



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

SECTION 1: DESCRIPTION

General Tracking		Contract Terms	
FILE ID#:	RFP, BID, QUOTE OR RENEWAL #: Q-04678	INITIAL TERM WITH RENEWALS: OTHER	INITIAL TERM TOTAL COST: \$255,904.00
COMMITTEE: ETSB	TARGET COMMITTEE DATE: 11/12/2025	PROMPT FOR RENEWAL: 6 MONTHS	CONTRACT TOTAL COST WITH ALL RENEWALS: \$664,876.60
	CURRENT TERM TOTAL COST: \$244,904.00	MAX LENGTH WITH ALL RENEWALS: FIVE YEARS*	CURRENT TERM PERIOD: INITIAL TERM
Vendor Information		Department Information	
VENDOR: RapidSOS, Inc.	VENDOR #: 44448	DEPT: DuPage ETSB	DEPT CONTACT NAME: Eve Kraus
VENDOR CONTACT: Brady Lavin	VENDOR CONTACT PHONE: 708-542-0123	DEPT CONTACT PHONE #: 630-550-7743	DEPT CONTACT EMAIL: etsb911@dupagecounty.gov
VENDOR CONTACT EMAIL: blavin@rapidsos.com	VENDOR WEBSITE: rapidsos.com	DEPT REQ #: 925041	
Overview			
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 925041 to RapidSOS, Inc. to add the Communicator Module to the existing portal in the ACDC and DU-COMM PSAPs for an initial two (2) year term with optional automatic renewals for three (3) twelve month periods. Total amount for the initial term is \$255,904.00, and a total contract amount of \$664,876.60.			
JUSTIFICATION Summarize why this procurement is necessary and what objectives will be accomplished Communicator is a language translation service requested by the PSAP Directors to assist with on-going issues with the unavailability of a live translator via phone or the delay in connection during a 911 call. This call, text, and video channel module will significantly reduce call processing time and frustration associated with current voice only translation services.			

SECTION 2: DECISION MEMO REQUIREMENTS

DECISION MEMO NOT REQUIRED	Select an item from the following dropdown menu to identify why a Decision Memo (Section 3) is not required. SOLE SOURCE PER DUPAGE ORDINANCE, SECTION 2-350 (MUST FILL OUT SECTION 4)
DECISION MEMO REQUIRED	Select an item from the following dropdown menu to identify why a Decision Memo (Section 3) is required.

SECTION 3: DECISION MEMO

SOURCE SELECTION	Describe method used to select source.
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	
JUSTIFICATION Select an item from the following dropdown menu to justify why this is a sole source procurement.	
NECESSITY AND UNIQUE FEATURES	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. The Communicator Module intergrates RapidSOS HARMONY's AI capabilities to enhance the voice, text, and video channel within RapidSOS UNITE. RapidSOS features exclusive data access, data sharing, GIS integration, and integration with lamResponding and eDispatches, as well as a pending patent for their Collaborator Module. Products may also be exchanged for another of equal or lesser value once per year on the anniversary of the subscription start date with 90-days prior written notice.
MARKET TESTING	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. RapidSOS has the broadest set of exclusive and unique data, integrations, functionality and partnerships within a single intelligent safety data platform and does not require opening external networking communications, which would create cyber security vulnerabilities, and ensures swift and coordinated response to incidents.
AVAILABILITY	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. While there are alternate vendors who provide similar AI voice translation services, RapidSOS is the only platform currently integrated and utilized by both PSAPs in their daily operations. As such, upgrading from basic would facilitate an easy training for the 911 Telecommunicators.

SECTION 5: Purchase Requisition Information			
<i>Send Purchase Order To:</i>		<i>Send Invoices To:</i>	
Vendor: RapidSOS	Vendor#: 44448	Dept: DuPage ETSB	Division:
Attn: Brady Lavin	Email: blavin@rapidsos.com	Attn: 9-1-1 System Manager	Email: etsb911@dupagecounty.gov
Address: 3 Park Avenue, 22nd Floor	City: New York	Address: 421 N. County Farm Road	City: Wheaton
State: NY	Zip: 10016	State: IL	Zip: 60187
Phone:	Fax:	Phone: 630-550-7743	Fax:
<i>Send Payments To:</i>		<i>Ship to:</i>	
Vendor: RapidSOS	Vendor#: 44448	Dept: DuPage ETSB	Division:
Attn:	Email:	Attn: 9-1-1 System Manager	Email: etsb911@dupagecounty.gov
Address: 3 Park Avenue, 22nd Floor	City: New York	Address:	City:
State: NY	Zip: 10016	State:	Zip:
Phone:	Fax:	Phone:	Fax:
Shipping		Contract Dates	
Payment Terms: PER 50 ILCS 505/1	FOB: Destination	Contract Start Date (PO25): Nov 12, 2025	Contract End Date (PO25): Nov 11, 2030

Purchase Requisition Line Details											
LN	Qty	UOM	Item Detail (Product #)	Description	FY	Company	AU	Acct Code	Sub-Accts/ Activity Code	Unit Price	Extension
1	36	EA		Communicator - Voice, Text and Video Intelligence Year 1 12% Discount	FY26	4000	5820			3,432.00	123,552.00
2	1	EA		Single Sign On (SSO) 100% Discount Year 1	FY26	4000	5820			0.00	0.00
3	36	EA		Communicator - Voice, Text and Video Intelligence Year 2 12% Discount	FY27	4000	5820			3,432.00	123,552.00
4	1	EA		Single Sign On (SSO) 100% Discount Year 2	FY27	4000	5820			0.00	0.00
5	1	EA		UNITE Premium Module Set Up Fee - 1 Module	FY26	4000	5820			8,800.00	8,800.00
6	36	EA		Communicator - Voice, Text and Video Intelligence Year 3 12% Discount	FY28	4000	5820			3,603.60	129,729.60
7	1	EA		Single Sign On (SSO) 100% Discount Year 3	FY28	4000	5820			0.00	0.00
8	36	EA		Communicator - Voice, Text and Video Intelligence Year 4 12% Discount	FY29	4000	5820			3,783.78	136,216.08
9	1	EA		Single Sign On (SSO) 100% Discount Year 4	FY29	4000	5820			0.00	0.00
10	36	EA		Communicator - Voice, Text and Video Intelligence Year 5 12% Discount	FY30	4000	5820			3,972.97	143,026.92
11	1	EA		Single Sign On (SSO) 100% Discount Year 5	FY30	4000	5820			0.00	0.00
FY is required, ensure the correct FY is selected.										Requisition Total	\$ 664,876.60

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 send to the vendor.
INTERNAL NOTES	Provide comments for department internal use (not for P020 and P025). Comments will not appear on PO. This subscription will automatically renew for three (3) twelve month periods unless written notification of cancellation is provided at least 90 days prior to the expiration of the current term. Each term will renew with an annual price increase of 5% per module.
APPROVALS	Department Head signature approval for procurements under \$15,000. Procurement Officer Approval for ETSB. LMZ 11/4/25