dade County (\$18,892,000)
- Kentucky Commonwealth Office of Technology (\$17,671,000)
- Iowa Office of Chief Information Officer (\$17,330,000)
- New Jersey Office of Information Technology (\$15,012,000)

K. Describe Supplier's information systems capabilities and limitations regarding order management through receipt of payment, including description of multiple platforms that may be used for any of these functions.

**Insight Response:**

Insight's account management model integrates a deep footprint of field sales representatives and consultants with inside sales personnel in locations around the United States.

Our account management approach ensures our clients have expert support and strategic alignment of their hardware, software, cloud, and services requirements. Our clients' IT technology and procurement teams will benefit by having the advantage of working with a dedicated account team that is familiar with and adheres to their internal processes and methodologies.

Insight utilizes SAP as the internal ERP system for managing client account information. SAP also supports various order entry and inventory control functions.

**Quotes and Order Placement**

Quotes can be requested electronically through Insight's e-procurement portal, or via an agency's dedicated account team (via email, phone, or fax). All mediums will elicit pricing, product availability, configuration, and shipping information.

Using Insight's web portal, end users can save items in their cart as a quote for purchase later. Saved quotes can also be emailed. Should the user decide to (and have the authority to) purchase the quoted items, the saved quote can be turned into an order that will be placed online.

Insight's web purchasing portal displays an order confirmation screen after the order has been placed. The end user or user account that placed the order will also receive the following via email:

- A copy of the notification confirming the web order has been received
- Advanced Shipment Notification (ASN) when product from the order ships. Below is an example of the Advanced Ship Notification (email that Client/Buyer Receives)

ADVANCE SHIP NOTICE				
Your order has been picked and packed for shipping. Please see your tracking number(s) below. If tracking information is not yet available, please check it again the following business day. We appreciate your business and are committed to delivering excellent service.				
Material	Description	Order Qty	Shpd Qty	Ship Date
CHS-7080-MFF	OPTIPLEX 7080 MFF I5-10500T 8GB 256SSD B	10	10	19-JAN-2021
	See below Delivery 0820737617			
210-AUNF-CHSPSC	DELL 22 MONITOR - E2220H	27	27	19-JAN-2021
	See below Delivery 0820737617			
Serial #: 9DYXD73, 9FOX73, 9F0YD73, 9F1XD73, 9F1YD73, 9F1ZD73, 9F2XD73, 9F2YD73, 9F2ZD73, 9F3XD73				

For online orders, clients will receive the ASN by default. This setting can be turned off if desired. An additional email can be added at the time of order placement to also receive the ASN. This feature is unique to Insight's ASN tool. Insight's ASN is available via hard copy, verbal and/or web-based purchasing. ASNs are also available for non-web orders placed through Insight's

ordering system by the Insight Account Team. After an order has been placed, end users with appropriate permissions can add an ASN for future shipments from that order.

### **Tracking Orders**

End users will have access to review purchase orders in detail and even track shipped orders. Multiple levels of information are built into the system to provide end users with details, which can be sorted by the following criteria:

- Invoice Number
- Order Date
- Purchase Order Number
- Ship Date
- Tracking information with direct link to shipper's website (i.e., FedEx, UPS)
- Order Numbers
- Ship to Address
- Delivery Status
- Serial Numbers (if applicable)

For added convenience, Insight has integrated our order processing, labeling, and tracking systems with the systems of major freight carriers. Order tracking numbers are hyperlinked to the freight carrier's tracking system for up-to-the-minute information regarding order status. This integration helps to ensure efficient and accurate deliveries that are traceable by both Insight and our clients.

### **Order Timeframes**

Orders containing product available in our \$70-\$80 million inventory held in Hanover Park, Illinois, will ship the same day providing no configuration services are needed and the order is received by 3:00 p.m. Central Time. Insight will ship all orders missing this cutoff time the following business day as a standard operating procedure. Software orders placed by 3:00 p.m. local time will ship that day. Insight maintains a 99.998% two-business day delivery rate for such "pick and pack" products. As a reseller, product availability is based on the manufacturer, so it will vary by product line.

Should the product need to be configured in our Integration labs, the normal turnaround time is two to three working days. If Insight runs into some extenuating circumstances that would create lab backlogs, the client will be notified so schedules can be changed accordingly. Our configuration labs operate 5 days a week, 24 hours a day.

The integration between our network and our distribution partners ensures advanced levels of service for our clients. For example, our order-processing system automatically chooses the warehouse closest to a client's delivery point so that orders placed by 3:00 p.m. local time are generally shipped that day. Overnight shipment cutoff from our distributor partners is 3:00 p.m. if product is in a west coast warehouse.

### **Invoices**

Invoices are processed and sent to the designated billing address the day following product shipment, or in the case of licensing, the day after order placement, and can be sent via hard copy, EDI, or in a summary billing statement. Maintenance is invoiced in advance of the coverage period, based on the contractual agreement with the publishers.

The current Insight invoice format for products includes purchase order number, invoice number, purchase date, bill to and ship to information, a detailed product description, serial number (if applicable), manufacturer product number, unit pricing, number of units ordered, terms of payment, method of shipment indicating both carrier and terms, cost of delivery, and any applicable sales tax. Non-standard, client-specific information can additionally be provided on Insight invoices and reports. Insight can work with our clients to mutually determine the processes for attaining and providing such information.

For services, Insight itemizes bills based on the client billing requirements and the type of services provided. Insight is willing to discuss and mutually agree upon how bills are itemized, and the level of cost detail required to meet our clients' billing requirements.

In addition to the previously listed billing options, Insight currently offers clients the ability to exchange business documents electronically using both ANSI X.12 EDI (Electronic Data Interchange) and XML B2B (Business-to-Business) standards. These processes are standard Insight functionality that provide highly reliable alternatives for manual business transactions reducing cost and improving turnaround times.

### Payments

Payments sent to the retail lockbox are posted to the client's account the same day the bank deposits the check without any intervention from accounts receivable. Payments sent to the retail lockbox that cannot be scanned and posted directly to the client accounts are rejected. These checks are photocopied by the lockbox and overnighted to accounts receivable to post manually to the client's account. Manual payments are posted within 24-48 hours of the bank's deposit. Insight does not use third party partners for billing purposes.

- L. *Provide the Contract Sales (as defined in Section 12 of the OMNIA Partners Administration Agreement) that Supplier will guarantee each year under the Master Agreement for the initial three years of the Master Agreement ("Guaranteed Contract Sales").*

### Insight Response:

\$150,000,000.00 in year one

\$175,000,000.00 in year two

\$200,000,000.00 in year three

- M. *Even though it is anticipated many Public Agencies will be able to utilize the Master Agreement without further formal solicitation, there may be circumstances where Public Agencies will issue their own solicitations. The following options are available when responding to a solicitation for Products covered under the Master Agreement.*
- i. *Respond with Master Agreement pricing (Contract Sales reported to OMNIA Partners).*
  - ii. *If competitive conditions require pricing lower than the standard Master Agreement not-to-exceed pricing, Supplier may respond with lower pricing through the Master Agreement. If Supplier is awarded the contract, the sales are reported as Contract Sales to OMNIA Partners under the Master Agreement.*
  - iii. *Respond with pricing higher than Master Agreement only in the unlikely event that the Public Agency refuses to utilize Master Agreement (Contract Sales are not reported to OMNIA Partners).*

- iv. *If alternative or multiple proposals are permitted, respond with pricing higher than Master Agreement, and include Master Agreement as the alternative or additional proposal.*

*Detail Supplier's strategies under these options when responding to a solicitation.*

**Insight Response:**

As a Supplier with OMNIA Partners (and U.S. Communities before that) for over thirteen years, Insight understands the requirements and confirms our commitment to the above options for responding to a solicitation for Products covered under the Master Agreement. Our first goal is always to present the value of the Master Agreement to Public Agencies by making sure they understand that the contract was competitively-solicited and therefore a separate solicitation is not needed.

However, in those cases where a Public Agency still chooses to put out their own solicitation, Insight will either respond with pricing that is at or below the Master Agreement pricing (and report the subsequent sale to OMNIA Partners) or propose pricing that is higher than the Master Agreement. If a Public Agency allows for alternative proposals, we will include the Master Agreement as an option.

- b. *The successful Supplier will be required to sign Attachment A, Exhibit B, OMNIA Partners Administration Agreement, Suppliers shall have any reviews required to sign the document prior to submitting a response. Supplier's response shall include any proposed exceptions to the OMNIA Partners Administration Agreement.*

**Insight Response:**

Insight requests that the following clarifications/exceptions be included in any final terms and conditions of the contract; nevertheless, if Insight is the successful bidder, Insight is amenable to negotiating mutually agreeable terms prior to the commencement of the engagement.

PAGE NUMBER	REFERENCE SECTION/PARAGRAPH	IDENTIFIED EXCEPTION/NOTE	PROPOSED NEW LANGUAGE/COMMENT
16 (PDF P. 22)	Cobb County General Instructions for Proposers, Terms and Conditions; XIV. Delivery Failures	Supplier proposes to strike delivery penalties as Supply Chain issues are causing extreme delays in some cases, and those factors are beyond our control. Supplier will keep end users updated with expected lead times and delivery dates.	Failure of a contractor to deliver within the time specified or within reasonable time as interpreted by the Purchasing Director, or failure to make replacements of rejected articles/services when so requested, immediately or as directed by the Purchasing Director, shall constitute authority for the Purchasing Director to purchase in the open market or rebid for articles/services of comparable grade to replace the articles/services rejected or not delivered. On all such purchases, the contractor shall reimburse the County within a reasonable time specified by the Purchasing Director for any expense incurred in excess of contract prices, or the County shall have the right to deduct such an amount from monies owed the defaulting contractor. Should public necessity demand it, the County reserves the right to use or consume articles/services delivered which are substandard in quality, subject to an adjustment in price to be determined by the Purchasing Director.

<p>19 (PDF P. 25)</p>	<p>Cobb County General Instructions for Proposers, Terms and Conditions; XXVIII. Indemnification/Hold Harmless, 1st Paragraph</p>	<p>Supplier proposes to strike the 1st 2 sentences as the reps and warranties we are providing are already stated in this agreement and goes beyond the scope of warranties we have already agreed to.</p>	<p>To the fullest extent permitted by law, the Contractor shall defend, indemnify and hold harmless the County and the County's elected and appointed officials, officers, boards, commissions, employees, representatives, consultants, servants, agents and volunteers (individually an "Indemnified Party" and collectively the "Indemnified Parties") from and against any and all claims, suits, actions, judgments, injuries, damages, losses, expenses, and liability of any kind whatsoever, including but not limited to attorneys' fees and other legal expenses, ("Liabilities") to the extent caused by or resulting from negligence, recklessness, or intentionally wrongful conduct arising out of the Work, performance of contracted services, or operations by Contractor, any subcontractor, anyone directly or indirectly employed by the Contractor or subcontractor or anyone for whose acts the Contractor or subcontractor may be liable, regardless of whether or not the negligent act or omission is caused in part by a party indemnified hereunder. This indemnity obligation does not include Liabilities caused by or resulting from the sole negligence of an Indemnified Party. Such obligation shall not be construed to negate, abridge or otherwise reduce other rights or obligations of indemnity which would otherwise exist as to the party or person described in this Section XXVII.</p>
<p>[REDACTED]</p>	<p>[REDACTED]</p>	<p>[REDACTED]</p>	<p>[REDACTED]</p>
<p>[REDACTED]</p>	<p>[REDACTED]</p>	<p>[REDACTED]</p>	<p>[REDACTED]</p>

<p>[Redacted]</p>	<p>[Redacted]</p>	<p>[Redacted]</p>	<p>[Redacted]</p>
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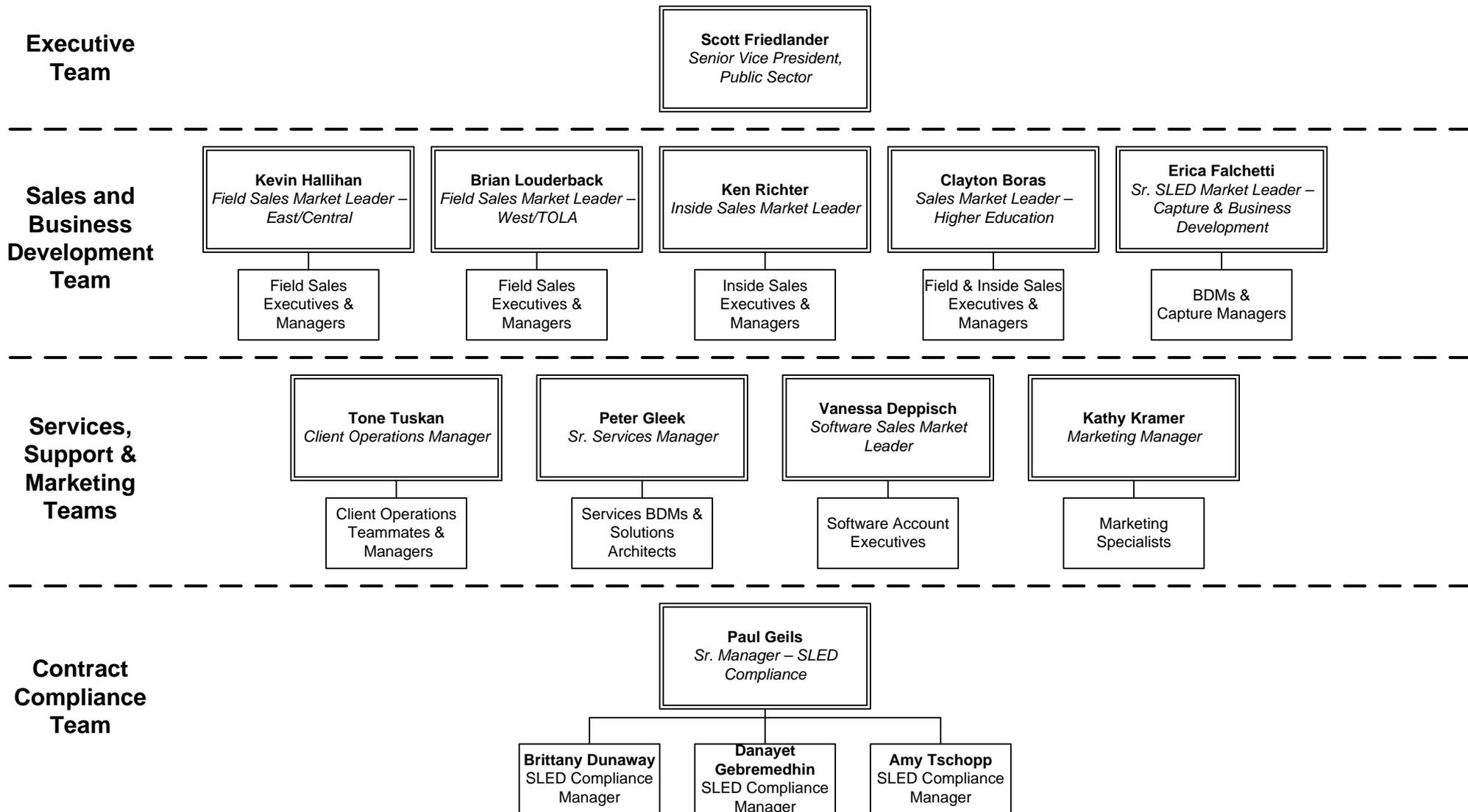
## 9. Appendices

Below is the list of documents included with our response.

- Appendix A – Organizational Chart
- Appendix B – Sample Agreements
  - Sample Insight Statement of Work (SOW) template
  - Sample Amazon Web Services Order Form Agreement
  - Sample Google Cloud Platform Order Form Agreement
  - Sample Microsoft Azure Order Form
- Appendix C – Manufacturers, Publishers, and Suppliers
- Appendix D – Dun & Bradstreet Report 2022
- Appendix E – Marketing Collateral
- Appendix F – Hidalgo County Case Study
- Bid Submittal Form
- RFP Form
- Exhibit A – Contractor Affidavit and Agreement
- Exhibit F – Federal Funds Certifications
- FEMA Special Conditions
- Exhibit G – New Jersey Business Compliance Forms
  - Statement of Ownership Disclosure
  - Non-Collusion Affidavit
  - Affirmative Action Affidavit
  - Political Contribution Disclosure Form
  - Stockholder Disclosure Certification
  - Certification on Non-Involvement in Prohibited Activities in Iran
  - New Jersey Business Registration Certificate
  - EEOAA Evidence with Certificate of Employee Information Report
  - MacBride Principals Form
- Addendum No. 1
- Addendum No. 2
- Addendum No. 3

# Appendix A - Organization Chart

## Insight Public Sector Organization Chart Cobb County & OMNIA Partners



## Appendix B - Sample Agreements



Insight Client Account Number	
Statement of Work #	
State/Fed Contract	

### Statement of Work ("SOW")

**Parties and addresses for notice:**

"Insight"	"Client"
Company name: Insight Public Sector, Inc.	Company name:
Primary contact:	Primary contact:
Address: 13755 Sunrise Valley Drive, Suite 750 Herndon, VA 20171	Address:
Phone number: [update]	Phone number: [update]
Email: [update]	Email: [update]
Secondary contact: [update]	Secondary contact: [update]

**Agreed and accepted:**

Insight	Client
Authorized signature:	Authorized signature:
Name:	Name:
Title:	Title:
Date:	Date:

**Invoicing procedures:**

Method (Client MUST select ONE option below.)	PO Process (Client MUST select ONE option below.)
<input type="checkbox"/> <b>Mail Invoice</b> – Hard copy of invoice will be mailed to: Company name: Address: Attention: Accounts Payable or Accounts Payable Contact: Phone:	<input type="checkbox"/> <b>Client issues system-generated POs or internal reference numbers for service engagements.</b> Please fill in the PO number below and attach a hard copy of the PO to this signed SOW. Note: Services cannot be performed until a hard copy of the PO is received, or a billing reference is provided. PO number: PO release number (if applicable): Internal billing reference number/name:
OR <input type="checkbox"/> <b>Email invoice</b> – Invoice copy will be sent electronically via email to:	OR <input type="checkbox"/> Client does NOT issue system generated POs for service engagements. Accordingly, performance of and payment for any Services under this SOW do not require, and are not contingent upon, the issuance of any PO or other similar document.

This SOW is effective as of the date last signed above ("SOW Effective Date"). Client's purchase, receipt, and use of the Services defined herein are subject to: (a) the written agreement for Services executed between Insight and the Client ("Master Agreement"), or (b) if the parties do not have a Master Agreement in place for the Services, the Terms of Sale for Services located at [https://www.insight.com/en\\_US/help/terms-of-sale-services-ips.html](https://www.insight.com/en_US/help/terms-of-sale-services-ips.html) (collectively, the "Agreement"). Capitalized terms used but not defined in this SOW will have the meaning given in the Agreement.

## 1. Purpose

The purpose of this SOW is to set forth the specific Services that Insight will provide to Client in connection with the Agreement.

## 2. Definitions

- a. "Deliverables" means the items created by Insight in connection with the Services and as specifically described in the Scope of Services and Delivery Schedule Section below.
- b. "Services" has the meaning given to it in the Scope of Services and Delivery Schedule Section.

## 3. Scope of Services and Delivery Schedule

Insight will perform the following services ("Services") per the terms of this SOW.

### 3.1. Service Description

The following is a high-level description of the Services Insight will provide:

1. [update] as outlined in the Exhibit(s) of this SOW.

#### 3.1.1. Location

Performance of the Services will be [remote and/or onsite].

- [client address]

### 3.2. Project Management

Insight will provide project management as detailed in the applicable Exhibit of this SOW.

### 3.3. How Services are Accepted

After Insight performs a Service or delivers a Deliverable to Client, if the Service or Deliverable does not meet the material requirements described in the SOW, then Client will provide Insight with a written explanation describing how the requirements were not met within 5 days following the date the Service or Deliverable was delivered to Client. If Client fails to provide the written explanation within this 5-day period, the Service and Deliverable will be deemed accepted by Client.

### 3.4. Business Hours

Services will be performed during normal United States business hours unless otherwise mutually agreed upon in the attached Exhibit(s). Normal business hours are defined as an 8-hour day, Monday through Friday, excluding designated Insight Holidays.

### 3.5. Client Responsibilities

Client is responsible for the following:

1. Client will provide a project contact with decision-making authority to support the scope of services described in this SOW and ensure the proper personnel are scheduled to review each completed Service or Deliverable upon notification of completion by Insight.

2. If applicable, Client will provide site contacts for each Client location. Each such contact will provide Insight with sufficient detail regarding his/her site, and will coordinate or perform required onsite work, as reasonably requested by Insight and Client IT, for the duration of the project.
3. Client will provide Insight the necessary access to its internal experts, location(s), critical systems, applications, workspace, and equipment required at each field location to complete the project. Access to Client systems will be provided to Insight via either onsite direct access or remote/VPN access. If Client cannot provide access or required resources under this SOW, then additional project duration, labor hours, travel expenses, and other costs may be incurred and due to Insight by Client.
4. Client will provide the necessary hardware, software, tools, and permits required for the successful completion of the project prior to Insight's arrival. Further, Client is responsible for all licensing requirements to be compliant per their own agreements.
5. Client is responsible for all product and material, including distribution and transport of Client-owned product and material, unless otherwise specified in writing. Product and material are defined as any items purchased, owned and/or provided by Client (or others) that Insight is required to use for fulfillment of any Services described herein.
6. Client is responsible for providing adequate and secure onsite storage for all Client-owned product and material unless otherwise specified in writing.
7. Client will be responsible for managing and maintaining, if applicable: (a) back-up and/or data migration of existing data and Client's information unless otherwise agreed to by Insight; (b) computer system and network designs; (c) component selection as it relates to the performance of the computer system and/or the network; (d) reasonable firewalls and if appropriate encryption; (e) least-privileged-based access controls (including provisioning, de-provisioning, authentication, authorization, and accountability controls); and (f) physical, electronic, and procedural controls to ensure the confidentiality, integrity, and availability of Client's information on all applicable Client computing systems used to store or transmit Client's information, in accordance with current applicable industry standards and best practices.
8. Client and its employees, contractors, and agents will: (a) cooperate with any reasonable request of Insight, (b) provide input throughout the project and will review progress at review meetings requested by Insight; and (c) provide Insight with access to all of Client's information, documentation, and technology, necessary for Insight to perform the Services, including a list of all Client and third-party contacts necessary for Insight to do so.
9. If applicable, Client is responsible for performance of the following OCM-related tasks:
  - a. Stakeholder Engagement, including but not limited to:
    - i Stakeholder analysis, use case development, and/or persona/user segmentation activities
    - ii Stakeholder engagement plan including scheduling of any activities
  - b. Communications, including but not limited to:
    - i Creation of a communications plan, including content plans for email, online resources, and any other communications channels
    - ii Execution/creation of any content outlined in the communications plan
    - iii Communications T-minus schedule
  - c. Training, including but not limited to:
    - i Training plan and schedule
    - ii Training content planning, creation and/or execution
  - d. Adoption, including but not limited to:
    - i Creation or execution of a governance plan
    - ii Creation or execution of a post-project end-user adoption plan

### **3.6. Assumptions**

1. If applicable, any onsite skills transfer that takes place during this project will not replace the manufacturer's formal system implementation and administration classes.

2. Outside the scope of this SOW, Insight has no obligation to mount, affix, or otherwise fasten any cable, hardware, or other product to any building or structure (inside or outside), and Insight has no obligation to run cable above, under, behind, or through any ceiling, floor, or wall of any building or structure. If such services are requested by Client, such services may be performed by Insight only to the extent permitted by applicable law and will be subject to a Change Request for additional services.
3. Each party agrees that personnel will not be asked to perform, nor volunteer to perform, engineering and/or consulting tasks that lie outside the skill sets and experience of personnel. Personnel have the right to decline a service request if the request falls outside their scope of experience and expertise.

### **3.7. Change Request Procedure**

If either party identifies any alterations to the scope of work, specifications, or requirements in this SOW, it shall be brought to the attention of the other party's management for pre-authorization by completing and submitting a written Change Request in a manner described in this section and signed by both parties ("Change Request Form").

Without limitation, Change Request Forms are appropriate in the following examples, as well as other situations that alter the scope of work, specifications, or requirements in this SOW:

- Changes to environment, scope, management, performance of projects (regular and special), milestones, tasks, systems, service levels
- Additional resources, scope, projects, new services, tasks
- Changes to management and control of hardware and software
- Adjustments to baselines, assets, volumes, or other areas where changeover time results in the need to adjust pricing
- Additions, deletions, and/or changes to sites where services are provided, or the nature of services provided at a site

If any such change causes an increase or decrease in the cost or time required for the performance of the Services, the price and/or delivery schedule shall be equitably adjusted and identified within the Change Request Form.

If Insight believes an operational change is required and Client does not agree to the change (or the applicable Change Request), Insight will be relieved of any related service level obligations. Any additional resources or costs expended or incurred to address the failure to make the change will be treated as an additional service.

### **3.8. Project Kickoff**

A project kickoff meeting will be held to review project expectations, discuss IT infrastructure design, discover any possible problems/risks, and formulate an appropriate plan (including a firm engagement schedule and downtimes).

### **3.9. Start Date**

The project start date will be mutually determined upon receipt of this signed SOW and, if applicable, a valid Purchase Order (PO). A minimum lead time of at least 20 business days from receipt of both documents may be required for scheduling purposes.

If Client causes any delays to the delivery start date, which was agreed upon by both parties in writing (email is acceptable), Client may incur additional fees based upon such delay, including but not limited to, travel expenses already incurred, if any, and/or other equitable relief as a remedy for such delay. The delays and charges will be defined and communicated through the Change Request process described in this SOW.

Services will be performed over a consecutive timeframe unless otherwise provided herein. If Client requests or causes a change in the schedule that prohibits Services from being delivered in a consecutive timeline, an additional lead time of 20 business days (from written confirmation to resume Services) may be required, new resources may be assigned, and there may be additional fees.

### **3.10. Estimated Duration**

The Services' duration will be approximately  week(s).

## 4. Pricing and Payments

### 4.1. Summary of Pricing

The table below is a summary of the pricing for all the offerings described in this SOW. Specific information regarding each Service is listed in the Fee sections below.

Offering Name	Fee Type	Quantity or Term	Total Estimated Amount

### 4.2. Fixed Fee

Client shall pay Insight the fixed fee of \$ . The total amount paid to Insight will not exceed the total fixed fee without the prior written approval of Client. Client  reimburse Insight for travel expenses, if any are required.

The fixed fee is based on the following:

Project Description	Price
<input type="text" value="[Project Description/Milestone Phase]"/>	<input type="text" value="[\$#.##]"/>
<input type="text" value="[Project Description/Milestone Phase]"/>	<input type="text" value="[\$#.##]"/>

#### 4.2.1. Invoicing

Insight will invoice Client monthly for Services performed based upon a percentage complete, plus any taxes incurred (if applicable).

### 4.3. Time and Materials

Services will be provided on a time and materials basis. Costs incurred by Client will be based on a 4-hour minimum (per day) for onsite resources, or actual time worked, whichever is greater. Client will not reimburse Insight for travel expenses if any are required.

Charges will be calculated based on the following rates:

Resource Type	Estimated Hours	Hourly Rate	Estimated Price
<input type="text" value="[Resource]"/>	<input type="text" value="[#]"/>	\$ <input type="text" value="[\$#.##]"/>	\$ 0.00
<input type="text" value="[Resource]"/>	<input type="text" value="[#]"/>	\$ <input type="text" value="[\$#.##]"/>	\$ 0.00
<input type="text" value="[Resource]"/>	<input type="text" value="[#]"/>	\$ <input type="text" value="[\$#.##]"/>	\$ 0.00
<b>Total Estimated Amounts</b>	0		\$ 0.00

Note: With the exception of the hourly rate the table above provides budgetary estimates only.

#### 4.3.1. Invoicing

Insight will invoice on a monthly basis for the minimum hours worked or actual hours worked, whichever is greater, plus any taxes incurred (if applicable).

**4.4. Pricing Notes**

1. Pricing offer is valid for 30 days from the date a copy of this SOW is first presented to Client. This SOW must be executed and returned to Insight by Client within such 30-day period or pricing will expire.
2. Travel expenses, if applicable, are not reimbursable.
3. Pricing and estimated time to complete this engagement are based upon Client providing necessary access to internal experts, location(s), all critical systems, applications, and hardware required to complete the project. Any additional requirements, including without limitation, additional screening, background check, vaccination or covid-related requests and other out-of-scope or previously undisclosed resource-related requests may result in Service commencement or completion delays and additional fees.
4. Client acknowledges that cancellation of this engagement may cause Insight to incur non-refundable pre-approved travel expenses and other costs. Accordingly, if Client cancels this engagement, Client shall pay Insight the fees set forth below. Such cancellation shall be in writing and shall be effective when received by Insight.

Cancellation Period	Cancellation Fee
Less than 3 business days prior to start of engagement	100% of total cost of engagement OR \$12,500.00, whichever is less
Between 3 and 10 business days prior to start of engagement	10% of total cost of engagement OR \$2,500.00, whichever is less
More than 10 business days prior to start of engagement	None

5. If an Insight resource arrives on site per an agreed-upon schedule and is unable to start or complete the project due to any Client, site, and/or equipment issues, any applicable travel expenses will be incurred.
6. Insight is not responsible for delays or repeated tasks caused by factors outside of Insight's control. These factors include, but are not limited to, availability of Client personnel, equipment, and facilities.
7. Client will compensate Insight for any out-of-scope work requested by Client on an hourly basis at Insight's standard hourly rates (unless otherwise agreed to in writing by the parties).

**4.5. Client Work Product**

All results of the Services described in and delivered pursuant to this SOW, including Deliverables and Client's proprietary information contained therein, authored or created by Insight specifically for Client as a Work Made for Hire, excluding any Insight IP incorporated therein ("Work Product"), will be and remain the property of Client. Insight retains all right, title, and interest in, without limitation, any intellectual property rights in works of authorship, know-how, or any invention, device, process, method, development, design, specifications, technique, apparatus, reports, schematic, or technical information (whether patentable or not), documentation, software or enhancements, improvements, alterations, interfaces, workflows, and best practices developed, invented, created, or reduced to practice by Insight and used for the Services, including any derivatives or modifications ("Insight IP"). To the extent Work Product includes any works of authorship that are Insight IP, Insight grants Client a nonexclusive and non-transferable license to use each such portion of the Work Product for its internal business purposes, provided that no Insight IP may be unbundled or separated from the Work Product or used on a stand-alone basis.

## 5. Exhibit – Project Management

Insight will provide the following project management and technical direction:

### ***Project Coordinator***

- Serve as the primary point of contact on all project issues, needs, and concerns
- Facilitate introduction kickoff call to review scope and project expectations
- Schedule and coordinate the necessary resources to support the project
- Complete Change Request (CR) documentation as required; and obtain signed CRs for mutually agreed upon changes
- Facilitate closeout meeting, as needed

### ***Project Manager***

- Serve as the primary point of contact on all project issues, needs, and concerns
- Provide team leadership and guidance
- Facilitate kickoff meeting to review scope and project expectations, discuss IT infrastructure design, assess Client readiness (hardware, software, infrastructure pre-requisites, etc.), discover any possible problems/risks, formulate an appropriate work breakdown structure for primary project tasks, and create project timeline/schedule (including potential downtimes and maintenance windows)
- In conjunction with Client, measure and communicate weekly progress against mutually agreed-upon milestones
- Maintain a project log proactively to identify and communicate key decisions made, action items to be completed, risks/issues that may impact scope, schedule, and lessons learned; and mitigate and/or escalate any critical risks or issues under Insight's control, as needed
- Manage Client expectations and satisfaction throughout the life of the project
- Schedule and coordinate the necessary resources to support the project
- Schedule and conduct project team update/status meetings
- Prepare written status reports for Client at mutually agreed-upon intervals
- Monitor, manage, and communicate changes to the project's scope, budget, schedule, and resources; complete Change Request (CR) documentation as required; and obtain signed CRs for mutually agreed upon changes
- Facilitate closeout meeting, as needed
- If applicable, perform the following activities related to organizational change management ("OCM") outlined in Insight's Best Practices Guide for OCM for the Services in this SOW:
  - Identify Client contacts for activities related to stakeholder engagement, communications, training, online resources/intranet, support
  - Track the following decisions and deliverables as part of the project plan:
    - Plans for stakeholder engagement, communications, content planning, training, and adoption
    - T-minus schedules for stakeholder engagement, communications, and training
    - Technical dependencies related to OCM activities
  - Where applicable, engage Insight OCM SMEs for advisory purposes, not to exceed 5 hours

### ***Program Manager***

- Provide oversight and act as the primary escalation point for the program
- Maintain contact and communication with all Insight project team members and project stakeholders to ensure conformance with requirements of project delivery and Client expectations

- Develop a program-level governance model and work with Client to obtain endorsement for successful implementation
- Oversee program to ensure consistency of project practices (Change Requests, issue management, risk management, decision tracking, etc.); follow and contribute to standard Client implementation methodologies and best practices
- Work with Client to identify the program success criteria and document dependencies, risks, and issues associated with the successful completion of the program
- Develop program communications plan and associated documents, drive cross-project delivery consistency, and coordinate cross-project communications
- Maintain frequent program-level written and verbal communications with all program stakeholders and participants ensuring communications are understood by recipients
- Identify and manage program-level dependencies and critical paths
- Identify, escalate, and document program issues as necessary
- Provide team leadership and guidance throughout the program
- Work closely with the Insight Project Managers and key Client team members and stakeholders to ensure that the program is effectively executed
- Provide a Program Schedule highlighting Deliverables, corresponding milestones, planned project events, and timelines
- Deliver program-level summaries at agreed-upon intervals

**5.1. Project Contacts**

Contact Name	Contact Email
Client Sponsor - [update]	[update]
Client Technical Lead – [update]	[update]
Client Executive - [update]	[update]
Solutions Executive – [update]	[update]@insight.com
Additional Insight Contact – [update]	[update]@insight.com
Services Manager – [update]	[update]@insight.com
Project Manager – [update]	[update]@insight.com

## 6. Exhibit – Service Offering Information

### 6.1. Service Description

The following is a high-level description of the Services Insight will provide:

- [Bullet 1]
  - [Bullet 2]
    - [Bullet 3]
      - [Bullet 4]

### 6.2. Scope and Approach

Insight will perform the following Services:

#### [Phase]

- [Bullet 1]
  - [Bullet 2]

#### [Sub-Phase]

- [Bullet 1]
  - [Bullet 2]

#### [Sub-Phase]

- [Bullet 1]

#### 6.2.1. Out of Scope

1. The following are considered out-of-scope and are not part of the Services:
  - a. Electrical or cabling services
  - b. Formal user training
2. Services and Deliverable items not expressly described in the Scope and Approach section is considered to be out of scope. Any out-of-scope items must be pre-authorized and verified by Insight in writing through the Change Request process.

### 6.3. Deliverables

#### Overall Project

- [Bullet 1]

#### Project Management

##### Project Coordinator

- Communications/escalation contact list

##### Project Manager

- Communications/escalation contact list
- Weekly status reports on the progress of the project

##### Program Manager

- Weekly status reports on the process of the program

Deliverables, if any, will be agreed upon by both parties in writing.

**6.4. Offering-Specific Client Responsibilities**

1.  [Enter offering-specific responsibilities here]

**6.5. Offering-Specific Assumptions**

1.  [Enter offering-specific assumptions here]

DRAFT

**Amazon Web Services Order Form Agreement**

Client Name:	_____	Client Acct. #	_____
Address	_____	Client Contact Name:	_____
City, State, Zip	_____	Account Executive:	_____
State/Fed Contract:	_____	Request Date	Click or tap to enter a date. _____

This Amazon Web Services (“AWS”) Order Form Agreement, together with any attachments or schedules (collectively referred to herein as the “Agreement”) contains the terms and conditions that govern access to and use of the AWS Cloud Services provided by Amazon Web Services, Inc. (also referred to as the “Vendor” or “Amazon” or “Service Provider”) and purchased through and accepted by Insight Public Sector, Inc., (also referred to as “Solution Provider” or “Insight”) on behalf of itself and its affiliates and successors, and is an agreement between Insight and the entity specified in the “Customer Name” field above, on behalf of itself and its affiliates, successors, customers and end-users (hereinafter, “Customer”, or “you”). The Effective Date of this Agreement will be the earlier of when this Agreement is manually or electronically signed below and accepted by Insight, the date an order is placed in the AWS customer portal (the “AWS Client Portal”), or the date Cloud Services are enabled or provisioned for use by you. You represent to Insight that the individual signing or accepting this Agreement or placing an order for Cloud Services pursuant to this Agreement, has the legal authority to bind you. FOR AWS GOV-CLOUD, PLEASE REACH OUT TO YOUR INSIGHT REP FOR MORE INFORMATION.

Scope of this Agreement: Scope of this Agreement: Scope of this Agreement: The Cloud Services included within the scope of this Agreement are consumption-based AWS Cloud Services which are ordered directly through Insight. **AWS Marketplace transactions are not covered under this Agreement; therefore, these transactions will not be subject to the terms set forth herein, nor will such transactions be priced in accordance with the underlying Terms of Sale.**

**1. Definitions**

- 1.1. **“Acceptable Use Policy”** means the policy currently available at: <http://aws.amazon.com/aup> as may updated from time to time.
- 1.2. **“Content”** means any content you upload to the Services under your account or otherwise transfer, process, use or store in connection with your account.
- 1.3. **“Policies”** means the AWS Acceptable Use Policy, the Site Terms, the Service Terms and all other restrictions described on the AWS site at <http://aws.amazon.com>.
- 1.4. **“Services”** means each of the AWS web services made available by AWS.
- 1.5. **“Service Offerings”** means the Services provided by AWS under this Agreement.
- 1.6. **“Service Terms”** means the rights and restrictions for particular Services located at <http://aws.amazon.com/service/terms> as may be updated from time to time.
- 1.7. **“Third Party Content”** means content made available to you by any third party on the AWS site or Marketplace in conjunction with the Services.

**2. Use of the Service Offerings**

- 2.1. **Generally.** You may access and use the Service Offerings in accordance with this Agreement. You will adhere to all laws, rules, and regulations applicable to your use of the Service

Offerings, including Service Terms, the Acceptable Use Policy and other Policies as defined in Section 1.

- 2.2. **Your Account.** Once an account has been set up for you, Service Offerings may be enabled and provisioned by you via the AWS Client Portal. Use, reporting, and invoicing of the Service Offerings are based on a consumption or actual use model, as further described below. You will be invoiced for the Service Offerings you consume in accordance with usage reports provided by AWS.
- 2.3. **Third Party Content.** Third Party Content, such as software applications provided by third parties, may be made available directly to you by other companies or individuals under separate terms and conditions, including separate fees and charges. Because we may not have tested or screened the Third Party Content, your use of any Third Party Content is at your sole risk.

### 3. Security and Data Privacy

- 3.1. **Your Content.** You are solely responsible for the development, content, operation, maintenance, and use of your Content such as, but not limited to: (a) compliance of your Content with the Acceptable Use Policy, the other Policies and the law; (b) any claims relating to your Content; and (c) properly handling and processing notices sent to you (or any of your affiliates) by any person claiming that your Content violates such person's rights, including notices pursuant to the Digital Millennium Copyright Act.
- 3.2. **Other Security and Backup.** You are responsible for properly configuring and using the Service Offerings and taking your own steps to maintain appropriate security, protection and backup of your Content, which may include the use of encryption technology to protect your Content from unauthorized access and routine archiving your Content.

### 4. Fees and Invoicing

- 4.1. **Fees:** The unit or per seat Fees for Service Offerings payable by you will be the current AWS list price at the time such Service Offerings are consumed by you[, less a  (X)] percent ( (X)]%) discount from Insight at invoice. You will receive a discount off of the following AWS Services as set forth at: [AWS AUTHORIZED SERVICES LIST](#), in addition to the Business and Enterprise Support Plans]. The total Fees payable by you[, with Insight's discount (if any),] will be set forth in Insight's invoice in the manner described below. Insight reserves the right to modify the Fees payable as a result of changes implemented by AWS to its partner/distributor program.
- 4.2. **Invoicing/Payment:** Service Offerings used or enabled by you, including without limitation, any additions, reductions, increases or decreases in the per unit quantity of the Service Offerings used, will be invoiced on an actual use or consumption basis as measured and reported to Insight by AWS. AWS's records and usage reports are taken to be correct unless proven by you to be in error. Insight will invoice you monthly in arrears for the Service Offerings consumed in each preceding monthly billing period on an actual use or consumption basis as reported by AWS. Unless otherwise agreed to in writing between the parties, you must pay all undisputed invoices in full within thirty (30) days of the invoice date.
- 4.3. **Cloud Service Credits/SLAs:** The Parties agree that AWS's Service Level Agreements, to the extent applicable, will apply to this purchase as set forth at <https://aws.amazon.com/legal/service-level-agreements/>. To the extent that a Cloud Service credit is due to Client in accordance with the AWS Service Level Agreement(s), the Parties agree that any credit due will be credited by Insight to Client's account within a reasonable time after Insight's notice from Client of the claim and following AWS's verification of Client's claim. Client expressly acknowledges and agrees that Insight is not obligated to provide any Cloud Service credit if AWS is unable to verify Client's claim. ANY CREDITS OR TERMINATION RIGHTS DESCRIBED UNDER THE SLA SHALL BE THE SOLE AND EXCLUSIVE REMEDY OF CLIENT IN CONNECTION WITH ANY UNAVAILABILITY OF THE SERVICE OFFERINGS OR BREACH OF THE SLA.

## 5. Term/Termination

- 5.1. **Term.** The term of this Agreement will commence on the Effective Date and will remain in effect until terminated by you or Insight in accordance with Section 5.2.
- 5.2. **Termination.** (a) Termination for Convenience. You may terminate this Agreement for any reason by: (i) providing Insight notice and (ii) closing your account for all Services for which Insight provides an account closing mechanism. Insight may terminate this Agreement for any reason by providing you 30 days advance notice. (b) Termination for Cause. (i) By Either Party. Either party may terminate this Agreement for cause upon 30 days advance notice to the other party if there is any material default or breach of this Agreement by the other party, unless the defaulting party has cured the material default or breach within the 30 day notice period. (ii) By Insight. Insight may also terminate this Agreement immediately upon notice to you (A) for cause, if any act or omission by you results in a suspension of your account by AWS, or (B) if AWS terminates or no longer provides the Service Offerings under this Agreement for any reason.
- 5.3. **Effect of Termination.** (a) Generally. Upon any termination of this Agreement: (i) all your rights under this Agreement immediately terminate; (ii) you remain responsible for all fees and charges you have incurred through the date of termination, including fees and charges for in-process tasks completed after the date of termination; and (iii) you will immediately return or, if instructed by Insight, destroy all AWS Content in your possession. (b) Post-Termination Assistance. Unless Insight terminates your use of the Service Offerings pursuant to Section 5.2(b), during the 30 days following termination: (i) AWS will not erase any of Your Content as a result of the termination; (ii) you may retrieve Your Content from the Service Offerings only if you have paid any charges for any post-termination use of the Service Offerings and all other amounts due; and (iii) AWS will provide you with the same post- termination data retrieval assistance that is generally made available to all customers.

## 6. Indemnification

You will defend, indemnify, and hold harmless Insight, its affiliates, licensors, and each of its respective employees, officers, directors, and representatives from and against any claims, damages, losses, liabilities, costs, and expenses (including reasonable attorneys' fees) arising out of or relating to any third party claim concerning: (a) your use of the Service Offerings; (b) your breach of this Agreement or violation of applicable law; or (c) your Content or the combination of your Content with other applications, Content or processes, including any claim involving alleged infringement or misappropriation of third-party rights by your Content or by the use, development, design, production, advertising or marketing of your Content.

## 7. Limitation of Liability

INSIGHT WILL NOT BE LIABLE TO YOU FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES (INCLUDING DAMAGES FOR LOST PROFITS, GOODWILL, USE OR DATA), EVEN IF A PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. FURTHER, NEITHER WILL INSIGHT BE RESPONSIBLE FOR ANY COMPENSATION, REIMBURSEMENT, OR DAMAGES ARISING IN CONNECTION WITH: (A) YOUR INABILITY TO USE THE SERVICE OFFERINGS, INCLUDING AS A RESULT OF ANY (I) TERMINATION OR SUSPENSION OF THIS AGREEMENT OR YOUR USE OF OR ACCESS TO THE SERVICE OFFERINGS; (II) DISCONTINUATION OF THE SERVICE OFFERINGS; OR (III) WITHOUT LIMITING ANY OBLIGATIONS UNDER THE SLAS, ANY UNANTICIPATED OR UNSCHEDULED DOWNTIME OF ALL OR A PORTION OF THE SERVICE OFFERINGS FOR ANY REASON, INCLUDING AS A RESULT OF POWER OUTAGES, SYSTEM FAILURES OR OTHER INTERRUPTIONS; (B) THE COST OF PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; (C) ANY INVESTMENTS, EXPENDITURES, OR COMMITMENTS BY YOU IN CONNECTION WITH THIS AGREEMENT OR YOUR USE OF OR ACCESS TO THE SERVICE OFFERINGS; OR (D) ANY UNAUTHORIZED ACCESS TO, ALTERATION OF, OR THE DELETION, DESTRUCTION, DAMAGE, LOSS OR FAILURE TO STORE ANY OF YOUR CONTENT OR OTHER DATA. OUR AGGREGATE LIABILITY UNDER THIS AGREEMENT WILL BE LIMITED TO THE AMOUNT YOU ACTUALLY PAY US UNDER THIS AGREEMENT FOR THE SERVICE OFFERING THAT GAVE RISE TO THE CLAIM DURING THE 12 MONTHS PRECEDING THE CLAIM.

NOTHING IN THIS SECTION 6 WILL LIMIT YOUR OBLIGATION TO PAY US PURSUANT TO SECTION 4 (FEES AND INVOICING).

**8. Insight’s Terms of Sale**

The purchase of AWS Cloud Services are subject to Insight’s Terms of Sale for Cloud Services as set forth at [https://www.Insight.com/en\\_US/help/terms-of-sale-cloud-ips.html](https://www.Insight.com/en_US/help/terms-of-sale-cloud-ips.html) (“Insight Terms of Sale”). To the extent the terms of this Agreement conflict with the Insight Terms of Sale for Cloud Services, these Agreement terms shall take precedence with respect to the purchase of Service Offerings. For the avoidance of doubt, notwithstanding the presence or acceptance of your order by Insight or Vendor, any applicable service setup information will be for administrative purposes only and subject to this Agreement. This Agreement is a Special Terms addendum to the Insight Terms of Sale, and is hereby incorporated by reference. Capitalized terms used but not defined herein will have the meaning provided in Insight’s Terms of Sale.

**9. Vendor’s Terms of Use – AWS Agreements**

By entering into this Agreement, you acknowledge that the use of the AWS Cloud Services provided through Insight is subject to the applicable AWS Public Sector Access Policy, a current version of which is located at: [AWS Public Sector Access Policy](#).

You will be solely responsible for providing each of your affiliates, subsidiaries, customers and end-users with the aforementioned AWS Agreements governing use of the AWS Cloud Services and gain their acceptance prior to any purchase, provisioning and use of such AWS Cloud Services.

BY ENTERING YOUR MANUAL OR ELECTRONIC SIGNATURE BELOW, YOU HEREBY CERTIFY AND AGREE THAT: (1) YOU ARE DULY AUTHORIZED ON BEHALF OF CLIENT TO ACCEPT THIS AGREEMENT AND TO PROCURE, PROVISION AND USE, NOW AND IN THE FUTURE, ALL AWS CLOUD SERVICES ORDERED HEREUNDER; AND (2) YOU ARE PLACING THE ORDER DESCRIBED HEREIN AND ACCEPT THIS AGREEMENT AND ALL APPLICABLE TERMS AND CONDITIONS APPLICABLE TO SUCH ORDER ON BEHALF OF THE CLIENT.

Insight		Client	
By:	  <hr/> <i>Authorized Representative</i>	By:	  <hr/> <i>Authorized Representative</i>
Print Name:		Print Name:	
Title:		Title:	
Date:		Date:	

## 1. EXHIBIT A - SUPPLEMENTAL TERMS AND CONDITIONS FOR AWS GOV CLOUD

**[Delete this exhibit if it should not be included in the contract]**

These Supplemental Terms and Conditions for AWS GovCloud ("AWS GovCloud Supplemental Terms") form an addendum to the Insight AWS Agreement, and set forth the terms and conditions that are specific to the AWS GovCloud Services being purchased by Client from Insight. To the extent these terms conflict with the Insight AWS Agreement, these AWS GovCloud Supplemental Terms will govern with respect your purchase of the AWS GovCloud Services. Terms used but not defined herein will have the meaning given in the AWS Agreement.

### 1) Use of the AWS GovCloud (U.S.) Region Service Offerings.

You may access the AWS GovCloud (U.S.) Region if you have root level access to the relevant program account.

### 2) AWS GovCloud (U.S.) Region Representations & Warranties.

Should you gain access to an AWS GovCloud (U.S.) Region account, the AWS Services may not be used to process or store classified data. You are responsible for verifying that all end users accessing Your Content in the AWS GovCloud (U.S.) Region are eligible to gain access to Your Content. You represent and warrant that You: (i) are a U.S. Person, as defined by 22 CFR part 120.15 ("U.S. Person"); (ii) will only assign a U.S. Person as your account owner for the AWS GovCloud (U.S.) Region; (iii) if required by the International Traffic In Arms Regulations ("ITAR"), have and will maintain a valid Directorate of Defense Trade Controls registration; (iv) are not subject to export restrictions under U.S. export control laws and regulations (e.g., you are not a denied or debarred party or otherwise subject to sanctions); and (v) maintain an effective compliance program to ensure compliance with applicable U.S. export control laws and regulations, including the ITAR. If requested, You agree to provide additional documentation and cooperation to verify the accuracy of the foregoing representations and warranties.

### 3) Your Use of GovCloud Credentials.

- a) **GovCloud Region.** AWS will implement reasonable and appropriate measures for the AWS Network in the GovCloud Region designed to: (i) help You secure Your Content against accidental or unlawful loss, access or disclosure; (ii) implement the in-scope Federal Risk and Authorization Management Program ("FedRAMP") controls for the Services identified as FedRAMP compliant; and (iii) maintain physical and logical access controls to limit access to the AWS Network by AWS personnel, including employees and contractors, to U.S. citizens, as defined by 8 USC §1401, et seq. ("U.S. Citizens") ((i), (ii) and (iii) collectively the "Security Objectives"). The GovCloud Region is the only AWS Region that has physical and logical access controls that limit access to the AWS Network by AWS Personnel to U.S. Citizens. (The 'AWS Network' means AWS's data center facilities, servers, networking equipment, and host software systems (e.g., virtual firewalls) that are within AWS's control and are used to provide the Services.)
- b) **GovCloud Region Security Standards.**
  - i) **Information Security Program.** AWS will maintain an information security program (including the adoption and enforcement of internal policies and procedures) designed to: (a) satisfy the Security Objectives; (b) identify reasonably foreseeable and internal risks to security and unauthorized access to the AWS Network; and (c) minimize security risks, including through risk assessment and regular testing. AWS will designate one or more

employees to coordinate and be accountable for the information security program. The information security program will include the following measures:

- (1) **Network Security.** The AWS Network will be electronically accessible to employees, contractors and any other person as necessary to provide the Services. AWS will maintain access controls and policies to manage what access is allowed to the AWS Network from each network connection and user, including the use of firewalls or functionally equivalent technology and authentication controls. AWS will maintain corrective action and incident response plans to respond to potential security threats.
- (2) **Physical Security.**
  - (a) **Physical Access Controls.** Physical components of the AWS Network are housed in nondescript facilities (the "Facilities"). Physical barrier controls are used to prevent unauthorized entrance to the Facilities both at the perimeter and at building access points. Passage through the physical barriers at the Facilities requires either electronic access control validation (e.g., card access systems, etc.) or validation by human security personnel (e.g., contract or in-house security guard service, receptionist, etc.). Employees and certain contractors are assigned photo-ID badges that must be worn while the employees and contractors are at any of the Facilities. Visitors and any other contractors are required to sign-in with designated personnel, must show appropriate identification, are assigned a visitor ID badge that must be worn while the visitor is at any of the Facilities, and are continually escorted by authorized employees or contractors while visiting the Facilities.
  - (b) **Limited Employee and Contractor Access.** AWS provides access to the Facilities to those employees and contractors who have a legitimate business need for such access privileges. When an employee or contractor no longer has a business need for the access privileges assigned to him/her, the access privileges are promptly revoked, even if the employee or contractor continues to be an employee of AWS or its affiliates.
  - (c) **Physical Security Protections.** All access points (other than main entry doors) are maintained in a secured (locked) state. Access points to the Facilities are monitored by video surveillance cameras designed to record all individuals accessing the Facilities. AWS also maintains electronic intrusion detection systems designed to detect unauthorized access to the Facilities, including monitoring points of vulnerability (e.g., primary entry doors, emergency egress doors, roof hatches, dock bay doors, etc.) with door contacts, glass breakage devices, interior motion-detection, or other devices designed to detect individuals attempting to gain access to the Facilities. All physical access to the Facilities by employees and contractors is logged and routinely audited.
- ii) **Continued Evaluation.** AWS will conduct periodic reviews of the security of its AWS Network and adequacy of its information security program as measured against industry security standards and its policies and procedures. AWS will continually evaluate the security of its AWS Network and associated Services to determine whether additional or different security measures are required to respond to new security risks or findings generated by the periodic reviews.
- (1) **Your Responsibilities.** You are responsible for all physical and logical access controls beyond the AWS Network including, but not limited to, Your account access, data

transmission, encryption, and appropriate storage and processing of data within the GovCloud Region. You are responsible for verifying that all End Users accessing Your Content in the GovCloud Region are eligible to gain access to Your Content. The Services may not be used to process or store classified data. If you introduce classified data into the AWS Network, You will be responsible for all sanitization costs incurred by Insight and AWS. Your liability under this provision is exempt from any limitations of liability.

**BY ENTERING YOUR MANUAL OR ELECTRONIC SIGNATURE BELOW, YOU HEREBY CERTIFY AND AGREE THAT: (1) YOU ARE DULY AUTHORIZED ON BEHALF OF CLIENT TO ACCEPT THESE AWS GOV CLOUD SUPPLEMENTAL TERMS AND TO PROCURE, PROVISION AND USE, NOW AND IN THE FUTURE, ALL AWS GOV CLOUD SERVICES ORDERED HEREUNDER; AND (2) YOU ARE PLACING THE ORDER ASSOCIATED HERewith AND ACCEPT THESE AWS GOV CLOUD SUPPLEMENTAL TERMS ON BEHALF OF CLIENT.**

Client	
By:	<div style="border-bottom: 1px solid black; margin-bottom: 5px;"></div> <div style="text-align: center;"><i>Authorized Representative</i></div>
Print Name:	
Title:	
Date:	

**Google Cloud Platform Order Form Agreement**

Customer Name:	_____	Customer Acct. #	_____
Address:	_____	Customer Contact:	_____
State/Fed Contract:	_____	Domain:	_____

This Order Form ("Agreement") governs access to and use by the customer named above, on behalf of itself and its affiliates, successors, customers, and end users (collectively, the "Customer", "You" or "Your") of the Google Cloud Platform Services supplied by Google, LLC (the "Supplier" or "Google") and provisioned through Insight Public Sector, Inc. ("Insight"). The individual accepting this Agreement on behalf of Customer represents and warrants that he or she: (i) has full legal authority to bind Customer to this Agreement; (ii) has read and understands this Agreement; and (iii) agrees to the Agreement on behalf of Customer. If you do not have the legal authority to bind Customer, please do not accept this Agreement, or provision or use any Services.

**1. Definitions.**

- 1.1. "Acceptable Use Policy" or "AUP" means Supplier's acceptable use policy set forth for the Services, found at <https://cloud.google.com/terms/aup> as modified from time to time.
- 1.2. "Anthos Products" means the subset of Google Cloud Platform Services described in the Google Cloud Platform suite of services listed here: <https://cloud.google.com/terms/services> as modified from time to time, and made available to End User through Insight as a reseller.
- 1.3. "Application(s)" means any web or other application Customer creates using the Google Cloud Platform Services, including any source code written by Customer to be used with the Services or hosted in an Instance.
- 1.4. "Committed Purchase(s)" have the meaning set forth in the Service Specific Terms.
- 1.5. "Content" means any content you upload to the Services under your account or otherwise transfer, process, use, or store in connection with your account.
- 1.6. "Customer Data" means content provided, transmitted, or displayed via the Google Cloud Platform Services by Customer, but excluding any data provided as part of the Customer's Google account (either gmail.com address or an email address provided under the "Google Apps" product line).
- 1.7. "Google Cloud Platform Services" means Google's Cloud Platform suite of services listed here: <https://cloud.google.com/terms/services> as modified from time to time, and made available to End User through Insight as a reseller.
- 1.8. "Google TOS" means the Google Cloud Platform Terms of Service at <https://cloud.google.com/terms/>.
- 1.9. "High Risk Activities" means uses such as the operation of nuclear facilities, air traffic control, or life support systems, where the use or failure of the Services could lead to death, personal injury, or environmental damage.
- 1.10. "Instance" means a virtual machine instance, configured and managed by Customer, which runs on the Google Cloud Platform Services.
- 1.11. "Intellectual Property Rights" means current and future worldwide rights under patent law, copyright law, trade secret law, trademark law, moral rights law, and other similar rights.

- 1.12. "Premium Software" means Software which Google has described as "Premium Software" within the Google Cloud Platform Services and is subject to the Service Specific Terms, including, but not limited to: Anthos Products.
- 1.13. "Project" means a grouping of computing, storage, and API resources for Customer, and via which Customer may use the Google Cloud Platform Services.
- 1.14. "Services" means the Google Cloud Platform Services.
- 1.15. "Service Specific Terms" means the terms which are specific to each Google Cloud Platform Service and set forth at <https://cloud.google.com/terms/service-terms> as modified from time to time.
- 1.16. "SLAs" means the service level agreements applicable to the Google Cloud Platform solutions found at <https://cloud.google.com/terms/sla/>.
- 1.17. "Software" means any downloadable tools, software development kits, or other such proprietary computer software provided by Google in connection with the Google Cloud Platform Services, including Premium Software, which may be downloaded by Customer, and any updates Google may make to such Software from time to time.
- 1.18. "Third Party Content" means content made available to you by any third party via Insight or the Console in conjunction with the Services.

## 2. Terms of Sale and Terms of Use for Cloud Services

- 2.1. **Terms of Sale.** The purchase of the Services will be subject to Insight's Terms of Sale for Cloud Services as set forth at [https://www.insight.com/en\\_US/help/terms-of-sale-cloud-ips.html](https://www.insight.com/en_US/help/terms-of-sale-cloud-ips.html) ("Insight Terms of Sale"), including, but not limited to, pricing (where applicable) will be set forth in the Google Cloud Platform console, tools or platform used by You to procure Services (the "Console"). For the avoidance of doubt, notwithstanding the presence or acceptance by Insight of any separate purchase order You may provide, to the extent such purchase order contains other terms, it will be for administrative purposes only and the parties agree that the governing terms and conditions shall be those set forth in this Agreement, unless otherwise agreed to in writing by Insight and You. If there is a conflict between the Insight Terms of Sale and any of the other documents that comprise the Agreement ("Conflicting Terms"), the terms of the Agreement ("Prevailing Terms") will take precedence over the Conflicting Terms solely with respect to Your use of the Google Cloud Platform Services. Moreover, the Prevailing Terms shall be construed as narrowly as possible to resolve the conflict while preserving as much of the Agreement as possible, including, but not limited to, preserving non-conflicting provisions contained within the same paragraph, section, or sub-section as the Conflicting Terms. Capitalized terms which are not defined in this Agreement shall have the meaning ascribed to them in the Insight Terms of Sale.
- 2.2. **Terms of Service.** The Services are provided by the Supplier and are subject to the Google TOS. Such terms, including any additional Supplier terms provided in this Agreement, will apply to Your access to and use of the Services. By provisioning Services through the Console, you represent, warrant and covenant that you will not use the Services unless You have agreed to the Google TOS.
- 2.3. **Your Account.** Once an account has been set up for you, Services may be enabled and provisioned by you via the Console. Use, reporting and invoicing of the Services are based on a consumption or actual use basis, as further described below. You will be invoiced for the Services you consume in accordance with usage reports provided by the Supplier.
- 2.4. **Third Party Content.** Third Party Content, such as software applications provided by third parties, may be made available directly to you by other companies or individuals under separate terms and conditions, including separate fees and charges. Because we may not have tested or screened the Third-Party Content, your use of any Third-Party Content is at your sole risk.

### 3. Security and Data Privacy

- 3.1. **Your Content.** You are solely responsible for the development, content, operation, maintenance, and use of your Content such as, but not limited to: (a) compliance of your Content with the Acceptable Use Policy, the other Policies, and the law; (b) any claims relating to your Content; and (c) properly handling and processing notices sent to you (or any of your affiliates) by any person claiming that your Content violates such person's rights, including without limitation, notices pursuant to the Digital Millennium Copyright Act.
- 3.2. **Other Security and Backup.** You are responsible for properly configuring and using the Services and taking your own steps to maintain appropriate security, protection, and backup of your Content, which may include the use of encryption technology to protect your Content from unauthorized access and routine archiving your Content.
- 3.3. **Privacy Policy.** Google Cloud Platform Services are subject to Google's privacy policy located <http://www.google.com/policies/privacy/> as modified from time to time.

### 4. Fees and Invoicing

- 4.1. **Fees.** If You exceed the usage limits, fee thresholds, Committed Units or any prepaid credits applicable to the Service, You agree to pay for the fees and charges for such over usage. For any extension of a Services subscription term or the provisioning of a Service upgrade, the then-current price will apply, unless otherwise mutually agreed in writing by You and Insight. Insight, may, from time to time in its sole discretion, change the fees it charges for the Service. Any increase in the fees will take effect at the beginning of the new subscription term. Insight will notify You of any such changes by updating the Console or sending notice by e-mail or regular mail.
- 4.2. **Invoicing/Payment.** Services used or enabled by you, including without limitation, any additions, reductions, increases or decreases in the per unit quantity of the Services used, will be invoiced on an actual use or consumption basis as measured and reported to Insight by Google. Google's records and usage reports are taken to be correct unless proven by you to be in error. Insight will invoice you monthly in arrears for the Services consumed in each preceding monthly billing period on an actual use or consumption basis as reported by Google. Unless otherwise agreed to in writing between the parties, you must pay all undisputed invoices in full within thirty (30) days of the invoice date. If You have purchased prepaid credits, You will be invoiced monthly against Your prepaid amount. You will have the option to either purchase additional increments of prepaid credits or default to consumption-based billing. Should You fail to purchase additional prepaid credits and Your usage exceeds Your prepaid credit amount, You agree to pay Insight for any and all amounts owed to Google for such over usage and You will continue to be invoiced on an actual use basis as reported to Insight by Google.
- 4.3. **Google Cloud Platform Service SLAs.** The Google Cloud Platform Services are more fully described at <https://developers.google.com/cloud/services> and are subject to the service level agreements found at <https://cloud.google.com/terms/sla/>. ANY CREDITS OR TERMINATION RIGHTS DESCRIBED UNDER THE SLA SHALL BE THE SOLE AND EXCLUSIVE REMEDY OF CUSTOMER IN CONNECTION WITH ANY UNAVAILABILITY OF THE SERVICES OR BREACH OF THE SLA.

### 5. Term/Termination

- 5.1. **Agreement Term.** The "Term" of this Agreement will begin on the Effective Date and continue until the Agreement is terminated as set forth in this Section 5 of the Agreement.
- 5.2. **Termination for Breach.** Either party may terminate this Agreement for breach if: (i) the other party is in material breach of the Agreement and fails to cure that breach within thirty days after receipt of written notice; (ii) the other party ceases its business operations or becomes subject to insolvency proceedings and the proceedings are not dismissed within ninety days; or (iii) the other party is in material breach of this

Agreement more than two times notwithstanding any cure of such breaches. In addition, Insight may terminate any, all, or any portion of the Services or Projects, if Customer meets any of the conditions in Section 9.2(i), (ii), and/or (iii).

- 5.3. **Termination for Inactivity**. Insight or Google reserves the right to terminate the provision of the Service(s) to a Project upon 30 days advance notice if, for a period of 60 days (i) Customer has not accessed the Admin Console or the Project has had no network activity; and (ii) such Project has not incurred any Fees for such Service(s).
- 5.4. **Termination for Convenience**. Customer may stop using the Services at any time. Customer may terminate this Agreement for its convenience at any time on prior written notice and upon termination, must cease use of the applicable Services. Insight may terminate this Agreement for its convenience at any time without liability to Customer.
- 5.5. **Effect of Termination**. If the Agreement is terminated, then: (i) the rights granted by one party to the other will immediately cease; (ii) all Fees owed by Customer to Insight are immediately due upon receipt of the final electronic bill; (iii) Customer will delete the Software, any Application, Instance, Project, and any Customer Data or Customer will transfer billing account direct to Google or a new service provider; and (iv) upon request, each party will use commercially reasonable efforts to return or destroy all Confidential Information of the other party.

## 6. Additional Required Terms

- 6.1. **Liability for Breach/Indemnity**. In addition to any liability Customer may have to Insight, Customer agrees that Customer will also be legally responsible directly to Google for any breach of these terms and conditions. Unless prohibited by applicable law, Customer will indemnify, defend, and hold harmless Google from and against all liabilities, damages, and costs (including settlement costs and reasonable attorneys' fees) arising out of a third party claim: (a) regarding any Application, Project, Instance, Customer Data, or Customer trademark; or (b) regarding Customer's, or its end users', use of the Google Cloud Platform Services in violation of the Acceptable Use Policy. Google is a third party beneficiary to this Agreement with respect to the terms and conditions set forth herein.
- 6.2. **No Warranties**. EXCEPT AS EXPRESSLY SET FORTH IN THE SERVICE SPECIFIC TERMS FOR PREMIUM SOFTWARE, GOOGLE AND ITS SUPPLIERS DO NOT MAKE ANY WARRANTY OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, INCLUDING WITHOUT LIMITATION WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR USE AND NON-INFRINGEMENT.
- 6.3. **Intellectual Property Rights**. As between the parties, Customer owns all Intellectual Property Rights in Customer Data and the Application or Project (if applicable), and Google owns all Intellectual Property Rights in the Google Cloud Platform Services and Software.
- 6.4. **Other Restrictions**. Customer will not, and will not allow third parties under its control to: (a) copy, modify, create a derivative work of, reverse engineer, decompile, translate, disassemble, or otherwise attempt to extract the source code of the Google Cloud Platform Services or any component thereof (except to the extent such restriction is expressly prohibited by applicable law); (b) use the Google Cloud Platform Services for High Risk Activities; (c) sublicense, resell, or distribute the Google Cloud Platform Services or any component thereof separate from any integrated Application; (d) use the Google Cloud Platform Services to create, train, or improve (directly or indirectly) a substantially similar product or service, including any other machine translation engine; (e) unless otherwise set forth in the Service Specific Terms, use the Services to operate or enable any telecommunications service or in connection with any Application that allows its end users to place calls or to receive calls from any public switched telephone network; (f) process or store any Customer Data that is subject to the International Traffic in Arms Regulations maintained by the Department of State; or (g) unless expressly permitted to, use the Services for any purpose or in any manner involving Protected Health Information (as defined in HIPAA).

- 6.5. **Google Cloud Platform Terms of Use for Public Sector.** Customer acknowledges that use of the Google Cloud Platform Services provided through Insight is subject to the applicable Google Cloud Computing End User License Agreement for Public Sector, a current version of which is located at: [https://www.carahsoft.com/application/files/3415/7685/7848/Google\\_Cloud\\_Master\\_General\\_Terms\\_US\\_Gov\\_GCP\\_12-20-2019.pdf](https://www.carahsoft.com/application/files/3415/7685/7848/Google_Cloud_Master_General_Terms_US_Gov_GCP_12-20-2019.pdf).
- 6.6. **Acceptable Use Policy.** Customer will comply with the Acceptable Use Policy and ensure that its Applications, Projects, and Customer Data, and use thereof by its end users comply with the Acceptable Use Policy. Google reserves the right to review the Application, Project, and Customer Data to ensure Customer's compliance with the Acceptable Use Policy.
- 6.7. **Service Specific Terms.** Customer will comply with the Service Specific Terms.
- 6.8. **Terms Related to Anthos Products.** If Customer is purchasing Anthos Products, the following terms shall apply:
  - 6.8.1. During the Term, or so long as Customer is purchasing Anthos Products under the pay-as-you-go model, Customer must purchase and maintain Google technical support in order to receive technical support for the Anthos Product directly from Google;
  - 6.8.2. Customer may not, on behalf of a hyperscale public cloud provider, without Google's prior written consent, (a) conduct (directly or through a third party) any comparative or compatibility testing, benchmarking, or evaluation (each, a "Test") of the Anthos Products, or (b) disclose the results of any such Test.

BY SIGNING THIS AGREEMENT (OR ISSUING A PO IN LIEU OF SIGNATURE), YOU HEREBY CERTIFY THE FOLLOWING:

THAT (1) YOU ARE DULY AUTHORIZED ON BEHALF OF CLIENT TO ACCEPT THIS ORDER, (2) THAT YOU ACCEPT THIS ORDER AND ALL APPLICABLE TERMS AND CONDITIONS ON BEHALF OF CLIENT, AND (3) THAT YOU AGREE TO PAY FOR ALL ORDERS, CHANGES, AND/OR INCREASES IN USAGE SUBSEQUENTLY PROVISIONED BY YOU UNDER YOUR ACCOUNT.

Client	
By:	<hr style="border: 1px solid black;"/> <i>Authorized Representative</i>
Print Name:	
Title:	
Date:	

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## 1. SCHEDULE A - FEES AND ADDITIONAL ORDER DETAILS

**Fees:**

All prices set forth in this Schedule A are estimates of monthly Services usage only. Customer is responsible for all actual Services charges accrued in accordance with Sections 4.1 and 4.2 of this Agreement.

**Services Order Details:**

Type or Description of Services	Price (based on estimated usage)	Notes



## MICROSOFT AZURE ORDER FORM

Client Name:

Client Account No:

Address:

Address:

Client Contact:

Insight Contact:

### **THIS ORDER IS SUBJECT TO THE TERMS AND CONDITIONS SET FORTH ON THIS ORDER FORM**

- **PROVISIONING AND USE OF CLOUD SERVICES.** Insight performs the initial tenant set-up for Client, including adding Client's subscription and configuring Client's owner rights. Once a subscription has been created for Client, Cloud Services may be enabled and consumed by Client via the Microsoft Azure Services Portal. Use, reporting and invoicing of Cloud Services are based on a consumption or actual use model, as further described below. Client will be invoiced for Cloud Services consumed in accordance with usage reports provided by Microsoft.
- **TERM/TERMINATION.** Cloud Services start once provisioned by Insight on Client's behalf. Cloud Services are available on a month-to-month basis. Client can cancel the Cloud Services at any time by providing written notice. If Client terminates its use of Cloud Services, Client will remain responsible to Insight for the prior month's consumption and all accrued charges for such Cloud Services which will be billed in the next scheduled invoice.
- **FEES AND INVOICING.** Client agrees to pay the fees and charges for the Cloud Services as set forth in the provided price list at purchase, as may be amended from time to time. All future quantities used, enabled or consumed for purchased Cloud Services will be invoiced monthly in arrears on an actual use basis (i.e. "pay-as-you-go") as measured and reported to Insight by Microsoft. The unit purchase price (consumption rate) for each of the Cloud Services available to the Client will be made available for Client's review on a monthly basis. For any extension of a subscription term or the provisioning of a Cloud Service upgrade, the then-current price will apply, unless otherwise mutually agreed in writing by Insight and Client. Notwithstanding the foregoing, Insight may, from time to time and in its sole discretion, change the fees it charges all clients for the Cloud Service for reasons including, but not limited to, changes in Microsoft's pricing and changes to its channel partner programs.
- **AZURE RESERVATIONS (Azure Reserved VM Instances)(\*Optional).** Client agrees that Azure Reservations purchases will be invoiced up-front, in full, for the entire term. All Azure Reservations have their own unique coverage period (not coterminous to any previous Azure Reservation purchase). No refunds will be granted once the Azure Reservations are provisioned and in use. *By executing this Order Form, Client agrees to pay the Azure Reservations fees listed below up-front on Client's first issued invoice:*

- **FORM OF PAYMENT.** Form of payment must be on file before Insight will provision the Cloud Services. All Cloud Services consumed leveraging this Agreement will automatically be billed to the selected form of payment. If a form of payment change is required, please call Insight Credit Card Services Department for assistance.

**Net 30 Payment Terms** unless You have a separate purchase agreement signed by both your company and Insight, in which case , the net terms of that separate agreement will govern

**Credit Card Payment. Please provide last 4 digits of credit card**

\*Due to security and compliance standards we require clients to call our Credit Card Services Department at 800-INSIGHT and requesting the Credit Card Services department between the hours of 7:00 and 4:00 MST Monday – Friday to provide the full credit card information.

**BY CHECKING THIS BOX, YOU CERTIFY THAT YOU HAVE READ AND AGREE TO INSIGHT'S "MICROSOFT CLOUD SOLUTION PROVIDER (CSP) AGREEMENT" WHICH IS INCORPORATED HEREIN BY REFERENCE AND GOVERNS YOUR ORDER FROM INSIGHT, LOCATED AT THE FOLLOWING URL:**

<https://www.insight.com/microsoft-csp-agreement-for-us-gov-community>

**BY CHECKING THIS BOX, YOU CERTIFY THAT YOU HAVE READ AND AGREE TO MICROSOFT'S TERMS OF USE (COLLECTIVELY, THE "MICROSOFT AGREEMENTS"). YOU SHALL BE SOLELY RESPONSIBLE FOR PERIODICALLY REVIEWING DESIGNATED URLS OR SUCCESSOR URLS OF MICROSOFT TO UNDERSTAND AND PERFORM IN ACCORDANCE WITH SUCH AMENDED OR OTHERWISE UPDATED MICROSOFT TERMS.**

1. The Microsoft Online Services Terms can found at:

<https://www.microsoft.com/en-us/licensing/product-licensing/products.aspx>

2. The Microsoft Customer Agreement is available from Client’s tenant accessed through the Microsoft Online Services Portal; OR Client accepts the current applicable regional version of the Microsoft Customer Agreement available at:

<https://www.microsoft.com/licensing/docs/customeragreement>

3. The Microsoft Azure Service Level Agreement can be found at: [https://azure.microsoft.com/en-](https://azure.microsoft.com/en-us/support/legal/sla)

[us/support/legal/sla](https://azure.microsoft.com/en-us/support/legal/sla)

BY CHECKING THE ABOVE-REFERENCED BOXES, YOU UNDERSTAND AND AGREE TO EACH AND ALL OF THE TERMS AND CONDITIONS OF THIS AGREEMENT THAT ARE LEGALLY BINDING. YOU FURTHER AGREE THAT YOUR SIGNATURE ON THIS DOCUMENT IS AS VALID AS IF YOU SIGNED THE DOCUMENT IN WRITING.

<b>By:</b>	<b>By:</b>
<b>Name:</b>	<b>Name:</b>
<b>Title:</b>	<b>Title:</b>
<b>Date:</b>	<b>Date:</b>
<b>Email:</b>	
<b>PO Number (Optional):</b>	

## Appendix C - Manufacturers, Publishers and Suppliers

### Manufacturers, Publishers and Suppliers

#1 PC DIAGNOSTICS COMPANY	DigiDNA SARL	LANGSDOM	SAALFELD
.COM SOLUTIONS	DigiEffects LLC	LANGUAGE ENGINEERING COMPANY	Saba Software
.VANTRONIX	DIGIGRAM	LANGUAGE LINE SOLUTIONS	SABERLOGIC INC
/n software, inc.	DIGIKEY	LANIER	SABRENT
@COMM	DIGI-KEY CORPORATION	LANNER INC	SACHLTER
@XI COMPUTER	DIGILENT	LANPARTE	SACRAMENTO COMPUTER POWER INC
02 SOLUTIONS	DIGILIAN	LANSAC INC	SADA SYSTEMS INC
0XDATA INC	DIGIMATION	LAN-SECURE NETWORKS	SAE
1 BEYOND, INC	DIGIMIND	LANSACK	SAFARI BOOKS ONLINE LLC
1 EDI SOURCE	DIGINEX	Lansweeper	SAFCO
1 Source Metrology Corp	DIGIPEDE TECHNOLOGIES LLC	LANSYST LTD	SAFE HARBOR COMPUTERS
1 TRIPPLITE	DIGIPORT	LANTERIA LLC	SAFE SECURITIES INC
10000ft	DIGIPOS SYSTEMS	LANTRONIX	SAFE SOFTWARE
101 AUDIO VIDEO INC	DIGIPOWER	LAPCABBY	SAFE TREK INC
1099 EXPRESS.COM	DIGISHUO	LAPLINK SOFTWARE	SAFE TYPE, INC
1099 PRO, INC	DIGISIGNER	LAPLINK.COM	SAFECONSOLE
10by8	DIGISTORE SOLUTIONS	LAPP TANNEHILL	SAFECORE, INC.
10GEN INC	DIGITAL ACCESSORIES CORPORATION	LAPTOP CHARGER FACTORY	SAFEGUARD
10GTEK TRANSCEIVERS	DIGITAL ACOUSTICS CORPORATION	LAPTOP SERVICE CENTER LLC	SAFEND
10TEC COMPANY	DIGITAL AIRWARE	LAPWORKS	SAFENET, INC.
10to8	DIGITAL ANARCHY	LARCOM & YOUNG	Safepass.me
10ZIG TECHNOLOGY/BOSANOVA	DIGITAL ANTENNA, INC.	LARS SAMS	SAFER NETWORKING LTD
123 SYNCHRONIZER	DIGITAL ATLANTIC CORP	LARSCOM	Safe-T Data
123PROPOSAL AUTOMATION SOFTWARE INC	Digital Audio Corp	LARSEN ANTENNAS	SAFETY INNOVATIONS
128 CONSULTING LLC	DIGITAL BLUE INC.	LARSON SOFTWARE TECHNOLOGY	SAFETY INSPECTION SOLUTIONS LLC
12GHOSTS INC	DIGITAL CANAL	LARSON SOFTWARE TECHNOLOGY 2002	SAFETY SOFTWARES
16 SOFTWARE	DIGITAL CHECK CORP	LASALLE TECHNOLOGIES	SAFETY TECHNOLOGY INTERNATIONAL
1776 SOFTWARE	DIGITAL COMBUSTION INC	LASCAR ELECTRONICS	SAFETY TECHNOLOGY INTERNATIONAL INC
17a-4	DIGITAL CONCEPT	LASCO	Safety Videos
1-800-BATTERIES/IGO	DIGITAL CONFIDENCE LTD	LASER RECHARGE	SAFEWARE THE INSURANCE AGENCY INC
1E LTD	DIGITAL CREATION	LASERFICHE	Safran Software Solutions AS
1PASSWORD	Digital Data Services, Inc.	LaserPecker	Saft
1SPATIAL INC	DIGITAL DECK COVERS	LASERSOFT IMAGING, INC.	SAGAXSOFT
1STVISION INC	DIGITAL DETECTIVE GROUP	LASITU	SAGE GROUP
1VISION SOFTWARE	DIGITAL DETECTIVE GROUP LTD	LASKO PRODUCTS	SAGE PUBLICATIONS
1WORLDSYNC INC	DIGITAL DISPLAY SYSTEMS, INC.	LASTAR, INC.	SAGE SOFTWARE
2 TECHNOLOGY PLACE	DIGITAL ELEMENT	LASTBIT CORP	SAGEKEY SOFTWARE
200	DIGITAL FILM TOOLS	LASTPASS	SAGELAMP SOLUTIONS INC
2020 TECHNOLOGIES	DIGITAL FILMWORKS	LASUNY	SageMath
203 Trading - Acer Refurbs	Digital Fuel SV LLC	LATENIGHT SOFTWARE LTD	SAGEM-INTERSTAR
203 Trading - Dell Refurbs	DIGITAL GUARDIAN INC	LATERALWORKS	SAGER NOTEBOOK COMPUTER
203 Trading - HPI Refurbs	DIGITAL IMAGE SOLUTIONS SINGAPORE	Latest Solutions USA	SAGITTA HPC
203 Trading - Lenovo Refurbs	DIGITAL INNOVATIONS	LATITUDE GEOGRAPHICS	SAHARA CASES LLC
203 Trading - Microsoft Refurbs	DIGITAL INTELLIGENCE INC.	LATITUDE LEARNING	SAICOO
203 Trading - Samsung Refurbs	DIGITAL JUICE	LATTICE SEMICONDUCTOR	SAILPOINT TECHNOLOGIES
203 Trading - Viewsonic Refurbs	DIGITAL LIFESTYLE OUTFITTERS	LATTIX INC	SainSmart
22 CASES	DIGITAL LOGGERS INC	LAUBLAB KG	SAINT CORPORATION
22 MILES, INC (PENDING)	DIGITAL METAPHORS	LAUBRASS INC	SAISON INFORMATION SYSTEMS CO.,LTD
24U SOFTWARE	DIGITAL METROLOGY SOLUTIONS	LAUDONTECH SOLUTIONS INC	SAITECH IT PRIVATE LIMITED
2BRIGHTSPARKS PTE LTD	DIGITAL NETRIX	LAUNCH 3 VENTURES LLC COMPANY	SAITEK INDUSTRIES
2BrightSparks Pte. Ltd.	DIGITAL NETWORKS	LAUNCHDARKLY	SAKAR
2conciliate Business Solutions AB	DIGITAL PERIPHERAL SOLUTIONS, INC.	LAUNSBY CONSULTING	SAKETA
2D3 LIMITED	DIGITAL PERSONA	Laurel Bridge Software, Inc.	SAL JOHNSON & ASSOCIATES INC
2E2	DIGITAL PRODUCT	Lauren Innovations	SALAMANDER DESIGNS LTD

## Manufacturers, Publishers and Suppliers

2FA, INC.	Digital Projection, Inc.	LAUTERBACH INC	SALARY.COM
2FLYER	DIGITAL PROTOTYPE SYSTEMS INC	LAVA COMPUTER MANUFACTURING	SALEAE LLC.
2N USA LLC	DIGITAL RAPIDS CORPORATION	LAVALIER	SALES BEACON
2ND QUADRANT INC	Digital Reasoning	LAVASOFT	SALESEGE LLC
2POINT	DIGITAL RIVER	LAVASTORM ANALYTICS INC	SALESFORCE
2Ring	Digital Science & Research	LAVIEW EAGLE EYE TECHNOLOGY	SALFORD SYSTEMS
2-SEC LTD	DIGITAL SECURITY CONTROLS	LAVKOW	SALIENT PROCESS INC
2X SOFTWARE LLC	Digital Shadows Inc	LAW ENFORCEMENT SUPPLY	SALIENT STILLS INC
2X SOFTWARE LTD	Digital Signature Software	LAWVU LIMITED	SALT
3 LEGGED THING	DIGITAL SPECTRUM SOLUTIONS, INC.	LAYER 2 GMBH	SALTED SERVICES
3000AD SYSTEMS PTY LTD	DIGITAL SPEECH SYSTEMS	LAYERED SOLUTIONS	SALTER BRECKNELL
321DONE	DIGITAL STORAGE	Layout Editor	SALTSTACK HEADQUARTERS
352 INC	Digital Storm	LAYOUT LIMITED	SALTY BRINE SOFTWARE
360WORKS	DIGITAL SURF	LAYTON TECHNOLOGY	SAM R REDDY DBA EVAP CONSULTING INC
37 SIGNALS LLC	DIGITAL TIGERS	LAZA WIRELESS LLC	SAMANAGE USA INC
3AM SYSTEMS LTD	Digital Transforms	LBM SYSTEMS	SAMDESK
3C CAD INC	DIGITAL TRANSITIONS	LC TECHNOLOGY INTERNATIONAL	SAMETOP
3COM	DIGITAL WATCHDOG	L-COM, INC.	SAMLEX AMERICA, INC.
3CORE SOFTWARE	Digital Workplace Forum Group	LCPracker	SAMPLE MAGIC LTD
3CX	DIGITAL.AI SOFTWARE, INC.	LD PRODUCTS	SAMPO
3D CONTROL SYSTEMS INC	DIGITALINX	LDAP SERVICES *USE LDAPSOFT	SAMS PUBLISHING
3D IO GMBH	DIGITALINK	LDAPSOFT	SAMSARA NETWORKS
3D ISSUE	DIGITALML USA INC	LDAPSOFT CORPORATION	SAMSILL CORPORATION
3D LASER ADVANTAGE INC	DIGITALOFFICEPRO INC	LDRA SOFTWARE TECHNOLOGY	SAMSON TECHNOLOGIES CORP.
3D NATURE LLC	DIGITALSTORAGE	LE CROZZ	SAMSONITE
3D RAPID PRINTS	DIGITALVOLCANO SOFTWARE LTD	LEA Professional	SAMSUNG
3D SYSTEMS, INC.	DIGITALVOLCANO SOFTWARE LTD.	LEAD TECHNOLOGIES INC	SAMSUNG ELEC
3D To All	Digite Inc.	LEADER TECHNOLOGY	SAMSYS TECHNOLOGIES
3D3 SOLUTIONS LTD.	DIGITECH SYSTEMS	LEADERSHIP INFUSION LLC	SAMYS CAMERA INC
3DBear Inc	DIGITEK COMPUTER PRODUCTS	LEADING MARKET TECHNOLOGIES INC	SAN DIEGO CAD CAM
3DCADCO INC	DIGITIZE DESIGNS LLC	LEADS ONLINE LLC	SAN JAMAR
3D-COAT	DIGITIZEIT	LEADTEK	SANA SECURITY
3DCONNEXION	DIGITTRADE GMBH	LEADTHEM CONSULTING , LLC	SANBOLIC INC
3DI INC	Digitus Biometrics, Inc.	LEAN ENTERPRISE SOFTWARE SOLUTIONS	SANDBOXIE
3D-KSTUDIO.COM	DIGITZONE	LEAN SOFTWARE LTD	SANDERSON FORENSICS LTD
3DLABS	DIGIUM	LEANIX INC	SANDHILL CONSULTANTS USA LTD
3DQUAKERS.com	DIGSELL	LEANKIT INC	SANDISK
3DStudio.nl	DIGSILENT GMBH	LEAP MOTION, INC.	SANDSTORM
3D-TOOL	DILIGENT CORPORATION	LEAPFROGBI	SANDUSKY CABINETS
3DVISTA ESPANA SL	DIMASTR	LEAPWORK	SANDY KNOLL SOFTWARE
3EYE TECHNOLOGIES	DIMENSION 5	LEARN IT INC	SANDY LISA
3I'S INC	DIMENSIONAL SOLUTIONS INC	LEARNING A-Z LLC	SANFACE SOFTWARE
3M COMPANY	DIMPLE SOFTWARE	LEARNING COMPANY	SANFORD
3M TOUCH SYSTEMS	Dinamenta	LEARNING SEED	SANGEAN
3P Learning Inc.	DINAMO GMBH	Learning Tree International	SANGOMA
3PAR	DINCLOUD	LEARNINGWARE, INC	SANHO
3RP	DINKUMWARE	LEARNITURE FURNITURE	SANITECH
3SL	DINO SOFTWARE	LEARNKEY	SANKEN MICROPHONE CO. LTD.
3T SOFTWARE LABS GmbH	DINOLITE	LEARNPORT INC.	SANMAR CORP
3WARE	DINSPACE	LEARNPULSE SAS	SANMINA CORPORATION
3XLOGIC	DI-O-MATIC	LEARNQUEST	SANNET SOLUCIONES LLC
4 DEGREES	DIPL-ING. MARTIN AIGNESBERGER	LEASE ACCELERATOR INC	SANOXY
42GEARS MOBILITY SYSTEMS	DIRAD TECHNOLOGIES INC	LEASEQUERY LLC	SANRAD, INC.
45 DRIVES MANUFACTURING	DIRECT BUSINESS TECHNOLOGIES LLC	LEATHERMAN TOOL GROUP INC	SANS DIGITAL

## Manufacturers, Publishers and Suppliers

4BITS	DIRECT TECHNOLOGY GROUP	LECTRA	SANSPOT
4CABLING.COM.AU	DIRECTIONS ON MICROSOFT	LECTROFAN	SANSUI
4CLICKS SOLUTIONS, LLC	DIRECTORY SOLUTIONS GROUP	LECTROSONICS INC.	SANSUN
4D PAYMENTS INC	DIRECTORY WIZARDS	LEDABOUR INC	SANTA FE GROUP
4D Systems	DIRECTV, LLC	LEDCO	SANTESOFT
4D TECHNOLOGIES	DISC MAKERS	LEDETECH	SANUS SYSTEMS
4D, INC	DISC SOFT	LEDNICEKER	SANYO
4IMPRINT INC	DISCMASTERS	LEDTRONICS	SAP AMERICA, INC.
4M	DISCOURSE ANALYTICS	LEDwholesalers	SAPIEN TECHNOLOGIES
4N6 FANATICS.COM LLC	Discover Headsets	LEE FILTERS	SAPIENCE ANALYTICS
4N6XPRT	DISCOVER TECHNOLOGIES	LEE HARTMAN & SONS, INC.	SapiensIT Consulting GmbH
4TEAM	DISCREETFX	LEET CYBER SECURITY	SAPIENT CORP
4TOPS	DISCUS SOFTWARE COMPANY	LEEUUE	SAPPHIRE
4URPC	DISKINTERNALS RESEARCH	LEFTA SYSTEMS	SAPRO SYSTEMS
4WHAT INTERACTIVE	DISKOLOGY	LEFTHAND NETWORKS	Saramonic
4WinKey.	DISPATCHING SOLUTIONS INC	LEGALSUITE	SARATECH
4XEM CORP.	DISPLAY IMPORTER	LEGATO SYSTEM	SARITASA LLC
5000FISH INC	DISPLAY WERKS	LEGRAND	SARTORIUS STEDIM DATA ANALYTICS AB
508 SOFTWARE LLC	DISPLAYMATE TECHNOLOGIES	LEICA GEOSYSTEMS	SAS
51 DEGREES.MOBI LTD	DISPLAYPORT SOURCE	LEICA-GEOSYSTEMS	SAS INSTITUTE
52 Stairs Studio Inc	DISPLAYS2GO	LEIDOS INC	SASE SHAM INC
5G AUTOMATIKA	DISPLAYTEN	LEIHONG	SASSAFRAS SOFTWARE INC
5NINE SOFTWARE INC	Dissertation Editor	LEIMBERG & ASSOCIATES	SATECHI
5S SUPPLY	DISTAT	LEIMBERG & LECLAIR, INC.	SATELLITEFORMS
5SPICE	DISTI	LEITCH	SATINIOR
5TOUCH SOLUTIONS INC	DISTINCT	LEITNER	SATMAXIMUM
5X TECHNOLOGY LLC	DISTINCTIVE VOICE AND DATA	LEM SOLUTIONS	SATOAMERICA
6 WUNDERKINDER GMBH	DISTINOW	LEMKESOFT	SATORI SOFTWARE
65BIT SOFTWARE LIMITED	DISTRIBUTION MANAGEMENT CORP	LEMON MOJO	SAUCE LABS
74MPH SOLUTIONS	DISTRIBUTIVE MANAGEMENT LLC	LeMotech	SAUNDERS GROUP INC
7EDIT	DISTRIBUTORX INC	Lenel	SAUNDERS MANUFACTURING
7PACE	DITEK	LENEXPO	SAUTINSOFT
7Signal	DIVELEMENTS LTD	LENKENG TECHNOLOGY	SAVAGE UNIVERSAL
84 CODES AB	DIVERSE COMPUTING INC	LENMAR	SAVANCE LLC
8E6 TECHNOLOGIES	DiverseNet	LENOVO	SAVANT PROTECTION INC
8TH WALL, INC.	DIVERSIFIED COMPUTER SYSTEMS, INC.	LENOVO X86	SAVARI INC
8X8 INC.	Diversified Labeling Solutions	LENOX SOFTWARES INC	SAVIGENT SOFTWARE INC
90 METER INC	DIVERSIFIED MATERIAL SPECIALIST INC	Lenses.io Ltd	SAVIN
911inform	DIVERSIFIED SERVICES NETWORK INC	LENTE DESIGNS	SAVISION
919LABS	DIVERSITRACK	LENTION	SAVOX COMMUNICATIONS INC
986 LABS INC	Diversity IT LLC	LEOCH BATTERY CORPORATION	Savvius Inc
9LINE SOFTWARE LLC	Diversity Resources	LEONARDO	SAVVY LEARNING SYSTEMS
9RAYS.NET	DIVEX TURISMO SL	LEORA SOFTWARE COMPANY	SAWMILL
A B SCIEX	DIVI SPACE	LEOSTREAM CORPORATION	SAWTOOTH SOFTWARE INC
A BETTER SOLUTION INC	DIVISION M	LEPA TECHNOLOGY CORP	SAXONICA
A Cloud Guru	DIVLOCSOFT	LEPEI - XOOL	SAXONY
A TO B SOLUTIONS	DIVXNETWORKS	LEPIDE SOFTWARE PVT LTD.	SAYHIRED
AIK RESEARCH LABS	DIYATECH	LEPY	SB2 SOFTWARE / MATRIZ SB2
A&B	DIYIFE	LETOUR	SBE
A&B SOFTWARE LLC	DIYMALLS	LET'S THINK WIRELESS, LLC	SBE VISION INC
A&H SOFTWARE HOUSE	DJ TECHTOOLS	LETSIGNIT CORP	SBOWER INC
A&I SOLUTIONS INC	DJI	LETTER OPENER GMBH	SC ACID MEDIA SRL
A.I. SOLUTIONS INC	DJMIXERSOFT	LEVEL 3 AUDIO VISUAL LLC	SC JOHNSON PROFESSIONAL
A.V. SIMULATION SAS	DLI.TOOLS	LEVEL 3 COMMUNICATIONS	SC PIXELMACHINE SRL

## Manufacturers, Publishers and Suppliers

Â¿Extreme Broadband Engineering	D-LINE	LEVEL 7 TECHNOLOGIES	SCADA ENGINE
Â¿GOKU STORE	D-LINK SYSTEMS	LEVEL ACCESS INC	SCALA BROADCAST MULTIMEDIA
Â¿VZOBLESTOP	DLT SOLUTIONS	LEVEL TWO	SCALA, INC
Â¿Yide Machinery Co. Ltd.	DLT SOLUTIONS (ADEPT ONLY)	LEVELELEVEN	SCALABIUM SOFTWARE
A10 NETWORKS INC.	DLT SOLUTIONS, INC.	LEVELOPS INC	SCALABLE DISPLAY TECHNOLOGIES
A1A Software LLC	DM SOLUTIONS INC	LEVERAGE INFORMATION SYSTEMS	SCALABLE NETWORK TECHNOLOGIES
A2MAC1 LLC	Dmarcian	LEVERAGE TECHNOLOGIES INC	SCALABLE SOFTWARE
A2Z SUPPLIES LLC	DMC	Levi Ray & Shoup Inc	SCALE CENTER OF ARIZONA
A3J GROUP LLC	DMD AMERICA INC	LEVITON TELECOM	SCALE COMPUTING
A4TECH CO LTD	DME Forensics	LEVO	SCALE LOGIC
A7SOFT	DMG MORI USA INC	LEVTON	SCALEARC
a9t9 software GmbH	DMH Software	LEXALYTICS INC	SCALEBASE INC
AA PORTABLE POWER CORP	DMITRIY PRIMOCHENKO	LEXAR MEDIA	SCALED AGILE
AACS LA LLC	DMITRY STREBLECHENKO, USA	LEXICON TECHNOLOGIES, INC	SCALEOUT SOFTWARE INC
AADS WORLDWIDE LTD	DMOOSE	LEXIMATION INC	SCALITY
AAEON ELECTRONICS INC	DMSI INTERNATIONAL	LEXIP	SCAN WIRELESS
AAOTOKK	DMSOFT TECHNOLOGIES	LEXIPOL	SCANAVENGER
AAP	DMSUITE	LEXIS-NEXIS	SCAND LLC
AAPC	DNASTAR	LEXMARK	SCANDIT INC
AAR INNOVATIONS	DNC SOFTWARE LTD	LEXRAY	SCANIE
AASTRA TELECOM	DN-COMPUTING	LEXTECH INC	SCANLAB AMERICA INC
AAVID	DNN CORPORATION	LEYI	SCANNEX LLC
AAXA TECHNOLOGIES, INC	DNP IMS AMERICA CORPORATION	LEZE	Scan-Optics LLC
AAXEON TECHNOLOGIES LLC.	DNS MADE EASY	LG	SCANSHARP
AB DISTRIBUTING	DNSFILTER INC	LG CNS AMERICA	SCANSOFT
AB SCIEX	DNSIMPLE CORPORATION	LG ELECTRONICS	SCANSOURCE
AB4D d o o.	DNSOFT RESEARCH GROUP	LG SOFTWARE INNOVATIONS	SCANSYS CCTV, INC.
ABA MORIAH CORPORATION	DNSSTUFF.COM	Li Shin International Enterprise Co	SCANTRON
ABACO SYSTEM	DNU - CISCO PRESS	LIAISON SOFTWARE CORP	SCANVEC
ABACRE	DNU - EMC INSIGNIA (Use EMC)	LIAISON TECHNOLOGIES	SCAPA TECHNOLOGIES
ABACUS SOFTWARE	DNU - INSTALLAWARE	LIAN LI	SCAPOS
ABARCODE SOFTWARE	DNU - Jabra	LIANTRONICS	SCATE
ABATRON AG	DNU - LG	LIBELIUM	SCEPTRE
ABB	DNU - Plantronics	LIBELLE AG	SCHAEFER
ABB ENTERPRISE SOFTWARE INC	DNU ADD-ON COMPUTER PERIPHERALS	Libera Inc	SCHAFFNER HOLDING AG
ABBA TECHNOLOGIES	DNU Add-On Products	LIBERRWAY	SCHAUDIN.COM NORTH AMERICA
ABBVIE INC	DNU CALENDLY	LIBERTY AV SOLUTIONS	SCHED LLC
ABBYY	DNU GEMALTO	LIBERTY CABLE	SchedMD LLC
ABCGOODEFG	DNU HARMAN	LIBERTY LABS	SCHEDULE IT LTD
ABEAM ANALYTICS PTE LTD	DNU HARMAN INTERNATIONAL	LIBERTY TECHNOLOGY SYSTEMS, INC	SCHEDULEVIEW
ABEL CINE TECH INC	DNU HUawei	LIBRARY PASS INC	SCHEMATODOC ENTERPRISES
ABERDEEN	DNU HUawei SYMANTEC TECHNOLOGIES	LIBRATel, INC.	SCHERRER RESOURCES INC
ABILITY ENGINEERING LTD	DNU KASPERSKY LAB, INC.	LIBRESTREAM	SCHICK TOIKKA
ABILITYONE	DNU MICROFOCUS	LICEL CORPORATION	SCHLAGE RECOGNITION SYSTEMS
ABIT	DNU MICRON TECHNOLOGY	LICENSE DASHBOARD LTD	SCHLUMBERGER CANADA LTD
ABIWAZY	DNU Oculus Rift	LICENSE4J	SCHLUMBERGER WATER SERVICES
ABL ELECTRONICS	DNU QUADROTECH SOLUTIONS INC	LicenseCrawler	SCHMOOZE COMMUNICATIONS LLC
ABLEBITS	DNU TRICENTRIC	LicenseLogic	SCHNEIDER AUTOMATION
ABLEBRIDGE	DNU ZTE CORPORATION	LICENSEWATCH	SCHNEIDER ELECTRIC SA *DO NOT USE *
AbleCine	DNU-DO NOT USE	LICHENGBEI BATTERY TECH CO	Schneider Kreuznach
ABLECONN	DNV	LICORSOFT LTD	SCHNEIDER OPTICS
ABLEGRID.COM	DO IT WISE BULGARIA LTD	LIDOR SYSTEMS	SCHOOLHOUSE OUTFITTERS LLC
ABLENET INC	DO PROCESS SOFTWARE	LIEBERLEIBER SOFTWARE CORP	SCHOOLOUTLET.COM
ABLETON	DOBYSOFT INC	LIEBERLEIBER SOFTWARE GMBH	SCHRODINGER INC

## Manufacturers, Publishers and Suppliers

ABLEWE	DOCAPOLE	LIEBERMAN SOFTWARE CORPORATION	SCHROFF DEVELOPMENT CORP
ABNORMAL SECURITY CORPORATION	DOCAUTO INC	LIEBERT-EMERSON	SCHWEITZER ENGINEERING LABORATORIES
ABOVETEK	DOCEBO NA INC	LIELONGREEN	SCHWEITZER ENGINEERING LABS
ABP INTERNATIONAL, INC.	DOCHUB	LIEWX	SCIANTA ANALYTICS
ABR INDUSTRIES LLC	DOCIRCLE INC	LIFE WORKS	SCIBTeX LTD
ABRANTIX	DOC-IT CORP	LIFEBOAT	SciChart
ABS CONSULTING HEADQUARTERS	DOCKER INC	LIFEBOAT DISTRIBUTION	SCIENCE 37
ABSEIRA LTD	DOCKET HEALTH INC	LIFEPROOF	SCIENCELOGIC INC
ABSINT	DOCKLIGHT	LIFERAY INC	SCIENCESOFT USA CORPORATION
ABSOFI	DOCKTECK	LIFESAFETY POWER	SCIENSOFI RESEARCH
ABSOLUTE SOFTWARE	DOCMAESTRO LLC	Lifescape Analytics	SCIENTIAMOBILE
ABSORB LMS	DOCMOSIS PTY LTD	LIFESIZE COMMUNICATIONS	SCIENTIFIC ATLANTA
Abstract	DOCPATH	LIFEVIEW	SCIENTIFIC COMPUTING & MODELLING NV
ABT SOFTWARE SERVICES LTD	DOCSORP LLC	LIFO-PRO INC	SCIENTIFIC FORMING TECH CORP
ABT TECH PTY LTD	DOCSORP NORTH AMERICA	LIGHTBUZZ INC	SCIENTIFIC INSTRUMENT SERVICES
ABTO SOFTWARE	DOCTOHELP	LIGHTCAST INC	SCIENTIFIC SOFTWARE DEVELOPMENT GMB
ABUS	DOCTOOLS	LIGHTCYBER INC	SCIENTIFIC SOFTWARE GROUP
ABVENT	DOCUCOMP LLC	LIGHTHORSE TECHNOLOGIES INC.	SCIENTIFIC TOOLS
ABYSS MEDIA	DOCUDESK	LIGHTHOUSE DATA	SCIENTIFIC TOOLWORKS,INC.
ABZ INC	DOCULEX	LIGHTING ANALYSTS INC	SCIFORMA CORPORATION
AC CONNECTORS	Document Detective	LIGHTMAP LTD	SCIGEN
AC INFINITY	DOCUMENT LOGISTIX LLC	LIGHTNING BUG PLUGS	SCRAL
AC/DC INDUSTRIES	DOCUMENT SECURITY SYSTEMS	LIGHTNING TOOLS	SCRRA LTD
ACACIA AUDIO	DOCUPEN	LIGHTPOINTE	SCITEC
ACADEMY TECHNOLOGIES	DOCUPOINT	LIGHTRONICS	SCITECH SOFTWARE
ACANO	DOCUSIGN INC	LIGHTSAIL	SCO - SANTA CRUZ OPERATION
ACAPELA GROUP	DOCUWARE SORPORATION	LIGHTSPEED POS INC	SCO OPERATIONS INC
ACASYSTEMS	DODOCOOL	LIGHTSPEED SYSTEMS INC	SCOM
ACBEL POLYTECH INC.	DOGFISH	LIGHTSPEED TECHNOLOGIES INC	SCOMM
ACCEDIAN NETWORK	DOLBY	LIGHTSPEED TECHNOLOGIES, INC	SCOMM9
Accela Inc	DOLGIN ENGINEERING	LIGHTTRANS INTERNATIONAL UG	SCOOCH
ACCELATIS LLC	DOLICA	LightUp	SCOOTER SOFTWARE
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DIGIDESIGN	LANERGY SOLUTIONS	SÂ² Solutions	ZZZ PROJECTS INC

LIVE REPORT

**INSIGHT ENTERPRISES, INC.**

Tradestyle(s): INSIGHT

**ACTIVE** **US**

**D-U-N-S Number:** 87-638-3589  
**Phone:** +1 (480) 333-3000

**Address:** 2701 E Insight Way, Moved From: 6820 S Harl Ave, Tempe, Az, Chandler, AZ, 85286, United States Of America

**Web:** [www.insight.com](http://www.insight.com)  
**Endorsement:** [cperalt@insight.com](mailto:cperalt@insight.com)  
 Exclude from Portfolio Insight:

Summary

KEY DATA ELEMENTS (Formerly: SCORE BAR)

KDE Name		Current Status	Details
PAYDEX®	↑	78	3 days beyond terms
Delinquency Score	↑	79	Low to Moderate Risk of severe payment delinquency.
Failure Score	↓	44	Moderate Risk of severe financial stress.
D&B Viability Rating		<b>1 2 A A</b>	View More Details
Bankruptcy Found		N	
D&B Rating		5A3	5A indicates 50 million and over; Credit appraisal of 3 is fair

DETAILED TRADE RISK INSIGHT™

Days Beyond Terms

**1 Days**

3 Months

From Feb-22 to Apr-22



**Days Beyond Terms Past 3 months : 1**

Low Risk:0 ; High Risk:120+

Dollar-weighted average of 36 payment experiences reported from 13 companies.

PAYDEX® TREND CHART ⓘ

This Company Industry Benchmark

ALERTS ⓘ



There are no alerts for this D-U-N-S Number.

--

OWNERSHIP		
Subsidiaries	Branches	Total Members
<b>34</b>	<b>15</b>	<b>250</b>
This company is a Global Ultimate, Domestic Ultimate, Headquarters, Parent.		
	Global Ultimate	Domestic Ultimate
Name	INSIGHT ENTERPRISES, INC.	INSIGHT ENTERPRISES, INC.
Country	UNITED STATES	UNITED STATES
D-U-N-S	87-638-3589	87-638-3589
Others	-	-

DELINQUENCY SCORE <sup>?</sup> (Formerly Commercial Credit Score)	
Company's Risk Level	Probability of delinquency over the next 12 months
<b>LOW-MODERATE</b>	<b>2.69 %</b>
<b>Past 12 Months</b> Low Risk  High Risk	

D&B PAYDEX - 3 MONTHS <sup>?</sup>	
<b>3 days beyond terms</b>	

VIABILITY RATING SUMMARY <sup>?</sup>		
Viability Score	<b>1</b>	Low Risk (1)
Data Depth Indicator	<b>A</b>	Predictive (A)
Portfolio Comparison	<b>2</b>	Low Risk (1)
Financial Data	Available	
Trade Payments	Available: 3+Trade	
Company Size	Large: Employees:50+ or Sales: \$500K+	
Years in Business	Established	

COMPANY PROFILE <sup>?</sup>		
D-U-N-S	Mailing Address	Annual Sales
87-638-3589	UNITED STATES	9,436,113,000
Legal Form	Telephone	Net Worth
Corporation (US)	+1 (480) 333-3000	1,509,227,000
History Record	Website	Employees
Clear	<a href="http://www.insight.com">www.insight.com</a>	11,006
Date Incorporated	Present Control Succeeded	Age (Year Started)
06/04/1991	1988	34 Years (1988)
State of Incorporation		Named Principal
DELAWARE		Kenneth T Lamneck, PRES-CEO
Ownership		Line of Business

Public: NSIT(NGS)

Computer related services

SIC

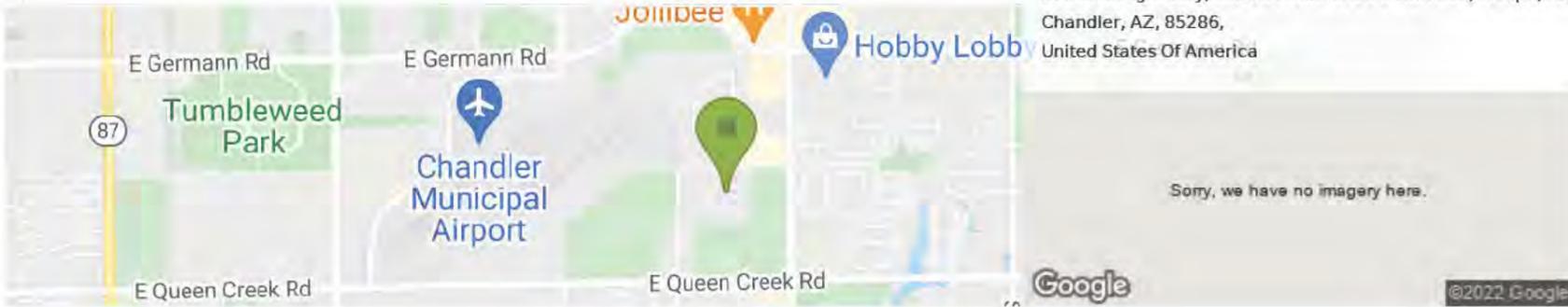
73790200

NAICS

541512

**Street Address:**

2701 E Insight Way, Moved From: 6820 S Harl Ave, Tempe, Az, Chandler, AZ, 85286, United States Of America



**STOCK PERFORMANCE**

Symbol	Last Price	Change	% Change
<b>NSIT</b>	<b>98.82</b>	<b>-2.66 ↓</b>	<b>-2.62%</b>

**History**

Daily High	101.28
Daily Low	98.81
52-Week High	111.02
52-Week Low	88.28

**Performance**

Market Cap	3,465,855,062
P/E:	16.60
EPS:	5.95
Div/Yield	5.95

**WEB & SOCIAL** POWERED BY FIRSTRAIN

-  Royce & Associates LP Has \$15.75 Million Holdings in Insight Enterprises, Inc. (NASDAQ:NSIT) MR Modern Readers 23-Apr-2022
-  Insight Enterprises, Inc. to Report First Quarter 2022 Financial Results on May 5, 2022 Business Wire, Inc. 21-Apr-2022
-  Auckland Council group-buy rattles Microsoft license market Reseller News 19-Apr-2022
-  Insight appoints Sumana Nallapati as Chief Information Officer IT Business 18-Apr-2022
-  Insight Enterprises, Inc. (NASDAQ:NSIT) Expected to Post Quarterly Sales of \$2.41 Billion ETF Daily News 17-Apr-2022
-  \$2.41 Billion in Sales Expected for Insight Enterprises, Inc. (NASDAQ:NSIT) This Quarter Defenseworld.net 17-Apr-2022
-  Insight Enterprises, Inc. (NASDAQ:NSIT) Expected to Post Earnings of \$1.60 Per Share WKRB Financial News 15-Apr-2022
-  Insight Wins VMware North America 2022 Partner Value Award Business Wire, Inc. 14-Apr-2022
-  Zacks Investment Research Downgrades Insight Enterprises (NASDAQ:NSIT) to Hold Defenseworld.net 14-Apr-2022
-  Insight Enterprises, Inc. (NASDAQ:NSIT) Expected to Announce Earnings of \$1.60 Per Share ETF Daily News 13-Apr-2022

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**NOTES**

[Add Note](#)



No notes is available for this D-U-N-S Number.

The scores and ratings included in this report are designed as a tool to assist the user in making their own credit related decisions, and should be used as part of a balanced and complete assessment relying on the knowledge and expertise of the reader, and where appropriate on other information sources. The score and rating models are developed using statistical analysis in order to generate a prediction of future events. Dun & Bradstreet monitors the performance of thousands of businesses in order to identify characteristics common to specific business events. These characteristics are weighted by significance to form rules within its models that identify other businesses with similar characteristics in order to provide a score or rating.

Dun & Bradstreet's scores and ratings are not a statement of what will happen, but an indication of what is more likely to happen based on previous experience. Though Dun & Bradstreet uses extensive procedures to maintain the quality of its information, Dun & Bradstreet cannot guarantee that it is accurate, complete or timely, and this may affect the included scores and ratings. Your use of this report is subject to applicable law, and to the terms of your agreement with Dun & Bradstreet.

**Small Business Risk Insight**

**ACCOUNT SUMMARIES**

<b>Total Current Balance</b>															
<b>Total Past Due</b>															
<b>Total Past Due Cycle 1</b>															
<b>Total Past Due Cycle 2</b>															
<b>Total Past Due Cycle 3</b>															
<b>Total Past Due Cycle 4</b>															
<b>Total Past Due Cycle 5</b>															
<b>Total Charge Off Amount</b>															
Type	Lender	Date Reported	Open Date	Closed Date	Total Payments	Original Amount/Current Credit Line	Current Balance	Total Current Balance	Total Past Due	Past Due Cycle 1	Past Due Cycle 2	Past Due Cycle 3	Past Due Cycle 4	Past Due Cycle 5	Charge-Off Amount
No data found															

## Risk Assessment

**D&B RISK ASSESSMENT**

**OVERALL BUSINESS RISK**

HIGH	MODERATE-HIGH	MODERATE	LOW-MODERATE	LOW
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**Dun & Bradstreet thinks...**

- Overall assessment of this organization over the next 12 months: **STABLE CONDITION**
- Based on the predicted risk of business discontinuation: **LIKELIHOOD-OF-CONTINUED-OPERATIONS**
- Based on the predicted risk of severely delinquent payments: **LOW POTENTIAL FOR SEVERELY DELINQUENT PAYMENTS**

**MAXIMUM CREDIT RECOMMENDATION**

US\$ 5,300,000

The recommended limit is based on a moderately low probability of severe delinquency.

**D&B VIABILITY RATING SUMMARY**

The D&B Viability Rating uses D&B's proprietary analytics to compare the most predictive business risk indicators and deliver a highly reliable assessment of the probability that a company will go out of business, become dormant/inactive, or file for bankruptcy/insolvency within the next 12 months. The D&B Viability Rating is made up of 4 components:

**Viability Score**  
Compared to All US Businesses within the D&B Database:

- Level of Risk:**Low Risk**
- Businesses ranked **1** have a probability of becoming no longer viable: **0.2 %**
- Percentage of businesses ranked **1**: **0.3 %**
- Across all US businesses, the average probability of becoming no longer viable:**14 %**

**Portfolio Comparison**  
Compared to All US Businesses within the same MODEL SEGMENT:

- Model Segment :**Available Financial Data**
- Level of Risk:**Low Risk**
- Businesses ranked **2** within this model segment have a probability of becoming no longer viable: **0.2 %**
- Percentage of businesses ranked **2** with this model segment: **14 %**
- Within this model segment, the average probability of becoming no longer viable:**0.6 %**

**Data Depth Indicator**

**Data Depth Indicator:**

- ✓ Rich Firmographics
- ✓ Extensive Commercial Trading Activity
- ✓ Comprehensive Financial Attributes

Greater data depth can increase the precision of the D&B Viability Rating assessment.

To help improve the current data depth of this company, you can ask D&B to make a personalized request to this company on your behalf to obtain its latest financial information. To make the request, click the link below. Note, the company must be saved to a folder before the request can be made.

**Request Financial Statements**

Reference the FINANCIALS tab for this company to monitor the status of your request.

**Company Profile:**

**Company Profile Details:**

- Financial Data: **True**
- Trade Payments: **Available: 3+Trade**
- Company Size: **Large: Employees:50+ or Sales: \$500K+**
- Years in Business: **Established: 5+**



Financial Data	Trade Payments	Company Size	Years in Business
True	Available: 3+Trade	Large	Established

**FAILURE SCORE** FORMERLY FINANCIAL STRESS SCORE



- Low proportion of satisfactory payment experiences to total payment experiences
- High proportion of slow payment experiences to total number of payment experiences
- UCC Filings reported
- High number of enquiries to D&B over last 12 months
- Evidence of open judgments

Level of Risk	Raw Score	Probability of Failure	Average Probability of Failure for Businesses in D&B Database	Class
<b>Moderate</b>	<b>1471</b>	<b>0.27 %</b>	<b>0.48</b>	<b>3</b>

**Business and Industry Trends**

▲ FAILURE SCORE □ Industry Median Quartile

**BUSINESS AND INDUSTRY COMPARISON**

Selected Segments of Business Attributes

Norms	National %
This Business	44
Region:(MOUNTAIN)	33
Industry:BUSINESS, LEGAL AND ENGINEERING SERVICES	37
Employee range:(500-2300000)	53
Years in Business:(26+)	81

**DELINQUENCY SCORE** FORMERLY COMMERCIAL CREDIT SCORE



- Higher risk industry based on delinquency rates for this industry
- Proportion of slow payments in recent months
- Proportion of past due balances to total amount owing
- Evidence of open judgments

Level of Risk	Raw Score	Probability of Delinquency	Compared to Businesses in D&B Database	Class
<b>Low-Moderate</b>	<b>546</b>	<b>2.69 %</b>	<b>10.2 %</b>	<b>2</b>

**Business and Industry Trends**

▲ DELINQUENCY SCORE □ Industry Median Quartile

**BUSINESS AND INDUSTRY COMPARISON**

Selected Segments of Business Attributes

Norms	National %
This Business	79
Region:(MOUNTAIN)	29

**Norms** **National %**

Industry: BUSINESS, LEGAL AND ENGINEERING SERVICES 37

Employee range: (500-2768886) 76

Years in Business: (26+) 69

**D&B PAYDEX**



When weighted by amount, Payments to suppliers average 3 days beyond terms

- High risk of late payment (Average 30 to 120 days beyond terms)
- Medium risk of late payment (Average 30 days or less beyond terms)
- Low risk of late payment (Average prompt to 30+ days sooner)

**Industry Median 78**  
Equals 3 Days Beyond Terms

**D&B 3 MONTH PAYDEX**



Based on payments collected 3 months ago. When weighted by amount, Payments to suppliers average 3 days beyond terms

- High risk of late payment (Average 30 to 120 days beyond terms)
- Medium risk of late payment (Average 30 days or less beyond terms)
- Low risk of late payment (Average prompt to 30+ days sooner)

**Industry Median 78**  
Equals 3 Days Beyond Terms

**Business and Industry Trends**

7379 - Computer related services

▲ PAYDEX   ▢ Industry Lower Quartile   ○ Industry Median Quartile   ✱ Industry Upper Quartile

Equals

**D&B RATING**

Current Rating as of 02/26/2019

**Financial Strength** **Risk Indicator**  
**5A** : USD 50,000,000 and over in Net Worth or Equity **3** : Moderate Risk

Previous Rating

**Financial Strength** **Risk Indicator**  
**5A** : US\$ 50,000,000 and over in Net Worth or Equity **2** : Low Risk

History since 02/26/2010

Date Applied	D&B Rating
11/09/2018	5A2
08/15/2018	5A3
08/03/2018	5A2
05/07/2018	5A3
03/02/2018	5A2

**Trade Payments**

TRADE PAYMENTS SUMMARY (Based on 24 months of data)

Overall Payment Behaviour  
**3**  
 Days Beyond Terms

**Highest Now Owing:**  
 US\$ 30,000,000

% of Trade Within Terms  
**62%**

**Total Trade Experiences:**  
 90  
 Largest High Credit:  
 US\$ 30,000,000  
 Average High Credit:  
 US\$ 701,116

Highest Past Due  
**US\$ 1,000,000**

**Total Unfavorable Comments :**  
 0  
 Largest High Credit:  
 US\$ 0  
**Total Placed in Collections:**  
 0  
 Largest High Credit:  
 US\$ 0

**D&B PAYDEX**



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Equals 3 Days Beyond Terms

BUSINESS AND INDUSTRY TRENDS

Based on 24 months of data

7379 - Computer related services

▲ PAYDEX   ■ Industry Lower Quartile   ▮ Industry Median Quartile   ✱ Industry Upper Quartile

	5/20	6/20	7/20	8/20	9/20	10/20	11/20	12/20	1/21	2/21	3/21	4/21	5/21	6/21	7/21	8/21	9/21	10/21	11/21	12/21	1/22	2/22	3/22	Current 2022
This Business	77	76	77	77	77	78	77	77	78	78	78	78	78	78	78	78	78	78	78	77	77	78	78	78
Industry Quartile																								
Upper	-	80	-	-	80	-	-	80	-	-	80	-	-	80	-	-	80	-	-	80	-	-	80	-
Median	-	78	-	-	79	-	-	78	-	-	78	-	-	78	-	-	78	-	-	78	-	-	78	-
Lower	-	70	-	-	70	-	-	69	-	-	69	-	-	69	-	-	70	-	-	70	-	-	70	-

TRADE PAYMENTS BY CREDIT EXTENDED (Based on 12 months of data)

Range of Credit Extended (US\$)	Number of Payment Experiences	Total Value	% Within Terms
100,000 & over	18	US\$ 47,850,000	95
50,000 - 99,999	2	US\$ 120,000	50
15,000 - 49,999	10	US\$ 275,000	63
5,000 - 14,999	13	US\$ 105,000	62
1,000 - 4,999	11	US\$ 23,000	72
Less than 1,000	15	US\$ 4,050	47

TRADE PAYMENTS BY INDUSTRY (BASED ON 24 MONTHS OF DATA)

Collapse All | Expand All

Industry Category-	Number of Payment Experiences	Largest High Credit (US\$)	% Within Terms (Expand to View)	1 - 30 Days Late (%)	31 - 60 Days Late (%)	61 - 90 Days Late (%)	91 + Days Late (%)
▶27 - Printing, Publishing and Allied Industries	1	10,000	100	0	0	0	0
2711 - Newspaper-print/publ	1	10,000	100	0	0	0	0
▶35 - Industrial and Commercial Machinery and Computer Equipment	4	2,500	93	7	0	0	0
3579 - Mfg misc office eqpt	3	750	86	14	0	0	0
3585 - Mfg refrig/heat equip	1	2,500	100	0	0	0	0
▶36 - Electronic and other electrical equipment and components except computer equipment	2	10,000	50	0	0	0	50
3629 - Mfg elect indus equip	1	10,000	0	0	0	0	100
3674 - Mfg semiconductors	1	50	100	0	0	0	0
▶45 - Transportation by Air	1	100	0	0	0	0	100
4513 - Air courier service	1	100	0	0	0	0	100
▶47 - Transportation	2	1,000	17	0	33	17	33

Services							
4731 - Arrange cargo transpt	2	1,000	17	0	33	17	33
▼48 - Communications	7	40,000	59	0	0	41	0
4813 - Telephone communictns	7	40,000	59	0	0	41	0
▼50 - Wholesale Trade - Durable Goods	16	30,000,000	78	0	7	2	13
5045 - Whol computers/softwr	9	2,000,000	63	0	27	9	1
5065 - Whol electronic parts	5	30,000,000	99	1	0	0	0
5064 - Whol appliances	1	8,000,000	100	0	0	0	0
5063 - Whol electrical equip	1	30,000	50	0	0	0	50
▼51 - Wholesale Trade - Nondurable Goods	2	10,000	55	0	45	0	0
5113 - Whol service paper	2	10,000	55	0	45	0	0
▼60 - Depository Institutions	7	1,000,000	100	0	0	0	0
6021 - Natnl commercial bank	7	1,000,000	100	0	0	0	0
▼61 - Nondepository Credit Institutions	2	750,000	100	0	0	0	0
6153 - Short-trlm busn credit	1	750,000	100	0	0	0	0
6159 - Misc business credit	1	20,000	100	0	0	0	0
▼73 - Business Services	10	1,000,000	26	19	0	0	39
7372 - Prepackaged software	5	250,000	7	61	1	0	31
7373 - Computer system desgn	1	1,000,000	50	50	0	0	0
7374 - Data processing svcs	1	100,000	0	0	0	0	100
7371 - Custom programming	1	100,000	100	0	0	0	0
7359 - Misc equipment rental	1	250	0	0	0	0	100
7389 - Misc business service	1	0	0	0	0	0	0
▼75 - Automotive Repair, Services and Parking	2	10,000	25	25	25	0	25
7514 - Passenger car rental	2	10,000	25	25	25	0	25
▼87 - Engineering Accounting Research Management and Related Services	2	50,000	25	0	0	25	0
8734 - Testing laboratory	1	50,000	50	0	0	50	0
8748 - Business consulting	1	0	0	0	0	0	0
▼91 - Executive Legislative and	2	5,000	100	0	0	0	0

General Government except Finance							
9111 - Executive office	2	5,000	100	0	0	0	0
▼93 - Public Finance Taxation and Monetary Policy	6	5,000	100	0	0	0	0
9311 - Public finance	6	5,000	100	0	0	0	0
▼96 - Administration of Economic Programs	1	100	100	0	0	0	0
9611 - Admin economic prgm	1	100	100	0	0	0	0
▼99 - Nonclassifiable Establishments	4	15,000	100	0	0	0	0
9999 - Nonclassified	4	15,000	100	0	0	0	0

TRADE LINES						
Date of Experience	Payment Status	Selling Terms	High Credit (US\$)	Now Owes (US\$)	Past Due (US\$)	Months Since Last Sale
04/22	Pays Promptly	N30	10,000	0	0	1
03/22	Pays Promptly	-	30,000,000	30,000,000	1,000,000	1
03/22	Pays Promptly	-	8,000,000	8,000,000	400,000	1
03/22	Pays Promptly	-	900,000	600,000	0	1
03/22	Pays Promptly	N30	100,000	35,000	0	1
03/22	Pays Promptly	-	100,000	0	0	Between 4 and 5 Months
03/22	Pays Promptly	-	20,000	7,500	100	1
03/22	Pays Promptly	-	15,000	0	0	Between 6 and 12 Months
03/22	Pays Promptly	-	15,000	0	0	Between 6 and 12 Months
03/22	Pays Promptly	-	7,500	7,500	0	1
03/22	Pays Promptly	-	1,000	0	0	Between 4 and 5 Months
03/22	Pays Promptly	-	750	750	0	1
03/22	Pays Promptly	-	250	0	0	Between 6 and 12 Months
03/22	Pays Promptly	N30	50	0	0	Between 4 and 5 Months
03/22	Pays Promptly	-	0	0	0	1
03/22	Pays Prompt to Slow 30+	-	600,000	0	0	1
03/22	Pays Prompt to Slow 30+	-	25,000	10,000	0	1
03/22	Pays Prompt to Slow 30+	-	50	0	0	1
03/22	Pays Prompt to Slow 60+	-	2,000,000	30,000	30,000	1
03/22	Pays Prompt to Slow 60+	-	10,000	10,000	0	1
03/22	Pays Prompt to Slow 60+	-	10,000	5,000	100	1
03/22	Pays Prompt to Slow 60+	-	500	500	100	1
03/22	Pays Prompt to Slow 90+	N30	700,000	400,000	400,000	Between 2 and 3 Months
03/22	Pays Prompt to Slow 90+	-	25,000	0	0	1
03/22	Pays Prompt to Slow 120+	-	70,000	35,000	30,000	1
03/22	Pays Prompt to Slow 120+	-	30,000	0	0	Between 6 and 12 Months
03/22	Pays Slow 30+	-	100,000	100,000	100,000	1
03/22	Pays Slow 60+	-	2,500	0	0	Between 6 and 12 Months
03/22	Pays Slow 120+	-	100,000	100,000	100,000	-
03/22	Pays Slow 30 120+	-	10,000	1,000	50	1
03/22	Pays Slow 120+	-	250	250	250	-

Date of Experience	Payment Status	Selling Terms	High Credit (US\$)	Now Owes (US\$)	Past Due (US\$)	Months Since Last Sale
03/22	Pays Slow 120+	-	100	0	0	Between 6 and 12 Months
03/22	-	Cash account	250	0	0	1
03/22	-	Cash account	250	0	0	Between 6 and 12 Months
03/22	-	Cash account	100	0	0	Between 2 and 3 Months
03/22	-	Cash account	100	0	0	1
03/22	-	Cash account	50	0	0	Between 6 and 12 Months
03/22	-	Cash account	50	0	0	1
03/22	-	Cash account	50	0	0	1
03/22	-	Cash account	0	0	0	Between 6 and 12 Months
02/22	Pays Promptly	-	1,000,000	1,000,000	0	1
02/22	Pays Promptly	-	750,000	300,000	0	1
02/22	Pays Promptly	-	500,000	500,000	0	1
02/22	Pays Promptly	-	500,000	500,000	0	1
02/22	Pays Promptly	-	500,000	500,000	0	1
02/22	Pays Promptly	-	100	0	0	Between 6 and 12 Months
02/22	Pays Prompt to Slow 60+	-	40,000	0	0	Between 4 and 5 Months
02/22	Pays Prompt to Slow 90+	-	50,000	50,000	45,000	1
02/22	Pays Prompt to Slow 90+	-	500	0	0	Between 6 and 12 Months
01/22	Pays Promptly	-	5,000	0	0	1
01/22	Pays Promptly	-	2,500	0	0	1
01/22	Pays Slow 60-120+	-	1,000	0	0	Between 6 and 12 Months
12/21	Pays Promptly	-	100	0	0	Between 6 and 12 Months
12/21	-	Cash account	50	0	0	1
11/21	-	Cash account	50	0	0	Between 6 and 12 Months
10/21	-	Cash account	50	0	0	1
09/21	-	Cash account	50	0	0	Between 2 and 3 Months
09/21	-	Cash account	50	0	0	Between 2 and 3 Months
08/21	Pays Promptly	-	20,000	0	0	Between 6 and 12 Months
08/21	Pays Promptly	-	0	0	0	Between 4 and 5 Months
07/21	Pays Promptly	-	5,000	0	0	1
07/21	Pays Promptly	-	5,000	0	0	1
07/21	Pays Promptly	-	2,500	0	0	1
07/21	Pays Promptly	-	2,500	0	0	1
07/21	Pays Slow 60+	-	250	0	0	Between 6 and 12 Months
05/21	Pays Promptly	-	10,000	0	0	Between 2 and 3 Months
05/21	Pays Prompt to Slow 90+	-	40,000	0	0	Between 2 and 3 Months
05/21	Pays Prompt to Slow 90+	-	2,500	0	0	Between 2 and 3 Months
05/21	Pays Prompt to Slow 90+	-	1,000	0	0	Between 2 and 3 Months
05/21	Pays Slow 120+	-	10,000	0	0	Between 6 and 12 Months
05/21	-	Cash account	50	0	0	1
04/21	-	Cash account	50	0	0	1
02/21	Pays Slow 90+	-	100	100	100	-
12/20	Pays Promptly	-	7,500	0	0	Between 6 and 12 Months
12/20	Pays Prompt to Slow 30+	-	45,000	0	0	1
12/20	Pays Slow 30-120+	-	250,000	30,000	20,000	1
09/20	Pays Slow 60+	N30	10,000	0	0	Between 6 and 12 Months
07/20	Pays Promptly	-	2,500	2,500	0	1
05/20	Pays Prompt to Slow 30+	-	1,000,000	0	0	Between 2 and 3 Months
04/20	Pays Promptly	-	2,500	0	0	1

**OTHER PAYMENT CATEGORIES**

Other Payment Categories	Experience	Total Amount
Cash experiences	18	US\$ 1,350
Payment record unknown	1	US\$ 1,000
Unfavorable comments	0	US\$ 0
Placed for collections	0	US\$ 0
<b>Total in D&amp;B's file</b>	<b>90</b>	<b>US\$ 48,379,400</b>

### Corporate Linkage

Increase your understanding of the links and risks between your customers and suppliers with D&B's Interactive Global Family Tree

SUBSIDIARIES (DOMESTIC)		
Company	City , State	D-U-N-S® NUMBER
ENSYNCH, INCORPORATED	TEMPE , Arizona	05-165-4379
INSIGHT NORTH AMERICA, INC.	TEMPE , Arizona	09-473-3862
SOFTWARE SPECTRUM, INC.	PLANO , Texas	10-259-5865
INSIGHT DIRECT USA, INC.	CHANDLER , Arizona	15-755-2118
PCM, INC.	EL SEGUNDO , California	18-108-7842
INSIGHT TECHNOLOGY SOLUTIONS, LLC	BOWIE , Maryland	05-231-1607
BLUOMETAL ARCHITECTS, INC.	WATERTOWN , Massachusetts	96-586-9675
INSIGHT RECEIVABLES, LLC	BLOOMINGDALE , Illinois	07-849-4005
INSIGHT DIRECT USA, INC.	HANOVER PARK , Illinois	08-113-2421
CALENCE, LLC	TEMPE , Arizona	07-095-9459
INSIGHT DIRECT WORLDWIDE, INC.	TEMPE , Arizona	07-869-3931
INSIGHT GLOBAL FINANCE, INC.	TEMPE , Arizona	82-869-3478
DATALINK HOLDING LLC	TEMPE , Arizona	11-726-0326
DATALINK NEVADA LLC	TEMPE , Arizona	11-726-0329
INSIGHT STADIUM SERVICES, LLC	TEMPE , Arizona	11-727-3767
CALENCE PHYSICAL SECURITY SOLUTIONS, LLC	TEMPE , Arizona	11-726-9176
INSIGHT CONSULTING SERVICES, LLC	MEDFORD , New Jersey	04-749-3391
MV SUB, INC.	TEMPE , Arizona	11-731-3941
CARDINAL SOLUTIONS GROUP-FLORIDA, LLC	TEMPE , Arizona	11-732-0088
CARDINAL SOLUTIONS GROUP-TENNESSEE, LLC	TEMPE , Arizona	11-732-0091
CARDINAL SOLUTIONS GROUP-GEORGIA, LLC	TEMPE , Arizona	11-732-0090
STI ACQUISITION	TEMPE , Arizona	11-731-6884
INSIGHT RECEIVABLES HOLDING, LLC	ADDISON , Illinois	11-739-3170

EN POINTE TECHNOLOGY SALES, LLC	TEMPE , Arizona	11-821-8102
INSIGHT DIRECT PHILIPPINES, LLC	TEMPE , Arizona	11-837-7108
This list is limited to the first 25 subsidiaries.		

SUBSIDIARIES (INTERNATIONAL)		
Company	City , Country or Region	D-U-N-S® NUMBER
INSIGHT ENTERPRISES UK LIMITED	SHEFFIELD , UNITED KINGDOM	22-049-5803
Insight Holding (Deutschland) GmbH	Garching b. München , GERMANY	32-983-1940
SSI (BRITAIN) LIMITED.	SHEFFIELD , UNITED KINGDOM	37-894-5612
Insight Technology Solutions AG	WALLISELLEN , SWITZERLAND	48-091-3982
INSIGHT TECHNOLOGY SOLUTIONS SAS	VELIZY VILLACOUBLAY , FRANCE	77-614-7852

BRANCHES (DOMESTIC)		
Company	City , State	D-U-N-S® NUMBER
INSIGHT ENTERPRISES, INC.	ADDISON , Illinois	80-674-6983
INSIGHT ENTERPRISES, INC.	EASTON , Connecticut	79-766-8824
INSIGHT ENTERPRISES, INC.	ARVADA , Colorado	80-130-8235
INSIGHT ENTERPRISES, INC.	NEW YORK , New York	86-106-4413
INSIGHT ENTERPRISES, INC.	TEMPE , Arizona	07-869-2460
INSIGHT ENTERPRISES, INC.	EDINA , Minnesota	03-670-7575
INSIGHT ENTERPRISES, INC.	COLUMBUS , Ohio	11-655-7789
INSIGHT ENTERPRISES, INC.	EDEN PRAIRIE , Minnesota	11-676-1884
INSIGHT ENTERPRISES, INC.	BAYTOWN , Texas	06-403-5147
INSIGHT ENTERPRISES, INC.	WELLINGTON , Florida	03-451-6918
INSIGHT ENTERPRISES, INC.	MCALLEN , Texas	07-498-1005
INSIGHT ENTERPRISES, INC.	VERNON , Connecticut	01-534-3486
INSIGHT ENTERPRISES, INC.	RALEIGH , North Carolina	11-717-4661
INSIGHT ENTERPRISES, INC.	TAMPA , Florida	11-850-8206
INSIGHT ENTERPRISES, INC.	LEWIS CENTER , Ohio	11-777-4946

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## Legal Events

The following Public Filing data is for information purposes only and is not the official record. Certified copies can only be obtained from the official source.

Bankruptcies	Judgements	Liens	Suits	UCCs
<b>No</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>60</b>

Latest Filing: 12/18/2019

Latest Filing: -

Latest Filing: -

Latest Filing: 04/28/2020

EVENTS

**Judgement** - Court Judgement

<b>Filing Date</b>	12/18/2019
<b>Filing Number</b>	201911700048CE
<b>Status</b>	Unsatisfied
<b>Date Status Attained</b>	12/18/2019
<b>Received Date</b>	04/24/2020
<b>Award</b>	US\$ 12,000
<b>Debtors</b>	INSIGHT ENTERPRISES, INC
<b>Creditors</b>	CITY OF PHILADELPHIA, PHILADELPHIA, PA
<b>Court</b>	PHILADELPHIA MUNICIPAL COURT, PHILADELPHIA, PA

**UCC Filing** - Continuation

<b>Filing Date</b>	04/28/2020
<b>Filing Number</b>	1156399501214
<b>Received Date</b>	05/04/2020
<b>Original Filing Date</b>	07/10/2015
<b>Original Filing Number</b>	832869600786
<b>Secured Party</b>	KEY EQUIPMENT FINANCE, A DIVISION OF KEYBANK NA, SUPERIOR, CO
<b>Debtors</b>	DATALINK CORPORATION, EDEN PRAIRIE, MN
<b>Filing Office</b>	SECRETARY OF STATE/UCC DIVISION, SAINT PAUL, MN

**UCC Filing** - Original

<b>Filing Date</b>	08/30/2019
<b>Filing Number</b>	2019 6053479
<b>Received Date</b>	09/27/2019
<b>Collateral</b>	All Assets and proceeds
<b>Secured Party</b>	JPMORGAN CHASE BANK, N. A., AS ADMINISTRATIVE AGENT, CHICAGO, IL
<b>Debtors</b>	INSIGHT ENTERPRISES, INC.
<b>Filing Office</b>	SECRETARY OF STATE/UCC DIVISION, DOVER, DE

**UCC Filing** - Original

<b>Filing Date</b>	05/02/2019
<b>Filing Number</b>	2019 3062739
<b>Received Date</b>	06/04/2019
<b>Collateral</b>	Leased Computer equipment and proceeds
<b>Secured Party</b>	DELL FINANCIAL SERVICES L.L.C., ROUND ROCK, TX
<b>Debtors</b>	INSIGHT ENTERPRISES, INC.
<b>Filing Office</b>	SECRETARY OF STATE/UCC DIVISION, DOVER, DE

**UCC Filing - Continuation**

<b>Filing Date</b>	03/12/2019
<b>Filing Number</b>	1074128301790
<b>Received Date</b>	03/18/2019
<b>Original Filing Date</b>	06/05/2014
<b>Original Filing Number</b>	201436858067
<b>Secured Party</b>	INSIGHT INVESTMENTS, LLC, COSTA MESA, CA
<b>Secured Party</b>	MB FINANCIAL BANK NA, ROSEMONT, IL
<b>Secured Party</b>	US BANK EQUIPMENT FINANCE A DIVISION OF US BANK NATIONAL ASSOCIATION, MARSHALL, MN
<b>Secured Party</b>	US BANK EQUIPMENT FINANCE A DIVISION OF US BANK NATIONAL ASSOCIATION, MARSHALL, MN
<b>Secured Party</b>	WELLS FARGO EQUIPMENT FINANCE INC, MINNEAPOLIS, MN
<b>Debtors</b>	DATALINK CORPORATION, EDEN PRAIRIE, MN
<b>Filing Office</b>	SECRETARY OF STATE/UCC DIVISION, SAINT PAUL, MN

**UCC Filing - Continuation**

<b>Filing Date</b>	08/10/2017
<b>Filing Number</b>	2017 5301145
<b>Received Date</b>	09/21/2017
<b>Original Filing Date</b>	01/22/2013
<b>Original Filing Number</b>	2013 0262627
<b>Secured Party</b>	BANK ONE, NA, AS AGENT, CHICAGO, IL
<b>Debtors</b>	INSIGHT ENTERPRISES, INC., TEMPE, AZ
<b>Filing Office</b>	SECRETARY OF STATE/UCC DIVISION, DOVER, DE

**UCC Filing - Continuation**

<b>Filing Date</b>	11/21/2016
<b>Filing Number</b>	20167206244
<b>Received Date</b>	01/19/2017
<b>Original Filing Date</b>	04/30/2012
<b>Original Filing Number</b>	2012 1663311
<b>Secured Party</b>	WELLS FARGO CAPITAL FINANCE, LLC, AS COLLATERAL AGENT, ENGLEWOOD, CO
<b>Debtors</b>	INSIGHT ENTERPRISES, INC.
<b>Filing Office</b>	SECRETARY OF STATE/UCC DIVISION, DOVER, DE

**UCC Filing - Continuation**

<b>Filing Date</b>	06/08/2016
<b>Filing Number</b>	200614290252
<b>Received Date</b>	07/14/2016
<b>Original Filing Date</b>	07/06/2006
<b>Original Filing Number</b>	200614290252
<b>Secured Party</b>	HEWLETT-PACKARD COMPANY, PALO ALTO, CA

**Debtors** INSIGHT CANADA, INC., TEMPE, AZ  
**Filing Office** SECRETARY OF STATE UCC DIVISION, PHOENIX, AZ

**UCC Filing - Original**

**Filing Date** 01/22/2013  
**Filing Number** 2013 0262627  
**Received Date** 02/14/2013  
**Collateral** Assets including proceeds and products  
**Secured Party** BANK ONE, NA, AS AGENT, CHICAGO, IL  
**Debtors** INSIGHT ENTERPRISES, INC., TEMPE, AZ  
**Filing Office** SECRETARY OF STATE/UCC DIVISION, DOVER, DE

**UCC Filing - Original**

**Filing Date** 04/30/2012  
**Filing Number** 2012 1663311  
**Received Date** 05/24/2012  
**Collateral** All Assets including proceeds and products  
**Secured Party** WELLS FARGO CAPITAL FINANCE, LLC, AS COLLATERAL AGENT, ENGLEWOOD, CO  
**Debtors** INSIGHT ENTERPRISES, INC.  
**Filing Office** SECRETARY OF STATE/UCC DIVISION, DOVER, DE

**UCC Filing - Continuation**

**Filing Date** 01/25/2011  
**Filing Number** 200614290252  
**Received Date** 02/08/2011  
**Original Filing Date** 07/06/2006  
**Original Filing Number** 200614290252  
**Secured Party** HEWLETT-PACKARD COMPANY, PALO ALTO, CA  
**Debtors** INSIGHT CANADA, INC., TEMPE, AZ  
**Filing Office** SECRETARY OF STATE UCC DIVISION, PHOENIX, AZ

**UCC Filing - Amendment**

**Filing Date** 10/02/2008  
**Filing Number** 200614290252  
**Received Date** 11/10/2008  
**Collateral** Inventory including proceeds and products - Account(s) including proceeds and products - Chattel paper including proceeds and products - General intangibles(s) including proceeds and products - and OTHERS  
**Original Filing Date** 07/06/2006  
**Original Filing Number** 200614290252  
**Secured Party** HEWLETT-PACKARD COMPANY, PALO ALTO, CA  
**Debtors** INSIGHT CANADA, INC.  
**Filing Office** SECRETARY OF STATE UCC DIVISION, PHOENIX, AZ

**UCC Filing - Original**

<b>Filing Date</b>	06/02/2006
<b>Filing Number</b>	011021891
<b>Received Date</b>	06/21/2006
<b>Collateral</b>	Account(s) and proceeds - Computer equipment and proceeds - Business machinery/equipment and proceeds - General intangibles(s) and proceeds - Chattel paper and proceeds
<b>Secured Party</b>	BAL GLOBAL FINANCE, LLC, TROY, MI
<b>Secured Party</b>	BANC OF AMERICA LEASING & CAPITAL, LLC, TROY, MI
<b>Debtors</b>	INSIGHT DIRECT USA, INC.
<b>Filing Office</b>	SECRETARY OF STATE/UCC DIVISION, SPRINGFIELD, IL

**UCC Filing - Original**

<b>Filing Date</b>	06/01/2006
<b>Filing Number</b>	011016448
<b>Received Date</b>	06/21/2006
<b>Collateral</b>	Leased Unspecified
<b>Secured Party</b>	BAL GLOBAL FINANCE, LLC, TROY, MI
<b>Secured Party</b>	BANC OF AMERICA LEASING & CAPITAL, LLC, TROY, MI
<b>Debtors</b>	INSIGHT DIRECT USA, INC.
<b>Filing Office</b>	SECRETARY OF STATE/UCC DIVISION, SPRINGFIELD, IL

**UCC Filing - Original**

<b>Filing Date</b>	01/10/2006
<b>Filing Number</b>	200614038234
<b>Received Date</b>	02/14/2006
<b>Collateral</b>	AGREEMENTS
<b>Secured Party</b>	WELLS FARGO FINANCIAL LEASING, INC., NEWPORT BEACH, CA
<b>Debtors</b>	INSIGHT DIRECT USA, INC.
<b>Filing Office</b>	SECRETARY OF STATE UCC DIVISION, PHOENIX, AZ

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There may be additional UCC Filings in D&Bs file on this company available by contacting 1-800-234-3867.

There may be additional suits, liens, or judgments in D&B's file on this company available in the U.S. Public Records Database, also covered under your contract. If you would like more information on this database, please contact the Customer Resource Center at 1-800-234-3867.

**Special Events**

## SPECIAL EVENTS

Date	Event Description
04/11/2022	OFFICER CHANGE: According to published reports, Insight Enterprises announced the appointment of Sumana Nallapati as chief information officer replacing Jeff Shumway.
04/05/2022	Business address has changed from 6820 S Harl Ave, Tempe, AZ, 85283 to 2701 E Insight Way, Chandler, AZ, 85286.



Long Term Assets	Fiscal 12/31/2021	Fiscal 12/31/2020	Last 2 years
Intangible Assets-Net	USD 214,788,000	USD 239,833,000	
Property, Plant, Fixtures & Equipment	USD 176,263,000	USD 148,531,000	
Goodwill	USD 428,346,000	USD 429,757,000	
Other long term assets	USD 301,372,000	USD 282,793,000	
<b>Total Assets</b>	<b>USD 4,689,080,000</b>		

#### Liabilities

Total Current Liabilities	Fiscal 12/31/2021	Fiscal 12/31/2020	Last 2 years
Accounts Payable-Inventory Fin	USD 311,878,000	-	
Accruals	USD 423,489,000	USD 404,995,000	
Current Portion Of Long Term Debt	USD 36,000	USD 830,000	
Accounts Payable	USD 1,779,854,000	USD 1,460,172,000	
<b>Total Current Liabilities</b>	<b>USD 2,515,257,000</b>		

Long Term Liabilities	Fiscal 12/31/2021	Fiscal 12/31/2020	Last 2 years
ACCUM OTHER COMPREHENSIVE LOSS	( USD 27,094,000 )	( USD 15,535,000 )	
Other Long Term Liabilities	USD 255,953,000	USD 246,005,000	
Preferred Stock	USD 349,000	-	
Long-Term Debt	USD 361,570,000	USD 416,401,000	
Retained Earnings	USD 1,167,690,000	USD 1,036,413,000	
Additional Paid In Capital / Capital Surplus	USD 368,282,000	USD 361,935,000	
Deferred Income Taxes	USD 47,073,000	USD 33,963,000	
<b>Total Liabilities &amp; Net Worth</b>	<b>USD 4,689,080,000</b>		

#### PROFIT AND LOSS INFORMATION

Date	Description
12/31/2021	From JAN 01 2021 to DEC 31 2021 annual sales \$9,436,113,000; cost of goods sold \$7,988,556,000. Gross profit \$1,447,557,000; operating expenses \$1,115,496,000. Operating income \$332,061,000; other income \$1,012,000; other expenses \$40,516,000; net income before taxes \$292,557,000; Federal income tax \$73,212,000; net income \$219,345,000.
12/31/2020	From JAN 01 2021 to MAR 31 2021 sales \$2,193,068,000; cost of goods sold \$1,861,594,000. Gross profit \$331,474,000; operating expenses \$264,450,000. Operating income \$67,024,000; other expenses \$10,357,000; net income before taxes \$56,667,000; Federal income tax \$13,499,000. Net income \$43,168,000.

#### Financial Ratios

Source: Edgar | Currency: All figures shown in USD unless otherwise stated

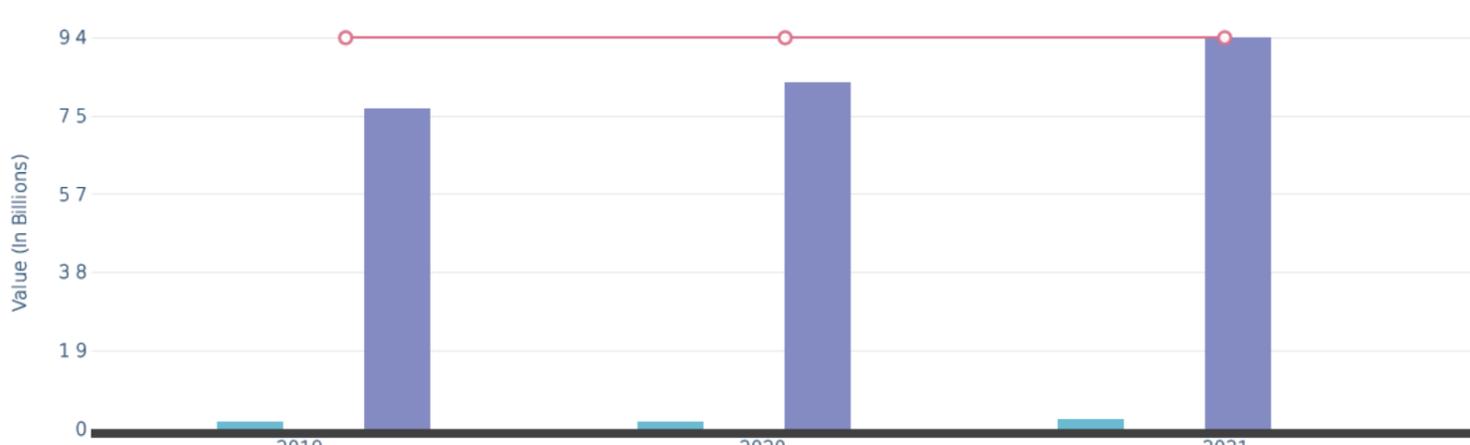
##### BALANCE SHEET

Solvency Ratios	Fiscal Consolidated 12/31/2021	Fiscal Consolidated 12/31/2020	Fiscal Consolidated 12/31/2019
Current Ratio	1.42	1.43	1.62
Quick Ratio	1.21	1.26	1.39
Current Liabilities to Net Worth (%)	166.66	165.93	162.33

Total Liabilities/Net Worth (%)	210.69	221.11	260.09
Current Liabilities to Inventory (%)	766.61	1,199.82	987
Fixed Assets to Net Worth (%)	11.68	10.88	11.28
Cash Ratio	0.04	0.06	0.06
Efficiency Ratios	Fiscal Consolidated 12/31/2021	Fiscal Consolidated 12/31/2020	Fiscal Consolidated 12/31/2019
Accounts Payable to Sales Ratio	0.27	0.27	0.24
Sales to Working Capital Ratio	8.96	8.79	6.64
Sales To Inventory (%)	2,875.98	4,492.64	4,051.29
Assets/Sales	49.69	51.68	54.04
ROCE (%)	15.32	12.96	10.47
Profitability Ratios	Fiscal Consolidated 12/31/2021	Fiscal Consolidated 12/31/2020	Fiscal Consolidated 12/31/2019
Return On Net Worth (%)	14.53	12.86	13.74
Return on Assets (%)	4.68	4	3.82
Return on Sales (%)	3.53	3.24	3.11
Gross Profit Margin (%)	15.34	15.59	14.72
Operating Margin (%)	3.52	3.26	3.11
Pre-Tax Profit Margin (%)	3.1	2.74	2.74
Profit Margin (%)	2.32	2.07	2.06
Pre-Tax Return on Equity (%)	19.38	17.02	18.25
After Tax Return on Equity (%)	14.53	12.86	13.74
Operating Income to Interest Ratio	8.2	6.53	8.45
Leverage Ratios	Fiscal Consolidated 12/31/2021	Fiscal Consolidated 12/31/2020	Fiscal Consolidated 12/31/2019
EBITDA to EBIT Ratio	1.22	1.3	1.22
Debt to Income Ratio	14.5	17.19	18.93
Debt to Equity Ratio	2.11	2.21	2.6
Equity Ratio (%)	32.19	31.14	27.77
Interest Coverage Ratio	8.22	6.49	8.43
Interest Coverage to EBITDA Ratio	10.01	8.46	10.29

## Income Statement

Source: Edgar | Currency: All figures shown in USD unless otherwise stated



	Interim 12/31/2021	Interim 12/31/2020	Interim 12/31/2019	Last 3 years
Sales (Revenue)	9,436,113,000	8,340,579,000	7,731,190,000	■ ■ ■
Cost of Revenue	7,988,556,000	7,040,637,000	6,593,092,000	■ ■ ■
Gross Profit	1,447,557,000	1,299,942,000	1,138,098,000	■ ■ ■
Sales and General Admin	1,117,130,000	1,013,765,000	880,737,000	■ ■ ■
Research and Development Expense	-	-	-	-
Non-Recurring Expenses	(1,634,000)	14,602,000	16,767,000	— ■ ■
Other Operating Items	-	-	-	-

Operating Income	332,061,000	271,575,000	240,594,000	■ ■ ■ ■
Net Total Other Income and Expenses	1,012,000	(1,529,000)	(400,000)	■ ■ ■ ■
Earnings Before Interest and Taxes	333,073,000	270,046,000	240,194,000	■ ■ ■ ■
Interest Expense	40,516,000	41,594,000	28,478,000	■ ■ ■ ■
Earnings Before Tax	292,557,000	228,452,000	211,716,000	■ ■ ■ ■
Income Tax Expense	73,212,000	55,812,000	52,309,000	■ ■ ■ ■
Equity Earnings or Loss	-	-	-	-
Minority Interest Expense	-	-	-	-
Net Income from Continuing Operations	219,345,000	172,640,000	159,407,000	■ ■ ■ ■
Discontinued Operations	-	-	-	-
Effect of Accounting Changes	-	-	-	-
Extraordinary Items	-	-	-	-
Net Income	219,345,000	172,640,000	159,407,000	■ ■ ■ ■
Preferred Stocks & Other Adjustments	-	-	-	-
Net Income Applicable to Common Shares	219,345,000	172,640,000	159,407,000	■ ■ ■ ■

## Balance Sheet

Source: Edgar | Currency: All figures shown in USD unless otherwise stated

FINANCIAL STATEMENT COMPARISON					
Assets	Interim 12/31/2021	Interim 12/31/2020	Interim 12/31/2019	Trends	
Cash and Cash Equivalents	103,840,000	128,313,000	114,668,000	■ ■ ■ ■	
Short Term Investments	-	-	-	-	
Net Trade Receivables	2,936,732,000	2,685,448,000	2,511,383,000	■ ■ ■ ■	
Inventory	328,101,000	185,650,000	190,833,000	■ ■ ■ ■	
Other Current Assets	199,638,000	177,039,000	231,148,000	■ ■ ■ ■	
Total Current Assets	3,568,311,000	3,176,450,000	3,048,032,000	■ ■ ■ ■	
Fixed Assets	176,263,000	146,016,000	130,907,000	■ ■ ■ ■	
Long Term Investments	-	-	-	-	
Deferred Long Term Asset Charges	-	-	-	-	
Other Assets	301,372,000	311,983,000	305,507,000	■ ■ ■ ■	
Goodwill	428,346,000	429,368,000	415,149,000	■ ■ ■ ■	
Total Assets	4,689,080,000	4,310,732,000	4,178,179,000	■ ■ ■ ■	
Accumulated Amortization	-	-	-	-	
Intangible Assets	214,788,000	246,915,000	278,584,000	■ ■ ■ ■	
Liabilities	Interim 12/31/2021	Interim 12/31/2020	Interim 12/31/2019	Trends	
Accounts Payable	2,515,221,000	2,226,359,000	1,881,837,000	■ ■ ■ ■	
Short Term and Current Long Term Debt	36,000	1,105,000	1,691,000	■ ■ ■ ■	
Other Current Liabilities	-	-	-	-	
Total Current Liabilities	2,515,257,000	2,227,464,000	1,883,528,000	■ ■ ■ ■	
Long Term Debt	361,570,000	437,581,000	857,673,000	■ ■ ■ ■	
Deferred Long Term Liability	47,073,000	33,209,000	44,633,000	■ ■ ■ ■	

Charges				
Negative Goodwill	-	-	-	-
Minority Interest	-	-	-	-
Other Liabilities	255,953,000	270,049,000	232,027,000	
Misc Stocks, Options & Warrants	-	-	-	-
<b>Total Liabilities</b>	<b>3,179,853,000</b>	<b>2,968,303,000</b>	<b>3,017,861,000</b>	
Shareholder's Equity	Interim 12/31/2021	Interim 12/31/2020	Interim 12/31/2019	Trends
Preferred Stocks	0	0	0	-
Common Stocks	349,000	351,000	353,000	
Retained Earnings	1,167,690,000	993,245,000	841,097,000	
Treasury Stocks	-	-	-	-
Capital Surplus	368,282,000	364,288,000	357,032,000	
Other Equity	(27,094,000)	(15,455,000)	(38,164,000)	
<b>Total Equity</b>	<b>1,509,227,000</b>	<b>1,342,429,000</b>	<b>1,160,318,000</b>	

## Cash Flow

Source: Edgar | Currency: All figures shown in USD unless otherwise stated

CASH FLOW				
	Interim 12/31/2021	Interim 12/31/2020	Interim 12/31/2019	Last 3 years
Depreciation	72,296,000	81,777,000	52,861,000	
Net Income Adjustments	34,662,000	20,916,000	33,402,000	
Changes in Liabilities	293,458,000	204,452,000	118,978,000	
Changes in Accounts Receivables	289,009,000	132,599,000	118,971,000	
Changes in Inventories	148,941,000	(1,029,000)	(11,944,000)	
Changes in Other Operating Activities	18,100,000	(7,367,000)	129,745,000	
<b>Net Cash Flows - Operating Activities</b>	<b>163,711,000</b>	<b>355,582,000</b>	<b>127,876,000</b>	
Capital Expenditures	52,079,000	24,184,000	69,086,000	
Investments	-	-	-	-
Other Cash Flows from Investing Activities	31,005,000	33,890,000	(664,287,000)	
<b>Net Cash Flows - Investing Activities</b>	<b>(21,074,000)</b>	<b>9,706,000</b>	<b>(733,373,000)</b>	
Dividends Paid	-	-	-	-
Sale and Purchase of Stock	(50,000,000)	(25,000,000)	6,541,000	
Net Borrowings	(87,000,000)	(431,384,000)	697,221,000	
Other Cash Flows from Financing Activities	(10,030,000)	(8,661,000)	(9,396,000)	
<b>Net Cash Flows - Financing Activities</b>	<b>(161,385,000)</b>	<b>(361,791,000)</b>	<b>577,587,000</b>	
Effect of Exchange Rate	(5,857,000)	10,788,000	(86,000)	
<b>Change in Cash and Cash Equivalents</b>	<b>(24,605,000)</b>	<b>14,285,000</b>	<b>(27,996,000)</b>	

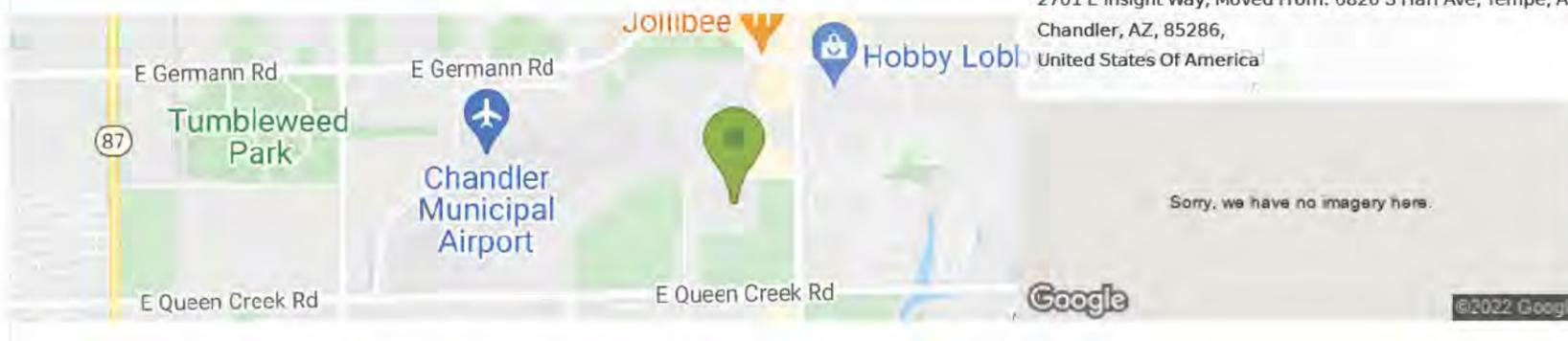
## Company Profile

**COMPANY OVERVIEW**

<b>D-U-N-S</b> 87-638-3589	<b>Mailing Address</b> UNITED STATES	<b>Annual Sales</b> US\$ 9,436,113,000
<b>Legal Form</b> Corporation (US)	<b>Telephone</b> +1 (480) 333-3000	<b>Net Worth</b> US\$ 1,509,227,000
<b>History Record</b> Clear	<b>Website</b> <a href="http://www.insight.com">www.insight.com</a>	<b>Employees</b> 11,006
<b>Date Incorporated</b> 06/04/1991	<b>Present Control Succeeded</b> 1988	<b>Age (Year Started)</b> 34 Years(1988)
<b>Business Commenced On</b> 1988	<b>SIC</b> 73790200	<b>Named Principal</b> Kenneth T Lamneck, PRES-CEO
<b>State of Incorporation</b> DELAWARE	<b>NAICS</b> 541512	<b>Line of Business</b> Computer related services
<b>Ownership</b> Public: NSIT(NGS)		

**Street Address:**

2701 E Insight Way, Moved From: 6820 S Harl Ave, Tempe, Az, Chandler, AZ, 85286, United States Of America



**BUSINESS REGISTRATION**

Corporate and business registrations reported by the secretary of state or other official source as of: 2012-04-21  
This data is for informational purposes only, certification can only be obtained through the Office of the Secretary of State.

<b>Registered Name</b>	INSIGHT ENTERPRISES, INC.
<b>Corporation Type</b>	Corporation (US)
<b>State of Incorporation</b>	DELAWARE
<b>Date Incorporated</b>	06/04/1991
<b>Registration ID</b>	2264818
<b>Registration Status</b>	STATUS NOT AVAILABLE
<b>Filing Date</b>	06/04/1991
<b>Where Filed</b>	SECRETARY OF STATE/CORPORATIONS DIVISION
<b>Registered Agent</b>	
<b>Name</b>	CORPORATION SERVICE COMPANY
<b>Address</b>	2711 CENTERVILLE ROAD SUITE 400, WILMINGTON, DE, 198080000

**PRINCIPALS**

**Officers**

KENNETH T LAMNECK, PRES-CEO+  
TIMOTHY A CROWN, NON EXEC CHB+  
GLYNIS A BRYAN, CFO  
RACHAEL BERTRANDT, CAO-GLOBAL CORP CONTRL  
SAMUEL C COWLEY, SR V PRES-GENERAL COUNSEL-SEC  
SUMANA NALLAPATI, CIO

**Directors**

DIRECTOR(S): The officers identified by (+) and Richard E Allen, Bruce W Armstrong, Linda M Breard, Catherine Courage, Anthony A Ibarguen, Kathleen S Pushor, Girish Rishi and Alexander L Baum.

**COMPANY EVENTS**

**The following information was reported on: 04/11/2022**

The Delaware Secretary of State's business registrations file showed that Insight Enterprises, Inc. was registered as a Corporation on June 4, 1991, under the file registration number 2264818.

Business started 1988.

The company (Insight) began operations in Arizona in 1988, incorporated in Delaware in 1991 and completed its initial public offering (IPO) in 1995. The company was formerly known as Insight Distribution Network, Inc.

The company's common stock is traded on The NASDAQ Global Select Market under the symbol "NSIT". As of February 12, 2021, there were 46 stockholders of record. As of March 15, 2021, those shareholders identified by the company as beneficially owning 5% or more of the outstanding shares were: BlackRock, Inc. (16.50%); FMR LLC (15.00%); The Vanguard Group (10.63%); and Dimensional Fund Advisors LP (7.30%). As of the same date, officers and directors as a group beneficially owns 1.94% of the outstanding shares.

**RECENT EVENT.**

On August 30, 2019, the company completed its acquisition of PCM, Inc. acquiring 100% of the issued and outstanding shares of PCM for a cash purchase price of \$745,562,000, which included cash and cash equivalents acquired of \$84,637,000 and the payment of PCM's outstanding debt.

KENNETH T LAMNECK. Director since 2010. He was appointed President and CEO of the company effective January 2010.

TIMOTHY A CROWN. Director since 1994. He assumed the position of Non-Executive Chair of the Board in November 2004. He is a co-founder of the company.

GLYNIS A BRYAN. She joined the company in December 2007 as the company's CFO.

JEFFERY SHUMWAY. He served as the company's Chief Information Officer (CIO). He joined the company September 2005 as a consulting information systems analyst. He held various positions of increasing responsibility at the company including Vice President of Application Development from August 2010 to September 2017 and Senior Vice President of Global IT Operations from October 2017 until May 2019, when he was promoted to Global CIO.

RACHAEL A BERTRANDT CRUMP. She joined Insight in December 2016 as Vice President of Finance, Controller - North America and was appointed Principal Accounting Officer (CAO) and Global Corporate Controller in September 2018. She is a CPA. Prior to joining Insight, she served as the Senior Director Controller, Global Accounting at Amkor Technology, Inc. from 2006 to 2016.

SAMUEL C COWLEY. He joined the company in June 2016 as Senior Vice President and General Counsel. Prior to joining Insight, he served as General Counsel and Vice President, Business Development of Prestige Brands Holdings, Inc. from February 2012 to June 2016. He previously served as Executive Vice President, Business Development and General Counsel of Matrixx Initiatives, Inc. and Executive Vice President and General Counsel of Swift Transportation Co., Inc.

RICHARD E ALLEN. Director since 2012. He served at J.D. Edwards & Company from 1985 to 2004, most recently as the Executive Vice President, Finance and Administration.

BRUCE W ARMSTRONG. Director since 2016. Since 2015, he has served as an Operating Partner at Khosla Ventures.

LINDA M BREARD. Director since 2018. She is a CPA. From February 2017 to July 2017, she served as the Executive Vice President and CFO of Kaiser Foundation Health Plan of Washington.

CATHERINE COURAGE. Director since 2016. Since October 2016, she has served as the Vice President of Experience for Ads and Commerce at Google.

ANTHONY A IBARGUEN. Director since 2008. He has served as CEO of Quench USA, Inc., since October 2010.

KATHLEEN S PUSHOR. Director since 2005. She has operated an independent consulting practice since June 2009.

GIRISH RISHI. Director since 2017. He is CEO of Blue Yonder.

ALEXANDER L BAUM. Antecedents are unknown.

SUMANA NALLAPATI. Antecedents are unknown.

**ANNOUNCED BUSINESS MOVE:** On November 1, 2019, the company completed the purchase of real estate in Chandler, Arizona for approximately \$48,000,000 that it intends to use as its global corporate headquarters. The property contains a building and some infrastructure in place that the company expects will be ready for its use in 2022.

Business address has changed from 6820 S Harl Ave, Tempe, AZ, 85283 to 2701 E Insight Way, Chandler, AZ, 85286.

**BUSINESS ACTIVITIES AND EMPLOYEES**

**The following information was reported on: 04/11/2022**

**Business Information**

<b>Trade Names</b>	INSIGHT
<b>Description</b>	<p>The company provides information technology hardware, software, and services solutions. It provides solutions to gain insights to network enabled devices, and spots patterns and trends through mass analysis; custom applications to help clients create disruption; custom-developed mobile, cloud, and IoT applications; and custom-developed solutions to help clients review actionable insights within their data, including artificial intelligence for prediction, optimization, cognitive, and vision services.</p> <p>The company also offers various services, such as hybrid cloud, migration and consolidation, workload-platform alignment, converged/hyper converged solutions, and software-defined data center; data platform modernization services; integrated network and security solutions; and consulting, professional, managed, and support services. In addition, it sources, procures, stages, configures, integrates, tests, refurbishes, and redeploys IT products spanning endpoints to infrastructure; and offers software life cycle, and hardware warranty and software maintenance services. Further, the company provides desktop, notebook, tablet, and mobile devices coupled with cloud-based productivity solutions; workplace services, including virtual technical support, remote service desk and automated self-service solutions; and procures, stages, provides, manages, and disposes hardware assets. Additionally, it sells hardware and software products.</p> <p>Terms are cash and Net 30 days. Sells to commercial concerns. Territory : International.</p>
<b>Employees</b>	11,006 which includes officer(s). Undetermined employed here.

## Business Information

**Financing Status** Secured

**Financial Condition** Fair

**Seasonality** The company experience some seasonal trends in its sales of IT hardware, software and services. For example: software sales are typically higher in the company's second and fourth quarters, particularly the second quarter. Business clients, particularly larger enterprise businesses in the United States, tend to spend more in the company's fourth quarter and less in the first quarter; sales to the federal government in the United States are often stronger in the company's third quarter, while sales in the state and local government and education markets are stronger in the company's second quarter. Sales to public sector clients in the United Kingdom are often stronger in the company's first quarter. These trends create overall seasonality in its consolidated results such that sales and profitability are expected to be higher in the second and fourth quarters of the year.

**Facilities** Occupies premises in a building.

## Related Concerns

### SIC/NAICS Information

Industry Code	Description	Percentage of Business
7379	Computer related services	-
73790200	Computer related consulting services	-
50650202	Electronic tubes: receiving and transmitting, or industrial	-
50650200	Communication equipment	-
50450100	Computer peripheral equipment	-

NAICS Codes	NAICS Description
541512	Computer Systems Design Services
423690	Other Electronic Parts and Equipment Merchant Wholesalers
423690	Other Electronic Parts and Equipment Merchant Wholesalers
423430	Computer and Computer Peripheral Equipment and Software Merchant Wholesalers

### GOVERNMENT ACTIVITY

#### Activity Summary

<b>Borrower(Dir/Guar)</b>	No
<b>Administrative Debt</b>	No
<b>Contractor</b>	No
<b>Grantee</b>	No
<b>Party excluded from federal program(s)</b>	No

## Your Information

Record additional information about this company to supplement the D&B information.

Note: Information entered in this section will not be added to D&B's central repository and will be kept private under your user ID. Only you will be able to view the information.

In Folders: [View](#)

**Account Number**

**Endorsement/Billing Reference \***

**Sales Representatives**

robert.yellowhair@insight.com

**Credit Limit**

**Total Outstanding**

0

0

Last Login : 04/26/2022 07:07:01 AM

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[Privacy Policy](#) | [Terms of Use](#) | [US Government Employee Disclaimer](#)

## Appendix E - Marketing Collateral



## Why Insight and OMNIA Partners?

At Insight Public Sector, we define, architect, implement and manage Insight Intelligent Technology Solutions™ that help your organization run smarter. Our strong supply chain optimization and workplace solutions combined with our data center transformation expertise and modernized applications keep business running, foster flexible work environments and put you at the forefront of innovation.

- Exclusive access to low pricing through the public sector contracts
- Experienced IT specialists ready to help
- Strong client relationships that support your entire IT lifecycle
- Customized solutions that drive efficiency and reduce costs
- Flexible, convenient ways to manage technology through leasing

## How our OMNIA Partners contract helps your organization

As a contract holder in the OMNIA Partners (formerly U.S. Communities) portfolio, Insight is uniquely positioned to sell both technology products and IT services, including solutions from Apple, Cisco, Citrix, Commvault, Dell EMC, Hewlett Packard Enterprise, HP Inc., Microsoft, Lenovo, NetApp, Panasonic, Symantec, Veritas and VMware.

By taking advantage of our competitively solicited contract for Technology Products, Services, Solutions, and Related Products and Services available through OMNIA Partners, you're assured our best available price on our full portfolio of products and solutions.

- Save time and money with no user fees or comparison shopping.
- Eliminate duplicated efforts by countless agencies.
- Leverage economies of scale with no minimum purchase requirements.

### Official contract:

Technology Products, Services, Solutions, and Related Products and Services

### Contract number:

4400006644

### Start date:

May 1, 2016

### Current end date:

April 30, 2023

Competitively solicited through  
Fairfax County, VA (Lead Public Agency)

# Insight Public Sector: The perfect partner for government

Modern Work- place	Intelligent Edge	Modern Apps	Data and AI	Modern Infrastructure	Cybersecurity
<b>Modern endpoint provisioning &amp; management</b>	Artificial intelligence	Align business with defined framework	AI-enhanced workflow management	Automation management	Carrier and connectivity services
<b>Product Lifecycle services</b>	Internet of Things (IoT)	Agile development cycle	Automate repetitive work	As a Service and Storage	Community wireless broadband
<b>End user support</b>	Insight Connected Platform	Optimize operations	Onboard data	Converged and Hyperconverged infrastructure (CI/ HCI)	Digital architecture acceleration program
<b>Adoption &amp; employee experience</b>	Computer vision		Reduce waste with real-time analytics	Hybrid Cloud	Software-defined data center
<b>UCaaS &amp; CCaaS</b>				Platform migration and consolidation	Selling security toolkit

## About OMNIA Partners

OMNIA Partners, Public Sector, is the nation's largest and most experienced cooperative purchasing organization dedicated to public sector procurement. Its immense purchasing power and world-class suppliers have produced a comprehensive portfolio of cooperative contracts and partnerships, making OMNIA Partners the most valued and trusted resource for organizations nationwide.

Through the economies of scale created by OMNIA Partners, participants now have access to an extensive portfolio of competitively solicited and publicly awarded agreements. The lead agency contracting process continues to be the foundation on which the organization is founded. OMNIA Partners is proud to offer more value and resources to state and local government, higher education and K-12 education organizations, as well as nonprofits.

For more information, visit [omniapartners.com/publicsector](https://omniapartners.com/publicsector).

## About Insight Public Sector

Insight Public Sector is proud to have served public entities for more than 20 years. We offer hardware and software from the world's leading manufacturers and publishers, in addition to advanced IT services and solutions.

Our mission is simple: to assist state, local and federal government agencies, educational institutions, public safety entities and nonprofit organizations in leveraging technology to cost-effectively deliver on their mission to the public.

To learn more ways Insight can help you deliver on your mission to the public, contact us at 800.546.0578 or [omnia@insight.com](mailto:omnia@insight.com).

You can also visit [IPS.insight.com/omnia](https://ips.insight.com/omnia).



## Case Study

# U.S. County Brings Free Public Wi-Fi to More Than 30,000+ Rural, Low-Income Students and Workers

## The client

A county government in a Southern U.S. state was facing extreme pressure to complete a Wi-Fi project by Dec. 31, 2020 (the deadline for CARES Act Funds spending). The county shortened the procurement cycle by avoiding a full RFP, and instead, they leveraged Insight Public Sector's existing OMNIA Partners contract — saving an estimated four weeks of time.

## The challenge: Narrowing the digital divide at a critical time

As the COVID-19 pandemic has swept through the country, various regions and demographics have been hit harder than others. The county had received critical funding as a part of federal government aid and needed to apply these funds strategically to navigate its most pressing challenges.

Each city within the county had claimed its portion of the federal aid to support its citizens; however, residents located outside of city limits had a different set of challenges. Unlike city dwellers, the county's rural population lacked internet access and is generally living on the less privileged side of the so-called digital divide.

As a result of the pandemic and social distancing guidelines, the county needed to embrace both remote work and distance education. But without proper internet access at home, launching these initiatives proved to be a daunting challenge.

Industry:  
Government

### Insight provided:

- Multilayered network design
- Planning and deployment of a reliable wireless network
- Electrical remediation services and tower construction
- Ongoing network monitoring and maintenance
- Professional services

### Three layer network approach:

1. Fiber and wireless point-to-point (PTP) equipment connects base stations
2. Wireless Point-to-MultiPoint (PTMP) extends connectivity to the street level.
3. Wi-Fi mesh nodes with rooftop mesh access points (RAPs) and mesh access points (MAPs) extend to the client level.

## The solution: A multiphased approach and multilayered network with ongoing expert support

The county requested Insight propose a solution for strategy, design and deployment of a free public internet access Wi-Fi network across several precincts. The Insight Cloud + Data Center Transformation (CDCT) team, in collaboration with SmartWAVE, was selected to help the county with this large-scale and time-sensitive project.

As of August 2020, the Insight services team is in the process of multiphased project delivery planned to occur over a couple of months. This includes planning, design, electrical remediation, and tower construction and installation. Each phase addresses the core and access network and wireless network, including radio frequency (RF) analysis and field site surveying. The new multivendor network is comprised of Cisco, Palo Alto Networks and Ruckus® wireless mesh.

Our team is also providing the county with three years of ongoing support services to respond to issues as they arise and maintain the network for peak performance. This includes monitoring, data analytics, optimization, software updates and engineering support.

## The result: Broad, free internet access to support education and remote work

Through working with Insight and SmartWAVE, the county can provide free public Wi-Fi internet access to more than 30,000 students and teleworkers. The network design has built-in safety and compliance features to ensure user and business data and privacy are protected.

Our three-layer network design leveraged as much existing infrastructure as possible — water tanks, light and telephone poles — to expedite services delivery and control costs. Insight's engineering services will help the county continue to deliver reliable, secure internet access to residents in need for years to come.

## About Insight Public Sector

At Insight Public Sector, we help organizations of all sizes navigate complex challenges through our four key solution areas: Digital Innovation, Cloud + Data Center Transformation, Connected Workforce and Supply Chain Optimization. With deep expertise and end-to-end capabilities, we'll help you manage today's priorities and prepare for tomorrow's needs.

## About OMNIA Partners

OMNIA Partners is a leading group purchasing organization (GPO) in procurement and supply chain management. Comprised of four subsidiaries: Corporate United, Prime Advantage, National IPA and U.S. Communities, OMNIA Partners serves over 35 industries in both the private and public sector.

### Benefits:

Free public Wi-Fi access to  
**30,000+**  
students and remote workers



Secure, wireless  
network design

Cost-effective solution  
leveraging existing  
infrastructure

Eliminates aspects of the  
growing digital divide at an  
important time

Well-maintained and  
optimized network  
through an expert  
support team



**BID SUBMITTAL FORM**



SUBMIT BID/PROPOSAL TO:

Cobb County Purchasing Department  
122 Waddell Street NE  
Marietta, GA 30060

**BID/PROJECT NUMBER: 23-6692**

**Request for Proposals**

**Technology Product Solutions and Related Services  
Cobb County Purchasing Department**

**DELIVERY DEADLINE: OCTOBER 13, 2022 BEFORE 12:00 (NOON) EST  
(NO BIDS/PROPOSALS WILL BE ACCEPTED AFTER THIS DEADLINE).**

Bid Opening Date: October 13, 2022 @ 2:00 P.M. in the Cobb County Purchasing Department, 122 Waddell Street NE, Marietta, Georgia, 30060.

**BUSINESS NAME AND ADDRESS INFORMATION:**

Company name: Insight Public Sector, Inc.

Contact name: Erica Falchetti

Company address: 13755 Sunrise Valley Drive, Suite #750, Herndon, VA 20171

E-mail address: Erica.Falchetti@Insight.com

Phone number: 480.333.3071 Fax number: 480.760.9488

**NAME AND OFFICIAL TITLE OF OFFICER GUARANTEEING THIS QUOTATION:**

<u>Lisanne Steinheiser</u>	<u>Global Compliance Officer</u>
(PLEASE PRINT/TYPE) NAME	TITLE

SIGNATURE OF OFFICER ABOVE: \_\_\_\_\_  
(SIGNATURE)

TELEPHONE: 480.333.3012 FAX: 480.760.9488

BIDDER WILL INDICATE TIME PAYMENT DISCOUNT: Not Applicable

BIDDER SHALL INDICATE MAXIMUM DELIVERY DATE (UNLESS OTHERWISE SPECIFIED IN BID SPECIFICATIONS)  
Will be communicated to end user at time of order placement.

Bids received after the date and time indicated will not be considered. Cobb County reserves the right to reject any and all bids, to waive informalities, to reject portions of the bid, to waive technicalities and to award contracts in a manner consistent with the county and the laws governing the state of Georgia.

The enclosed (or attached) bid is in response to Bid Number **23-6692**; is a firm offer, as defined by section O.C.G.A. (s) **11-2-205 of the code of Georgia (Georgia laws 1962 pages 156-178)**, by the undersigned bidder. This offer shall remain open for acceptance for a period of 90 calendar days from the bid opening date, as set forth in this invitation to bid unless otherwise specified in the bid documents.



*Cobb County...Expect the Best!*

## REQUEST FOR PROPOSALS

**Sealed Bid # 23-6692  
Technology Product Solutions and Related Services  
Cobb County Purchasing Department**

Bid Opening Date: October 13, 2022

**Pre-Proposal Meeting via WebEx: September 14, 2022 at 3:00 PM Eastern**

Join from meeting link

<https://cobbcounty.webex.com/cobbcounty/j.php?MTID=m6334e0c9e0f46364cc2157383bc375a6>

Meeting number (access code): 2317 292 4027

Meeting password: fxZKmmi3p93

Join by phone

+1-415-655-0004 US Toll

Proposals Are Received in the Cobb County Purchasing Department  
122 Waddell Street NE  
Marietta, GA 30060

**Before 12:00 (Noon) By the Bid Opening Date**

Proposal Will Be Opened in the Cobb County Purchasing Department at 2:00 pm  
122 Waddell Street NE  
Marietta, GA 30060

**VENDORS ARE REQUIRED TO SUBMIT THE ORIGINAL, TWO (2) COPIES & TEN (10) FLASH DRIVES OF BID  
(UNLESS OTHERWISE SPECIFIED IN BID SPECIFICATIONS)**

NAME: Insight Public Sector, Inc.

ADDRESS: 13755 Sunrise Valley Drive, Suite #750, Herndon, VA 20171

REPRESENTATIVE: Erica Falchetti

PHONE: 480.333.3071 FAX: 480-760.9488

E-MAIL Erica.Falchetti@Insight.com

**NOTE:** The Cobb County Purchasing Department will not be responsible for the accuracy or completeness of the content of any Cobb County Invitation to Bid or Request for Proposal or subsequent addenda thereto received from a source other than the Cobb County Purchasing Department.



**Exhibit F**  
**Federal Funds Certifications**

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**FEDERAL CERTIFICATIONS**  
ADDENDUM FOR AGREEMENT FUNDED BY U.S. FEDERAL GRANT

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**TO WHOM IT MAY CONCERN:**

Participating Agencies may elect to use federal funds to purchase under the Master Agreement. This form should be completed and returned.

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**DEFINITIONS**

**Contract** means a legal instrument by which a non-Federal entity purchases property or services needed to carry out the project or program under a Federal award. The term as used in this part does not include a legal instrument, even if the non-Federal entity considers it a contract, when the substance of the transaction meets the definition of a Federal award or subaward

**Contractor** means an entity that receives a contract as defined in Contract.

**Cooperative agreement** means a legal instrument of financial assistance between a Federal awarding agency or pass-through entity and a non-Federal entity that, consistent with 31 U.S.C. 6302–6305:

(a) Is used to enter into a relationship the principal purpose of which is to transfer anything of value from the Federal awarding agency or pass-through entity to the non-Federal entity to carry out a public purpose authorized by a law of the United States (see 31 U.S.C. 6101(3)); and not to acquire property or services for the Federal government or pass-through entity's direct benefit or use;

(b) Is distinguished from a grant in that it provides for substantial involvement between the Federal awarding agency or pass-through entity and the non-Federal entity in carrying out the activity contemplated by the Federal award.

(c) The term does not include:

- (1) A cooperative research and development agreement as defined in 15 U.S.C. 3710a; or
- (2) An agreement that provides only:
  - (i) Direct United States Government cash assistance to an individual;
  - (ii) A subsidy;
  - (iii) A loan;
  - (iv) A loan guarantee; or
  - (v) Insurance.

**Federal awarding agency** means the Federal agency that provides a Federal award directly to a non-Federal entity

**Federal award** has the meaning, depending on the context, in either paragraph (a) or (b) of this section:

(a)(1) The Federal financial assistance that a non-Federal entity receives directly from a Federal awarding agency or indirectly from a pass-through entity, as described in § 200.101 Applicability; or

(2) The cost-reimbursement contract under the Federal Acquisition Regulations that a non-Federal entity receives directly from a Federal awarding agency or indirectly from a pass-through entity, as described in § 200.101 Applicability.

(b) The instrument setting forth the terms and conditions. The instrument is the grant agreement, cooperative agreement, other agreement for assistance covered in paragraph (b) of § 200.40 Federal financial assistance, or the cost-reimbursement contract awarded under the Federal Acquisition Regulations.

(c) Federal award does not include other contracts that a Federal agency uses to buy goods or services from a contractor or a contract to operate Federal government owned, contractor operated facilities (GOCOs).

(d) See also definitions of Federal financial assistance, grant agreement, and cooperative agreement.

**Non-Federal entity** means a state, local government, Indian tribe, institution of higher education (IHE), or nonprofit organization that carries out a Federal award as a recipient or subrecipient.

Version August 19, 2022

**Nonprofit organization** means any corporation, trust, association, cooperative, or other organization, not including IHEs, that:

- (a) Is operated primarily for scientific, educational, service, charitable, or similar purposes in the public interest;
- (b) Is not organized primarily for profit; and
- (c) Uses net proceeds to maintain, improve, or expand the operations of the organization.

**Obligations** means, when used in connection with a non-Federal entity's utilization of funds under a Federal award, orders placed for property and services, contracts and subawards made, and similar transactions during a given period that require payment by the non-Federal entity during the same or a future period.

**Pass-through entity** means a non-Federal entity that provides a subaward to a subrecipient to carry out part of a Federal program.

**Recipient** means a non-Federal entity that receives a Federal award directly from a Federal awarding agency to carry out an activity under a Federal program. The term recipient does not include subrecipients.

**Simplified acquisition threshold** means the dollar amount below which a non-Federal entity may purchase property or services using small purchase methods. Non-Federal entities adopt small purchase procedures in order to expedite the purchase of items costing less than the simplified acquisition threshold. The simplified acquisition threshold is set by the Federal Acquisition Regulation at 48 CFR Subpart 2.1 (Definitions) and in accordance with 41 U.S.C. 1908. As of the publication of this part, the simplified acquisition threshold is \$250,000, but this threshold is periodically adjusted for inflation. (Also see definition of § 200.67 Micro-purchase.)

**Subaward** means an award provided by a pass-through entity to a subrecipient for the subrecipient to carry out part of a Federal award received by the pass-through entity. It does not include payments to a contractor or payments to an individual that is a beneficiary of a Federal program. A subaward may be provided through any form of legal agreement, including an agreement that the pass-through entity considers a contract.

**Subrecipient** means a non-Federal entity that receives a subaward from a pass-through entity to carry out part of a Federal program; but does not include an individual that is a beneficiary of such program. A subrecipient may also be a recipient of other Federal awards directly from a Federal awarding agency.

**Termination** means the ending of a Federal award, in whole or in part at any time prior to the planned end of period of performance.

The following provisions may be required and apply when Participating Agency expends federal funds for any purchase resulting from this procurement process. Per FAR 52.204-24 and FAR 52.204-25, solicitations and resultant contracts shall contain the following provisions.

#### **52.204-24 Representation Regarding Certain Telecommunications and Video Surveillance Services or Equipment (Oct 2020)**

The Offeror shall not complete the representation at paragraph (d)(1) of this provision if the Offeror has represented that it "does not provide covered telecommunications equipment or services as a part of its offered products or services to the Government in the performance of any contract, subcontract, or other contractual instrument" in paragraph (c)(1) in the provision at [52.204-26](#), Covered Telecommunications Equipment or Services—Representation, or in paragraph (v)(2)(i) of the provision at [52.212-3](#), Offeror Representations and Certifications-Commercial Items. The Offeror shall not complete the representation in paragraph (d)(2) of this provision if the Offeror has represented that it "does not use covered telecommunications equipment or services, or any equipment, system, or service that uses covered telecommunications equipment or services" in paragraph (c)(2) of the provision at [52.204-26](#), or in paragraph (v)(2)(ii) of the provision at [52.212-3](#).

(a) *Definitions.* As used in this provision—

*Backhaul, covered telecommunications equipment or services, critical technology, interconnection arrangements, reasonable inquiry, roaming, and substantial or essential component* have the meanings provided in the clause [52.204-25](#), Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment.

(b) *Prohibition.*

(1) Section 889(a)(1)(A) of the John S. McCain National Defense Authorization Act for Fiscal Year 2019 (Pub. L. 115-232) prohibits the head of an executive agency on or after August 13, 2019, from procuring or obtaining, or extending or renewing a contract to procure or obtain, any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. Nothing in the prohibition shall be construed to—

(i) Prohibit the head of an executive agency from procuring with an entity to provide a service that connects to the facilities of a third-party, such as backhaul, roaming, or interconnection arrangements; or

(ii) Cover telecommunications equipment that cannot route or redirect user data traffic or cannot permit visibility into any user data or packets that such equipment transmits or otherwise handles.

(2) Section 889(a)(1)(B) of the John S. McCain National Defense Authorization Act for Fiscal Year 2019 (Pub. L. 115-232) prohibits the head of an executive agency on or after August 13, 2020, from entering into a contract or extending or renewing a contract with an entity that uses any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. This prohibition applies to the use of covered telecommunications equipment or services, regardless of whether that use is in performance of work under a Federal contract. Nothing in the prohibition shall be construed to—

(i) Prohibit the head of an executive agency from procuring with an entity to provide a service that connects to the facilities of a third-party, such as backhaul, roaming, or interconnection arrangements; or

(ii) Cover telecommunications equipment that cannot route or redirect user data traffic or cannot permit visibility into any user data or packets that such equipment transmits or otherwise handles.

(c) *Procedures.* The Offeror shall review the list of excluded parties in the System for Award Management (SAM) (<https://www.sam.gov>) for entities excluded from receiving federal awards for "covered telecommunications equipment or services".

(d) *Representation.* The Offeror represents that—

(1) It  will,  will not provide covered telecommunications equipment or services to the Government in the performance of any contract, subcontract or other contractual instrument resulting from this solicitation. The Offeror shall provide the additional disclosure information required at paragraph (e)(1) of this section if the Offeror responds "will" in paragraph (d)(1) of this section; and

(2) After conducting a reasonable inquiry, for purposes of this representation, the Offeror represents that—

It  does,  does not use covered telecommunications equipment or services, or use any equipment, system, or service that uses covered telecommunications equipment or services. The Offeror shall provide the additional disclosure information required at paragraph (e)(2) of this section if the Offeror responds "does" in paragraph (d)(2) of this section.

(e) *Disclosures.*

(1) Disclosure for the representation in paragraph (d)(1) of this provision. If the Offeror has responded "will" in the representation in paragraph (d)(1) of this provision, the Offeror shall provide the following information as part of the offer.

(i) For covered equipment—

(A) The entity that produced the covered telecommunications equipment (include entity name, unique entity identifier, CAGE code, and whether the entity was the original equipment manufacturer (OEM) or a distributor, if known);

(B) A description of all covered telecommunications equipment offered (include brand; model number, such as OEM number, manufacturer part number, or wholesaler number; and item description, as applicable); and

(C) Explanation of the proposed use of covered telecommunications equipment and any factors relevant to determining if such use would be permissible under the prohibition in paragraph (b)(1) of this provision.

(ii) For covered services—

(A) If the service is related to item maintenance: A description of all covered telecommunications services offered (include on the item being maintained; Brand; model number, such as OEM number, manufacturer part number, or wholesaler number; and item description, as applicable); or

(B) If not associated with maintenance, the Product Service Code (PSC) of the service being provided; and explanation of the proposed use of covered telecommunications services and any factors relevant to determining if such use would be permissible under the prohibition in paragraph (b)(1) of this provision.

(2) Disclosure for the representation in paragraph (d)(2) of this provision. If the Offeror has responded "does" in the representation in paragraph (d)(2) of this provision, the Offeror shall provide the following information as part of the offer:

(i) For covered equipment—

(A) The entity that produced the covered telecommunications equipment (include entity name, unique entity identifier, CAGE code, and whether the entity was the OEM or a distributor, if known);

(B) A description of all covered telecommunications equipment offered (include brand; model number, such as OEM number, manufacturer part number, or wholesaler number; and item description, as applicable); and

(C) Explanation of the proposed use of covered telecommunications equipment and any factors relevant to determining if such use would be permissible under the prohibition in paragraph (b)(2) of this provision.

(ii) For covered services—

(A) If the service is related to item maintenance: A description of all covered telecommunications services offered (include on the item being maintained: Brand; model number, such as OEM number, manufacturer part number, or wholesaler number; and item description, as applicable); or

(B) If not associated with maintenance, the PSC of the service being provided; and explanation of the proposed use of covered telecommunications services and any factors relevant to determining if such use would be permissible under the prohibition in paragraph (b)(2) of this provision.

#### **52.204-25 Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment (Aug 2020).**

(a) *Definitions.* As used in this clause—

*Backhaul* means intermediate links between the core network, or backbone network, and the small subnetworks at the edge of the network (e.g., connecting cell phones/towers to the core telephone network). Backhaul can be wireless (e.g., microwave) or wired (e.g., fiber optic, coaxial cable, Ethernet).

*Covered foreign country* means The People's Republic of China.

*Covered telecommunications equipment or services* means—

(1) Telecommunications equipment produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities);

(2) For the purpose of public safety, security of Government facilities, physical security surveillance of critical infrastructure, and other national security purposes, video surveillance and telecommunications equipment produced by Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company (or any subsidiary or affiliate of such entities);

(3) Telecommunications or video surveillance services provided by such entities or using such equipment; or

(4) Telecommunications or video surveillance equipment or services produced or provided by an entity that the Secretary of Defense, in consultation with the Director of National Intelligence or the Director of the Federal Bureau of Investigation, reasonably believes to be an entity owned or controlled by, or otherwise connected to, the government of a covered foreign country.

*Critical technology* means—

(1) Defense articles or defense services included on the United States Munitions List set forth in the International Traffic in Arms Regulations under subchapter M of chapter I of title 22, Code of Federal Regulations;

(2) Items included on the Commerce Control List set forth in Supplement No. 1 to part 774 of the Export Administration Regulations under subchapter C of chapter VII of title 15, Code of Federal Regulations, and controlled-

(i) Pursuant to multilateral regimes, including for reasons relating to national security, chemical and biological weapons proliferation, nuclear nonproliferation, or missile technology; or

(ii) For reasons relating to regional stability or surreptitious listening;

(3) Specially designed and prepared nuclear equipment, parts and components, materials, software, and technology covered by part 810 of title 10, Code of Federal Regulations (relating to assistance to foreign atomic energy activities);

(4) Nuclear facilities, equipment, and material covered by part 110 of title 10, Code of Federal Regulations (relating to export and import of nuclear equipment and material);

(5) Select agents and toxins covered by part 331 of title 7, Code of Federal Regulations, part 121 of title 9 of such Code, or part 73 of title 42 of such Code; or

(6) Emerging and foundational technologies controlled pursuant to section 1758 of the Export Control Reform Act of 2018 (50 U.S.C. 4817).

*Interconnection arrangements* means arrangements governing the physical connection of two or more networks to allow the use of another's network to hand off traffic where it is ultimately delivered (e.g., connection of a customer of telephone provider A to a customer of telephone company B) or sharing data and other information resources.

*Reasonable inquiry* means an inquiry designed to uncover any information in the entity's possession about the identity of the producer or provider of covered telecommunications equipment or services used by the entity that excludes the need to include an internal or third-party audit.

*Roaming* means cellular communications services (e.g., voice, video, data) received from a visited network when unable to connect to the facilities of the home network either because signal coverage is too weak or because traffic is too high.

*Substantial or essential component* means any component necessary for the proper function or performance of a piece of equipment, system, or service.

(b) *Prohibition.*

(1) Section 889(a)(1)(A) of the John S. McCain National Defense Authorization Act for Fiscal Year 2019 (Pub. L. 115-232) prohibits the head of an executive agency on or after August 13, 2019, from procuring or obtaining, or extending or renewing a contract to procure or obtain, any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. The Contractor is prohibited from providing to the Government any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system, unless an exception at paragraph (c) of this clause applies or the covered telecommunication equipment or services are covered by a waiver described in FAR [4.2104](#).

(2) Section 889(a)(1)(B) of the John S. McCain National Defense Authorization Act for Fiscal Year 2019 (Pub. L. 115-232) prohibits the head of an executive agency on or after August 13, 2020, from entering into a contract, or extending or renewing a contract, with an entity that uses any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system, unless an exception at paragraph (c) of this clause applies or the covered telecommunication equipment or services are covered by a waiver described in FAR [4.2104](#). This prohibition applies to the use of covered telecommunications equipment or services, regardless of whether that use is in performance of work under a Federal contract.

(c) *Exceptions.* This clause does not prohibit contractors from providing—

- (1) A service that connects to the facilities of a third-party, such as backhaul, roaming, or interconnection arrangements;
- or
- (2) Telecommunications equipment that cannot route or redirect user data traffic or permit visibility into any user data or packets that such equipment transmits or otherwise handles.

(d) *Reporting requirement.*

(1) In the event the Contractor identifies covered telecommunications equipment or services used as a substantial or essential component of any system, or as critical technology as part of any system, during contract performance, or the Contractor is notified of such by a subcontractor at any tier or by any other source, the Contractor shall report the information in paragraph (d)(2) of this clause to the Contracting Officer, unless elsewhere in this contract are established procedures for reporting the information; in the case of the Department of Defense, the Contractor shall report to the website at <https://dibnet.dod.mil>. For indefinite delivery contracts, the Contractor shall report to the Contracting Officer for the indefinite delivery contract and the Contracting Officer(s) for any affected order or, in the case of the Department of Defense, identify both the indefinite delivery contract and any affected orders in the report provided at <https://dibnet.dod.mil>.

(2) The Contractor shall report the following information pursuant to paragraph (d)(1) of this clause

(i) Within one business day from the date of such identification or notification: the contract number; the order number(s), if applicable; supplier name; supplier unique entity identifier (if known); supplier Commercial and Government Entity (CAGE) code (if known); brand; model number (original equipment manufacturer number, manufacturer part number, or wholesaler number); item description; and any readily available information about mitigation actions undertaken or recommended.

(ii) Within 10 business days of submitting the information in paragraph (d)(2)(i) of this clause: any further available information about mitigation actions undertaken or recommended. In addition, the Contractor shall describe the efforts it undertook to prevent use or submission of covered telecommunications equipment or services, and any additional efforts that will be incorporated to prevent future use or submission of covered telecommunications equipment or services.

(e) *Subcontracts.* The Contractor shall insert the substance of this clause, including this paragraph (e) and excluding paragraph (b)(2), in all subcontracts and other contractual instruments, including subcontracts for the acquisition of commercial items.

The following certifications and provisions may be required and apply when Participating Agency expends federal funds for any purchase resulting from this procurement process. Pursuant to 2 C.F.R. § 200.326, all contracts, including small purchases, awarded by the Participating Agency and the Participating Agency's subcontractors shall contain the procurement provisions of

**APPENDIX II TO 2 CFR PART 200**

**(A) Contracts for more than the simplified acquisition threshold currently set at \$250,000, which is the inflation adjusted amount determined by the Civilian Agency Acquisition Council and the Defense Acquisition Regulations Council (Councils) as authorized by 41 U.S.C. 1908, must address administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as appropriate.**

Pursuant to Federal Rule (A) above, when a Participating Agency expends federal funds, the Participating Agency reserves all rights and privileges under the applicable laws and regulations with respect to this procurement in the event of breach of contract by either party.

Does offeror agree? YES JA Initials of Authorized Representative of offeror

**(B) Termination for cause and for convenience by the grantee or subgrantee including the manner by which it will be effected and the basis for settlement. (All contracts in excess of \$10,000)**

Pursuant to Federal Rule (B) above, when a Participating Agency expends federal funds, the Participating Agency reserves the right to immediately terminate any agreement in excess of \$10,000 resulting from this procurement process in the event of a breach or default of the agreement by Offeror as detailed in the terms of the contract.

Does offeror agree? YES JA Initials of Authorized Representative of offeror

**(C) Equal Employment Opportunity. Except as otherwise provided under 41 CFR Part 60, all contracts that meet the definition of "federally assisted construction contract" in 41 CFR Part 60-1.3 must include the equal opportunity clause provided under 41 CFR 60-1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 CFR 12319, 12935, 3 CFR Part, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing regulations at 41 CFR part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor."**

Pursuant to Federal Rule (C) above, when a Participating Agency expends federal funds on any federally assisted construction contract, the equal opportunity clause is incorporated by reference herein.

Does offeror agree to abide by the above? YES JA Initials of Authorized Representative of offeror

**(D) Davis-Bacon Act, as amended (40 U.S.C. 3141-3148). When required by Federal program legislation, all prime construction contracts in excess of \$2,000 awarded by non-Federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 CFR Part 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction"). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week. The non-Federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-Federal entity must report all suspected or reported violations to the Federal awarding agency. The contracts must also include a provision for compliance with the Copeland "Anti-Kickback" Act (40 U.S.C. 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States"). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-Federal entity must report all suspected or reported violations to the Federal awarding agency.**

Pursuant to Federal Rule (D) above, when a Participating Agency expends federal funds during the term of an award for all contracts and subgrants for construction or repair, offeror will be in compliance with all applicable Davis-Bacon Act provisions.

Does offeror agree? YES JA Initials of Authorized Representative of offeror







## FEMA SPECIAL CONDITIONS

Awarded Supplier(s) may need to respond to events and losses where products and services are needed for the immediate and initial response to emergency situations such as, but not limited to, water damage, fire damage, vandalism cleanup, biohazard cleanup, sewage decontamination, deodorization, and/or wind damage during a disaster or emergency situation. By submitting a proposal, the Supplier is accepted these FEMA Special Conditions required by the Federal Emergency Management Agency (FEMA).

"Contract" in the below pages under FEMA SPECIAL CONDITIONS is also referred to and defined as the "Master Agreement".

"Contractor" in the below pages under FEMA SPECIAL CONDITIONS is also referred to and defined as "Supplier" or "Awarded Supplier".

### **Conflicts of Interest**

No employee, officer, or agent may participate in the selection, award, or administration of a contract supported by a FEMA award if he or she has a real or apparent conflict of interest. Such a conflict would arise when the employee, officer, or agent, any member of his or her immediate family, his or her partner, or an organization which employs or is about to employ any of these parties, has a financial or other interest in or a tangible personal benefit from a firm considered for award. 2 C.F.R. § 200.318(c)(1); See also Standard Form 424D, ¶ 7; Standard Form 424B, ¶ 3. i. FEMA considers a "financial interest" to be the potential for gain or loss to the employee, officer, or agent, any member of his or her immediate family, his or her partner, or an organization which employs or is about to employ any of these parties as a result of the particular procurement. The prohibited financial interest may arise from ownership of certain financial instruments or investments such as stock, bonds, or real estate, or from a salary, indebtedness, job offer, or similar interest that might be affected by the particular procurement. ii. FEMA considers an "apparent" conflict of interest to exist where an actual conflict does not exist, but where a reasonable person with knowledge of the relevant facts would question the impartiality of the employee, officer, or agent participating in the procurement. c. Gifts. The officers, employees, and agents of the Participating Public Agency nor the Participating Public Agency ("NFE") must neither solicit nor accept gratuities, favors, or anything of monetary value from contractors or parties to subcontracts. However, NFE's may set standards for situations in which the financial interest is de minimus, not substantial, or the gift is an unsolicited item of nominal value. 2 C.F.R. § 200.318(c)(1). d. Violations. The NFE's written standards of conduct must provide for disciplinary actions to be applied for violations of such standards by officers, employees, or agents of the NFE. 2 C.F.R. § 200.318(c)(1). For example, the penalty for a NFE's employee may be dismissal, and the penalty for a contractor might be the termination of the contract.

### **Contractor Integrity**

A contractor must have a satisfactory record of integrity and business ethics. Contractors that are debarred or suspended, as described in and subject to the debarment and suspension regulations implementing Executive Order 12549, *Debarment and Suspension* (1986) and Executive Order 12689, *Debarment and Suspension* (1989) at 2 C.F.R. Part 180 and the Department of Homeland Security's regulations at 2 C.F.R. Part 3000 (Non-procurement Debarment and Suspension), must be rejected and cannot receive contract awards at any level.

### **Public Policy**

A contractor must comply with the public policies of the Federal Government and state, local government, or tribal government. This includes, among other things, past and current compliance with the:

- a. Equal opportunity and nondiscrimination laws
- b. Five affirmative steps described at 2 C.F.R. § 200.321(b) for all subcontracting under contracts supported by FEMA financial assistance; and FEMA Procurement Guidance June 21, 2016 Page IV- 7
- c. Applicable prevailing wage laws, regulations, and executive orders

### **Affirmative Steps**

For any subcontracting opportunities, Contractor must take the following Affirmative steps:

1. Placing qualified small and minority businesses and women's business enterprises on solicitation lists;
2. Assuring that small and minority businesses, and women's business enterprises are solicited whenever they are potential sources;
3. Dividing total requirements, when economically feasible, into smaller tasks or quantities to permit maximum participation by small and minority businesses, and women's business enterprises;
4. Establishing delivery schedules, where the requirement permits, which encourage participation by small and minority businesses, and women's business enterprises; and
5. Using the services and assistance, as appropriate, of such organizations as the Small Business Administration and the Minority Business Development Agency of the Department of Commerce.

### **Prevailing Wage Requirements**

When applicable, the awarded Contractor (s) and any and all subcontractor(s) agree to comply with all laws regarding prevailing wage rates including the Davis-Bacon Act, applicable to this solicitation and/or Participating Public Agencies. The Participating Public Agency shall notify the Contractor of the applicable pricing/prevailing wage rates and must apply any local wage rates requested. The Contractor and any subcontractor(s) shall comply with the prevailing wage rates set by the Participating Public Agency.

### **Federal Requirements**

If products and services are issued in response to an emergency or disaster recovery the items below, located in this FEMA Special Conditions section of the Federal Funds Certifications, are activated and required when federal funding may be utilized.

### **2 C.F.R. § 200.326 and 2 C.F.R. Part 200, Appendix II, Required Contract Clauses**

#### **1. CONTRACT REMEDIES**

Contracts for more than the federal simplified acquisition threshold (SAT), the dollar amount below which an NFE may purchase property or services using small purchase methods, currently set at \$250,000 for procurements made on or after June 20, 2018,<sup>4</sup> must address administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms and must provide for sanctions and penalties as appropriate.

##### **1.1 Applicability**

This contract provision is required for contracts over the SAT, currently set at \$250,000 for procurements made on or after June 20, 2018. Although not required for contracts at or below the SAT, FEMA suggests including a remedies provision.

##### **1.2 Additional Considerations**

For FEMA's Assistance to Firefighters Grant (AFG) Program, recipients must include a penalty clause in all contracts for any AFG-funded vehicle, regardless of dollar amount. In that situation, the contract must include a clause addressing that non-delivery by the contract's specified date or other vendor nonperformance will require a penalty of no less than \$100 per day until such time that the vehicle, compliant with the terms of the contract, has been accepted by the recipient. This penalty clause should, however, account for force majeure or acts of God. AFG recipients should refer to the applicable year's Notice of Funding Opportunity (NOFO) for additional information, which can be accessed at FEMA.gov.

## 2. TERMINATION FOR CAUSE AND CONVENIENCE

- a. Standard. All contracts in excess of \$10,000 must address termination for cause and for convenience by the non-Federal entity, including the manner by which it will be effected and the basis for settlement. See 2 C.F.R. Part 200, Appendix II(B).
- b. Applicability. This requirement applies to all FEMA grant and cooperative agreement programs.

## 3. EQUAL EMPLOYMENT OPPORTUNITY

When applicable:

- a. Standard. Except as otherwise provided under 41 C.F.R. Part 60, all contracts that meet the definition of "federally assisted construction contract" in 41 C.F.R. § 60-1.3 must include the equal opportunity clause provided under 41 C.F.R. § 60-1.4(b), in accordance with Executive Order 11246, *Equal Employment Opportunity* (30 Fed. Reg. 12319, 12935, 3 C.F.R. Part, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, *Amending Executive Order 11246 Relating to Equal Employment Opportunity*, and implementing regulations at 41 C.F.R. Part 60 (Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor). See 2 C.F.R. Part 200, Appendix II(C).
- b. Key Definitions.
  - i. Federally Assisted Construction Contract. The regulation at 41 C.F.R. § 60-1.3 defines a "federally assisted construction contract" as any agreement or modification thereof between any applicant and a person for construction work which is paid for in whole or in part with funds obtained from the Government or borrowed on the credit of the Government pursuant to any Federal program involving a grant, contract, loan, insurance, or guarantee, or undertaken pursuant to any Federal program involving such grant, contract, loan, insurance, or guarantee, or any application or modification thereof approved by the Government for a grant, contract, loan, insurance, or guarantee under which the applicant itself participates in the construction work.
  - ii. Construction Work. The regulation at 41 C.F.R. § 60-1.3 defines "construction work" as the construction, rehabilitation, alteration, conversion, extension, demolition or repair of buildings, highways, or other changes or improvements to real property, including facilities providing utility services. The term also includes the supervision, inspection, and other onsite functions incidental to the actual construction.
- c. Applicability. This requirement applies to all FEMA grant and cooperative agreement programs.
- d. Required Language. The regulation at 41 C.F.R. Part 60-1.4(b) requires the insertion of the following contract clause.

During the performance of this contract, the contractor agrees as follows:

**(1)** The contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity, or national origin. The contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to their race, color, religion, sex, sexual orientation, gender identity, or national origin. Such action shall include, but not be limited to the following:

Employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided setting forth the provisions of this nondiscrimination clause.

**(2)** The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin.

**(3)** The contractor will not discharge or in any other manner discriminate against any employee or applicant for employment because such employee or applicant has inquired about, discussed, or disclosed the compensation of the employee or applicant or another employee or applicant. This provision shall not apply to instances in which an employee who has access to the compensation information of other employees or applicants as a part of such employee's essential job functions discloses the compensation of such other employees or applicants to individuals who do not otherwise have access to such information, unless such disclosure is in response to a formal complaint or charge, in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or is consistent with the contractor's legal duty to furnish information.

**(4)** The contractor will send to each labor union or representative of workers with which he has a collective bargaining agreement or other contract or understanding, a notice to be provided advising the said labor union or workers' representatives of the contractor's commitments under this section and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

**(5)** The contractor will comply with all provisions of Executive Order 11246 of September 24, 1965, and of the rules, regulations, and relevant orders of the Secretary of Labor.

**(6)** The contractor will furnish all information and reports required by Executive Order 11246 of September 24, 1965, and by rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access to his books, records, and accounts by the administering agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations, and orders.

**(7)** In the event of the contractor's noncompliance with the nondiscrimination clauses of this contract or with any of the said rules, regulations, or orders, this contract may be canceled, terminated, or suspended in whole or in part and the contractor may be declared ineligible for further Government contracts or federally assisted construction contracts in accordance with procedures authorized in Executive Order 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoked as provided in Executive Order 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.

**(8)** The contractor will include the portion of the sentence immediately preceding paragraph (1) and the provisions of paragraphs (1) through (8) in every subcontract or

purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to section 204 of Executive Order 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor. The contractor will take such action with respect to any subcontract or purchase order as the administering agency may direct as a means of enforcing such provisions, including sanctions for noncompliance:

Provided, however, that in the event a contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the administering agency, the contractor may request the United States to enter into such litigation to protect the interests of the United States.

The applicant further agrees that it will be bound by the above equal opportunity clause with respect to its own employment practices when it participates in federally assisted construction work: *Provided*, That if the applicant so participating is a State or local government, the above equal opportunity clause is not applicable to any agency, instrumentality or subdivision of such government which does not participate in work on or under the contract.

The applicant agrees that it will assist and cooperate actively with the administering agency and the Secretary of Labor in obtaining the compliance of contractors and subcontractors with the equal opportunity clause and the rules, regulations, and relevant orders of the Secretary of Labor, that it will furnish the administering agency and the Secretary of Labor such information as they may require for the supervision of such compliance, and that it will otherwise assist the administering agency in the discharge of the agency's primary responsibility for securing compliance.

The applicant further agrees that it will refrain from entering into any contract or contract modification subject to Executive Order 11246 of September 24, 1965, with a contractor debarred from, or who has not demonstrated eligibility for, Government contracts and federally assisted construction contracts pursuant to the Executive Order and will carry out such sanctions and penalties for violation of the equal opportunity clause as may be imposed upon contractors and subcontractors by the administering agency or the Secretary of Labor pursuant to Part II, Subpart D of the Executive Order. In addition, the applicant agrees that if it fails or refuses to comply with these undertakings, the administering agency may take any or all of the following actions: Cancel, terminate, or suspend in whole or in part this grant (contract, loan, insurance, guarantee); refrain from extending any further assistance to the applicant under the program with respect to which the failure or refund occurred until satisfactory assurance of future compliance has been received from such applicant; and refer the case to the Department of Justice for appropriate legal proceedings.

#### 4. DAVIS-BACON ACT

- a. Standard. All prime construction contracts in excess of \$2,000 awarded by non-Federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. §§ 3141-3144 and 3146-3148) as supplemented by Department of Labor regulations at 29 C.F.R. Part 5 (Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction). See 29 C.F.R. Part 200, Appendix II(D). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week.
- b. Applicability. The Davis-Bacon Act applies to the Emergency Management Preparedness Grant Program, Homeland Security Grant Program, Nonprofit Security Grant Program, Tribal Homeland Security Grant Program, Port Security Grant Program, and Transit Security Grant

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Program.

- c. **Requirements.** If applicable, the non-federal entity must do the following:
- i. The non-Federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-Federal entity must report all suspected or reported violations to the Federal awarding agency.
  - ii. Additionally, pursuant 2 C.F.R. Part 200, Appendix II(D), contracts subject to the Davis-Bacon Act, must also include a provision for compliance with the Copeland "Anti-Kickback" Act (40 U.S.C. § 3145), as supplemented by Department of Labor regulations at 29 C.F.R. Part 3 (Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States). The Copeland Anti- Kickback Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-Federal entity must report all suspected or reported violations to FEMA.
  - iii. Include a provision for compliance with the Davis-Bacon Act (40 U.S.C. 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 CFR Part 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction").

Suggested Language. The following provides a sample contract clause:

Compliance with the Davis-Bacon Act.

- a. All transactions regarding this contract shall be done in compliance with the Davis-Bacon Act (40 U.S.C. 3141- 3144, and 3146-3148) and the requirements of 29 C.F.R. pt. 5 as may be applicable. The contractor shall comply with 40 U.S.C. 3141-3144, and 3146-3148 and the requirements of 29 C.F.R. pt. 5 as applicable.
- b. Contractors are required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor.
- c. Additionally, contractors are required to pay wages not less than once a week.

**5. COPELAND ANTI-KICKBACK ACT**

- a. Standard. Recipient and subrecipient contracts must include a provision for compliance with the Copeland "Anti-Kickback" Act (40 U.S.C. 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States").
- b. Applicability. This requirement applies to all contracts for construction or repair work above \$2,000 in situations where the Davis-Bacon Act also applies. It DOES NOT apply to the FEMA Public Assistance Program.

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- c. **Requirements.** If applicable, the non-federal entity must include a provision for compliance with the Copeland "Anti-Kickback" Act (40 U.S.C. § 3145), as supplemented by Department of Labor regulations at 29 C.F.R. Part 3 (Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States). Each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-Federal entity must report all suspected or reported violations to FEMA. Additionally, in accordance with the regulation, each contractor and subcontractor must furnish each week a statement with respect to the wages paid each of its employees engaged in work covered by the Copeland Anti-Kickback Act and the Davis Bacon Act during the preceding weekly payroll period. The report shall be delivered by the contractor or subcontractor, within seven days after the regular payment date of the payroll period, to a representative of a Federal or State agency in charge at the site of the building or work.

Sample Language. The following provides a sample contract clause:

Compliance with the Copeland "Anti-Kickback" Act.

- a. **Contractor.** The contractor shall comply with 18 U.S.C. §874, 40 U.S.C. § 3145, and the requirements of 29 C.F.R. pt. 3 as may be applicable, which are incorporated by reference into this contract.
- b. **Subcontracts.** The contractor or subcontractor shall insert in any subcontracts the clause above and such other clauses as FEMA may by appropriate instructions require, and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime contractor shall be responsible for the compliance by any subcontractor or lower tier subcontractor with all of these contract clauses.
- c. **Breach.** A breach of the contract clauses above may be grounds for termination of the contract, and for debarment as a contractor and subcontractor as provided in 29 C.F.R. §5.12."

**6. CONTRACT WORK HOURS AND SAFETY STANDARDSACT**

- a. **Standard.** Where applicable (see 40 U.S.C. §§ 3701-3708), all contracts awarded by the non-Federal entity in excess of \$100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. §§ 3702 and 3704, as supplemented by Department of Labor regulations at 29 C.F.R. Part 5. See 2 C.F.R. Part 200, Appendix II(E). Under 40 U.S.C. § 3702, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. Further, no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous, or dangerous.
- b. **Applicability.** This requirement applies to all FEMA contracts awarded by the non-federal entity in excess of \$100,000 under grant and cooperative agreement programs that involve the employment of mechanics or laborers. It is applicable to construction work. These requirements do not apply to the purchase of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of

intelligence.

- c. Suggested Language. The regulation at 29 C.F.R. § 5.5(b) provides contract clause language concerning compliance with the Contract Work Hours and Safety Standards Act. FEMA suggests including the following contract clause:

Compliance with the Contract Work Hours and Safety Standards Act.

(1) *Overtime requirements.* No contractor or subcontractor contracting for any part of the contract work which may require or involve the employment of laborers or mechanics shall require or permit any such laborer or mechanic in any workweek in which he or she is employed on such work to work in excess of forty hours in such workweek unless such laborer or mechanic receives compensation at a rate not less than one and one-half times the basic rate of pay for all hours worked in excess of forty hours in such workweek.

(2) *Violation; liability for unpaid wages; liquidated damages.* In the event of any violation of the clause set forth in paragraph (b)(1) of this section the contractor and any subcontractor responsible therefor shall be liable for the unpaid wages. In addition, such contractor and subcontractor shall be liable to the United States (in the case of work done under contract for the District of Columbia or a territory, to such District or to such territory), for liquidated damages. Such liquidated damages shall be computed with respect to each individual laborer or mechanic, including watchmen and guards, employed in violation of the clause set forth in paragraph (b)(1) of this section, in the sum of \$27 for each calendar day on which such individual was required or permitted to work in excess of the standard workweek of forty hours without payment of the overtime wages required by the clause set forth in paragraph (b)(1) of this section.

(3) *Withholding for unpaid wages and liquidated damages.* The Federal agency or loan/grant recipient shall upon its own action or upon written request of an authorized representative of the Department of Labor withhold or cause to be withheld, from any moneys payable on account of work performed by the contractor or subcontractor under any such contract or any other Federal contract with the same prime contractor, or any other federally-assisted contract subject to the Contract Work Hours and Safety Standards Act, which is held by the same prime contractor, such sums as may be determined to be necessary to satisfy any liabilities of such contractor or subcontractor for unpaid wages and liquidated damages as provided in the clause set forth in paragraph (b)(2) of this section.

(4) *Subcontracts.* The contractor or subcontractor shall insert in any subcontracts the clauses set forth in paragraph (b)(1) through (4) of this section and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime contractor shall be responsible for compliance by any subcontractor or lower tier subcontractor with the clauses set forth in paragraphs (b)(1) through (4) of this section.

## 7. RIGHTS TO INVENTIONS MADE UNDER A CONTRACT OR AGREEMENT

- a. Standard. If the FEMA award meets the definition of "funding agreement" under 37 C.F.R. § 401.2(a) and the non-Federal entity wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that "funding agreement," the non-Federal entity must comply with the requirements of 37 C.F.R. Part 401 (Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements), and any

implementing regulations issued by FEMA. See 2 C.F.R. Part 200, Appendix II(F).

- b. Applicability. This requirement applies to “*funding agreements*,” but it DOES NOT apply to the Public Assistance, Hazard Mitigation Grant Program, Fire Management Assistance Grant Program, Crisis Counseling Assistance and Training Grant Program, Disaster Case Management Grant Program, and Federal Assistance to Individuals and Households – Other Needs Assistance Grant Program, as FEMA awards under these programs do not meet the definition of “funding agreement.”
- c. Funding Agreements Definition. The regulation at 37 C.F.R. § 401.2(a) defines “funding agreement” as any contract, grant, or cooperative agreement entered into between any Federal agency, other than the Tennessee Valley Authority, and any contractor for the performance of experimental, developmental, or research work funded in whole or in part by the Federal government. This term also includes any assignment, substitution of parties, or subcontract of any type entered into for the performance of experimental, developmental, or research work under a funding agreement as defined in the first sentence of this paragraph.

## 8. CLEAN AIR ACT AND THE FEDERAL WATER POLLUTION CONTROL ACT

- a. Standard. If applicable, contracts must contain a provision that requires the contractor to agree to comply with all applicable standards, orders, or regulations issued pursuant to the Clean Air Act (42 U.S.C. §§ 7401-7671q.) and the Federal Water Pollution Control Act as amended (33 U.S.C. §§ 1251-1387). Violations must be reported to FEMA and the Regional Office of the Environmental Protection Agency. See 2 C.F.R. Part 200, Appendix II(G).
- b. Applicability. This requirement applies to contracts awarded by a non-federal entity of amounts in excess of \$150,000 under a federal grant.
- c. Suggested Language. The following provides a sample contract clause.

### Clean Air Act

1. The contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 U.S.C. § 7401 et seq.
2. The contractor agrees to report each violation to the Participating Public Agency and understands and agrees that the Participating Public Agency will, in turn, report each violation as required to assure notification to the Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.
3. The contractor agrees to include these requirements in each subcontract exceeding \$150,000 financed in whole or in part with Federal assistance provided by FEMA.

### Federal Water Pollution Control Act

1. The contractor agrees to comply with all applicable standards, orders, or regulations issued pursuant to the Federal Water Pollution Control Act, as

amended, 33 U.S.C. 1251 et seq.

2. The contractor agrees to report each violation to the Participating Public Agency and understands and agrees that the Participating Public Agency will, in turn, report each violation as required to assure notification to the Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.
3. The contractor agrees to include these requirements in each subcontract exceeding \$150,000 financed in whole or in part with Federal assistance provided by FEMA.

## 9. DEBARMENT AND SUSPENSION

- a. Standard. Non-Federal entities and contractors are subject to the debarment and suspension regulations implementing Executive Order 12549, *Debarment and Suspension* (1986) and Executive Order 12689, *Debarment and Suspension* (1989) at 2 C.F.R. Part 180 and the Department of Homeland Security's regulations at 2 C.F.R. Part 3000 (Non-procurement Debarment and Suspension).
- b. Applicability. This requirement applies to all FEMA grant and cooperative agreement programs.
- c. Requirements.
  - i. These regulations restrict awards, subawards, and contracts with certain parties that are debarred, suspended, or otherwise excluded from or ineligible for participation in Federal assistance programs and activities. See 2 C.F.R. Part 200, Appendix II(H); and 2 C.F.R. § 200.213. A contract award must not be made to parties listed in the SAM Exclusions. SAM Exclusions is the list maintained by the General Services Administration that contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549. SAM exclusions can be accessed at [www.sam.gov](http://www.sam.gov). See 2 C.F.R. § 180.530.
  - ii. In general, an "excluded" party cannot receive a Federal grant award or a contract within the meaning of a "covered transaction," to include subawards and subcontracts. This includes parties that receive Federal funding indirectly, such as contractors to recipients and subrecipients. The key to the exclusion is whether there is a "covered transaction," which is any non-procurement transaction (unless excepted) at either a "primary" or "secondary" tier. Although "covered transactions" do not include contracts awarded by the Federal Government for purposes of the non-procurement common rule and DHS's implementing regulations, it does include some contracts awarded by recipients and subrecipients.
  - iii. Specifically, a covered transaction includes the following contracts for goods or services:
    1. The contract is awarded by a recipient or subrecipient in the amount of at least \$25,000.
    2. The contract requires the approval of FEMA, regardless of amount.

3. The contract is for federally-required auditservices.
  4. A subcontract is also a covered transaction if it is awarded by the contractor of a recipient or subrecipient and requires either the approval of FEMA or is in excess of\$25,000.
- d. Suggested Language. The following provides a debarment and suspension clause. It incorporates an optional method of verifying that contractors are not excluded or disqualified.

Suspension and Debarment

- (1) This contract is a covered transaction for purposes of 2 C.F.R. pt. 180 and 2 C.F.R. pt. 3000. As such, the contractor is required to verify that none of the contractor's principals (defined at 2 C.F.R. § 180.995) or its affiliates (defined at 2 C.F.R. § 180.905) are excluded (defined at 2 C.F.R. § 180.940) or disqualified (defined at 2 C.F.R. § 180.935).
- (2) The contractor must comply with 2 C.F.R. pt. 180, subpart C and2 C.F.R. pt. 3000, subpart C, and must include a requirement to comply with these regulations in any lower tier covered transaction it enters into.
- (3) This certification is a material representation of fact relied upon by the Participating Public Agency. If it is later determined that the contractor did not comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C, in addition to remedies available to the Participating Public Agency, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment.
- (4) The bidder or proposer agrees to comply with the requirements of 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C while this offer is valid and throughout the period of any contract that may arise from this offer. The bidder or proposer further agrees to include a provision requiring such compliance in its lower tier covered transactions.

**10. BYRD ANTI-LOBBYING AMENDMENT**

- a. Standard. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, officer or employee of Congress, or an employee of a Member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. § 1352. FEMA's regulation at 44 C.F.R. Part 18 implements the requirements of 31 U.S.C. § 1352 and provides, in Appendix A to Part 18, a copy of the certification that is required to be completed by each entity as described in 31 U.S.C. § 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the Federal awarding agency.
- b. Applicability. This requirement applies to all FEMA grant and cooperative agreement programs. Contractors that apply or bid for a contract of \$100,000 or more under a federal grant must file the required certification. See 2 C.F.R. Part 200, Appendix II(I); 31 U.S.C. § 1352; and 44 C.F.R. Part 18.

c. Suggested Language.

Byrd Anti-Lobbying Amendment, 31 U.S.C. § 1352 (as amended)

Contractors who apply or bid for an award of \$100,000 or more shall file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, officer or employee of Congress, or an employee of a Member of Congress in connection with obtaining any Federal contract, grant, or any other award covered by 31 U.S.C. § 1352. Each tier shall also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the recipient who in turn will forward the certification(s) to the awarding agency.

- d. Required Certification. If applicable, contractors must sign and submit to the non-federal entity the following certification.

APPENDIX A, 44 C.F.R. PART 18 – CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans, and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.



## 11. PROCUREMENT OF RECOVERED MATERIALS

- a. Standard. A non-Federal entity that is a state agency or agency of a political subdivision of a state and its contractors must comply with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. See 2 C.F.R. Part 200, Appendix II(J); and 2 C.F.R. §200.322.
- b. Applicability. This requirement applies to all contracts awarded by a non- federal entity under FEMA grant and cooperative agreement programs.
- c. Requirements. The requirements of Section 6002 include procuring only items designated in guidelines of the EPA at 40 C.F.R. Part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds \$10,000 or the value of the quantity acquired by the preceding fiscal year exceeded \$10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.
- d. Suggested Language.
  - i. In the performance of this contract, the Contractor shall make maximum use of products containing recovered materials that are EPA-designated items unless the product cannot be acquired—
    1. Competitively within a timeframe providing for compliance with the contract performance schedule;
    2. Meeting contract performance requirements; or
    3. At a reasonable price.
  - ii. Information about this requirement, along with the list of EPA- designated items, is available at EPA's Comprehensive Procurement Guidelines web site, <https://www.epa.gov/smm/comprehensive-procurement-guideline-cpg-program>.
  - iii. The Contractor also agrees to comply with all other applicable requirements of Section 6002 of the Solid Waste Disposal Act."

## 12. DOMESTIC PREFERENCES FOR PROCUREMENTS

As appropriate, and to the extent consistent with law, CONTRACTOR should, to the greatest extent practicable under a federal award, provide a preference for the purchase, acquisition, or use of goods, products or materials produced in the United States. This includes, but is not limited to, iron, aluminum, steel, cement, and other manufactured products.

Applicability For purchases in support of FEMA declarations and awards issued on or after November 12, 2020, all FEMA recipients and subrecipients are required to include in all contracts and purchase orders for work or products a contract provision encouraging domestic preference for procurements.

Domestic Preference for Procurements As appropriate, and to the extent consistent with law, the contractor should, to the greatest extent practicable, provide a preference for the purchase, acquisition, or use of goods, products, or materials produced in the United States. This includes, but is not limited to iron, aluminum, steel, cement, and other manufactured products. For purposes of this clause: Produced in the United States means, for iron and steel products, that all manufacturing processes, from the initial melting stage through the application of coatings, occurred in the United States. Manufactured products mean items and construction materials composed in whole or in part of non-ferrous metals such as aluminum; plastics and polymer-based products such as polyvinyl chloride pipe; aggregates such as concrete; glass, including optical fiber; and lumber."

## 13. ACCESS TO RECORDS

- a. Standard. All recipients, subrecipients, successors, transferees, and assignees must acknowledge and agree to comply with applicable provisions governing DHS access to records, accounts, documents, information, facilities, and staff. Recipients must give DHS/FEMA access to, and the right to examine and copy, records, accounts, and other documents and sources of information related to the federal financial assistance award and permit access to facilities, personnel, and other individuals and information as may be necessary, as required by DHS regulations *and* other applicable laws or program guidance. See DHS Standard Terms and Conditions: Version 8.1 (2018). Additionally, Section 1225 of the Disaster Recovery Reform Act of 2018 prohibits FEMA from providing reimbursement to any state, local, tribal, or territorial government, or private non-profit for activities made pursuant to a contract that purports to prohibit audits or internal reviews by the FEMA administrator or Comptroller General.

Access to Records. The following access to records requirements apply to this contract:

- i. The Contractor agrees to provide Participating Public Agency, the FEMA Administrator, the Comptroller General of the United States, or any of their authorized representatives access to any books, documents, papers, and records of the Contractor which are directly pertinent to this contract for the purposes of making audits, examinations, excerpts, and transcriptions.
- ii. The Contractor agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.
- iii. The Contractor agrees to provide the FEMA Administrator or his authorized representatives access to construction or other work sites pertaining to the work being completed under the contract.
- iv. In compliance with the Disaster Recovery Act of 2018, the Participating Public Agency and the Contractor acknowledge and agree that no language in this contract is intended to prohibit audits or internal reviews by the FEMA Administrator or the Comptroller General of the United States.

#### 14. CHANGES

- a. Standard. To be eligible for FEMA assistance under the non-Federal entity's FEMA grant or cooperative agreement, the cost of the change, modification, change order, or constructive change must be allowable, allocable, within the scope of its grant or cooperative agreement, and reasonable for the completion of project scope.
- b. Applicability. FEMA recommends, therefore, that a non-Federal entity include a changes clause in its contract that describes how, if at all, changes can be made by either party to alter the method, price, or schedule of the work without breaching the contract. The language of the clause may differ depending on the nature of the contract and the end-item procured.

#### 15. DHS SEAL, LOGO, AND FLAGS

- a. Standard. Recipients must obtain permission prior to using the DHS seal(s), logos, crests, or reproductions of flags or likenesses of DHS agency officials. See DHS Standard Terms and Conditions: Version 8.1 (2018).
- b. Applicability. FEMA recommends that all non-Federal entities place in their contracts a provision that a contractor shall not use the DHS seal(s), logos, crests, or reproductions of flags or likenesses of DHS agency officials without specific FEMA pre-approval.
- c. "The contractor shall not use the DHS seal(s), logos, crests, or reproductions of flags or likenesses of DHS agency officials without specific FEMA pre-approval.

## 16. COMPLIANCE WITH FEDERAL LAW, REGULATIONS, AND EXECUTIVE ORDERS

- a. Standard. The recipient and its contractors are required to comply with all Federal laws, regulations, and executive orders.
- b. Applicability. FEMA recommends that all non-Federal entities place into their contracts an acknowledgement that FEMA financial assistance will be used to fund the contract along with the requirement that the contractor will comply with all applicable Federal law, regulations, executive orders, and FEMA policies, procedures, and directives.
- c. "This is an acknowledgement that FEMA financial assistance will be used to fund all or a portion of the contract. The contractor will comply with all applicable Federal law, regulations, executive orders, FEMA policies, procedures, and directives."

## 17. NO OBLIGATION BY FEDERAL GOVERNMENT

- a. Standard. FEMA is not a party to any transaction between the recipient and its contractor. FEMA is not subject to any obligations or liable to any party for any matter relating to the contract.
- b. Applicability. FEMA recommends that the non-Federal entity include a provision in its contract that states that the Federal Government is not a party to the contract and is not subject to any obligations or liabilities to the non-Federal entity, contractor, or any other party pertaining to any matter resulting from the contract.
- c. "The Federal Government is not a party to this contract and is not subject to any obligations or liabilities to the non-Federal entity, contractor, or any other party pertaining to any matter resulting from the contract."

## 18. PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS OR RELATED ACTS

- a. Standard. Recipients must comply with the requirements of The False Claims Act (31 U.S.C. §§ 3729-3733) which prohibits the submission of false or fraudulent claims for payment to the federal government. See DHS Standard Terms and Conditions: Version 8.1 (2018); and 31 U.S.C. §§ 3801-3812, which details the administrative remedies for false claims and statements made. The non-Federal entity must include a provision in its contract that the contractor acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to its actions pertaining to the contract.
- b. Applicability. FEMA recommends that the non-Federal entity include a provision in its contract that the contractor acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to its actions pertaining to the contract.
- c. "The Contractor acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to the Contractor's actions pertaining to this contract."

**Offeror agrees to comply with all terms and conditions outlined in the FEMA Special Conditions section of this solicitation.**

Offeror's Name: Insight Public Sector, Inc.

Address, City, State, and Zip Code: 13755 Sunrise Valley Drive, Suite #750, Herndon, VA 20171

Phone Number: 480.333.3012 Fax Number: 480.760.9488

Printed Name and Title of Authorized Representative:  
Lisanne Steinheiser, Global Compliance Officer

Email Address: Lisanne.Steinheiser@Insight.com

Signature of Authorized Representative: 

Date: October 10, 2022

**STATEMENT OF OWNERSHIP DISCLOSURE**

**N.J.S.A. 52:25-24.2 (P.L. 1977, c.33, as amended by P.L. 2016, c.43)**

**This statement shall be completed, certified to, and included with all bid and proposal submissions. Failure to submit the required information is cause for automatic rejection of the bid or proposal.**

**Name of Organization:** Insight Public Sector, Inc.

**Organization Address:** 2701 E. Insight Way, Chandler, AZ 85286

**Part I Check the box that represents the type of business organization:**

- Sole Proprietorship (skip Parts II and III, execute certification in Part IV)
- Non-Profit Corporation (skip Parts II and III, execute certification in Part IV)
- For-Profit Corporation (any type)  Limited Liability Company (LLC)
- Partnership  Limited Partnership  Limited Liability Partnership (LLP)
- Other (be specific): \_\_\_\_\_

**Part II**

The list below contains the names and addresses of all stockholders in the corporation who own 10 percent or more of its stock, of any class, or of all individual partners in the partnership who own a 10 percent or greater interest therein, or of all members in the limited liability company who own a 10 percent or greater interest therein, as the case may be. **(COMPLETE THE LIST BELOW IN THIS SECTION)**

**OR**

No one stockholder in the corporation owns 10 percent or more of its stock, of any class, or no individual partner in the partnership owns a 10 percent or greater interest therein, or no member in the limited liability company owns a 10 percent or greater interest therein, as the case may be. **(SKIP TO PART IV)**

(Please attach additional sheets if more space is needed):

Name of Individual or Business Entity	Home Address (for Individuals) or Business Address
Insight Enterprises, Inc.	2701 E. Insight Way, Chandler, AZ 85286

**Part III DISCLOSURE OF 10% OR GREATER OWNERSHIP IN THE STOCKHOLDERS, PARTNERS OR LLC MEMBERS LISTED IN PART II**

If a bidder has a direct or indirect parent entity which is publicly traded, and any person holds a 10 percent or greater beneficial interest in the publicly traded parent entity as of the last annual federal Security and Exchange Commission (SEC) or foreign equivalent filing, ownership disclosure can be met by providing links to the website(s) containing the last annual filing(s) with the federal Securities and Exchange Commission (or foreign equivalent) that contain the name and address of each person holding a 10% or greater beneficial interest in the publicly traded parent entity, along with the relevant page numbers of the filing(s) that contain the information on each such person. **Attach additional sheets if more space is needed.**

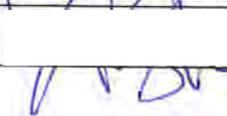
Website (URL) containing the last annual SEC (or foreign equivalent) filing	Page #'s
<a href="https://investor.insight.com/financial-reports/sec-filings/sec-filings-details/default.aspx?FilingId=15584698">https://investor.insight.com/financial-reports/sec-filings/sec-filings-details/default.aspx?FilingId=15584698</a>	82
<a href="https://investor.insight.com/financial-reports/proxy-statements/default.aspx">https://investor.insight.com/financial-reports/proxy-statements/default.aspx</a>	31

Please list the names and addresses of each stockholder, partner or member owning a 10 percent or greater interest in any corresponding corporation, partnership and/or limited liability company (LLC) listed in Part II **other than for any publicly traded parent entities referenced above**. The disclosure shall be continued until names and addresses of every noncorporate stockholder, and individual partner, and member exceeding the 10 percent ownership criteria established pursuant to N.J.S.A. 52:25-24.2 has been listed. **Attach additional sheets if more space is needed.**

Stockholder/Partner/Member and Corresponding Entity Listed in Part II	Home Address (for Individuals) or Business Address
N/A	

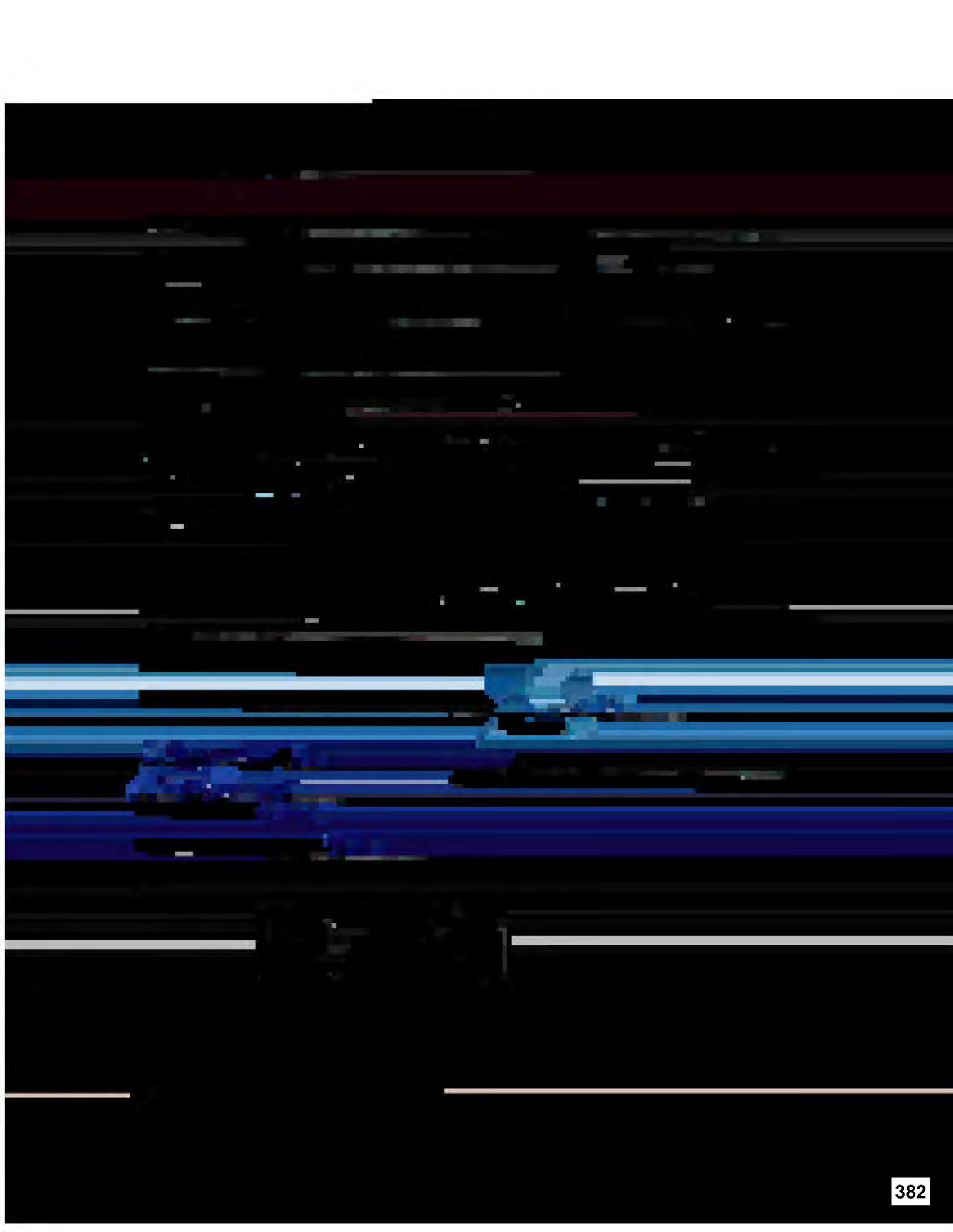
**Part IV Certification**

I, being duly sworn upon my oath, hereby represent that the foregoing information and any attachments thereto to the best of my knowledge are true and complete. I acknowledge: that I am authorized to execute this certification on behalf of the bidder/proposer; that the **<name of contracting unit>** is relying on the information contained herein and that I am under a continuing obligation from the date of this certification through the completion of any contracts with **<type of contracting unit>** to notify the **<type of contracting unit>** in writing of any changes to the information contained herein; that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification, and if I do so, I am subject to criminal prosecution under the law and that it will constitute a material breach of my agreement(s) with the, permitting the **<type of contracting unit>** to declare any contract(s) resulting from this certification void and unenforceable.

Full Name (Print):	Lisanne Steinheiser	Title:	Global Compliance Officer
Signature:		Date:	October 5, 2022

**NON-COLLUSION AFFIDAVIT**

<b>STANDARD BID DOCUMENT REFERENCE</b>	
	<b>Reference: VII-H</b>
<b>Name of Form:</b>	<b>NON-COLLUSION AFFIDAVIT</b>
<b>Statutory Reference:</b>	No specific statutory reference State Statutory Reference N.J.S.A. 52:34-15
<b>Instructions Reference:</b>	Statutory and Other Requirements VII-H
<b>Description:</b>	The Owner's use of this form is optional. It is used to ensure that the bidder has not participated in any collusion with any other bidder or Owner representative or otherwise taken any action in restraint of free and competitive bidding.





**P.L. 1995, c. 127 (N.J.A.C. 17:27)**  
**MANDATORY AFFIRMATIVE ACTION LANGUAGE**

**PROCUREMENT, PROFESSIONAL AND SERVICE**  
**CONTRACTS**

During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation. The contractor will take affirmative action to ensure that such applicants are recruited and employed, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation. Such action shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this non-discrimination clause.

The contractor or subcontractor, where applicable will, in all solicitations or advertisement for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation.

The contractor or subcontractor, where applicable, will send to each labor union or representative of workers with which it has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer advising the labor union or workers' representative of the contractor's commitments under this act and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The contractor or subcontractor, where applicable, agrees to comply with any regulations promulgated by the Treasurer pursuant to P.L. 1975, c. 127, as amended and supplemented from time to time and the Americans with Disabilities Act.

The contractor or subcontractor agrees to attempt in good faith to employ minority and female workers trade consistent with the applicable county employment goal prescribed by N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time or in accordance with a binding determination of the applicable county employment goals determined by the Affirmative Action Office pursuant to N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time.

The contractor or subcontractor agrees to inform in writing appropriate recruitment agencies in the area, including employment agencies, placement bureaus, colleges, universities, labor unions, that it does not discriminate on the basis of age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and that it will discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.

The contractor or subcontractor agrees to revise any of it testing procedures, if necessary, to assure that all personnel testing conforms with the principles of job-related testing, as established by the statutes and court decisions of the state of New Jersey and as established by applicable Federal law and applicable Federal court decisions.

The contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading and lay-off to ensure that all such actions are taken without regard to age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and conform with the applicable employment goals, consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal law and applicable Federal court decisions.

The contractor and its subcontractors shall furnish such reports or other documents to the Affirmative Action Office as may be requested by the office from time to time in order to carry out the purposes of these regulations; and public agencies shall furnish such information as may be requested by the Affirmative Action Office for conducting a compliance investigation pursuant to Subchapter 10 of the Administrative Code (NJAC 17:27).

  
Signature of Procurement Agent

## C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM

### Public Agency Instructions

This page provides guidance to public agencies entering into contracts with business entities that are required to file Political Contribution Disclosure forms with the agency. **It is not intended to be provided to contractors.** What follows are instructions on the use of form local units can provide to contractors that are required to disclose political contributions pursuant to N.J.S.A. 19:44A-20.26 (P.L. 2005, c. 271, s.2). Additional information on the process is available in Local Finance Notice 2006-1 ([http://www.nj.gov/dca/divisions/dlgs/resources/lfns\\_2006.html](http://www.nj.gov/dca/divisions/dlgs/resources/lfns_2006.html)). Please refer back to these instructions for the appropriate links, as the Local Finance Notices include links that are no longer operational.

1. The disclosure is required for all contracts in excess of \$17,500 that are **not awarded** pursuant to a “fair and open” process (N.J.S.A. 19:44A-20.7).
2. Due to the potential length of some contractor submissions, the public agency should consider allowing data to be submitted in electronic form (i.e., spreadsheet, pdf file, etc.). Submissions must be kept with the contract documents or in an appropriate computer file and be available for public access. **The form is worded to accept this alternate submission.** The text should be amended if electronic submission will not be allowed.
3. The submission must be **received from the contractor and** on file at least 10 days prior to award of the contract. Resolutions of award should reflect that the disclosure has been received and is on file.
4. The contractor must disclose contributions made to candidate and party committees covering a wide range of public agencies, including all public agencies that have elected officials in the county of the public agency, state legislative positions, and various state entities. The Division of Local Government Services recommends that contractors be provided a list of the affected agencies. This will assist contractors in determining the campaign and political committees of the officials and candidates affected by the disclosure.
  - a. The Division has prepared model disclosure forms for each county. They can be downloaded from the “County PCD Forms” link on the Pay-to-Play web site at <http://www.nj.gov/dca/divisions/dlgs/programs/lpcl.html#12>. They will be updated from time-to-time as necessary.
  - b. A public agency using these forms **should edit them to properly reflect the correct legislative district(s).** As the forms are county-based, **they list all legislative districts** in each county. **Districts that do not represent the public agency should be removed from the lists.**
  - c. Some contractors may find it easier to provide a single list that covers all contributions, regardless of the county. These submissions are appropriate and should be accepted.
  - d. The form may be used “as-is”, subject to edits as described herein.
  - e. The “Contractor Instructions” sheet is intended to be provided with the form. It is recommended that the Instructions and the form be printed on the same piece of paper. The form notes that the Instructions are printed on the back of the form; where that is not the case, the text should be edited accordingly.
  - f. The form is a Word document and can be edited to meet local needs, and posted for download on web sites, used as an e-mail attachment, or provided as a printed document.
5. It is recommended that the contractor also complete a “Stockholder Disclosure Certification.” This will assist the local unit in its obligation to ensure that contractor did not make any prohibited contributions to the committees listed on the Business Entity Disclosure Certification in the 12 months prior to the contract (See Local Finance Notice 2006-7 for additional information on this obligation at [http://www.nj.gov/dca/divisions/dlgs/resources/lfns\\_2006.html](http://www.nj.gov/dca/divisions/dlgs/resources/lfns_2006.html)). A sample Certification form is part of this package and the instruction to complete it is included in the Contractor Instructions. NOTE: This section is not applicable to Boards of Education.

## C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM

### Contractor Instructions

Business entities (contractors) receiving contracts from a public agency that are NOT awarded pursuant to a “fair and open” process (defined at N.J.S.A. 19:44A-20.7) are subject to the provisions of P.L. 2005, c. 271, s.2 (N.J.S.A. 19:44A-20.26). This law provides that 10 days prior to the award of such a contract, the contractor shall disclose contributions to:

- any State, county, or municipal committee of a political party
- any legislative leadership committee\*
- any continuing political committee (a.k.a., political action committee)
- any candidate committee of a candidate for, or holder of, an elective office:
  - of the public entity awarding the contract
  - of that county in which that public entity is located
  - of another public entity within that county
  - or of a legislative district in which that public entity is located or, when the public entity is a county, of any legislative district which includes all or part of the county

The disclosure must list reportable contributions to any of the committees that exceed \$300 per election cycle that were made during the 12 months prior to award of the contract. See N.J.S.A. 19:44A-8 and 19:44A-16 for more details on reportable contributions.

N.J.S.A. 19:44A-20.26 itemizes the parties from whom contributions must be disclosed when a business entity is not a natural person. This includes the following:

- individuals with an “interest” ownership or control of more than 10% of the profits or assets of a business entity or 10% of the stock in the case of a business entity that is a corporation for profit
- all principals, partners, officers, or directors of the business entity or their spouses
- any subsidiaries directly or indirectly controlled by the business entity
- IRS Code Section 527 New Jersey based organizations, directly or indirectly controlled by the business entity and filing as continuing political committees, (PACs).

When the business entity is a natural person, “a contribution by that person’s spouse or child, residing therewith, shall be deemed to be a contribution by the business entity.” [N.J.S.A. 19:44A-20.26(b)] The contributor must be listed on the disclosure.

Any business entity that fails to comply with the disclosure provisions shall be subject to a fine imposed by ELEC in an amount to be determined by the Commission which may be based upon the amount that the business entity failed to report.

The enclosed list of agencies is provided to assist the contractor in identifying those public agencies whose elected official and/or candidate campaign committees are affected by the disclosure requirement. It is the contractor’s responsibility to identify the specific committees to which contributions may have been made and need to be disclosed. The disclosed information may exceed the minimum requirement.

The enclosed form, a content-consistent facsimile, or an electronic data file containing the required details (along with a signed cover sheet) may be used as the contractor’s submission and is disclosable to the public under the Open Public Records Act.

The contractor must also complete the attached Stockholder Disclosure Certification. This will assist the agency in meeting its obligations under the law. **NOTE: This section does not apply to Board of Education contracts.**

\* N.J.S.A. 19:44A-3(s): “The term “legislative leadership committee” means a committee established, authorized to be established, or designated by the President of the Senate, the Minority Leader of the Senate, the Speaker of the General Assembly or the Minority Leader of the General Assembly pursuant to section 16 of P.L.1993, c.65 (C.19:44A-10.1) for the purpose of receiving contributions and making expenditures.”



**List of Agencies with Elected Officials Required for Political Contribution Disclosure**  
**N.J.S.A. 19:44A-20.26**

**County Name:**

State: Governor, and Legislative Leadership Committees

Legislative District #s:

State Senator and two members of the General Assembly per district.

County:

Freeholders

{County Executive}

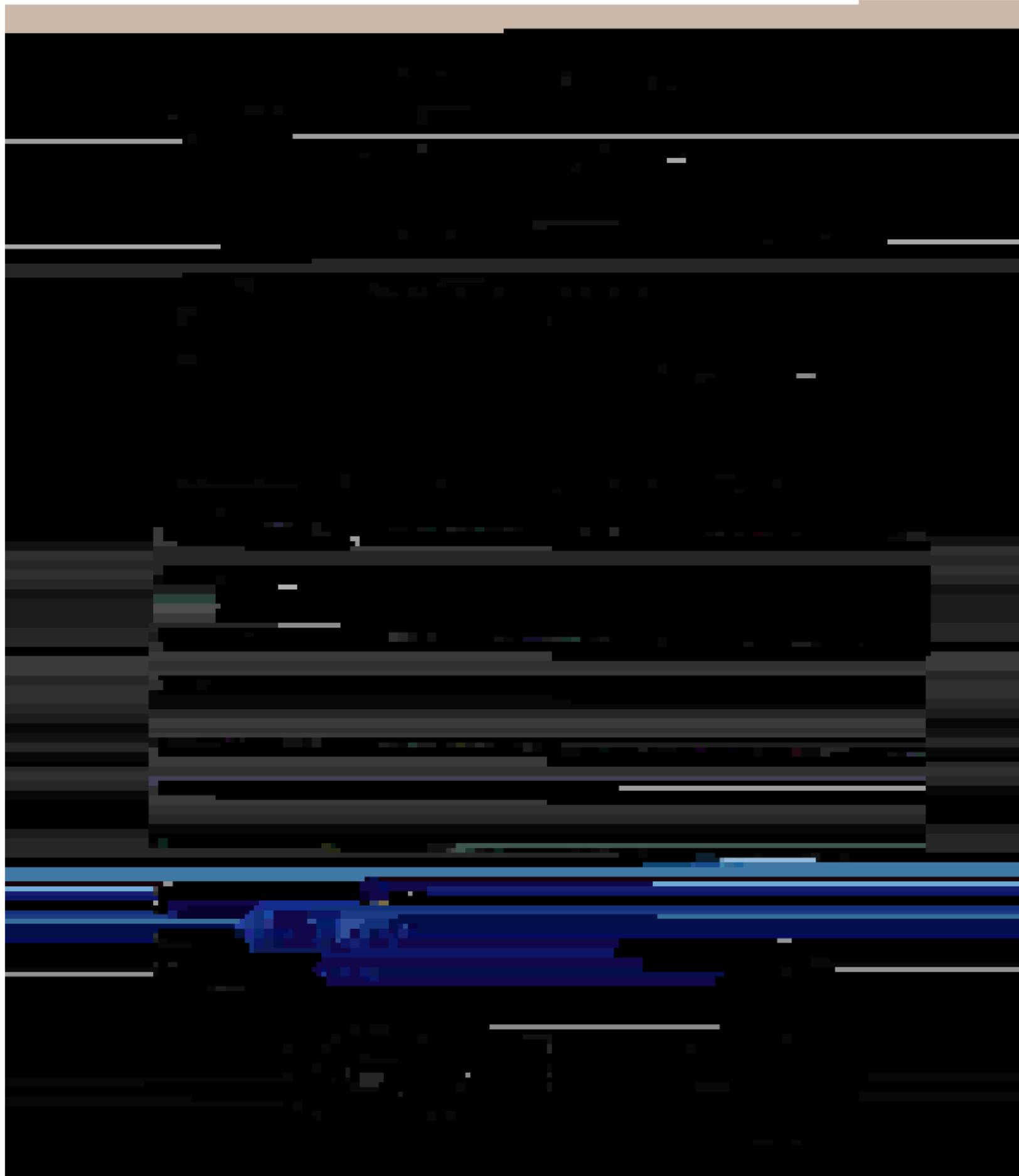
County Clerk

Surrogate

Sheriff

Municipalities (Mayor and members of governing body, regardless of title):

**USERS SHOULD CREATE THEIR OWN FORM, OR DOWNLOAD  
FROM THE PAY TO PLAY SECTION OF THE DLGS WEBSITE A  
COUNTY-BASED, CUSTOMIZABLE FORM.**



**Certification of Non-Involvement in Prohibited Activities in Iran**

Pursuant to N.J.S.A. 52:32-58, Offerors must certify that neither the Offeror, nor any of its parents, subsidiaries, and/or affiliates (as defined in N.J.S.A. 52:32 – 56(e) (3)), is listed on the Department of the Treasury’s List of Persons or Entities Engaging in Prohibited Investment Activities in Iran and that neither is involved in any of the investment activities set forth in N.J.S.A. 52:32 – 56(f).

Offerors wishing to do business in New Jersey through this contract must fill out the Certification of Non-Involvement in Prohibited Activities in Iran here:

[http://www.state.nj.us/humanservices/dfd/info/standard/fdc/disclosure\\_investmentact.pdf](http://www.state.nj.us/humanservices/dfd/info/standard/fdc/disclosure_investmentact.pdf).

Offerors should submit the above form completed with their proposal.



DISCLOSURE OF INVESTMENT ACTIVITIES IN IRAN FORM

STATE OF NEW JERSEY
DEPARTMENT OF THE TREASURY - DIVISION OF PURCHASE AND PROPERTY
33 WEST STATE STREET, P.O. BOX 230 TRENTON, NEW JERSEY 08625-0230

BID SOLICITATION # AND TITLE: 23-6692

VENDOR NAME: Insight Public Sector, Inc.

Pursuant to N.J.S.A. 52:32-57, et seq. (P.L. 2012, c.25 and P.L. 2021, c.4) any person or entity that submits a bid or proposal or otherwise proposes to enter into or renew a contract must certify that neither the person nor entity, nor any of its parents, subsidiaries, or affiliates, is identified on the New Jersey Department of the Treasury's Chapter 25 List as a person or entity engaged in investment activities in Iran.

CHECK THE APPROPRIATE BOX

[X] I certify, pursuant to N.J.S.A. 52:32-57, et seq. (P.L. 2012, c.25 and P.L. 2021, c.4), that neither the Vendor/Bidder listed above nor any of its parents, subsidiaries, or affiliates is listed on the New Jersey Department of the Treasury's Chapter 25 List of entities determined to be engaged in prohibited activities in Iran.

OR

[ ] I am unable to certify as above because the Vendor/Bidder and/or one or more of its parents, subsidiaries, or affiliates is listed on the New Jersey Department of the Treasury's Chapter 25 List. I will provide a detailed, accurate and precise description of the activities of the Vendor/Bidder, or one of its parents, subsidiaries or affiliates, has engaged in regarding investment activities in Iran by completing the information requested below.

Entity Engaged in Investment Activities
Relationship to Vendor/ Bidder
Description of Activities

Blank lines for providing details on investment activities.

Duration of Engagement
Anticipated Cessation Date

\*Attach Additional Sheets if Necessary.

CERTIFICATION

I, the undersigned, certify that I am authorized to execute this certification on behalf of the Vendor, that the foregoing information and any attachments hereto, to the best of my knowledge are true and complete. I acknowledge that the State of New Jersey is relying on the information contained herein, and that the Vendor is under a continuing obligation from the date of this certification through the completion of any contract(s) with the State to notify the State in writing of any changes to the information contained herein; that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification. If I do so, I may be subject to criminal prosecution under the law, and it will constitute a material breach of my contract(s) with the State, permitting the State to declare any contract(s) resulting from this certification void and unenforceable.

Signature: Lisanne Steinheiser, Global Compliance Officer
Print Name and Title

Date: 10/05/2022

DOC #7

**NEW JERSEY BUSINESS REGISTRATION CERTIFICATE  
(N.J.S.A. 52:32-44)**

Offerors wishing to do business in New Jersey must submit their State Division of Revenue issued Business Registration Certificate with their proposal here. Failure to do so will disqualify the Offeror from offering products or services in New Jersey through any resulting contract.

<https://www.njportal.com/DOR/BusinessRegistration/>



## STATE OF NEW JERSEY BUSINESS REGISTRATION CERTIFICATE

**Taxpayer Name:** INSIGHT PUBLIC SECTOR, INC.  
**Trade Name:** INSIGHT PUBLIC SECTOR, INC.  
**Address:** 6820 S. HARL AVE.  
TEMPE, AZ 85283  
**Certificate Number:** 1002602  
**Effective Date:** July 15, 2003  
**Date of Issuance:** October 04, 2022

**For Office Use Only:**  
20221004125800006

**EEOAA EVIDENCE**

Equal Employment Opportunity/Affirmative Action  
Goods, Professional Services & General Service Projects

**EEO/AA Evidence**

Vendors are required to submit evidence of compliance with N.J.S.A. 10:5-31 et seq. and N.J.A.C. 17:27 in order to be considered a responsible vendor.

**One** of the following must be included with submission:

- Copy of Letter of Federal Approval
- Certificate of Employee Information Report
- Fully Executed Form AA302
- Fully Executed EEO-1 Report

See the guidelines at:

[https://www.state.nj.us/treasury/contract\\_compliance/documents/pdf/guidelines/pa.pdf](https://www.state.nj.us/treasury/contract_compliance/documents/pdf/guidelines/pa.pdf)  
for further information.

I certify that my bid package includes the required evidence per the above list and State website.

Name: Lisanne Steinheiser

Title: Global Compliance Officer

Signature: 

Date: October 5, 2022



DOC #9  
MACBRIDE-PRINCIPLES



STATE OF NEW JERSEY DEPARTMENT OF THE TREASURY  
DIVISION OF PURCHASE AND PROPERTY

33 WEST STATE STREET, P.O. BOX 230  
TRENTON, NEW JERSEY 08625-0230

MACBRIDE PRINCIPALS FORM

BID SOLICITATION #: 23-6692

VENDOR/BIDDER: Insight Public Sector, Inc.

**VENDOR'S/BIDDER'S REQUIREMENT  
TO PROVIDE A CERTIFICATION IN COMPLIANCE WITH THE MACBRIDE PRINCIPALS  
AND NORTHERN IRELAND ACT OF 1989**

Pursuant to Public Law 1995, c. 134, a responsible Vendor/Bidder selected, after public bidding, by the Director of the Division of Purchase and Property, pursuant to N.J.S.A. 52:34-12, must complete the certification below by checking one of the two options listed below and signing where indicated. If a Vendor/Bidder that would otherwise be awarded a purchase, contract or agreement does not complete the certification, then the Director may determine, in accordance with applicable law and rules, that it is in the best interest of the State to award the purchase, contract or agreement to another Vendor/Bidder that has completed the certification and has submitted a bid within five (5) percent of the most advantageous bid. If the Director finds contractors to be in violation of the principals that are the subject of this law, he/she shall take such action as may be appropriate and provided by law, rule or contract, including but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring the party in default and seeking debarment or suspension of the party.

I, the undersigned, on behalf the Vendor/Bidder, certify pursuant to N.J.S.A. 52:34-12.2 that:

**CHECK THE APPROPRIATE BOX**

The Vendor/Bidder has no business operations in Northern Ireland; or

**OR**

The Vendor/Bidder will take lawful steps in good faith to conduct any business operations it has in Northern Ireland in accordance with the MacBride principals of nondiscrimination in employment as set forth in section 2 of P.L. 1987, c. 177 (N.J.S.A. 52:18A-89.5) and in conformance with the United Kingdom's Fair Employment (Northern Ireland) Act of 1989, and permit independent monitoring of its compliance with those principals.

**CERTIFICATION**

I, the undersigned, certify that I am authorized to execute this certification on behalf of the Vendor/Bidder, that the foregoing information and any attachments hereto, to the best of my knowledge are true and complete. I acknowledge that the State of New Jersey is relying on the information contained herein, and that the Vendor/Bidder is under a continuing obligation from the date of this certification through the completion of any contract(s) with the State to notify the State in writing of any changes to the information contained herein; that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification. If I do so, I will be subject to criminal prosecution under the law, and it will constitute a material breach of my agreement(s) with the State, permitting the State to declare any contract(s) resulting from this certification to be void and unenforceable.

Signature

October 5, 2022

Date

Lisanne Steinheiser, Global Compliance Officer  
Print Name and Title



**COBB COUNTY  
Purchasing Department**

122 Waddell Street NE  
Marietta, Georgia 30060  
(770) 528-8400 • fax: (770) 528-8428  
purchasing@cobbcounty.org

Roger Ball  
Purchasing Director

**ADDENDUM No. 1**

**Sealed Bid # 23-6692  
Request for Proposals  
Technology Product Solutions and Related Services  
Cobb County Purchasing Department**

**Date: September 19, 2022**

Page 1 of 8

The following addendum hereby amends and/or modifies the Proposal Documents and specifications as originally issued for this project. All proposers are subject to the provisions of this Addendum.

This Addendum consists of:

- Minutes, Questions and Clarifications from Pre-Proposal Meeting held via Webex on September 14, 2022
- Sign-In Sheet(s) from Pre-Proposal Meeting
- Questions Submitted in Writing
- Attachment - Financial Ratio Evaluation Excel Spreadsheet

Receipt of addendum MUST be acknowledged in the submitted proposal. It is the Proposer's ultimate responsibility to ensure that they have all applicable addenda prior to bid submittal.

This acknowledgment form must be signed, dated, and included with your submitted proposal

Insight Public Sector, Inc.  
\_\_\_\_\_  
Company Name

October 4, 2022  
\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

Lisanne Steinheiser, Global Compliance Officer  
\_\_\_\_\_  
Please Print Name

**All bids must be received before 12:00 (noon) by the Bid Opening date. Bids shall be delivered to Cobb County Purchasing Department, 122 Waddell Street NE, Marietta, GA 30060.**



**COBB COUNTY  
Purchasing Department**

122 Waddell Street NE  
Marietta, Georgia 30060  
(770) 528-8400 • fax: (770) 528-8428  
purchasing@cobbcounty.org

Roger Ball  
Purchasing Director

**ADDENDUM No. 2**

**Sealed Bid # 23-6692  
Request for Proposals  
Technology Product Solutions and Related Services  
Cobb County Purchasing Department**

**Date: September 30, 2022**

Page 1 of 5

The following addendum hereby amends and/or modifies the Proposal Documents and specifications as originally issued for this project. All proposers are subject to the provisions of this Addendum.

This Addendum consists of:

- **Questions Submitted in Writing**

---

Receipt of addendum **MUST** be acknowledged in the submitted proposal. It is the Proposer's ultimate responsibility to ensure that they have all applicable addenda prior to bid submittal.

This acknowledgment form must be signed, dated, and included with your submitted proposal

Insight Public Sector, Inc.  
\_\_\_\_\_  
Company Name

October 4, 2022  
\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

Lisanne Steinheiser, Global Compliance Officer  
\_\_\_\_\_  
Please Print Name

**All bids must be received before 12:00 (noon) by the Bid Opening date. Bids shall be delivered to Cobb County Purchasing Department, 122 Waddell Street NE, Marietta, GA 30060.**



**COBB COUNTY  
Purchasing Department**

122 Waddell Street NE  
Marietta, Georgia 30060  
(770) 528-8400 • fax: (770) 528-8428  
purchasing@cobbcounty.org

Roger Ball  
Purchasing Director

**ADDENDUM No. 3**

**Sealed Bid # 23-6692  
Request for Proposals  
Technology Product Solutions and Related Services  
Cobb County Purchasing Department**

**Date: October 5, 2022**

Page 1 of 5

The following addendum hereby amends and/or modifies the Proposal Documents and specifications as originally issued for this project. All proposers are subject to the provisions of this Addendum.

This Addendum consists of:

- **Questions Submitted in Writing**

---

Receipt of addendum **MUST** be acknowledged in the submitted proposal. It is the Proposer's ultimate responsibility to ensure that they have all applicable addenda prior to bid submittal.

This acknowledgment form must be signed, dated, and included with your submitted proposal

Insight Public Sector, Inc.  
\_\_\_\_\_  
Company Name

October 5, 2022  
\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

Lisanne Steinheiser, Global Compliance Officer  
\_\_\_\_\_  
Please Print Name

**All bids must be received before 12:00 (noon) by the Bid Opening date. Bids shall be delivered to Cobb County Purchasing Department, 122 Waddell Street NE, Marietta, GA 30060.**



## ETSB Resolution

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

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**File #:** ETS-R-0049-25

**Agenda Date:** 9/10/2025

**Agenda #:** 7.C.3.

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AWARDING RESOLUTION TO MOTOROLA SOLUTIONS, INC. FOR 1,700 REPLACEMENT MOTOROLA NNTN9216A IMPRES 2 BATTERIES FOR THE APXNEXT POLICE PORTABLE RADIOS PER LOWEST RESPONSIBLE BID #25-070-ETSB  
(TOTAL AMOUNT: \$223,499.00)

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 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 Purchase Order 925019 to Motorola Solutions to furnish and deliver 1,700 replacement Motorola NNTN9216A IMPRES 2 batteries for the APXNext Police portable radios per lowest responsible Bid #25-070-ETSB. Total amount of \$223,499.00.

NOW, THEREFORE BE IT RESOLVED, that DU PAGE ETSB Requisition 925019, dated September 4, 2025, covering said, 1,700 replacement batteries, be, and it is hereby approved by the DU PAGE ETSB to Motorola Solutions, Inc., 500 W. Monroe Street, 44th Floor, Chicago, IL 60661, for a total amount of \$223,499.00.

Enacted and approved this 10th day of September, 2025 at Wheaton, Illinois.

---

GREG SCHWARZE, CHAIR

Attest: \_\_\_\_\_  
JEAN KACZMAREK, COUNTY CLERK



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

<b>SECTION 1: DESCRIPTION</b>			
<i>General Tracking</i>		<i>Contract Terms</i>	
FILE ID#:	RFP, BID, QUOTE OR RENEWAL #: #25-070-ETSB	INITIAL TERM WITH RENEWALS: OTHER	INITIAL TERM TOTAL COST: \$223,499.00
COMMITTEE: ETSB	TARGET COMMITTEE DATE: 09/10/2025	PROMPT FOR RENEWAL:	CONTRACT TOTAL COST WITH ALL RENEWALS: \$223,499.00
	CURRENT TERM TOTAL COST: \$223,499.00	MAX LENGTH WITH ALL RENEWALS: ONE YEAR	CURRENT TERM PERIOD: INITIAL TERM
<i>Vendor Information</i>		<i>Department Information</i>	
VENDOR: Motorola Solutions, Inc.	VENDOR #: 10115	DEPT: ETSB	DEPT CONTACT NAME: Eve Kraus
VENDOR CONTACT: Chris Chisnell	VENDOR CONTACT PHONE: 847-489-9379	DEPT CONTACT PHONE #: 630-550-7743	DEPT CONTACT EMAIL: etsb911@dupagecounty.gov
VENDOR CONTACT EMAIL: chris.chisnell@motorolasolutions.com	VENDOR WEBSITE: motorolasolutions.com	DEPT REQ #: 925019	
<i>Overview</i>			
DESCRIPTION Identify scope of work, item(s) being purchased, total cost and type of procurement (i.e., lowest bid, RFP, renewal, sole source, etc.). Recommendation to approve PO 925019 to Motorola Solutions, Inc. to furnish and deliver 1,700 Motorola #NNTN9216A IMPRES 2 replacement batteries for Police APXNext portable radios per Bid #25-070-ETSB. Total amount: \$223,499.00.			
JUSTIFICATION Summarize why this procurement is necessary and what objectives will be accomplished The Police portables radios have been deployed for three (3) years and users are seeing a drop in the battery performance even after a reconditioning cycle.			

<b>SECTION 2: DECISION MEMO REQUIREMENTS</b>	
DECISION MEMO NOT REQUIRED	Select an item from the following dropdown menu to identify why a Decision Memo (Section 3) is not required. LOWEST RESPONSIBLE QUOTE/BID (QUOTE < \$25,000, BID ≥ \$25,000; ATTACH TABULATION)
DECISION MEMO REQUIRED	Select an item from the following dropdown menu to identify why a Decision Memo (Section 3) is required.

<b>SECTION 3: DECISION MEMO</b>	
SOURCE SELECTION	Describe method used to select source. This bid was sent to 29 vendors. There were 7 bid responses with Motorola providing the best cost at a 47% discount over the retail cost of \$248.05 per battery.
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). N/A

## SECTION 4: SOLE SOURCE MEMO/JUSTIFICATION

<b>JUSTIFICATION</b>	Select an item from the following dropdown menu to justify why this is a sole source procurement.
<b>NECESSITY AND UNIQUE FEATURES</b>	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.  N/A
<b>MARKET TESTING</b>	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.  N/A
<b>AVAILABILITY</b>	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.  N/A

## SECTION 5: Purchase Requisition Information

<i>Send Purchase Order To:</i>		<i>Send Invoices To:</i>	
Vendor: Motorola Solutions, Inc.	Vendor#: 10115	Dept: DuPage ETSB	Division:
Attn: Chris Chisnell	Email: chris.chisnell@motorolasolutions.com	Attn: 9-1-1 System Manager	Email: etsb911@dupagecounty.gov
Address: 500 W. Monroe Street, 44th Floor	City: Chicago	Address: 421 N. County Farm Road	City: Wheaton
State: IL	Zip: 60661	State: IL	Zip: 60187
Phone:	Fax:	Phone: 630-550-7743	Fax:
<i>Send Payments To:</i>		<i>Ship to:</i>	
Vendor: Motorola Solutions, Inc.	Vendor#: 10115	Dept: DuPage ETSB	Division:
Attn:	Email:	Attn: 9-1-1 System Manager	Email: etsb911@dupagecounty.gov
Address: 13108 Collections Center Drive	City: Chicago	Address: 421 N. County Farm Road	City: Wheaton
State: IL	Zip: 60693	State: IL	Zip: 60187
Phone:	Fax:	Phone: 630-550-7743	Fax:
<b>Shipping</b>		<b>Contract Dates</b>	
Payment Terms: PER 50 ILCS 505/1	FOB: Destination	Contract Start Date (PO25): Sep 10, 2025	Contract End Date (PO25): Sep 9, 2026

**Purchase Requisition Line Details**

LN	Qty	UOM	Item Detail (Product #)	Description	FY	Company	AU	Acct Code	Sub-Accts/ Activity Code	Unit Price	Extension
1	1700	EA	NNTN9216A	Motorola IMPRES™ 2 Standard Capacity Battery (4400 mAh).	FY25	4000	5820	52250		131.47	223,499.00
										Requisition Total	\$ 223,499.00

***FY is required, ensure the correct FY is selected.***

**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 provide the PO to ETSB to provide to the 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. LMZ 9/4/25



**THE COUNTY OF DUPAGE**  
**FINANCE - PROCUREMENT**  
**BATTERY REPLACEMENT FOR APXnext PORTABLE RADIOS**  
**25-070-ETSB**  
**BID TABULATION**



NO.	ITEM	UOM	QTY	Motorola Solutions, Inc.		Insight Public Sector, Inc.		Holzberg Communications, Inc.		Two Way Direct, Inc.	
				PRICE	EXTENDED PRICE	PRICE	EXTENDED PRICE	PRICE	EXTENDED PRICE	PRICE	EXTENDED PRICE
1	Motorola IMPRES™ 2 Standard Capacity Battery (4400 mAh) Item# NNTN9216A	EA	1700	\$ 131.47	\$ 223,499.00	\$ 164.50	\$ 279,650.00	\$ 168.20	\$ 285,940.00	\$ 169.95	\$ 288,915.00
<b>GRAND TOTAL</b>				<b>\$ 223,499.00</b>			<b>\$ 279,650.00</b>		<b>\$ 285,940.00</b>		<b>\$ 288,915.00</b>

NO.	ITEM	UOM	QTY	Barbeck Communications Group, Inc. dba BECK TECH, a Barbeck Co., Rock River Service Company		Tourbillon Enterprises LLC		Yousuf Parekh Enterprises Inc. dba Venus Supplies and Construction	
				PRICE	EXTENDED PRICE	PRICE	EXTENDED PRICE	PRICE	EXTENDED PRICE
1	Motorola IMPRES™ 2 Standard Capacity Battery (4400 mAh) Item# NNTN9216A	EA	1700	\$ 171.69	\$ 291,873.00	\$ 173.50	\$ 294,950.00	\$ 263.22	\$ 447,474.00
<b>GRAND TOTAL</b>				<b>\$ 291,873.00</b>			<b>\$ 294,950.00</b>		<b>\$ 447,474.00</b>

**NOTES**  
 1. Insight Public Sector, Inc. submitted Extended Price rather than Price, and the bid tab has been corrected.  
 2. Barbeck Communications Group, Inc. dba BECK TECH, a Barbeck Co., Rock River Service Company's Grand Total was corrected from \$291,973.00 to \$291,873.00.

Bid Opening 9/4/25 @ 10:30 AM	SR, HK
Invitations Sent	29
Total Vendors Requesting Documents	6
Total Bid Responses	7

# BID PRICING FORM

## Section I: Contact Information

Please complete the contact information below.

BID NUMBER:	25-070-ETSB
COMPANY NAME:	Motorola Solutions Inc.
CONTACT PERSON:	Chris Chisnell
CONTACT EMAIL:	chris.chisnell@motorolasolutions.com

## Section II: Pricing

F.O.B: All goods are to be shipped F.O.B. Destination.

NO.	ITEM	UOM	QTY	PRICE	EXTENDED PRICE
1	Motorola IMPRES™ 2 Standard Capacity Battery (4400 mAh) Item# NNTN9216A	EA	1,700	\$ 131.47	\$ 223,499.00
<b>GRAND TOTAL</b>					<b>\$ 223,499.00</b>
<b>GRAND TOTAL</b> (In words) Two Hundred Twenty Three Thousand Four Hundred Ninety Nine Dollars					

## Section III: Certification

By signing below, the Bidder agrees to provide the required goods and/or services described in the Bid Specifications for the prices quoted on this Bid Pricing Form.

Printed Name: Dominick Storelli Signature: \_\_\_\_\_

Title: IL Sales Manager Date: 9/2/25



## MANDATORY FORM

### **Section I: Contact Information**

Complete the contact information below.

BID NUMBER:	25-070-ETSB
COMPANY NAME:	Motorola Solutions Inc.
MAIN ADDRESS:	500 West Monroe Street
CITY, STATE, ZIP CODE:	Chicago, IL 60661
TELEPHONE NO.:	847-489-9379
BID CONTACT PERSON:	Chris Chisnell
CONTACT EMAIL:	chris.chisnell@motorolasolutions.com

### **Section II: Contract Administration Information**

Complete the contract administration information below.

CORRESPONDENCE TO CONTRACTOR:		REMIT TO CONTRACTOR:	
NAME:	Motorola Solutions Inc.	NAME:	Motorola Solutions Inc.
CONTACT:	Chris Chisnell	CONTACT:	Chris Chisnell
ADDRESS:	500 West Monroe Street	ADDRESS:	500 West Monroe Street
CITY, ST., ZIP:	Chicago, IL 60661	CITY, ST., ZIP:	Chicago, IL 60661
PHONE NO.:	847-489-9379	PHONE NO.:	847-489-9379
EMAIL:	chris.chisnell@motorolasolutions.com	EMAIL:	chris.chisnell@motorolasolutions.com

**Section III: Certification**

The undersigned certifies that they are:

- The Owner or Sole Proprietor
- A Member authorized to sign on behalf of the Partnership
- An Officer of the Corporation
- A Member of the Joint Venture

Herein after called the Bidder and that the members of the Partnership or Officers of the Corporation are as follows:  
Please see attached list of Officers and Significant Shareholders

(President or Partner)	(Vice-President or Partner)
------------------------	-----------------------------

(Secretary or Partner)	(Treasurer or Partner)
------------------------	------------------------

Further, the undersigned declares that the only person or parties interested in this bid as principals are those named herein; that this bid is made without collusion with any other person, firm or corporation; that he has fully examined the proposed forms of agreement and the contract specifications for the above designated purchase, all of which are on file in the office of the Procurement Officer, DuPage County, 421 North County Farm Road, Wheaton, Illinois 60187, and all other documents referred to or mentioned in the contract documents, specifications and attached exhibits, including Addenda No. \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_ issued thereto.

Further, the undersigned proposes and agrees, if this bid is accepted, to provide all necessary machinery, tools, apparatus, and other means of construction, including transportation services necessary to furnish all the materials and equipment specified or referred to in the contract documents in the manner and time and at the price therein prescribed.

Further, the undersigned certifies and warrants that they are duly authorized to execute this certification/affidavit on behalf of the Bidder and in accordance with the Partnership Agreement or by-laws of the Corporation, and the laws of the State of Illinois and that this Certification is binding upon the Bidder and is true and accurate.

Further, the undersigned certifies that the Bidder is not barred from bidding on this contract as a result of a violation of either Chapter 720 Illinois Compiled Statutes 5/33 E-3 or 5/33 E-4, bid rigging or bid-rotating, or as a result of a violation of 820 ILCS 130/1 et seq., the Illinois Prevailing Wage Act.

The undersigned certifies that they have examined and carefully prepared this bid and have checked the same in detail before submitting this bid, and that the statements contained herein are true and correct.

If a Corporation, the undersigned, further certifies that the recitals and resolutions attached hereto and made a part hereof were properly adopted by the Board of Directors of the Corporation at a meeting of said Board of Directors duly called and held and have not been repealed nor modified, and that the same remain in full force and effect. (Bidder may be requested to provide a copy of the corporate resolution granting the individual executing the contract documents authority to do so.)

Further, the Bidder certifies that it has provided equipment, supplies, or services comparable to the items specified in this contract to the parties listed in the reference section below and authorizes the County to verify references of business and credit at its option.

Finally, the Bidder, if awarded the contract, agrees to do all other things required by the contract documents, and that it will take in full payment therefore the sums set forth in the bidding schedule (subject to unit quantity adjustments based upon actual usage).

By signing below, the Bidder agrees to the terms of this Mandatory Form and certifies that the information on this form is true and correct to the best of its knowledge.

Printed Name: Dominick Storelli

Signature: \_\_\_\_\_

Title: IL Sales Manager

Date: 9/2/2025

## OFFICERS AND SIGNIFICANT STAKEHOLDERS

Name: Gregory Q. Brown, Chairman and Chief Executive Officer

Address: 500 W Monroe St Ste 4400, Chicago, IL 60661

Phone Number: 1-800-422-4210

E-mail address: portal.support@motorolasolutions.com

Name: Jason J. Winkler, Executive Vice President and Chief Financial Officer

Phone Number: 1-800-422-4210

Address: 500 W Monroe St Ste 4400, Chicago, IL 60661

E-mail address: portal.support@motorolasolutions.com

Name: John P. Molloy, Executive Vice President and Chief Operating Officer

Address: 500 W Monroe St Ste 4400, Chicago, IL 60661

Name: Mahesh Saptharishi, Executive Vice President & Chief Technology Officer

Address: 500 W Monroe St Ste 4400, Chicago, IL 60661

Name: Karen E. Dunning, Senior Vice President, Human Resources

Address: 500 W Monroe St Ste 4400, Chicago, IL 60661

Phone Number: 1-800-422-4210

E-mail address: \_\_\_\_\_

Name: Rajan S. Naik, Senior Vice President, Strategy & Ventures

Address: 500 W Monroe St Ste 4400, Chicago, IL 60661

Phone Number: 1-800-422-4210

E-mail address: portal.support@motorolasolutions.com

Name: James A. Niewiara, Senior Vice President, General Counsel

Address: 500 W Monroe St Ste 4400, Chicago, IL 60661

Phone Number: 1-800-422-4210

E-mail address: portal.support@motorolasolutions.com

Name: Cynthia Yazdi, Senior Vice President, Chief of Staff, Communications & Brand

Phone Number: 1-800-422-4210

Address: 500 W Monroe St Ste 4400, Chicago, IL 60661

/E-mail address: portal.support@motorolasolutions.com

Name: Jeff Karbonik, Project Management

Phone Number: 1-800-422-4210

Address: 500 W Monroe St Ste 4400, Chicago, IL 60661

E-mail address: portal.support@motorolasolutions.com

**Effective: August 26, 2024**

**Board of Directors:**

Gregory Q. Brown

(Chairman)

Nicole Anasenes

Kenneth D. Denman

Ayanna M. Howard

Clayton M. Jones

Judy C. Lewent

Elizabeth D. Mann

Gregory K. Mondre

Joseph M. Tucci



## REQUIRED VENDOR ETHICS DISCLOSURE STATEMENT

### Section I: Contact Information

Please complete the contact information below.

BID NUMBER:	25-070-ETSB
COMPANY NAME:	Motorola Solutions Inc.
CONTACT PERSON:	Chris Chisnell
CONTACT EMAIL:	chris.chisnell@motorolasolutions.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.

Printed Name: Dominick Storelli

Signature: \_\_\_\_\_

Title: IL Sales Manager

Date: 9/2/2025



## ETSB Resolution

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

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**File #:** ETS-R-0041-25

**Agenda Date:** 9/10/2025

**Agenda #:** 7.D.1.

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### RESOLUTION TO AMEND AND APPROVE THE LANGUAGE OF POLICY 911-010: EXPENDITURE POLICY

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 citizens of the County of DuPage and portions of Cook, Kane and Will counties; and

WHEREAS, the DU PAGE ETSB created Policy 911-010: Expenditure Policy to authorize the expenditure and disbursement of funds consistent with State and Federal requirements to avoid the diversion of 9-1-1 surcharge funds and to operate effectively and control spending; and

WHEREAS, the purpose of this resolution is to amend the changes to Policy 911-010: Expenditure Policy, initially adopted and approved by the DU PAGE ETSB on February 12, 2009; and

WHEREAS, DU PAGE ETSB Policy 911-010: Expenditure Policy has been updated to be consistent with current ETSB system components, DuPage County Ordinance, and Act requirements; and

WHEREAS, the 911 System Manager recommends the approval of Policy 911-010: Expenditure Policy.

NOW, THEREFORE BE IT RESOLVED, that DuPage ETSB Policy 911-010: Expenditure Policy be, and is here by amended and adopted.

Enacted and approved this 10th day of September, 2025 at Wheaton, Illinois.

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GREG SCHWARZE, CHAIR

Attest: \_\_\_\_\_

JEAN KACZMAREK, COUNTY CLERK

# 9-1-1

**EMERGENCY TELEPHONE SYSTEM BOARD**  
Enhanced 9-1-1 Emergency Service for DuPage County  
421 N. County Farm Road Wheaton, Illinois 60187  
Tel: 630-550-7743 Fax: 630-955-1130

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Title: Expenditure Policy

Policy No: ETS 009 004P

## EXPENDITURES

### A. Emergency Telephone System Act Section 15.3 Surcharge Funds.

Funds held and collected from the surcharge ("Surcharge Funds") for emergency telephone systems authorized by Section 15.3 of the Emergency Telephone System Act (hereinafter the "Act"), 50 ILCS 750/15.3 shall be expended, in accordance with Section 15.4 of the Act, 50 ILCS 750/15.4 and the DuPage County ETSB By-laws, only to pay the costs of the following or costs associated with them and reasonably necessary for their implementation:

- (1) design of the Emergency Telephone System;
- (2) the coding of the initial Master Street Address Guide data base and update and maintenance thereof;
- (3) the repayment of any monies advanced for the implementation of the system;
- (4) the charges for Automatic Number Identification and Automatic Location Identification equipment, a computer aided dispatch system that records, maintains, and integrates information, mobile data transmitters equipped with automatic vehicle locators, and maintenance, replacement and update thereof to increase operational efficiency and improve the provision of emergency services;
- (5) The non-recurring charges related to installation of the Emergency Telephone System and the ongoing network charges;
- (6) The acquisition and installation, or the reimbursement of costs therefore to other governmental bodies that have incurred those costs, of road or street signs that are essential to the implementation of the emergency telephone system and that are not duplicative of signs that are the responsibility of the jurisdiction charged with maintaining road and street signs;
- (7) Other products and services necessary for the implementation, upgrade, and maintenance of the system and any other purpose related to the operation of the system, including costs attributable directly to the construction, leasing, or maintenance of any buildings or facilities or costs of personnel attributable directly to the operation of the system. Costs attributable directly to the operation of an emergency telephone system do not include the costs of public safety agency personnel who are and equipment that is dispatched in response to an emergency call.

An example of an expenditure associated with and reasonably necessary for the implementation of one of the above purposes would be the cost of an automatic record keeping system relating to the purchase of "mobile data transmitters equipped with automatic vehicle locators," authorized in No. 4 above, where such a record keeping system would interact with the emergency telephone systems' dispatch system and would, among other things, provide mapping assistance and location tracking of equipment for emergency response personnel, as well as logging telephone and radio calls and generating statistical information relating to emergency responses. See Attorney General Opinion, 98 Ill. Atty. Gen. Op. 005, at pp. 8-10. An example of expenditures *not* associated with nor reasonably necessary for the implementation of any of the above purposes would be the payment of costs for conducting driver's license checks, making inquiries into LEADS and responding to non-emergency situations, or the costs of a record keeping system that creates a database of police and firefighter field investigation reports and interviews facilitating the produce the various reports required of emergency personnel by the state. *Id.*, at pp. 8-9. The Illinois Attorney General has opined that such costs are not necessary for direct maintenance of an emergency telephone system. *Id.*, at p. 9.

Concerning specifically the "costs of personnel attributable directly to the operation of the system" provided for in Item No. 7 above, Surcharge Funds can be used to pay costs of benefits as well as compensation for dispatchers who are responsible for answering incoming 9-1-1 calls and for contacting the appropriate public safety agency in regard to requests for emergency services. See Attorney General Opinion, 98 Ill. Atty. Gen. Op. 009, at p. 4-5. Also, the restrictive language "attributable directly to the operation of the system" does not preclude dispatchers from performing incidental non-emergency tasks, along with their primary duties of monitoring communication equipment. *Id.*

## **B. Non-Surcharge Funds**

Funds other than those held and collected from the surcharge for emergency telephone systems authorized by Section 15.3 of the Act ("Non-Surcharge Funds") shall be expended in accordance with any legally binding earmark or restriction on them or, if none, for any of the duties and responsibilities of the Board provided for in Article III D. and E. of the DuPage County ETSB By-laws. Whenever possible, Non-Surcharge Funds shall be reserved and used for payment of costs not eligible for application of Surcharge Funds before being expended for the costs of functions and items that can be satisfied out of Surcharge Funds. For example, where an employee is hired to perform dispatcher duties part-time and other non-emergency functions for the remainder of the time, Surcharge Funds could only be properly used to pay that portion of that employee's time of attributable to attending the emergency telephone system, with the other portion of such employees' compensation being paid from Non-Surcharge Funds. See 98 Ill. Atty. Gen. Op. 009, at p. 5.

## **C. Expenditure of Funds**

No expenditure funds of the DuPage County ETSB, whether Surcharge or Non-Surcharge Funds, shall be authorized, except, as provided Article III D. 6. of the DuPage County ETSB By-laws, upon the direction of the Board by resolution adopted by a majority of all members of the Board present at duly convened meeting of the Board. Such direction shall be by roll call vote and shall be evidence by either a separate written resolution or notation of such resolution in the minutes of the meeting. The adoption of such resolution shall be authority for the Coordinator, or other staff member at his or her direction, to complete the necessary purchase order, voucher, or other documentation necessary to draw funds upon the Treasurer and to submit such

the Treasurer. Approval by resolution of a contract or other instrument containing a schedule of payments shall be sufficient authority for the Coordinator, or other staff member at his or her direction, to complete the necessary purchase order, voucher, or other documentation necessary for the payment thereof in accordance the terms of that contract or instrument.

Adopted: February 12, 2009

By \_\_\_\_\_  
Vice Chairman ~~B~~radley Bloom  
Acting Chairman

# Emergency Telephone System Board Of DuPage County Policy and Procedures



Policy #: 911-010  
Previous Policy #: ETS 009 004P  
Effective Date: February 12, 2009  
Revised: August 13, 2025

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## Expenditure Policy

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### Purpose:

The purpose of this policy is to advise on the disbursement of 9-1-1 surcharge funds consistent with State and Federal requirements, specifically, to avoid the diversion of 9-1-1 surcharge funds and to operate effectively and control spending.

### Additional Authority:

50 ILCS 750 Emergency Telephone System Act (ETSA)  
83 Illinois Administrative Code Part 725 Part 1325  
OEX-003B-89 Amending Section 40-20 of the DuPage County Code Pertaining to the Emergency Telephone System Board

### Goal:

Consistent with 911-18: System Administration, wherein the ETSB has listed its core components, the ETSB seeks to define the 9-1-1 System by limiting the system to core components in an effort to ensure long-term stability and sustainability of those components necessary to receive and dispatch 9-1-1 calls, or that are mandated by ETSA. A defined system will assist in the ETSB's other goal of direct financial support for the PSAPs as defined in the IGA between the parties executed under Resolution #ETS-R-0056-23.

### Definitions:

Ad Hoc Committee: In Illinois, an Ad Hoc Committee is a temporary group formed to address a specific, non-recurring issue or problem. It is not a permanent part of an organization and is dissolved once its task is completed. These committees are often established to provide advice or information to a larger body.

Capital Cost: Within the Operating Budget are capital line items for new IT Equipment (54100), new Software (54107), and new Equipment and Machinery with a value over \$35,000 (54110).

Capital Contingencies (54199): This line item was developed by the Chief Financial Officer and outside auditor in 2020 as the "savings account" for the replacement of existing ETSB equipment. This fund ensures that the ETSB is sustainable and capable of replacing core components on a regular or emergency basis as an ongoing process.

Contingencies (53828): The County defines Contingencies as "This is a budgetary account placed in certain County Funds to provide for contingent items that may occur during the budget year. This account is used for transfer purposes only. Expenditures cannot be charged to this account." A contingency fund is money specifically set aside to cover emergency costs or other unplanned, urgent needs. Previous examples include costs are increases in fees in utilities, increase in renewed contracts or personnel costs (IMRF, Insurance), radio batteries.

# Emergency Telephone System Board Of DuPage County Policy and Procedures



Discharging an Ad Hoc Committee: In Illinois, discharging an ad hoc committee means formally dissolving it. It is the process of formally ending its existence once its specific, temporary purpose has been fulfilled. Key aspects of discharging an Ad Hoc Committee in Illinois include: Completion of Task, Formal Action, Final Reporting, Cessation of duties.

Operating Budget: An operating budget is a detailed financial plan that outlines an organization's expected revenues and expenses for a specific period, typically one fiscal year. It acts as a guide for managing day-to-day operations and helps entities make informed decisions and control spending.

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## POLICY

### I. Policy Statement

#### A. Emergency Telephone System Act Section 15.4 Surcharge Funds

Funds held and collected from the surcharge ("Surcharge Funds") for emergency telephone systems authorized by Section 15.4 of the Emergency Telephone System Act (hereinafter the "Act"), 50 ILCS 750/15.4(b) shall be expended, in accordance with Section 15.4 of the Act, 50 ILCS 750/15.4 and the DuPage ETSB By-laws, only to pay the costs of the following or costs associated with them and reasonably necessary for their implementation:

(b) The powers and duties of the board shall be defined by ordinance of the municipality or county, or by intergovernmental agreement in the case of a joint board. The powers and duties shall include, but need not be limited to the following:

- (1) Planning a 9-1-1 system.
- (2) Coordinating and supervising the implementation, upgrading, or maintenance of the system, including the establishment of equipment specifications and coding systems.
- (3) Receiving moneys from the surcharge imposed under Section 15.3, or disbursed to it under Section 30, and from any other source, for deposit into the Emergency Telephone System Fund.
- (4) Authorizing all disbursements from the fund.
- (5) Hiring any staff necessary for the implementation or upgrade of the system.
- (6) (Blank).
- (7) Designating a 9-1-1 System Manager, whose duties and responsibilities shall be set forth by the Emergency Telephone System Board in writing.

An example of an expenditure associated with and reasonably necessary for the implementation of one of the above purposes would be the cost of a portable radio and Mobile for Public Safety (MPS) GPS (previously mobile data transmitters equipped with automatic vehicle locators), where such a system would interact with the ETSB's 9-1-1 system and would, among other things, provide unit status and location of emergency response personnel for efficient dispatch. See *Attorney General Opinion, 98 Ill. Atty. Gen Op. 005 at p. 9 – 10.*

# Emergency Telephone System Board Of DuPage County Policy and Procedures



An example of expenditures *not* associated with nor reasonably necessary for the implementation of any of the above purposes would be the payment of costs for conducting driver's license checks, making inquiries into LEADS and responding to non-emergency situations, or the costs of a record keeping system that creates a database of police and firefighter field investigation reports and interviews facilitating the produce the various reports required of emergency personnel by the state. *Id.*, at pp. 8-9. The Illinois Attorney General has opined that such costs are not necessary for direct maintenance of an Emergency Telephone System. See *Attorney General Opinion, 98 Ill. Atty. Gen Op. 005 at p. 9.*

## B. Non-Surcharge Funds

Funds other than those held and collected from the surcharge for emergency telephone systems authorized by Section 15.3: Local Non-Wireless Surcharge and Section 15.3(a): Local Wireless Surcharge of the Act and Administrative Rule 1325, shall be considered "Non-Surcharge Funds" and shall be expended in accordance with any legally binding earmark or restriction on them or, if none, for any of the duties and responsibilities of the Board provided for in Article VI of the DuPage County ordinance pertaining to Procurement or Section 20-40 pertaining to the ETSB. Whenever possible, Non-Surcharge Funds shall be reserved and used for payment of costs not eligible for application of Surcharge Funds before being expended for the costs of functions and items that can be satisfied out of Surcharge Funds. For example, where an employee is hired to perform dispatcher duties part-time and other non-emergency functions for the remainder of the time, Surcharge Funds could only be properly used to pay that portion of that employee's time attributable to attending the emergency telephone system, with the other portion of such employees' compensation being paid from Non-Surcharge Funds. See *98 Ill. Atty. Gen. Op. 009, at p. 5.*

## C. Expenditure of Funds

No expenditure funds of the DuPage ETSB, whether Surcharge or Non-Surcharge Funds, shall be authorized, except, as provided in Section 4(c): Finance and Procurement of the DuPage County Ordinance pertaining to the ETSB (DuPage Ord 20-40), upon the direction of the Board by resolution adopted by a majority of all members of the Board present at duly convened meeting of the Board, except where a super majority is required by the Ordinance. Such direction shall be evidenced by either a separate written resolution or notation of such resolution in the minutes of the meeting.

The adoption of such resolution shall be authority for the 9-1-1 System Manager, or other staff member at their direction, to complete the necessary purchase order, voucher, or other documentation necessary to draw funds upon the Treasurer and to submit such the Treasurer. Approval by resolution of a contract or other instrument containing a schedule of payments shall be sufficient authority for the 9-1-1 System Manager, or other staff member at their direction, to complete the necessary purchase order, voucher, or other documentation necessary for the payment thereof in accordance with the terms of that contract or instrument.

# Emergency Telephone System Board Of DuPage County Policy and Procedures



## II. Budget Process and Requests

Per County Ordinance 20-40, the ETSB shall follow the County's Budget Calendar for the completion and submission of its budget for appropriation approval by the County Board. The ETSB and its member agencies will utilize the County's forms for this process.

### Ad Hoc Finance Committee:

To ensure the goals of this policy, the Chair of the ETS Board shall annually seat an Ad Hoc Finance Committee to review the ETSB Operating and Capital Contingencies budgets, including any budget requests and provide a recommendation to the ETS Board. The Ad Hoc Finance Committee is subject to the Open Meetings Act.

The Ad Hoc Finance Committee shall be formed in May and shall be discharged by the Chair annually upon the ETSB approval of the fiscal year budget (typically at the November ETS Board meeting).

### Capital Budget Requests:

The ETSB shall receive budget requests for the next fiscal year utilizing the County provided form. Each agency submitting a budget request shall be responsible to have a basic cost quote which includes initial and four years of cost for the new program or initiative.

The Executive Director of the ETSB and the PSAP Directors shall work together to determine the Capital Budget requests best suited for the 9-1-1 System. Those recommendations will be forwarded to the Ad Hoc Finance Committee. The Ad Hoc Finance Committee will review the joint recommendations of the Directors, where available, and determine which requests will be included in the Budget Recommendation. The Executive Director may also determine whether sufficient funds exist in the current fiscal year to move the purchase forward and advise the ETS Board.

### Required vs Allowable Costs:

The term allowable cost does not automatically obligate the ETSB to reimburse or purchase any software or hardware. The ETSB is tasked with 9-1-1 System Design. It does this through the use of Focus Groups and meetings with the Directors who make recommendations to the ETS Board. Anything that is not currently part of the 9-1-1 System must be approved by the ETS Board and added to the appropriate policies prior to expenditure.

A PSAP may request reimbursement or funding for a project not procured or contracted through the ETSB during the budget process if it is an allowable use of 9-1-1 surcharge funds. If it is outside of the Budget Process, it may be submitted on the appropriate DuPage County Budget Form to the Executive Director for review. The Executive Director will include the status of the Budget and whether sufficient funds exist for the request, if approved, as well as the future impact to additional Fiscal Years. The ETS Boards may approve or deny such requests.

# Emergency Telephone System Board Of DuPage County Policy and Procedures



A PSAP may use the 9-1-1 surcharge provided to it through Resolution #ETS-R-0056-23 to pay for interface access for “real time” applications requested by a PSAPs for specific, allowable expenditures of 9-1-1 surcharge funds that were not previously budgeted by or approved by the ETS Board.

If the interface in question directly supports 9-1-1 services and qualifies for the use of 9-1-1 surcharge funds, but the associated project and expenses were not previously approved and budgeted by the ETS Board, the requesting agency must submit a budget request to the ETS Board seeking authorization to use contingency funds for the expenditure. If the ETS Board does not approve the request, any costs related to the interface will be billed to the requesting agency.

Policy adopted \_\_\_\_\_

\_\_\_\_\_  
Greg Schwarze, Chair

DRAFT



# Emergency Telephone System Board Of DuPage County Memorandum

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**TO:** Chair Schwarze and ETS Board members  
**FROM:** Linda Zerwin, Executive Director  
**DATE:** August 5, 2025  
**SUBJECT:** ETSB Policies 911-010: Expenditure Policy, 911-018: System Administrator, and 911-013.1: 9-1-1 System Interface Access and Fees

**Background:**

Before the ETS Board on the August agenda are the above three policies. Some of these policies were reviewed and updated earlier this year and one was in the process of being updated when Member Robb submitted suggested changes to previously updated policies. They are brought now as they interact with each other and should be considered by the ETS Board together. All proposed changes to the policies have been made in redline.

**911-010: Expenditure Policy:** This policy has been in effect since 2009. There have been several unsuccessful attempts to update it. With the changes in the ETSA statute and administrative rules, it is important to move forward with this policy. Additionally, certain language proposed by Member Robb may, depending on the ETS Board's direction, work better in this policy versus 911-013.1: 9-1-1 System Interface Access and Fees. An original copy of the policy is included along with the clean and redline copy. This policy has also been moved into the current policy format.

Strike outs in this policy are made to delete or change language that no longer applies, or is inconsistent with current State Statutes, Administrative Rules, and Federal laws.

In the proposed amendments to 911-013.1, Member Robb added a #6 to Purpose. As there is no difference in the process for access for member agencies, whether PSAPS or not, the concern expressed by DU-COMM is budgetary. This concept has been moved to the 911-010: Expenditure Policy to address DU-COMM's concern in the appropriate policy.

Definitions have been added for clarity.

In Section 1.A: the cites have been corrected to current statute and (b) has been updated. With respect to the strike out of the last paragraph in Section A, in 2008-9 because the Emergency Telephone System Act stated the following language below, this paragraph no longer applies. Additionally, some examples have been amended for clarity.

The 2008-9 language is included below for your reference:

*"750/15.4. Emergency Telephone System Board; powers  
§ 15.4. (a) The corporate authorities of any county or municipality that imposes a surcharge under Section 15.3 shall establish an Emergency Telephone System Board. The corporate authorities shall provide for the manner of appointment and the number of members of the Board, provided that the board shall consist of not fewer than 5 members, one of whom may be a public member who is a resident of the local exchange service territory included in the 9-1-1 coverage area, one of whom (in counties with a population less than 100,000) may be a member of the county board, and at least three of whom shall be representative of the 9-1-1 public safety agencies, including but not limited to police departments, fire departments, emergency medical*



## Emergency Telephone System Board Of DuPage County Memorandum

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*services providers, and emergency services and disaster agencies, and appointed on the basis of their ability or experience. Elected officials are also eligible to serve on the board. Members of the board shall serve without compensation but shall be reimbursed for their actual and necessary expenses. Any 2 or more municipalities, counties, or combination thereof, that impose a surcharge under Section 15.3 may, instead of establishing individual boards, establish by intergovernmental agreement a Joint Emergency Telephone System Board pursuant to this Section. The manner of appointment of such a joint board shall be prescribed in the agreement.*

*(b) The powers and duties of the board shall be defined by ordinance of the municipality or county, or by intergovernmental agreement in the case of a joint board. The powers and duties shall include, but need not be limited to the following:*

- (1) Planning a 9-1-1 system.*
- (2) Coordinating and supervising the implementation, upgrading or maintenance of the system, including the establishment of equipment specifications and coding systems.*
- (3) Receiving monies from the surcharge imposed under Section 15.3, and from any other source, for deposit into the Emergency Telephone System Fund.*
- (4) Authorizing all disbursements from the fund.*
- (5) Hiring any staff necessary for the implementation or upgrade of the system.*

*(c) All monies received by a board pursuant to a surcharge imposed under Section 15.3 shall be deposited into a separate interest-bearing Emergency Telephone System Fund account. The treasurer of the municipality or county that has established the board or, in the case of a joint board, any municipal or county treasurer designated in the intergovernmental agreement, shall be custodian of the fund. All interest accruing on the fund shall remain in the fund. No expenditures may be made from such fund except upon the direction of the board by resolution passed by a majority of all members of the board. Expenditures may be made only to pay for the costs associated with the following:*

- (1) The design of the Emergency Telephone System.*
- (2) The coding of an initial Master Street Address Guide data base, and update and maintenance thereof.*
- (3) The repayment of any monies advanced for the implementation of the system.*
- (4) The charges for Automatic Number Identification and Automatic Location Identification equipment, a computer aided dispatch system that records, maintains, and integrates information, mobile data transmitters equipped with automatic vehicle locators, and maintenance, replacement and update thereof.*
- (5) The non-recurring charges related to installation of the Emergency Telephone System and the ongoing network charges.*
- (6) The acquisition and installation, or the reimbursement of costs therefor to other governmental bodies that have incurred those costs, of road or street signs that are essential to the implementation of the emergency telephone system and that are not duplicative of signs that are the responsibility of the jurisdiction charged with maintaining road and street signs.*
- (7) Other products and services necessary for the implementation, upgrade and maintenance of the system and any other purpose related to the operation of the system, including costs attributable directly to the construction, leasing, or maintenance of any buildings or facilities or costs of personnel attributable directly to the operation of the system. Costs attributable directly to the operation of an*



## Emergency Telephone System Board Of DuPage County Memorandum

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*emergency telephone system do not include the costs of public safety agency personnel who are and equipment that is dispatched in response to an emergency call.*

*(d) The board shall complete the data base before implementation of the 9-1-1 system. The error ratio of the data base shall not at any time exceed 1% of the total data base.*

*P.A. 79-1092, § 15.4, added by P.A. 85-978, § 4, eff. Dec. 16, 1987. Amended by P.A. 86-101, § 2, eff. July 26, 1989; P.A. 86-1350, § 1, eff. Jan. 1, 1991; P.A. 87-146, § 2, eff. Aug. 20, 1991; P.A. 88-497, § 5, eff. Sept. 13, 1993. P.A. 90-698, § 15, eff. August 7, 1998.*

In Section 1.B: Non-Surcharge Funds, the cites and titles have been updated.

In Section 1.C: Expenditures and Funds, the cites, titles and gender references have been updated.

In Section 2: Budget Process and Requests, there is new language. This section references the County Budget Calendar, and formalizes the Ad Hoc Finance Committee.

Additionally, there is a section for Required vs Allowable Costs. While DU-COMM would like to establish a process to allow access for “real time” applications by PSAPs for specific allowable expenditures of 9-1-1 surcharge funds that were not previously budgeted by the ETS Board, there are several points to consider:

1. If the cost is an allowable expense, then ETSB should buy it in its entirety (software and interface) and manage it making it available to both PSAPs to be consistent with the overarching goal of standardization. If the ETS Board does not approve a cost in its entirety, then the PSAP may proceed like any other member agency and purchase the software and interface on its own.
2. Being at the purchasing whim of the PSAPs, or any other member agency, during the budget cycle for unbudgeted expenses can be a slippery slope. Inserting a new program because a PSAP “wants it” does not make it critical to the 9-1-1 System. There is a process for new programs and initiatives. Working outside of that process could create budgetary issues.

Additionally, while not always successful, ETSB does attempt to schedule projects. Inserting unbudgeted, new services or programs into the workload may delay project timelines of 9-1-1 core components.

Finally, the ETS Board is designated as the sole entity entrusted with expending 9-1-1 surcharge funds. 50 ILCS 750/15.4(c), DuPage County Ord 20-40. The ETS Board is not granted the authority to delegate that responsibility, even to the PSAPs.

3. ETSB operates on the lighter side of staffing of personnel. This is accomplished because the 9-1-1 System is manageable. Opening the door to this type of whim purchasing could create the need for more staff.



## Emergency Telephone System Board Of DuPage County Memorandum

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4. Member Franz requested a policy that accounted for ETSB staff time for ancillary systems. This policy should be applied uniformly to all agencies' individual projects, including PSAPs. The PSAP is there for the member agencies and the surcharge comes from the taxpayers, therefore, the policy should be applied equally.
5. The ETSB has a process to assist the PSAPs with allowable costs that they do not want ETSB to consider paying for. Executed in 2023, Resolution #ETS-R-0056-23 provides \$1M to the PSAPs for allowable costs annually. DU-COMM's portion of this \$1M is \$650,000.
6. If one of the goals of standardization of the core equipment is to be able to provide additional funds to the PSAPs, as detailed in Resolution #ETS-R-0056-23, then paying for interfaces for software and equipment demanded by a member agency outside of the budgetary process, simply because the expenditure is allowable, should not be done.
7. The PSAPs act on behalf of their members. This means that if certain software and equipment are allowable costs, but not procured by the ETSB for its member police and fire agencies, a PSAP could manipulate its favored status to, in effect, force the ETSB to pay for systems or services, despite the fact that 1) different systems or services may already be provided (regardless of whether they are core systems), 2) the additional systems or services are not budgeted and may not have been procured consistently with DuPage County procurement requirements, and 3) the ETSB did not have the opportunity to consider the utility of the system or service prior to purchase. There should be language to specifically prohibit this.

With respect to Member Robb's recommended language for 911-013.1: 9-1-1 System Interface Access and Fees of "*Occasionally, a PSAP may request reimbursement or funding for a project not procured or contracted through the ETSB. It is the policy of the ETSB to support the PSAPs in their mission to provide high-quality 9-1-1 services to the residents of DuPage County. Therefore, if the requested expenditure is an allowable use of 9-1-1 surcharge funds, it may be submitted to the ETS Boards for consideration through a budget request, a budget amendment, or the use of contingency funds. The ETS Boards retains the authority to approve or deny such requests.*"

The statutory duties of the ETSB include: #1 Planning a 9-1-1 system, and #2 coordinating and supervising the implementation, upgrading or maintenance of the system, including the establishment of equipment specifications and coding systems. 50 ILCS 750/15.4(b). Although supporting the PSAPs is an important consideration, it is not accurate to say that the policy of the ETSB is "to support the PSAPs in their mission to provide high-quality 9-1-1 services to residents of DuPage County." Rather, the ETSB's duty is to provide a 9-1-1 System that can receive a 9-1-1 call and dispatch to the point of arrival. It is the PSAPs' duty to provide high-quality 9-1-1 services to residents of DuPage County. While the ETSB should support the PSAPs where possible, it should only do so once the statutory needs of the system have been met and should never do so at the expense of the system. The ETSB and the PSAPs have already agreed to this in the IGA under Resolution #ETS-R-0056-23:



## Emergency Telephone System Board Of DuPage County Memorandum

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Section 4.1: Financial Objectives. The Parties agree that 9-1-1 services are provided by the citizen 9-1-1 surcharge. (ETSB) and taxpayer general fund property taxes (PSAP). The Parties agree that certain citizens are, therefore, contributing to 9-1-1 services in both general fund and surcharge payments. The Financial objectives shall:

- A. seek to find additional ways to reduce the cost to the citizen for delivery of 9-1-1 service from the ETSB and the PSAPs while meeting their expectations; and
- B. seek to continue a financially sustainable model to provide long term funding for 9-1-1 services in the ETSB geographic service area.

And in section 4.3.1 of the IGA it states “The grant shall only be made if the ETSB has met all of its core financial obligations in providing for the operation/maintenance of the 9-1-1 System and capital equipment replacement.”

The expenditure of 9-1-1 surcharge funds for any additional equipment and software beyond the core equipment mandated by the ETSB, without discussion and approval from the ETS Board, delegates the ETSB’s sole responsibility as steward of these restricted funds to any agency that purchases something that is considered an “allowable cost.” It is not a best practice to allow purchases outside of the budget and procurement process unless there is an emergency or critical situation. Member Robb’s language has been incorporated into this policy with certain language changes set forth below.

*A PSAP may request reimbursement or funding for a project not procured or contracted through the ETSB during the budget process if it is an allowable use of 9-1-1 surcharge funds. If it is outside of the Budget Process, it may be submitted on the appropriate DuPage County Budget Form to the Executive Director for review. The Executive Director will include the status of the Budget and whether sufficient funds exist for the request, if approved, as well as the future impact to additional Fiscal Years. The ETS Board may approve or deny such requests.*

As noted below, under policy 911-013.1, there is no difference in the process for interface access, the concern expressed by DU-COMM is who should pay for it. The cost outlined in Policy 911-013.1 would apply if the reimbursement request is denied. With respect to the language moved from #6 in the 911-013.1: 9-1-1 System Interface Access and Fees, the ETSB staff recommends the following language changes:

First, the term budget amendment is not the proper process. If the ETSB did not have sufficient funds, it would have to determine whether it would ask for an additional budget appropriation through the County Board. Additionally, the final sentence containing “Staff time spent supporting the PSAP will not be billed” should be rejected. In this case, the PSAP should be treated the same as any other agency is tasked with reviewing requests under the security policy and determining with the Tech Focus Group viability, technical feasibility and impact to security, and the capacity of the 9-1-1 System. Work for a project or interface that the ETSB does not pay for should be treated the same for all the member agencies and ETSB staff time should be reimbursed.

Further, the ESTB staff propose the following additional language: *A PSAP may use the 9-1-1 surcharge provided to it through Resolution #ETS-R-0056-23 to pay for interface access for “real time” applications requested by a PSAP for specific, allowable, expenditures of 9-1-1 surcharge funds that were not previously budgeted by or approved by the ETS Board.*



## Emergency Telephone System Board Of DuPage County Memorandum

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**911-018: System Administrator:** This policy has been in effect since 2019. It is being updated to reflect the changes in the ETSA statute and administrative rules. This policy details the goals of standardization and lists the core equipment provided by ETSB. It should be considered along with ETSB Policies 911-010: Expenditure Policy, and 911-013.1: 9-1-1 System Interface Access and Fees. Taken together, these three policies will allow ETS Board members to get a better understanding of the operations and goals of the 9-1-1 System currently in place.

In this policy, the Additional Authority section statutes and administrative codes that do not apply have been stricken. Under Goals, Emergency Law Enforcement Dispatch is stricken because it is not a software owned by ETSB. At the time of the policy, DU-COMM was considering it but then declined it and later abandoned the Q&A (Quality Assurance) program offered by Priority Dispatch. Also under Goal, the language has been corrected to reflect that after consolidation, there are now only two PSAPs, not three.

Under Policy Statement, statutory updates have been made, the Deputy Director of IT has been added (a position that did not exist in 2019). The word direction has been substituted for supervision.

In Section 3, the term 9-1-1 System Memo as been added. The previous term used to describe this form was Evaluation Request Form. Recommended Stakeholder Groups has been changed to Focus Groups to reflect the ordinance language changes. Language has been added to account for the use of Monday.com and dashboards and help desk emails have been updated.

**911-013.1: 9-1-1 System Interface Access and Fees:** This policy has been in effect since March of 2025. It is an off shoot of 911-013.1: Information Technology and Network Security that was updated to reflect current systems and network requirements. 911-013 is the starting point for access to the 9-1-1 System. 911-013.1 is the policy that details the costs associated with access.

With respect to Member Robb's edits:

Under Purpose:

- #1 The addition of PSAPs is redundant to user agencies. PSAPs are a user agency.
- #4 The deletion of "or systems not procured by ETSB that the ETS Board has not previously authorized 9-1-1 surcharge expenditures for, speaks to the concerns expressed in the itemized points to consider in the 911-010: Expenditure Policy explanation above.
- #6 The addition of this item, "To establish a process to allow access for "real time" applications requested by PSAPs for specific, allowable expenditures of 9-1-1 surcharge funds that were not previously budgeted by the ETS Board." As stated earlier, this policy is for costs, language has been added to 911-010: Expenditure Policy. Under Purpose, Member Robb has added a #6. There is no difference in the process for access, the concern expressed by DU-COMM is budgetary, the cost would apply if the Board denies the budget request.

However, the ETS Board will have to decide if there should be a distinction between the user agencies of police and fire and the PSAPs. The police and fire agencies may also wish to purchase systems that are considered allowable. The ETS Board will have to determine where to draw the line.



## Emergency Telephone System Board Of DuPage County Memorandum

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### Under Scope:

This policy shall apply to the ETSB Executive Director, staff, and all formal committees and subcommittees authorized and appointed by the DuPage ETS Board or the DuPage County Board for certain duties and special projects as a process to facilitate the approval of time and material change contracts, and to account for ETSB staff time, for the purpose of creating an interface for requested applications that connect to the 9-1-1 System or utilize CAD but **may** be paid for by user agencies because the application is not suitable for the use of 9-1-1 surcharge funds **or because the expenditure request was/is not approved by the ETS Board.**

The redline is the language submitted by Member Robb, after deleting “or was not procured by ETSB, and the ETS Board has not previously authorized ETSB to expend surcharge funds to facilitate the connection of the application.” The change is a distinction without a difference. In legal terms, basically where two things or concepts are presented as being distinct or different, but in reality, they are essentially the same or have no practical or legal consequence for differentiating between them. Given this, ETSB staff recommends the ETSB utilize the language provided by the States Attorney’s Office.

### Under Policy Statement

The addition of the fourth paragraph, “Occasionally, a PSAP may request reimbursement or funding for a project not procured or contracted through the ETSB. It is the policy of the ETSB to support the PSAPs in their mission to provide high-quality 9-1-1 services to the residents of DuPage County. Therefore, if the requested expenditure is an allowable use of 9-1-1 surcharge funds, it may be submitted to the ETS Boards for consideration through a budget request, a budget amendment, or the use of contingency funds. The ETS Boards retains the authority to approve or deny such requests.”

This language has been moved to the 911-010: Expenditure Policy.

### Under Fees:

Member Robb has added “Any time spent on projects that do not qualify as allowable uses of 9-1-1 surcharge funds must be reimbursed accordingly.” And deleted, “Therefore, their time must be reimbursed.” The recommendation is to keep the original language. Again, the concern is budgetary and not process. If the budget request is denied, then costs should be the same for a project outside of the core system regardless of whether it is an allowable expense. Simply being allowable does not obligate the ETSB to reimburse the cost of an unbudgeted expense or a denied expense.

Member Robb has added “If the interface in question directly supports 9-1-1 services and qualifies for the use of 9-1-1 surcharge funds, but the associated project and expenses were not previously approved and budgeted by the ETS Board, the requesting agency must submit a budget amendment request to the ETS Board seeking authorization to use contingency funds for the expenditure. If the ETS Board does not approve the request, any costs related to the interface will be billed to the requesting agency. However, if the requesting agency is a PSAP within the DuPage ETSB system, only the cost of the interface itself will be charged to the PSAP. Staff time spent supporting the PSAP will not be billed.”

This has been moved to 911-010 and addressed above.



## Emergency Telephone System Board Of DuPage County Memorandum

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Within the Memorandum of Understanding:

Under Other 9-1-1 System Component: Member Robb has removed “not procured by ETSB for which ETS Board has not previously authorized the expenditure of 9-1-1 surcharge funds) at the cost of the requesting agency.”

Under Purpose and scope: Member Robb has submitted the following changes - Further, this Agreement between the parties is to formalize payment for an interface whose cost is the responsibility of the requesting agency(s) and ~~either not suitable for support with 9-1-1 surcharge funds or not procured by the ETSB and the ETS Board has not previously authorized the expenditure of 9-1-1 surcharge funds for the interface of the application that tis the subject of this MOU.~~

Under Background: Member Robb has submitted the following changes - Phase 2 of the DuPage Justice Information System (DuJIS), additional applications and interfaces, has been evolving since “go live” in 2019. This MOU will be for Agencies that have requested interface connections to the 9-1-1 System for applications that cannot be supported with 9-1-1 surcharge funds ~~or where the ETSB has not procured the application and the requesting agency has not requested ETSB to purchase the software, does not want ETSB to purchase the software, or the ETS Board has not previously authorized the use of 9-1-1 surcharge funds for the interface or software.~~

For the reasons already set forth above, ETSB Staff recommends that these changes be rejected.

These three policies and the changes recommended when considered with the IGA executed under Resolution #ETS-R-0056-23 leave the ETS Board with the following tasks:

1. Affirm or amend the current budget processes through the recommended changes in 911-010: Expenditure Policy.
  - a. Budget requests are received through the budget process and the ETSB may approve or reject the request for a new service or equipment as a capital request.
  - b. The ETSB needs to determine whether not it will accept all allowable costs from PSAPs and other members at all outside of the budget process (unless there is an emergency).
2. Determine whether it wants to add to the core system components. If ETSB assumes the cost of the interface of an allowable cost system. Staff would recommend that if there is expansion of the 9-1-1 system’s financial obligation, that the ETSB have an out clause that obligates the Requestor to any costs should the Requestor decide to cease to use a system within the contract period if the ETSB cannot cancel the contract or execute a change order to redirect the funds. This has occurred in the past and takes up substantial ETSB staff time.

The referenced IGA is attached to this memorandum for the convenience of the reader.



## ETSB Resolution

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

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**File #:** ETS-R-0042-25

**Agenda Date:** 9/10/2025

**Agenda #:** 7.D.2.

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RESOLUTION TO AMEND AND APPROVE THE LANGUAGE OF  
POLICY 911-018: 9-1-1 SYSTEM ADMINISTRATION

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 citizens of the County of DuPage and portions of Cook, Kane and Will counties; and

WHEREAS, the DU PAGE ETSB created Policy 911-018: 9-1-1 System Administration to define various elements of administration to provide one seamless, standardized 9-1-1 system for all PSAPs and PSAP positions; and

WHEREAS, the purpose of this resolution is to amend the changes to Policy 911-018: 9-1-1 System Administration, initially adopted and approved by the DU PAGE ETSB on June 25, 2019, 2009; and

WHEREAS, DU PAGE ETSB Policy 911-018: 9-1-1 System Administration has been updated to be consistent with current ETSB system components, DuPage County Ordinance, and Act requirements; and

WHEREAS, the 911 System Manager recommends the approval of Policy 911-018: 9-1-1 System Administration.

NOW, THEREFORE BE IT RESOLVED, that DuPage ETSB Policy 911-018: 9-1-1 System Administration be, and is here by amended and adopted.

Enacted and approved this 10th day of September, 2025 at Wheaton, Illinois.

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GREG SCHWARZE, CHAIR

Attest: \_\_\_\_\_

JEAN KACZMAREK, COUNTY CLERK

# Emergency Telephone System Board Of DuPage County Policy and Procedures



Policy #: 911-018  
Previous Policy #: New  
Effective Date: June 25, 2019  
Revised: August 13, 2025

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## 9-1-1 System Administration

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### Purpose:

The purpose of this policy is to provide guidance for the effective administration of the Emergency Telephone System Board of DuPage County 9-1-1 System hardware and software components.

### Additional Authority:

50 ILCS 750 Emergency Telephone System Act  
Section 20-40 of the DuPage County Code Pertaining to the Emergency Telephone System Board

### Goal:

The goal of this policy is to define the various elements of administration within the Emergency Telephone System Board of DuPage County (DuPage ETSB) to provide one seamless, standardized 9-1-1 System for all PSAPs and PSAP positions within its 9-1-1 System, and the extent that user agency's configurations impact the overall goals of the system as interfaced, including, but not limited to:

- Computer Aided Dispatch (CAD) and Mobile for Public Safety (MPS)
- DuPage Emergency Dispatch Interoperable Radio System (DEDIR System)
- Fire Station Alerting (FSA) core system
- Logger
- Network
- Customer Premise Equipment (CPE)
- Smart911
- LiveMum
- Dispatch Protocols
  - Emergency Medical Dispatch
  - Emergency Fire Dispatch

A guideline for system standards has been developed. The goals include:

- Does this request continue the standardization model?
- Does this configuration increase efficiencies?
- Does this configuration reduce the time to dispatch?
- Can this be duplicated in a manual environment?

Any agency specific deviations create challenges in the ability to duplicate processes in a manual environment. With two PSAPs dispatching for 62 police and fire agencies, the two PSAP Directors, along with the ETSB, established a priority to serve the community and first responders in the most effective, efficient manner through streamlined processes and general coding within the 9-1-1 system.

# Emergency Telephone System Board Of DuPage County Policy and Procedures



## Scope:

This policy shall apply to all Public Safety Answering Points (PSAPs) in the DuPage ETSB 9-1-1 System, including all Telecommunicators and other employees of the PSAP, user agencies, DuPage ETSB staff, and contracted vendors or other authorized agents that may be charged with the duty to maintain the data archive.

## **POLICY**

### 1. Policy Statement

DuPage ETSB staff is responsible for the administration of the 9-1-1 system components. Unless otherwise indicated, ETSB staff, under the direction of the 9-1-1 System Manager/Executive Director, will be responsible for maintaining the 9-1-1 system, including coordination of any installation, configuration, customization, modification, and troubleshooting of the system.

At the discretion of the 9-1-1 System Manager/Executive Director of DuPage ETSB, PSAP technical staff members will be granted access to the system. The purpose of this access will be to allow approved technical and 9-1-1 personnel the ability to provide assistance with CAD administration under the supervision of the CAD System Administrator. (Policy 911-018.1, Section 2c) or any other 9-1-1 System under the supervision of Deputy Director of ETSB IT or their designee.

DuPage ETSB reserves the right to prohibit or revoke access to the 9-1-1 system for abuse, intentional disregard of policies, or other actions which may disrupt or change the 9-1-1 system without prior approval of a change.

### 2. Procedure for Policy

This policy will consist of various sub-policies designed to provide oversight to the 9-1-1 system consistent with the goals of DuPage ETSB and any governing ordinances and State or Federal Statutes.

The ETS Board shall allow the 9-1-1 System Manager to update any attachments of any sub-policy to ensure the information is current, so long as it does not substantively change the intent of the policy. Significant changes shall be brought to the ETS Board for approval through the appropriate process.

### 3. 9-1-1 System Memo Procedure to Request Changes / Additions / Deletions to the 9-1-1 System

Any 9-1-1 System User may submit a System Memo (Exhibit A) via their agency's internal process for any changes/additions/deletions to the 9-1-1 System. Users are asked to proceed in this manner to begin the vetting process.

The Evaluation Request Form, along with any supporting documentation, should be submitted to <https://dupageetsb.zendesk.com> unless a dashboard for a specific process or project has been created. Then the request should be submitted on the dashboard according to the dashboard instructions. The ETSB staff will start the review process. Review by Focus Groups, as listed on the form, will be simultaneous in order to ensure an expedient response. Focus Groups should respond within thirty (30) days of receipt of the form. ETSB staff will be the facilitator for each Focus Group with a calendar invite for the deadline for response. It will be the responsibility of the Focus Groups listed on the form to provide current point of contact information to ETSB staff via <https://dupageetsb.zendesk.com>.

Emergency Telephone System Board  
Of DuPage County  
Policy and Procedures



4. Financial Obligations:

Any request that results in changes in existing ETSB contracts in which the requestor has a financial obligation, will neither diminish nor relinquish the requestor from those obligations. By submitting a System Memo Form, the requestor acknowledges they may be obligated for financial impacts (i.e. additional Interfaces).

If the request involves a third-party software, requestors should not enter into any contracts until the request is approved, in the event that the request is denied.

Policy adopted: \_\_\_\_\_

\_\_\_\_\_  
Greg Schwarze, Chair

DRAFT

Emergency Telephone System Board  
Of DuPage County  
Policy and Procedures



**Policy 911-013: Information Technology and Network Security**  
**Appendix G: Network Systems Access Request Form**

**TO:** Emergency Telephone System Board 9-1-1 System Manager  
**FROM:**  
**SUBJECT:** Interface Request Form

**Type of Interface (select one)**

<input type="checkbox"/>	<b>Real Time Interface</b>
The current CAD system utilizes <i>Edge Frontier (Xalt Interface)</i> , which is designed to handle these types of interfaces. <i>Edge Frontier (Xalt Interface)</i> allows the applications to receive information without impacting the security and performance of the 9-1-1 System. An <i>Edge Frontier (Xalt Interface)</i> interface would be developed and maintained by Hexagon for all non-9-1-1 interfaces at the cost of the requesting agency.	
<input type="checkbox"/>	<b>Other 9-1-1 System Component</b>
This will require development and maintenance by a vendor for all non-ETSB 9-1-1 interfaces at the cost of the requesting agency. Requestor should list the type of interface needed (real time, API etc).	
<input type="checkbox"/>	<b>Asynchronous Interface</b>
For this type of interface, a secondary archive server will be utilized to provide the data requested. This data provided is not real time.	

With the submission of this form, I confirm that I reviewed and understand the DuPage ETSB Information Technology and Network Security Policy, Policy No: 911-013, [the "Policy"]. I understand that an MOU will be required and there may be fees and costs involved for any interface that is not 9-1-1 related.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date:

\_\_\_\_\_  
Print Name of Agency Head

Please include a short description or attach a copy to this request for the following:

- **Technical Requirements:** (will also be reviewed by Tech Focus Group)
- **Desired Project Implementation Schedule:** (include/attach a go-live goal or schedule)
- **Vendor Service Level Agreement (SLA)** (It is important that ETSB know the hours of work)

# Emergency Telephone System Board Of DuPage County Policy and Procedures



Agency:	
Agency Contact:	
Email:	
Cellphone:	
IT Administrator:	
Cellphone:	
Email:	
Vendor Name:	
Contact:	
Cellphone:	
Email:	
Interface:	

**Internal Review**

**Recommendation:**

Yes = Support of Request

No = Oppose Supporting the Request. (a No Recommendation will provide a brief summary of the opposition to the ETS Board submitted via the 9-1-1 System Coordinator)

Yes    No

**Tech Focus Group Recommendation**

- Technical Requirements received
- Project Implementation Schedule received
- Vendor SLA received

**9-1-1 System Manager**

- MOU executed

**ETS Board Approved:** \_\_\_\_\_ Chair's Initials: \_\_\_\_\_  
Date



## ETSB Resolution

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

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**File #:** ETS-R-0039-25

**Agenda Date:** 9/10/2025

**Agenda #:** 7.D.3.

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RESOLUTION TO AMEND AND APPROVE THE LANGUAGE OF POLICY 911-013.1:  
9-1-1 SYSTEM INTERFACE ACCESS AND FEES

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 citizens of the County of DuPage and portions of Cook, Kane and Will counties; and

WHEREAS, the DU PAGE ETSB created Policy 911-013.1: 9-1-1 System Interface Access and Fees to provide a secure network that protects the integrity and confidentiality of information of the 9-1-1 System while maintaining accessibility for its users; and

WHEREAS, the purpose of this resolution is to amend the changes to Policy 911-013.1: 9-1-1 System Interface Access and Fees, initially adopted and approved by the DU PAGE ETSB on March 12, 2025; and

WHEREAS, DU PAGE ETSB Policy 911-013.1: 9-1-1 System Interface Access and Fees has been updated to be consistent with current ETSB system components, DuPage County Ordinance, and Act requirements; and

WHEREAS, the 911 System Manager recommends the approval of Policy 911-013.1: 9-1-1 System Interface Access and Fees.

NOW, THEREFORE BE IT RESOLVED, that DuPage ETSB Policy 911-013.1: 9-1-1 System Interface Access and Fees be, and is here by amended and adopted.

Enacted and approved this 10th day of September, 2025 at Wheaton, Illinois.

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GREG SCHWARZE, CHAIR

Attest: \_\_\_\_\_

JEAN KACZMAREK, COUNTY CLERK

# Emergency Telephone System Board Of DuPage County Policy and Procedures



Policy #: 911-013.1  
Previous Policy #: New  
Effective Date: March 12, 2025  
Revised: August 13, 2025

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## 9-1-1 System Interface Access and Fees

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### Purpose:

1. To provide a process to allow access for any applications requested by user agencies without impacting the primary mission of the 9-1-1 system: The handling of 9-1-1 calls and emergency dispatches.
2. To protect the 9-1-1 system in the best possible manner from cyber-attack and impact of its resources for purposes other than its prescribed mission.
3. To define the process for use of 9-1-1 surcharge funds to ensure that there is no diversion of funds as defined by 50 ILCS 750.
4. To define a process that will allow such earmarked funds that will be reimbursed to the ETSB for 9-1-1 System Interface requests not suitable for 9-1-1 surcharge, or systems not procured by ETSB that the ETS Board has not previously authorized 9-1-1 surcharge expenditures for, from user agencies that will facilitate development in a more timely manner.
5. To provide a process to allow access for “real-time” applications requested by user agencies without impacting the primary mission of the 9-1-1 system: The handling of 9-1-1 calls and emergency dispatches.

### Additional Authority:

50 ILCS 750 Emergency Telephone System Act, specifically 50 ILCS 750/15.4(b), 50 ILCS 750/35(9), and Section 20-40 of the DuPage County Code Pertaining to the Emergency Telephone System Board.

### Scope:

This policy shall apply to the ETSB Executive Director, staff, and all formal committees and subcommittees authorized and appointed by the DuPage ETS Board or the DuPage County Board for certain duties and special projects as a process to facilitate the approval of time and material change contracts, and to account for ETSB staff time, for the purpose of creating an interface for requested applications that connect to the 9-1-1 System or utilize CAD but will be paid for by user agencies because the application is not suitable for the use of 9-1-1 surcharge funds or was not procured by ETSB, and the ETS Board has not previously authorized ETSB to expend surcharge funds to facilitate the connection of the application.

This process shall also be applied to any user agency that has a financial obligation to the ETSB contract through Intergovernmental Agreement (IGA), Memorandum of Understanding (MOU) or other binding agreement.

This process shall not apply to reoccurring invoices for maintenance or services provided under any other separate contract in which multiple parties participate. The process for these invoices shall be detailed in any formal document relating to the contract. The ETSB staff will follow DuPage County accounts payable procedures.

# Emergency Telephone System Board Of DuPage County Policy and Procedures



## Definitions:

**Authorized Agent:** The executive officer of a fire protection district, municipality or other participating group (“agency”) or their designee that is empowered to bind the agency through an IGA, MOU, or other binding agreement. If a designee is to be used, the ETSB must be notified in writing of that individual’s designation on agency letterhead by the appropriate person with authority.

**Computer Aided Dispatch (CAD)** means a computer-based system that aids public safety telecommunicators in automating selected dispatching and recordkeeping activities.

**CAD Administrator:** The CAD Administrator is the ETSB lead technical employee that is responsible for the maintenance and health of the system including all CAD facing interfaces.

**County Board:** Shall refer to the DuPage County Board.

**Scope of Work:** A document that outlines the specific work to be performed to develop a CAD interface for time and material costs.

**Stakeholders:** All persons, agencies, municipalities, fire protection districts, county departments, county agencies and other like groups who will have an agreement or financial obligation beyond 9-1-1 surcharge for any specific application or implementation of service. Stakeholders will not be a static group but vary from service to service, interface and project to project.

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## POLICY

### **I. Policy Statement**

For the purchase or upgrade of major system contracts, the ETSB will follow the County guidelines for procurement. Depending upon the size and type of project, the Executive Director may work with the PSAPs to form representative work groups to facilitate the development of Request for Purchase or Invitation to Bid for first responder specific equipment or systems as it relates to the dispatch of a 9-1-1 call.

Standing operational work groups such as the PSAP Directors and the PSAP Tech Focus Group will participate in the review of the scope of work.

When the ETS Board approves a major contract, the Executive Director and Deputy Director will work with the requesting Stakeholders to ensure that any Scope of Work that relates to their interface request and financial obligations are met. This process shall be limited to the Scope of Work of a specific project determined by MOU.

### **II. Process**

1. Agencies complete the *Interface Request Form* from 911-013: Information Technology and Network Security and submit the form to ETSB via the ticketing system.
2. A scope of work will be developed by the vendor and reviewed by the Tech Focus Group and the requesting Agency. Review of the request will follow the process outlined in 911-013: Information Technology and Network Security.
3. Agencies shall also complete a “letter of intent” to the ETSB, indicating its understanding of and intent to enter into the contract for work.
4. Once the Tech Focus Group has completed their review and authorized the project, the

# Emergency Telephone System Board Of DuPage County Policy and Procedures



authorized agent of the Agency will initial and date the Scope of Work at least twice:

- First, when the authorized agent, ETSB project manager and vendor agree to the initial design; and
- Second, when the Scope of work is completed.

If the Scope of Work has multiple phases (ie: installation, implementation, acceptance) it may be necessary to have the authorized agent initial and date each phase, this shall be determined by the Tech Focus Group. When a portion of the Scope of Work is initialed as complete, this process shall be considered an affirmative response to the tasks having been met.

5. Agencies shall complete a "memorandum of understanding" ("MOU") for interface requests (attachment A of this policy) which will detail the work to be completed and set forth a payment schedule to reimburse ETSB for the work to be completed. The MOU will be approved by resolution by the ETS Board.
6. The ETSB IT Deputy Director, the Project Manager, will ensure that the work is performed according to the contract specifications and scope of work. The Executive Director is authorized to amend the MOU, as needed, as long as the changes do not materially alter the terms set forth in Attachment A.
7. The ETSB IT Deputy Director, the Project Manager, will ensure that the work is performed according to the contract specifications and scope of work. The Executive Director is authorized to amend the MOU, as needed, as long as the changes do not materially alter the terms set forth in Attachment A.

### III. Fees

ETSB employees are wholly funded by surcharge. Therefore, all staff time must be related to the 9-1-1 System. Therefore, their time must be reimbursed. Ancillary interfaces covered this policy will require ETSB staff to complete a calculation of their estimated time for the project.

The hourly rate used will be determined by the ETSB hourly rate of the Fiscal Year in which the project was initiated for the initial purchase of a system or the upgrade of an existing system. However, for maintenance of existing systems, the hourly rate of the Fiscal Year of the maintenance event shall be used. Each staff member's task and time per task will be calculated with their hourly rate. ETSB employees do not receive overtime.

Additional costs are shown in the Attachment B. If the scope of work changes after it has been agreed upon, a reassessment of the hours work will be completed and will go back to the agency for sign off prior to submission of any changes to the scope of work to the vendor.

### IV. Compliance

With this policy, after the contract is presented to and executed by the ETS Board, the Board may authorize the Executive Director to sign individual scope of work projects under the time and material contract, as requested by Agencies who have complied with all required paperwork. Such obligations will be reported in the ETSB monthly report. Payment for the time and material project will be invoiced by the vendor and appear on the bills list for Payment of Claims and detailed in the monthly report.

The Executive Director, with the Project Manager, will ensure that stakeholders in any project have approved the scope of work, the time needed by ETSB, and work performed prior to submission for payment.

# Emergency Telephone System Board Of DuPage County Policy and Procedures



If an Authorized Agent does not agree with the completion of an interface scope of work and the project manager believes the scope of work has been met, the project manager shall forward the documentation to the Executive Director with a written overview and recommendation.

If the Executive Director and the Authorized Agent cannot agree on the completion of an interface scope of work, the Executive Director shall forward the dispute to the ETS Board for consideration and action.

Policy adopted on, \_\_\_\_\_

\_\_\_\_\_  
Greg Schwarze, Chair

DRAFT

# Emergency Telephone System Board Of DuPage County Policy and Procedures



## Memorandum of Understanding 9-1-1 System Interface Request Between the Emergency Telephone System Board of DuPage County (ETSB) and [Agency]

This is a Memorandum of Understanding (MOU) between the Emergency Telephone System Board of DuPage County (ETSB) and \_\_\_\_\_ (Agency) the participating Agency governing the development of an interface and connection to the Computer Aided Dispatch (CAD) system and an application the agency(s) seeks to have the ability to retrieve CAD data. It shall cover the specific interface as defined in the Interface request form, completed by the agency(s) and recommended by the Tech Focus Group attached to this MOU:

Interface:

Vendor name:

Type of Interface:

### **Real Time Interfaces**

The current CAD system utilizes *Edge Frontier (Xalt Interface)*, which is designed to handle these types of interfaces. *Edge Frontier (Xalt Interface)* allows the applications to receive information without impacting the security and performance of the 9-1-1 System. An *Edge Frontier (Xalt Interface)* interface would be developed and maintained by Hexagon for all non-9-1-1 interfaces at the cost of the requesting agency.

### **Other 9-1-1 System Component**

This will require development and maintenance by a vendor for all non-ETSB 9-1-1 interfaces (e.g. 9-1-1 interfaces not procured by ETSB for which the ETS Board has not previously authorized the expenditure of 9-1-1 surcharge funds) at the cost of the requesting agency.

### **Asynchronous Interfaces**

For this type of interface, a secondary archive server will be utilized to provide the data requested. This data provided is not real time.

## **I. Purpose and Scope**

The purpose of this Memorandum of Understanding (Agreement) between the parties is to formalize a usage agreement for the above listed interface connection to the ETSB 9-1-1 system and used by public safety service members within the ETSB 9-1-1 System service area.

Further, this Agreement between the parties is to formalize payment for an interface whose cost is the responsibility of the requesting agency(s) and either not suitable for support with 9-1-1 surcharge funds or not procured by the ETSB and the ETS Board has not previously authorized the expenditure of 9-1-1 surcharge funds for the interface of the application that is the subject of this MOU.

## **II. Background**

Phase 2 of the DuPage Justice Information System (DuJIS), additional applications and interfaces, has been evolving since “go live” in 2019. This MOU will be for Agencies that have requested interface connections to the 9-1-1 System for applications that cannot be supported with 9-1-1 surcharge funds or

# Emergency Telephone System Board Of DuPage County Policy and Procedures



where the ETSB has not procured the application and the requesting agency has not requested ETSB to purchase the software, does not want ETSB to purchase the software, or the ETS Board has not previously authorized the use of 9-1-1 surcharge funds for the interface or software.

Access for (describe software)

The ETSB has had a policy in place since 2012 to address connections to the 9-1-1 system. This policy outlines the system requirements for connections and that each interface request will be reviewed by the Tech Focus Group to make a recommendation on the security and reliability of the submission. The Tech Focus Group has recommended that there should not be any direct connections to the production 9-1-1 system.

### **III. Responsibilities of the ETSB**

The ETSB agrees to make available the CAD system or any other component of the 9-1-1 System where an Asynchronous Interface is possible (9-1-1 system) via an Asynchronous Interfaces or Edge Frontier (Xalt Interface) or interface for its users, including the Agency, until or unless by mutual agreement of the users and ETSB, all parties opt to discontinue the interface.

**Real Time Interfaces:** The ETSB will provide the option of a time and material contract (Contract) for users for the development of the requested interface including annual maintenance from the CAD vendor.

**Interfaces to other 9-1-1 System Components:** The ETSB will provide the option of a time and material contract (Contract) for users for the development of the requested interface including annual maintenance from the appropriate vendor.

ETSB agrees to inform the Agency of any changes or modifications made to software that will affect the functionality of the interface prior to said change being implemented. The Agency is responsible for any costs associated with any upgrades, configuration changes or modifications to the interface performed by the CAD Administrator or CAD vendor or other ETSB technician. This type of work is not considered normal maintenance. ETSB staff time will be billed at an hourly rate under a project plan to be developed or a scope of work depending upon the complexity of the project.

The ETSB will provide the Agency with an annual invoice for the cost of the Agency's portion of maintenance for the Interface. The annual invoice will be based on the Agency's portion of the total amount of maintenance as determined by the vendor.

The ETSB will provide the Agency with an annual invoice for the cost of the Agency's portion of maintenance for the Interface by ETSB staff. The annual invoice will be based on the Agency's portion of the total amount of maintenance as determined by Attachment B of 911-013.1: 9-1-1 System Interface Funds.

The ETSB will provide the Agency with cost projections for time for ETSB staff as noted on the Interface Cost Estimate.

### **IV. Responsibilities of the Agency**

The Agency agrees to reimburse the cost of the interface as detailed in the Contract's scope of work for the interface detailed above through the execution of this MOU.

The Agency agrees to continue maintenance and reimburse ETSB annually for the cost of maintenance

# Emergency Telephone System Board Of DuPage County Policy and Procedures



for the interface. Maintenance of the interface entitles the Agency initial service request review and support from ETSB and vendor support if ETSB staff cannot resolve a service issue at the first-tier level.

The Agency agrees to inform the ETSB of any changes or modifications made to software that will affect the functionality of the interface prior to said change being implemented. The Agency is responsible for any costs associated with any upgrades, configuration changes or modifications to the interface performed by the CAD Administrator or vendor or other ETSB staff member. This type of work is not considered normal maintenance. ETSB staff time will be billed at an hourly rate under a project plan to be developed or a scope of work depending upon the complexity of the project.

The Agency agrees to indemnify and hold harmless the County of DuPage and the DuPage County ETSB, and all of its present, former and future officers, including board members, commissioners, employees, attorneys, agents and assigns from and against any and all losses, liabilities, damages, claims, demands, fines, penalties, causes of action, costs and expenses whatsoever, including, but not limited to, attorneys' fees and court costs, present or future, known or unknown, sounding in law or equity that arise out of or from or otherwise relate, directly or indirectly, to this Memorandum or its use of Edge Frontier (Xalt Interface) System to the extent authorized by law. Nothing in this MOU shall affect the DuPage County State's Attorney's status as the exclusive legal representative of DuPage County, including the ETSB. ETSB and the County of DuPage also do not waive any defenses, privileges, or immunities, including, but not limited to, the Illinois Local Governmental and Governmental Employees Tort Immunity Act 745 ILCS 10/2-101 *et seq.* due to indemnification.

The Agency agrees that it shall not sue, institute, cause to be instituted or permit to be instituted on its behalf, or by or on behalf of its past, present or future officials, officers, employees, attorneys, agents or assigns, any proceeding or other action with or before any local, state and/or federal agency, court or other tribunal, against the County of DuPage or the DuPage County ETSB, their board members, officers, commissioners, employees, attorneys, agents or assigns, arising out of, or from, or otherwise relating, directly or indirectly, to this Memorandum or its use of the Edge Frontier (Xalt Interface) System to the extent authorized by law. This MOU is controlled by the laws of the State of Illinois and the exclusive venue for interpretation of this MOU, or any dispute arising therefrom, is the Eighteenth Judicial Circuit Court, Wheaton, DuPage County, Illinois.

## **V. Interface Time and Material Funding – Choose one**

[ ] (Authorized Agency Initials) The Agency wishes to take advantage of a three-year, equal annual payment plan the first invoice to occur one year from the implementation and payment of the time and material cost to development as defined in the Scope of Work attached to this MOU.

Or

[ ] (Authorized Agency Initials) The Agency wishes to make one payment, invoiced no later than one year from the implementation and payment of the time and material cost to development as defined in the Scope of Work attached to this MOU.

Or

[ ] (Authorized Agency Initials) The Agency wishes to make one payment, invoiced no later than one year from the implementation and payment of the time expended by ETSB staff to develop, implement and deploy this interface in the amount of \$ as defined attached to this MOU.

# Emergency Telephone System Board Of DuPage County Policy and Procedures



## **VI. Fees**

ETSB employees are wholly funded by surcharge. Therefore, all staff time must be related to the 9-1-1 System. Ancillary interfaces covered this policy will require ETSB staff to complete a calculation of their estimated time for the initial project for reimbursement of surcharge funds.

The hourly rate used will be Fiscal Year in which the project was initiated. However, the Parties understand and agree that for maintenance unrelated to the initial implementation or upgrade of this system in the future, the hourly rate of the Fiscal Year of the maintenance event shall be used. Each staff member's task and time per task will be calculated with their hourly rate. ETSB employees do not receive overtime.

Additional costs are shown in the Attachment. If the scope of work changes after it has been agreed upon, a reassessment of the hours work will be completed and will go back to the agency for sign off prior to submission of any changes to the scope of work to the vendor.

Annual System Maintenance: ETSB will ask for a minimal fee to reboot/restart the agencies application during normal patching and system maintenance of the 9-1-1 system. Any other task beyond this type of work will be preapproved and charged against the retainer.

Retainer: The ETSB will require a retainer. This retainer will be used and billed against for any interface cost associated with a ticket that is not based on a CAD or ETSB network issue. If the agency submits a Zendesk ticket and ETSB staff determines that the agency's network is down or the vendor's system is down, the agency will be notified. A quarter hour (.25) will be billed against the retainer for each such ticket. If the ticket requires action by the ETSB tech the time spent will be documented and billed against the retainer. If it is a systemic issue, all parties on the interface will be charged against the total time spent by the tech(s) divided by the number of users per event to their retainer. (ie: 1 hour at \$41.05 (hourly rate)/5 users = \$8.21). All users will be notified that the event occurred. If multiple tickets are submitted, they will not be considered multiple events.

Each agency will be required to provide authorized agents who can grant permission for additional hours of work against the retainer, if needed. This person should be available to grant permission in off hours as needed. Only persons of record will be recognized by the ETSB tech. Note: If the agency has a business hours only contract with the vendor, ETSB staff cannot assist with any after hours issues that occur with their system. Agencies will be billed one (1) of the on-call tech's hourly rate for after hours calls for systems that have business hours only contracts.

If the agency retainer is eroded to \$500, they may add additional funds. ETSB cannot perform additional work without available funding. If there is a zero balance in an agency's retainer, the ETSB staff will not be able to perform any work.

An agency may have one retainer for multiple interfaces.

## **Further Agreements of the Parties**

The parties agree that ETSB shall be the contracting party and authorized agent for maintenance and services on behalf of the users. As discussed above, all maintenance unrelated to the initial implementation or upgraded of this system in the future will be billed at the hourly rate of the Fiscal Year of the maintenance event.

The parties agree that ETSB shall have the right to disconnect the interface, with notification, if the

# Emergency Telephone System Board Of DuPage County Policy and Procedures



interface is determined to adversely impact the CAD system's ability to function for its primary mission. Such notification shall be via email for documentation and made within a reasonable timeframe prior to disconnection. If exigent circumstances exist, notification shall be made as soon as practicable after disconnection.

## VII. 911-013.1 9-1-1 System Interface Access and Fees Policy

The Agency, specifically the Authorized Agent, have reviewed policy 911-013.1: 9-1-1 System Interface Funds and understand the process and fees associated with an interface to the 9-1-1 system of DuPage ETSB and agree to follow the policy as part of this MOU.

## VIII. Term, Termination, and Modification of Agreement

This MOU shall become effective upon its execution by both parties and shall remain in effect until terminated, as provided herein.

The Agency may terminate its participation in this Memorandum of Understanding upon sixty (60) days written notice to the ETSB upon payment of any outstanding costs and fees. All property of the core system shall remain the property of ETSB and DuPage County upon termination. Termination of this MOU constitutes disconnection of the interface unless mutually agreed upon in writing by both parties.

Any remaining funds in the retainer will be refunded when all outstanding fees and costs are satisfied, and the Agency has requested so in writing with their written notice.

Emergency Telephone System Board of  
DuPage County

(Name of Agency)

By \_\_\_\_\_  
Chair

By \_\_\_\_\_  
Authorized Agent

Date: \_\_\_\_\_

Date: \_\_\_\_\_

# Emergency Telephone System Board Of DuPage County Policy and Procedures



Policy #: 911-013.1  
Previous Policy #: New  
Effective Date: March 12, 2025  
Revised: ~~July 9, 2025~~ August 13, 2025

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## 9-1-1 System Interface Access and Fees

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### Purpose:

1. To provide a process to allow access for any applications requested by user agencies or PSAPs without impacting the primary mission of the 9-1-1 system: The handling of 9-1-1 calls and emergency dispatches.
2. To protect the 9-1-1 system in the best possible manner from cyber-attack and impact of its resources for purposes other than its prescribed mission.
3. To define the process for use of 9-1-1 surcharge funds to ensure that there is no diversion of funds as defined by 50 ILCS 750.
4. To define a process that will allow such earmarked funds that will be reimbursed to the ETSB for 9-1-1 System Interface requests not suitable for 9-1-1 surcharge, ~~or systems not procured by ETSB that the ETS Board has not previously authorized 9-1-1 surcharge expenditures for,~~ from user agencies that will facilitate development in a more timely manner.
5. To provide a process to allow access for “real-time” applications requested by user agencies without impacting the primary mission of the 9-1-1 system: The handling of 9-1-1 calls and emergency dispatches
- 5.6. To establish a process to allow access for “real time” applications requested by PSAPs for specific, allowable expenditures of 9-1-1 surcharge funds that were not previously budgeted by the ETS Board.

### Additional Authority:

50 ILCS 750 Emergency Telephone System Act, specifically 50 ILCS 750/15.4(b), 50 ILCS 750/35(9), and Section 20-40 of the DuPage County Code Pertaining to the Emergency Telephone System Board

### Scope:

This policy shall apply to the ETSB Executive Director, staff, and all formal committees and subcommittees authorized and appointed by the DuPage ETS Board or the DuPage County Board for certain duties and special projects as a process to facilitate the approval of time and material change contracts, and to account for ETSB staff time, for the purpose of creating an interface for requested applications that connect to the 9-1-1 System or utilize CAD but ~~may will~~ be paid for by user agencies because the application is not suitable for the use of 9-1-1 surcharge funds or because the expenditure request was/is not approved by the ETS Board. or was not procured by ETSB, and the ETS Board has not previously authorized ETSB to expend surcharge funds to facilitate the connection of the application.

This process shall also be applied to any user agency that has a financial obligation to the ETSB contract through Intergovernmental Agreement (IGA), Memorandum of Understanding (MOU) or other binding agreement.

This process shall not apply to reoccurring invoices for maintenance or services provided under any other separate contract in which multiple parties participate. The process for these invoices shall

# Emergency Telephone System Board Of DuPage County Policy and Procedures



be detailed in any formal document relating to the contract. The ETSB staff will follow DuPage County accounts payable procedures.

## Definitions:

**Authorized Agent:** The executive officer of a fire protection district, municipality or other participating group (“agency”) or their designee that is empowered to bind the agency through an IGA, MOU, or other binding agreement. If a designee is to be used, the ETSB must be notified in writing of that individual’s designation on agency letterhead by the appropriate person with authority.

**Computer Aided Dispatch (CAD)** means a computer-based system that aids public safety telecommunicators in automating selected dispatching and recordkeeping activities.

**CAD Administrator:** The CAD Administrator is the ETSB lead technical employee that is responsible for the maintenance and health of the system including all CAD facing interfaces.

**County Board:** Shall refer to the DuPage County Board.

**Scope of Work:** A document that outlines the specific work to be performed to develop a CAD interface for time and material costs.

**Stakeholders:** All persons, agencies, municipalities, fire protection districts, county departments, county agencies and other like groups who will have an agreement or financial obligation beyond 9-1-1 surcharge for any specific application or implementation of service. Stakeholders will not be a static group but vary from service to service, interface and project to project.

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## POLICY

### I. Policy Statement

For the purchase or upgrade of major system contracts, the ETSB will follow the County guidelines for procurement. Depending upon the size and type of project, the Executive Director may work with the PSAPs to form representative work groups to facilitate the development of Request for Purchase or Invitation to Bid for first responder specific equipment or systems as it relates to the dispatch of a 9-1-1 call.

Standing operational work groups such as the PSAP Directors and the PSAP Tech Focus Group will participate in the review of the scope of work.

When the ETS Board approves a major contract, the Executive Director and Deputy Director will work with the requesting Stakeholders to ensure that any Scope of Work that relates to their interface request and financial obligations are met. This process shall be limited to the Scope of Work of a specific project determined by MOU.

[Occasionally, a PSAP may request reimbursement or funding for a project not procured or contracted through the ETSB. It is the policy of the ETSB to support the PSAPs in their mission to provide high-quality 9-1-1 services to the residents of DuPage County. Therefore, if the requested expenditure is an allowable use of 9-1-1 surcharge funds, it may be submitted to the ETS Boards for consideration through a budget request, a budget amendment, or the use of contingency funds. The ETS Boards retains the](#)

# Emergency Telephone System Board Of DuPage County Policy and Procedures



[authority to approve or deny such requests.](#)

## II. Process

1. Agencies complete the *Interface Request Form* from 911-013: Information Technology and Network Security and submit the form to ETSB via the ticketing system.
2. A scope of work will be developed by the vendor and reviewed by the Tech Focus Group and the requesting Agency. Review of the request will follow the process outlined in 911-013: Information Technology and Network Security.
3. Agencies shall also complete a “letter of intent” to the ETSB, indicating its understanding of and intent to enter into the contract for work.
4. Once the Tech Focus Group has completed their review and authorized the project, the authorized agent of the Agency will initial and date the Scope of Work at least twice:
  - First, when the authorized agent, ETSB project manager and vendor agree to the initial design; and
  - Second, when the Scope of work is completed.

If the Scope of Work has multiple phases (ie: installation, implementation, acceptance) it may be necessary to have the authorized agent initial and date each phase, this shall be determined by the Tech Focus Group. When a portion of the Scope of Work is initialed as complete, this process shall be considered an affirmative response to the tasks having been met.

5. Agencies shall complete a “memorandum of understanding” (“MOU”) for interface requests (attachment A of this policy) which will detail the work to be completed and set forth a payment schedule to reimburse ETSB for the work to be completed. The MOU will be approved by resolution by the ETS Board.
6. The ETSB IT Deputy Director, the Project Manager, will ensure that the work is performed according to the contract specifications and scope of work. The Executive Director is authorized to amend the MOU, as needed, as long as the changes do not materially alter the terms set forth in Attachment A.
7. The ETSB IT Deputy Director, the Project Manager, will ensure that the work is performed according to the contract specifications and scope of work. The Executive Director is authorized to amend the MOU, as needed, as long as the changes do not materially alter the terms set forth in Attachment A.

## III. Fees

ETSB employees are wholly funded by surcharge. Therefore, all staff time must be related to the 9-1-1 System. [Any time spent on projects that do not qualify as allowable uses of 9-1-1 surcharge funds must be reimbursed accordingly. Therefore, their time must be reimbursed.](#) Ancillary interfaces covered this policy will require ETSB staff to complete a calculation of their estimated time for the project.

The hourly rate used will be determined by the ETSB hourly rate of the Fiscal Year in which the project was initiated for the initial purchase of a system or the upgrade of an existing system. However, for maintenance of existing systems, the hourly rate of the Fiscal Year of the maintenance event shall be used. Each staff member’s task and time per task will be calculated with their hourly rate. ETSB employees do not receive overtime.

Additional costs are shown in the Attachment B. If the scope of work changes after it has been agreed upon, a reassessment of the hours work will be completed and will go back to the agency for sign off prior to submission of any changes to the scope of work to the vendor.

# Emergency Telephone System Board Of DuPage County Policy and Procedures



If the interface in question directly supports 9-1-1 services and qualifies for the use of 9-1-1 surcharge funds, but the associated project and expenses were not previously approved and budgeted by the ETS Board, the requesting agency must submit a budget amendment request to the ETS Board seeking authorization to use contingency funds for the expenditure. If the ETS Board does not approve the request, any costs related to the interface will be billed to the requesting agency. However, if the requesting agency is a PSAP within the DuPage ETSB system, only the cost of the interface itself will be charged to the PSAP. Staff time spent supporting the PSAP will not be billed.

#### IV. Compliance

With this policy, after the contract is presented to and executed by the ETS Board, the Board may authorize the Executive Director to sign individual scope of work projects under the time and material contract, as requested by Agencies who have complied with all required paperwork. Such obligations will be reported in the ETSB monthly report. Payment for the time and material project will be invoiced by the vendor and appear on the bills list for Payment of Claims and detailed in the monthly report.

The Executive Director, with the Project Manager, will ensure that stakeholders in any project have approved the scope of work, the time needed by ETSB, and work performed prior to submission for payment.

If an Authorized Agent does not agree with the completion of an interface scope of work and the project manager believes the scope of work has been met, the project manager shall forward the documentation to the Executive Director with a written overview and recommendation.

If the Executive Director and the Authorized Agent cannot agree on the completion of an interface scope of work, the Executive Director shall forward the dispute to the ETS Board for consideration and action.

Policy adopted on, \_\_\_\_\_

\_\_\_\_\_  
Greg Schwarze, Chair

Emergency Telephone System Board  
Of DuPage County  
Policy and Procedures



**Memorandum of Understanding  
9-1-1 System Interface Request  
Between the Emergency Telephone System Board of DuPage County (ETSB)  
and  
[Agency]**

This is a Memorandum of Understanding (MOU) between the Emergency Telephone System Board of DuPage County (ETSB) and \_\_\_\_\_ (Agency) the participating Agency governing the development of an interface and connection to the Computer Aided Dispatch (CAD) system and an application the agency(s) seeks to have the ability to retrieve CAD data. It shall cover the specific interface as defined in the Interface request form, completed by the agency(s) and recommended by the Tech Focus Group attached to this MOU:

Interface:

Vendor name:

Type of Interface:

**Real Time Interfaces**

The current CAD system utilizes *Edge Frontier (Xalt Interface)*, which is designed to handle these types of interfaces. *Edge Frontier (Xalt Interface)* allows the applications to receive information without impacting the security and performance of the 9-1-1 System. An *Edge Frontier (Xalt Interface)* interface would be developed and maintained by Hexagon for all non-9-1-1 interfaces at the cost of the requesting agency.

# Emergency Telephone System Board Of DuPage County Policy and Procedures



## [ ] Other 9-1-1 System Component

This will require development and maintenance by a vendor for all non-ETSB 9-1-1 interfaces (e.g. 9-1-1 interfaces ~~not procured by ETSB for which the ETS Board has not previously authorized the expenditure of 9-1-1 surcharge funds) at the cost of the requesting agency.~~

## [ ] Asynchronous Interfaces

For this type of interface, a secondary archive server will be utilized to provide the data requested. This data provided is not real time.

### Purpose and Scope

The purpose of this Memorandum of Understanding (Agreement) between the parties is to formalize a usage agreement for the above listed interface connection to the ETSB 9-1-1 system and used by public safety service members within the ETSB 9-1-1 System service area.

Further, this Agreement between the parties is to formalize payment for an interface whose cost is the responsibility of the requesting agency(s) and ~~either not suitable for support with 9-1-1 surcharge funds or not procured by the ETSB and the ETS Board has not previously authorized the expenditure of 9-1-1 surcharge funds for the interface of the application that is the subject of this MOU.~~

## II. Background

Phase 2 of the DuPage Justice Information System (DuJIS), additional applications and interfaces, has been evolving since “go live” in 2019. This MOU will be for Agencies that have requested interface connections to the 9-1-1 System for applications that cannot be supported with 9-1-1 surcharge funds ~~or where the ETSB has not procured the application and the requesting agency has not requested ETSB to purchase the software, does not want ETSB to purchase the software, or the ETS Board has not previously authorized the use of 9-1-1 surcharge funds for the interface or software.~~

Access for (describe software)

The ETSB has had a policy in place since 2012 to address connections to the 9-1-1 system. This policy outlines the system requirements for connections and that each interface request will be reviewed by the Tech Focus Group to make a recommendation on the security and reliability of the submission. The Tech Focus Group has recommended that there should not be any direct connections to the production 9-1-1 system.

## III. Responsibilities of the ETSB

The ETSB agrees to make available the CAD system or any other component of the 9-1-1 System where an Asynchronous Interface is possible (9-1-1 system) via an Asynchronous Interfaces or Edge Frontier (Xalt Interface) or interface for its users, including the Agency, until or unless by mutual agreement of the users and ETSB, all parties opt to discontinue the interface.

Real Time Interfaces: The ETSB will provide the option of a time and material contract (Contract) for users for the development of the requested interface including annual maintenance from the CAD vendor.

Interfaces to other 9-1-1 System Components: The ETSB will provide the option of a time and material contract (Contract) for users for the development of the requested interface including annual maintenance from the appropriate vendor.

ETSB agrees to inform the Agency of any changes or modifications made to software that will affect the

# Emergency Telephone System Board Of DuPage County Policy and Procedures



functionality of the interface prior to said change being implemented. The Agency is responsible for any costs associated with any upgrades, configuration changes or modifications to the interface performed by the CAD Administrator or CAD vendor or other ETSB technician. This type of work is not considered normal maintenance. ETSB staff time will be billed at an hourly rate under a project plan to be developed or a scope of work depending upon the complexity of the project.

The ETSB will provide the Agency with an annual invoice for the cost of the Agency's portion of maintenance for the Interface. The annual invoice will be based on the Agency's portion of the total amount of maintenance as determined by the vendor.

The ETSB will provide the Agency with an annual invoice for the cost of the Agency's portion of maintenance for the Interface by ETSB staff. The annual invoice will be based on the Agency's portion of the total amount of maintenance as determined by Attachment B of 911-013.1 9-1-1 System Interface Funds.

The ETSB will provide the Agency with cost projections for time for ETSB staff as noted on the Interface Cost Estimate.

#### **IV. Responsibilities of the Agency**

The Agency agrees to reimburse the cost of the interface as detailed in the Contract's scope of work for the interface detailed above through the execution of this MOU.

The Agency agrees to continue maintenance and reimburse ETSB annually for the cost of maintenance for the interface. Maintenance of the interface entitles the Agency initial service request review and support from ETSB and vendor support if ETSB staff cannot resolve a service issue at the first-tier level.

The Agency agrees to inform the ETSB of any changes or modifications made to software that will affect the functionality of the interface prior to said change being implemented. The Agency is responsible for any costs associated with any upgrades, configuration changes or modifications to the interface performed by the CAD Administrator or vendor or other ETSB staff member. This type of work is not considered normal maintenance. ETSB staff time will be billed at an hourly rate under a project plan to be developed or a scope of work depending upon the complexity of the project.

The Agency agrees to indemnify and hold harmless the County of DuPage and the DuPage County ETSB, and all of its present, former and future officers, including board members, commissioners, employees, attorneys, agents and assigns from and against any and all losses, liabilities, damages, claims, demands, fines, penalties, causes of action, costs and expenses whatsoever, including, but not limited to, attorneys' fees and court costs, present or future, known or unknown, sounding in law or equity that arise out of or from or otherwise relate, directly or indirectly, to this Memorandum or its use of Edge Frontier (Xalt Interface) System to the extent authorized by law. Nothing in this MOU shall affect the DuPage County State's Attorney's status as the exclusive legal representative of DuPage County, including the ETSB. ETSB and the County of DuPage also do not waive any defenses, privileges, or immunities, including, but not limited to, the Illinois Local Governmental and Governmental Employees Tort Immunity Act 745 ILCS 10/2-101 *et seq.* due to indemnification.

The Agency agrees that it shall not sue, institute, cause to be instituted or permit to be instituted on its behalf, or by or on behalf of its past, present or future officials, officers, employees, attorneys, agents or assigns, any proceeding or other action with or before any local, state and/or federal agency, court or other tribunal, against the County of DuPage or the DuPage County ETSB, their board members, officers, commissioners, employees, attorneys, agents or assigns, arising out of, or from, or otherwise relating,

# Emergency Telephone System Board Of DuPage County Policy and Procedures



directly or indirectly, to this Memorandum or its use of the Edge Frontier (Xalt Interface) System to the extent authorized by law. This MOU is controlled by the laws of the State of Illinois and the exclusive venue for interpretation of this MOU, or any dispute arising therefrom, is the Eighteenth Judicial Circuit Court, Wheaton, DuPage County, Illinois.

## V. Interface Time and Material Funding – Choose one

[ ] (Authorized Agency Initials) The Agency wishes to take advantage of a three-year, equal annual payment plan the first invoice to occur one year from the implementation and payment of the time and material cost to development as defined in the Scope of Work attached to this MOU.

Or

[ ] (Authorized Agency Initials) The Agency wishes to make one payment, invoiced no later than one year from the implementation and payment of the time and material cost to development as defined in the Scope of Work attached to this MOU.

Or

[ ] (Authorized Agency Initials) The Agency wishes to make one payment, invoiced no later than one year from the implementation and payment of the time expended by ETSB staff to develop, implement and deploy this interface in the amount of \$ as defined attached to this MOU.

## VI. Fees

ETSB employees are wholly funded by surcharge. Therefore, all staff time must be related to the 9-1-1 System. Ancillary interfaces covered this policy will require ETSB staff to complete a calculation of their estimated time for the initial project for reimbursement of surcharge funds.

The hourly rate used will be Fiscal Year in which the project was initiated. However, the Parties understand and agree that for maintenance unrelated to the initial implementation or upgrade of this system in the future, the hourly rate of the Fiscal Year of the maintenance event shall be used. Each staff member's task and time per task will be calculated with their hourly rate. ETSB employees do not receive overtime.

Additional costs are shown in the Attachment. If the scope of work changes after it has been agreed upon, a reassessment of the hours work will be completed and will go back to the agency for sign off prior to submission of any changes to the scope of work to the vendor.

Annual System Maintenance: ETSB will ask for a minimal fee to reboot/restart the agencies application during normal patching and system maintenance of the 9-1-1 system. Any other task beyond this type of work will be preapproved and charged against the retainer.

Retainer: The ETSB will require a retainer. This retainer will be used and billed against for any interface cost associated with a ticket that is not based on a CAD or ETSB network issue. If the agency submits a Zendesk ticket and ETSB staff determines that the agency's network is down or the vendor's system is down, the agency will be notified. A quarter hour (.25) will be billed against the retainer for each such ticket. If the ticket requires action by the ETSB tech the time spent will be documented and billed against the retainer. If it is a systemic issue, all parties on the interface will be charged against the total time spent by the tech(s) divided by the number of users per event to their retainer. (ie: 1 hour at \$41.05

# Emergency Telephone System Board Of DuPage County Policy and Procedures



(hourly rate)/5 users = \$8.21). All users will be notified that the event occurred. If multiple tickets are submitted, they will not be considered multiple events.

Each agency will be required to provide authorized agents who can grant permission for additional hours of work against the retainer, if needed. This person should be available to grant permission in off hours as needed. Only persons of record will be recognized by the ETSB tech. Note: If the agency has a business hours only contract with the vendor, ETSB staff cannot assist with any after hours issues that occur with their system. Agencies will be billed one (1) of the on-call tech's hourly rate for after hours calls for systems that have business hours only contracts.

If the agency retainer is eroded to \$500, they may add additional funds. ETSB cannot perform additional work without available funding. If there is a zero balance in an agency's retainer, the ETSB staff will not be able to perform any work.

An agency may have one retainer for multiple interfaces.

## **Further Agreements of the Parties**

The parties agree that ETSB shall be the contracting party and authorized agent for maintenance and services on behalf of the users. As discussed above, all maintenance unrelated to the initial implementation or upgraded of this system in the future will be billed at the hourly rate of the Fiscal Year of the maintenance event.

The parties agree that ETSB shall have the right to disconnect the interface, with notification, if the interface is determined to adversely impact the CAD system's ability to function for its primary mission. Such notification shall be via email for documentation and made within a reasonable timeframe prior to disconnection. If exigent circumstances exist, notification shall be made as soon as practicable after disconnection.

## **VII. 911-013.1 9-1-1 System Interface Access and Fees Policy**

The Agency, specifically the Authorized Agent, have reviewed policy 911-013.1 9-1-1 System Interface Funds and understand the process and fees associated with an interface to the 9-1-1 system of DuPage ETSB and agree to follow the policy as part of this MOU.

## **VIII. Term, Termination, and Modification of Agreement**

This MOU shall become effective upon its execution by both parties and shall remain in effect until terminated, as provided herein.

The Agency may terminate its participation in this Memorandum of Understanding upon sixty (60) days written notice to the ETSB upon payment of any outstanding costs and fees. All property of the core system shall remain the property of ETSB and DuPage County upon termination. Termination of this MOU constitutes disconnection of the interface unless mutually agreed upon in writing by both parties.

Any remaining funds in the retainer will be refunded when all outstanding fees and costs are satisfied, and the Agency has requested so in writing with their written notice.

Emergency Telephone System Board of \_\_\_\_\_ (Name of Agency)  
DuPage County

By \_\_\_\_\_

By \_\_\_\_\_

Emergency Telephone System Board  
Of DuPage County  
Policy and Procedures



Chair

Authorized Agent

Date: \_\_\_\_\_

Date: \_\_\_\_\_

DRAFT



# Informational

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ROAD  
WHEATON, IL 60187  
[www.dupagecounty.gov](http://www.dupagecounty.gov)

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**File #:** 25-2181

**Agenda Date:** 9/10/2025

**Agenda #:** 8.A.

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## Emergency Telephone System Board Of DuPage County Memorandum

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**TO:** Chair Schwarze and ETS Board members  
**FROM:** Linda Zerwin, Executive Director  
**DATE:** September 3, 2025  
**SUBJECT:** Motorola Radio Project PO 921054/5522-1 Change Order 7  
**CC:** Chief Administrator Nick Kottmeyer

### **Background:**

There have been multiple memorandums regarding the contract executed with Motorola in 2021 to replace the APX7000 series radios that are end of life/end of support in the DEDIR System. This contract includes portable and mobile radios. The purpose of this memorandum is to provide an explanation of Change Order #7 which will be on the October 8 agenda.

APX4000 Portable Radio: To date, the police and community service radios have been deployed to police agencies, Probation, Jail, OHSEM, and County Security.

The APXNext 4000 portable radios were end of life as of December 30, 2024 and will be end of support on March 31, 2030. Staff has contacted the County departments/agencies to evaluate their use of the radios and interest in either keeping their agency owned APX4000s until they go out of support or replacing them with a newer model. While Motorola has recommended replacement of the APX4000s with their new N series these models may be cost prohibitive at the STARCOM21 Master Contract Agreement Pricing of 27%.

N30:	\$4,961.19
N50:	\$5,997.79
N70:	\$9,562.18 APXNext equivalent
APEXNext:	\$6,485.28 Change Order #7 pricing

The cost of an APXNext at the 47% discounted rate is \$6,485.28 for the ETSB Change Order #7. This would be the last purchase at this discounted rate. It should also be noted that Motorola has increased its unit pricing since this contract. Making this replacement would match the rest of the equipment in the fleet. For reference, the N70 is the model equivalent to the APXNext or a savings of \$3,076.90 per unit.

The Executive Director spoke with Chief Administrator Nick Kottmeyer and the Sheriff's Office, OHSEM and Probation to propose replacing their APX4000s now. This would net all agencies the best possible resale price and make the radios law enforcement division of the DuPage Interoperable Radio System uniform and solidify an 8-10 year solution.

ETSB staff will make the same recommendation to replace any APX4000 that will be now considered an ETSB-owned radio.

**Uniformity:** This transition helps to streamline the DEDIR System fleet. All field radios would be over the air programmable. If an agency were to bring in a defective/broken radio, the radio could be immediately swapped out with another from the ETSB cache while the broken one is addressed by the Motorola System Manager or the repair depot. By having all first line radios over the air programmable is a more efficient way to manage the fleet.



## Emergency Telephone System Board Of DuPage County Memorandum

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Additional Equipment: As Fire agencies are reviewing the IGA and Certification documentation and finalizing their counts, they have continued to submit requests for additional equipment. Equipment has not been ordered since Change Order #2 which was executed on August 24, 2023, and since that time, there have been multiple changes in command staff, Firefighter/EMT personnel, and several additional vehicles have been added to agency fleets. Change Order #7 is the final purchase of capital radio equipment at the 47% discounted rate negotiated by Executive Director in 2021. The 2021 cost will still apply to Change Order #7 even though Motorola has increased their pricing two times. The cost today would be roughly \$15,000 for an APXNext at the state contract pricing. APXNext XN 2022 pricing: \$8,806.04 The cost today would be roughly \$18,000.

ETSB has also historically kept a cache of radios for new hires, substitutions for repairs, replacements, and for agencies to utilize for special events. This has worked well in the past and the cache of the APX7000 series radios lasted until the replacement program. This change order would include rounding out the ETSB cache. The APX7000 series cache had 60 police and 60 fire radios. Change Order #7 will be 40 police and 40 fire radios.

APX8500 Mobile: Alternative model options within Motorola have not met the needs of the Fire Chiefs for all applications. Concurrently, the ETSB along with OHSEM, have been testing other manufacturers to determine whether radio issues identified with this model are a benchmark or specific to the APX8500. Two manufacturers have mobiles that have completed the drive test and bench test without demonstrating the radio issue of the AXP8500.

On July 22, the ETSB Podcast included an in-person request for fire agencies in which ASA Winistorfer was also present via zoom. The purpose was to have them pick up APXNextXN test radios and also to have the ability to see the two possible replacement models and meet with manufacturer reps who would answer technical questions. A poll was taken after the manufacturer reps were excused and all of the fire agencies present preferred the Tait 9900. The police agencies with mobiles were undecided. There are 86 police mobiles.

There are approximately 110 ETSB purchased APX8500 mobiles that are deployed in various fire apparatus, as well as a number of agency owned APX8500 mobiles for a total of 193.

Executive Director Zerwin negotiated the return of all 603 mobile radios, including those that had been deployed for a credit in the contract that will be used to prepay airtime, LTE and Astro Technical Assistance (depot repair for radios). The credit will be between \$3-\$4M. The ETSB will make its final payment on the 4 year financed plan due December 1, 2025. It should be noted that return of all mobiles would mean uninstalling mobiles from the police vehicles as well as fire.

### **Budget Impact:**

December Contract Payment: The final \$6.5M payment will be due to Motorola in December 2025.

As part of PO 5522-1, Airtime was continued at the 2021 rates through the end of 2028. See the attached comparison chart utilizing the credit against the increase in airtime. It has been projected through the end of the Motorola state contract chart.



# Emergency Telephone System Board Of DuPage County Memorandum

## STARCOM Contract Pricing Per Month

ETSB	2025	2026	Type of Service
\$34.00	\$49	\$51	Local Use (Agency Portables)
\$18.00	\$29	\$31	Limited Use (Cache/Special Events)
\$18.00	\$30	\$32	Dual Radios (Mobiles)
\$39.00	\$56	\$59	County Use (not limited to a specific region within DuPage)
\$20,000	Same	Same	Campus rate. This capped cost is divided among the campus users annually. It includes roughly 200 units (Sheriff, Probation, County Security etc)

GPS is a cost of \$2 per month per subscriber unit.

VoLTE (previously WAVE) currently \$15, 2025/\$17, 2026/\$17

The negotiated airtime price is a net savings of roughly \$1M.

Estimated Mobile replacement:	\$3,068,155.68
Replace APX4000 with APXNext:	\$3,508,846.44 (\$1.8M will be reimbursed by County)
Additional Equipment:	<u>\$1,381,268.34</u>
Total Costs	<u>\$7,958,270.46</u>
Less County	\$6,074,450.97

Because of the one-time payments from the State 9-1-1 fund at the end of the last three fiscal years, sufficient funds exist in for Change #7 and mobile purchase. ETSB will have prepaid services in the operation budget from the mobile credit with Motorola (Change Order #8) for several fiscal years.

### Recommendation:

- Two Change Orders:  
Change Order # 7: Additional and replacement equipment  
Change Order #8: Reconcile contract and apply credits for mobile and APX4000 that were cache radios.

Because of the complexity of the various components of the financing package and the discussion of application of the credit is still being worked through, the recommendation would be to separate the upgrade of the APX4000s, the purchase of new/additional equipment, the return of the mobile radios, and CommandCentral Aware licensing into two or more change orders.

- Installation of new mobiles: The Board could consider making the agencies that have installed APX8500 in their vehicles whole in the cost of uninstalling the old unit and installing the new unit. A few inquiries into agencies that outsource installation and internal fleet maintenance cost provided a rough average cost. If the Board considered this, each participating agency would be required to submit an invoice to the ETSB for reimbursement.  
Estimated Impact: \$170,000