



## Decision Memo

### Procurement Services Division

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

Date: Jan 5, 2026

File ID #: 26-0225

Purchase Order #: 6834-1-SERV

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

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

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

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

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

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

Sourcewell Contract #081419-SHI

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

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

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

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

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

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

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

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

Sufficient funds are available to cover the change order

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

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

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