DU PAGE COUNTY

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

ETSB - Emergency Telephone System Board

Final Summary

Wednesday, April 10, 2024	9:00 AM	Room 3500B

Join Zoom Meeting

https://us02web.zoom.us/j/84524376572?pwd=K0pVd29xRem15TTFYdmtoNEs5bTZadz09

Meeting ID: 845 2437 6572

Passcode: 256468

1.   CALL TO ORDER

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

2.   ROLL CALL

ETSB STAFF:
Linda Zerwin
Matt Theusch
Gregg Taormina
Eve Kraus
Prithvi Bhatt (Remote)

COUNTY CLERK:
Adam Johnson, Chief Deputy Clerk

STATE'S ATTORNEY:
Mark Winistorfer

ATTENDEES:
Gwen Henry, County Treasurer
Jan Barbeau, State's Attorney's Office
Tyler Benjamin, DU-COMM
Andy Dina, Warrenville Fire
Don Ehrenhaft, County IT
Marilu Hernandez, ACDC
Nick Kottmeyer, County Board Office
Jessica Robb, DU-COMM
Mike Sampey, Village of Addison
Roy Selvik, Addison PD
Rachel Bata, Roselle PD (Remote)
Kevin Dempsey, Addison PD (Remote)
Dylan Goldman, Axon (Remote)
Michael Hylton, Oakbrook Terrace PD (Remote)

Jeanine Krull, DU-COMM (Remote)
Ed Leinweber, Clarendon Hills PD (Remote)
Anthony McPhearson, County CIO (Remote)
Bob Murr, College of DuPage (Remote)
Jason Norton, Darien PD (Remote)
Mike Rivas, Villa Park PD (Remote)
Ryan Romberg, Axon (Remote)

On roll call, Members Schwarze, Franz, Eckhoff, Guttman, Kramer, Maranowicz, Schar, Srejma, and Toerpe were present. Members Swanson, Tillman and Yoo were absent.

PRESENT	Schwarze, Franz, Eckhoff, Guttman, Kramer, Maranowicz, Schar, Srejma, and Toerpe
ABSENT	Swanson, Tillman, and Yoo

3. PUBLIC COMMENT

There was no public comment.

4. CHAIRMAN'S REMARKS - CHAIR SCHWARZE

National Public Safety Telecommunications Week

Chair Schwarze presented a Proclamation Acknowledging April 14-20, 2024 as National Telecommunications Week. Chair Schwarze asked for a motion to accept and place the Proclamation on file. Member Srejma motioned, seconded by Member Kramer. On voice vote, all Members voted "Aye", motion carried.

Chair Schwarze expressed his appreciation to the Telecommunicators, from his perspective of a former firefighter and as a citizen, for the job they do. He then opened the item for comments. Member Srejma thanked the Board for their recognition of the TCs and focused his comments on the mental stress of the calls TCs take and his gratitude for everything the Board does to support them. Member Schar said that the proclamation highlighted some of the bigger things that had happened over the last year and that as someone who interacts with TCs on an almost daily basis, the job they do is outstanding every time and they receive very little recognition for their efforts. Member Kramer echoed the previous statements and said thank you, that the first responders on the street could not do what they do without the TCs.

Chair Schwarze then requested a picture be taken of the PSAP personnel in attendance with the members of the ETS Board.

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 April 10; B/Revenue Report; C/Minutes Approval Policy Advisory Committee for March 4; D/Minutes Approval ETS Board for March 13. Member Schar motioned, seconded by Member Toerpe. On voice vote, all Members voted "Aye", motion carried.

Chairman Schwarze asked for a motion to approve Consent Agenda Items A/Monthly Report for April 10; B/Revenue Report; C/Minutes Approval Policy Advisory Committee for March 4; D/Minutes Approval ETS Board for March 13. Member Srejma motioned, seconded by Member Guttman. On voice vote, all Members voted "Aye", motion carried.

6.A.   Monthly Staff Report

6.A.1. **24-1166**
Monthly Report for April 10 Regular Meeting

Attachments: April 10 Meeting Monthly Report.pdf

6.B.   Revenue Report 911 Surcharge Funds

6.B.1. **24-1167**
ETSB Revenue Report for April 10 Regular Meeting for Fund 5820/Equalization

Attachments: Revenue Report Regular Meeting 4.10.24.pdf

6.C.   Minutes Approval Policy Advisory Committee

6.C.1. **24-1168**
ETSB PAC Minutes - Regular Meeting - Monday, March 4, 2024

Attachments: 2024-03-04 ETSB Minutes Summary.pdf

6.D.   Minutes Approval ETS Board

6.D.1. **24-1169**
ETSB Minutes - Regular Meeting - Wednesday, March 13, 2024

Attachments: 2023-03-13 ETSB Minutes Summary.pdf

RESULT:	APPROVED THE CONSENT AGENDA
MOVER:	William Srejma
SECONDER:	Michael Guttman
AYES:	Schwarze, Franz, Eckhoff, Guttman, Kramer, Maranowicz, Schar, Srejma, and Toerpe
ABSENT:	Swanson, Tillman, and Yoo

7.   VOTE REQUIRED BY ETS BOARD

7.A.   Budget Transfers

7.A.1. **ETS-R-0027-24**

Transfer of funds from 4000-5820-53828 (Contingencies) to 4000-5820-54100-0700 (IT Equipment-Capital Lease) in the amount of $12,000, for payment and accounting of contractual obligations related to the monthly lease costs associated with the copier/printer contracts pursuant to GASB 87 for FY24.

Attachments: Budget Transfer 53828 to 54100-0700 Canon copiers.pdf

RESULT:	APPROVED
MOVER:	Joseph Maranowicz
SECONDER:	Michael Guttman
AYES:	Schwarze, Franz, Eckhoff, Guttman, Kramer, Maranowicz, Schar, Srejma, and Toerpe
ABSENT:	Swanson, Tillman, and Yoo

7.A.2. **ETS-R-0028-24**

Transfer of funds from 4000-5820-53828 (Contingencies) to 4000-5820-53800-0001 (Copier Usage) in the amount of $5,000, for payment and accounting of contractual obligations related to the monthly print costs associated with the copier/printer contracts for FY24.

Attachments: Budget Transfer 53828 to 53800-0001 Copier usage.pdf

RESULT:	APPROVED
MOVER:	Joseph Maranowicz
SECONDER:	William Srejma
AYES:	Schwarze, Franz, Eckhoff, Guttman, Kramer, Maranowicz, Schar, Srejma, and Toerpe
ABSENT:	Swanson, Tillman, and Yoo

7.B.   Payment of Claims

7.B.1. **24-1170**

Payment of Claims for April 10, 2024 for FY24 - Total for 4000-5820 (Equalization): $232,600.58.

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

Attachments: Payment of Claims FY24 4.10.24.pdf

RESULT:	APPROVED
MOVER:	Mark Franz
SECONDER:	Michael Guttman

7.C.   Purchase Resolutions

7.C.1. **ETS-R-0029-24**

Recommendation for the approval of a contract to AT&T Inc., for a three-year pricing agreement for Session Initiated Protocol (SIP) utility services in the PSAPs, for the period of April 28, 2024 through April 27, 2027, for a contract total not to exceed $345,000; Per 55 ILCS 5/5-1022(c) not suitable for competitive bids. (Public Utility)

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

Attachments:	ATT 924015 Checklist_Redacted.pdf
	ATT 924015 Requisition.pdf
	ATT 924015 Decision Memo.pdf
	AT&T_MANAGED_INTERNET_SERVICE_PRICING_SCHEDULE_CONTRACT_ID_6920445FINAL.pdf
	AT&T_IP_FLEXIBLE_REACH_PRICING_SCHEDULE_CONTRACT_ID_6910492.pdf

RESULT:	APPROVED
MOVER:	Grant Eckhoff
SECONDER:	Erik Kramer

7.C.2. **ETS-R-0030-24**

Recommendation to ratify the approval of a contract purchase order to Toshiba Business Solutions, for multi-functional device equipment, supplies, software and service solutions, for the period of May 25, 2024 through March 31, 2029, for a contract total amount for ETSB of $94,500; per County contract TE-P-0006-24.

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

Attachments:	Toshiba 924012 Checklist.pdf
	Toshiba 924012 Requisition.pdf
	Toshiba 924012 Decision Memo.pdf
	Pages from Technology Committee agenda and packet 2.5.24.pdf

RESULT:	APPROVED
MOVER:	William Srejma
SECONDER:	David Schar

7.D.   Resolutions

7.D.1. **ETS-R-0031-24**

Resolution declaring equipment, inventory, and/or property on Attachment A, purchased by the Emergency Telephone System Board of DuPage County, as surplus equipment.

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

Attachments: CAD Workstation Surplus FY24.pdf

RESULT:	APPROVED
MOVER:	Michael Guttman
SECONDER:	Erik Kramer

7.D.2. **ETS-R-0032-24**

Resolution approving the transfer of inventory from the County of DuPage on behalf of the Emergency Telephone System Board of DuPage County to the DuPage County Information Technology (IT) Department and Office of Homeland Security and Emergency Management (OHSEM).

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

Attachments: CAD Workstation Transfer to IT FY24.pdf

RESULT:	APPROVED
MOVER:	David Schar
SECONDER:	Joseph Maranowicz

7.D.3. **ETS-R-0033-24**

Reappointment to the Emergency Telephone System Board of DuPage County Policy Advisory Committee - Chief Michael Rivas (DU-COMM Police Representative).

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

Attachments: PAC Notice of Appointment Rivas.pdf
                          PAC DU-COMM Representative Letter_Redacted.pdf

RESULT:	APPROVED
MOVER:	Michael Guttman
SECONDER:	William Srejma

7.D.4. **ETS-R-0034-24**

Reappointment to the Emergency Telephone System Board of DuPage County Policy Advisory Committee - Mr. Tyler Benjamin (DU-COMM PSAP Representative).

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

Attachments: PAC Notice of Appointment Benjamin.pdf

PAC DU-COMM Representative Letter_Redacted.pdf

RESULT:	APPROVED
MOVER:	William Srejma
SECONDER:	Michael Guttman

7.D.5. **ETS-R-0036-24**

Appointment to the Emergency Telephone System Board of DuPage County Policy Advisory Committee - Mr. Eric Burmeister (ACDC PSAP Representative).

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

Attachments: PAC Notice of Appointment Burmeister.pdf

PAC ACDC Representative Letter_Redacted.pdf

RESULT:	APPROVED
MOVER:	William Srejma
SECONDER:	Erik Kramer

7.D.6. **ETS-R-0026-24**

Resolution to approve access to the DuPage Emergency Dispatch Interoperable Radio System talk groups pursuant to Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System), as requested by the Northlake Police Department.

Ms. Zerwin said that the Policy Advisory Committee (PAC) approved the request pending a letter from Bensenville PD in support of the application. The letter was received this last Monday and was forwarded to the ETS Board.

Vice Chair Franz asked for a summary of how the applications have been handled in the past. Ms. Zerwin said the PAC had been reviewing how outside agencies had been added to the DEDIR System over time and how the policy had evolved to include the interoperable talk groups. She said the PAC was reviewing the policy because of encryption and that there would be changes as some outside agencies do not have encryption. Ms. Zerwin said there is an application and once received there is a 14-day notice sent to the agencies and that no objections have been brought forward. The PAC then reviews the application and makes a recommendation to the ETS Board. Ms.

Zerwin said sometimes the PAC will amend the talk groups based on the policy or if there are special circumstances for additional talk groups beyond the Interops 1-8 (9). She said in this instance, Northlake has a lot of interaction with Bensenville and Elmhurst Police and had requested the main talk groups of those agencies.

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

Attachments: DEDIR System Access Request - Northlake PD_Redacted.pdf
Sponsor Letter - Elmhurst PD_Redacted

RESULT:	APPROVED
MOVER:	Erik Kramer
SECONDER:	Robert Toerpe

7.D.7.   **ETS-R-0035-24**

Resolution to approve access to the DuPage ETSB CAD System network pursuant to Policy 911-018: 9-1-1 System Administration as requested by Addison Police Department for use of an Axon Interface to the Hexagon Archive Database.

Vice Chair Franz requested a summary on the evolution of this item. Ms. Zerwin said, as most people are aware, Addison is going to be moving to Axon for their records management system.   Addison PD provided their intent to the Police Records Management System (PRMS) Committee in 2021 and are preparing to cut over in summer. She said a records management system requires access to the Computer Aided Dispatch (CAD) information which would be accomplished through the archive database, meaning it would not be a real-time connection, for Axon to access through the archive server via script. Ms. Zerwin said approval of the connection would allow them to start testing and if they find a real-time interface is desired, it would have to be developed by Hexagon.

Attachments: Attachment A Axon Archive Request ADP_Redacted.pdf
Addison IGA Executed_Redacted.pdf
Termination of Hexagon RMS 10.29.21 Addison_Redacted.pdf

RESULT:	APPROVED
MOVER:	Joseph Maranowicz
SECONDER:	William Srejma

8.   DEDIR SYSTEM PORTABLES AND MOBILES

8.A.   Police

PAC Chair Dina began by discussing encryption. He said there had been a question from a board member as to the encryption timeline and why does it seem the process taking so long. Chair Dina said one reason is equipment and asked Ms. Zerwin to speak to the consoles. Ms. Zerwin

said the AXS consoles purchased for the PSAPs require updates as they lack some enhancements that the PSAPs have in the current MCC7500s. The enhancements have been added to the AXS consoles. There is a 30-week lead time to order the equipment and configure and install. Ms. Zerwin said some preliminary work has been completed in the PSAPs to prepare for the installation. The intent was to not pay for encryption on the MCC7500s and then again on the AXS consoles, and this allows for encryption to move forward at the PSAP level.

Chair Dina said there was a change in the encryption plan after the law enforcement radios were distributed. He said that because of that change, those radios would need to be touched. PAC Chair Dina said that until the new radios are deployed to Fire, they would not have AES encryption capabilities. Additionally, Chair Dina said HB4339 is still being monitored but that it does not look like it is going anywhere. He said all of these factors are a part of the delay in encryption and that the timeline is around 30+ weeks. The testing on the OHSEM channels is still moving forward.

8.B. Fire

PAC Chair Dina felt he relays the same information month after month and wanted to start from scratch. He said that when the Fire Focus Group and PAC first started to talk about the new radios, the radios with the brand new NFPA standards had been presented to the Fire Chiefs and the ETS Board. Chair Dina said no one objected to the NFPA radios and the decision was made sight unseen. The new radios were provided for review however, they were still in development and viewers were required to sign a non-disclosure agreement. After the radio model was released, users were able to identify configuration issues. Chair Dina said the way the vendors interpreted the NFPA standards was unclear and the programming became problematic for the Fire Focus Group as they were not comfortable placing those radios in the hands of the firefighters, that they were less safe. He said that from the Fire Focus Group, Mr. Connolly and Lt. Sullivan became part of the NFPA Committee. The Fire Focus Group recommended changes to the NFPA Committee which were accepted.

PAC Chair Dina said he knows he reported that to the ETS Board last month, but that he is still hearing comments made such as he is the only one who wants the NFPA radios or that he is drinking the NFPA kool-aid, but he said he honestly likes the NFPA model radio. PAC Chair Dina said non-NFPA radio, the APXNext XE, is also a good radio. Regarding the timeline, April is the month the first phase changes are anticipated to be made to the NFPA compliant APXNext XN radios. PAC Chair Dina said that if the requested changes are made, the Fire Focus Group will have a radio that they are comfortable deploying into the field. He thanked the ETSB for giving agencies the choice between the two radio models. He continued saying that when the changes are made, he was confident that most fire agencies would choose the NFPA compliant radio. Chair Dina then provided a brief background into the NFPA Committee and said their commitment to safety is why the Fire Focus Group feels so strongly about the NFPA radios. He stated that the standards created by NFPA are based on research performed from line of duty death and injury in order to make the things safer. He concluded by saying the experience with the NFPA Committee was very positive and would affect firefighters across the county, that any agency who purchases the radios going forward would have members from the Fire Focus Group to thank for those changes.

Chair Dina said that come April 15 the changes would be made and each agency would be given an APXNext XE and an APXNext XN for testing to decide which radio model they want for their agency. Vice Chair Franz questioned to confirm that each agency would be given that choice. PAC Chair Dina answered, correct. Vice Chair Franz asked if the APXNext XE radios had been tested. PAC Chair Dina confirmed, yes, that the Fire Focus Group has those radios, as well, and that his APXNext XE was being tested on an engine in Warrenville. He said he had been using his APXNext XN exclusively for fires and assigned to safety and he has had zero problems with it but that he knows the ins and outs of the radio model. PAC Chair Dina confirmed that he had answered Vice Chair Franz's questions.

PAC Chair Dina moved on to the APXNext XN radio microphone recall. He said that different spins could be put on the recall. One could say that it is an NFPA microphone (said in a negative tone) or that the microphone has been put through thirty (30) different tests to ensure its safety for firefighter use. PAC Chair Dina said it failed one of those tests where water is put on the screen of the mic so they know it works when it gets wet. The microphones are tested each year to the NFPA standard so Motorola will replace every microphone at no charge because of the standard. PAC Chair Dina reinforced that the microphone alone goes through thirty tests which provides an idea of just how safe the radios are. His point of view of the recall is positive in that because of the NFPA standard requirements, the microphones are tested each year and pass and if they do not, they are replaced.

PAC Chair Dina moved onto the mobile radio issue in which some mobiles experiences interference between STARCOM radio traffic and VHF. He said Motorola is releasing a memo regarding this issue and that he had not seen it yet but it hopefully contained fixes to allow the mobile radios to be deployed.

Chair Schwarze asked if the Members had any further questions, to which there were none. Chair Schwarze thanked PAC Chair Dina and the PAC Members for their work with all the agencies. Vice Chair Franz echoed his appreciation for the work the PAC does, especially those who volunteer for the assignments. He then asked a follow up clarifying question, when the agencies are given the choice of the radio model, will they be given a deadline for their decision and then schedule the rollout. PAC Chair Dina said yes, there would be a decision for that testing timeline and turned the question over to Ms. Zerwin. Ms. Zerwin said the plan would be to have Motorola come out when the demo radio is ready to go through the feature set of both radio models so there is complete communication from the vendor. Ms. Zerwin said it would be a group meeting and that six (6) demos of each model would be circulated through the agencies. After an agency has completed their operational testing, the length of the timeframe of which would be determined by the PAC or Fire Focus Group, ETSB staff will meet with the agency to see what they want to do and sign off on paperwork before completing a change order. Ms. Zerwin said, as a brief aside, the numbers within the ETSB cache have been running down so she may recommend that some of the APXNext XN that an agency may not want, be kept for the cache. She said this may come down to how many agencies want to change to the APXNext XEs. Vice Chair Franz asked what the price differential is. Ms. Zerwin said she did not know, and that a memo would be forthcoming.

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

Ms. Zerwin had nothing beyond what was reported in the monthly report.

Member Guttman asked if Ms. Zerwin was satisfied with the responses from AT&T, that when he reads the reports each month, he feels a sense of frustration. Ms. Zerwin said, in regard to the Customer Premise Equipment (CPE) project, there are several things at play. She said the NG9-1-1 project is a rollout, there is the replacement of ETSB CPE equipment, and the Session-Initiated Protocol (SIP), which all are separate siloed divisions of AT&T. Ms. Zerwin said there has been escalation to a high level which seems to have worked so far. She said a lot has been learned about the engineering, that one of the delays of the SIP connection is diversity in the path, that it is important that the PSAPs have two separate ways into the building. Ms. Zerwin said that translated from the fiber running into the buildings, the switching stations they are routed to, and as AT&T downsizes and eliminated switching stations, it becomes more complex. She said there is also a difference in how engineering designs the solutions versus what optically we think it should be and it has taken a while, but she believed the right people are in place in regard to the SIP. Ms. Zerwin said she feels somewhat more satisfied but is frustrated by the overall project and the inability of AT&T to work amongst their own divisions to solve a problem. She said there has been some discussion at the state level regarding the project management for NG9-1-1, as well. From where things are today, given the issues experienced in 2019 with this equipment, she would rather things go slowly and get where they need to go, than make quick decisions to get it deployed and have a problem because several issues have been diagnosed along the way. Ms. Zerwin said part of the delay was the change of personnel, some of which has been very productive. She said having DU-COMM Technician Erik Maplethorpe has been very advantageous to the review of some of the equipment as well as a more direct member of the team. She concluded saying the challenge with AT&T is that they have the NG9-1-1 network, they are our competitive local exchange carrier, our 9-1-1 carrier, they are a channel partner with some of the major equipment so as much as we try to diversify, we get landlocked into those divisions. She said it is a challenge to keep the relationship positive but get where we need to go. Member Guttman said that was very helpful and said when he was first appointed he had made some noise about compelling AT&T and Comcast, the utilities, to perform and while he is glad Ms. Zerwin is satisfied, he senses frustration and thinks the next time a large contract comes around, to work with the State's Attorney's Office to see what kind of changes can be made to compel or influence to minimize this from happening in the future. He said that West Chicago has been successful on a much smaller scale and he did not know if those solutions would work on these larger contracts but it is something to pay attention to as we move into the next working relationship with these companies.

Chair Schwarze asked the Members if there were any further questions or comments, to which there were none.

10.   OLD BUSINESS

There was no old business.

11.   NEW BUSINESS

Chair Schwarze said it was time of year again for the Ad Hoc Finance Committee to begin discussions. He said Ms. Kraus would send out an inquiry email and that any Board Member

interested in becoming part of the Ad Hoc Finance Committee please respond. The Committee will be seated at the next ETS Board meeting. Member Franz indicated that he would not be participating this year. There was no other 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**

14. **ADJOURNMENT**

14.A. Next Meeting: Wednesday, May 8 at 9:00am in 3-500B

Chair Schwarze asked for a motion to adjourn. Vice Chair motioned, seconded by Member Guttman. The meeting of the ETSB was adjourned at 9:36am.

Respectfully submitted,

Jean Kaczmarek

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File #: 24-1166   **Agenda Date:** 4/10/2024   **Agenda #:** 6.A.1.

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

Congratulation on a Job Well Done!

NATIONAL PUBLIC-SAFETY TELECOMMUNICATIONS WEEK
APRIL 14-20, 2024

ETS Board acknowledges the 126 first line Public Safety Telecommunicators and the 34 Public Safety Directors, Managers, Supervisors, the Administrative and Technical staff that support them at DU-COMM and ACDC for continued commitment to public safety dispatching within a rapidly changing work environment, while maintaining the highest level of professionalism and exemplary service to your fellow first responders and the community 24 hours a day, 7 days a week, 365 days a year.

ADMINISTRATION and FINANCIAL

911 Services Advisory Board (SAB) and 911 Legislation:
All dates are Mondays unless otherwise noted:
April 8, 2024 – cancelled
April 22, 2024
May 13, 2024
June 17, 2024
July 15, 2024
August 19, 2024
September 16, 2024
October 28, 2024
November 18, 2024
December 16, 2024

Legislation:
Below is a collection of legislation that pertains to ETS Boards, Telecommunicators or PSAPs and the legislation to request live access to encrypted radio. The most significant change developing is the insertion of Telecommunicators into labor language as a result of being termed first responders under the ETSA statute. Status as of April 3, 2024.

HB4339 Local Records – police scanners
Sponsor: La Shawn K. Ford
Filed: 1/3/24
1/16/24   Rules Committee
1/31/24   Executive Committee

Synopsis As Introduced

Amends the Local Records Act. Provides that a law enforcement agency that encrypts police scanner transmissions must provide, by license or otherwise, real-time access to those transmissions to broadcast stations, broadcasting stations, radio broadcast stations, and newspapers. Effective January 1, 2025.

HB5128 EM Telephone Board Members

Sponsor: Patrick Windhorst
              Michael J. Coffey Jr.
              Dave Severin
Filed: 2/8/24 assigned to Rules Committee
2/28/24   Police & Fire Committee

Synopsis As Introduced

Amends the Emergency Telephone System Act. Provides that an Emergency Telephone System Board shall include the county sheriff or the sheriff's designee and at least 2 (rather than 3) representatives of the 9-1-1 public safety agencies other than the sheriff's office.

HB5377 Community Emergency Services

Sponsor: Kelly M. Cassidy
Filed: 2/9/24 assigned to Rules
2/28/24   Assigned to Police & Fire Committee / Michael Kelly, Chair Chicago
3/5/24   Amendment #1 referred to Rules Committee
3/22/24   Amendment #1 referred to Police & Fire Committee, Adopted by Voice Vote, Do Pass As amended / Short Debate in Police & Fire Committee; 012-000-000; Placed on Calendar 2nd reading – Short Debate.

Synopsis as introduced

Amends the Community Emergency Services and Support Act. Provides that the EMS Medical Directors Committee or a chair appointed in agreement of the Division of Mental Health of the Department of Human Services and the EMS Medical Directors Committee (rather than the EMS Medical Directors Committee) is responsible for convening the meetings of a Regional Advisory Committee. Includes qualifications for the appointed chair. Provides that each Regional Advisory Committee and subregional committee established by the Regional Advisory Committee (rather than each Regional Advisory Committee) is responsible for designing the local protocols to allow its region's or subregion's 9-1-1 call centers (rather than its region's 9-1-1 call center) and emergency responders to coordinate their activities with 9-8-8 as required by the Act and for monitoring current operation to advise on ongoing adjustments to the local protocols. Designates the membership, meetings, and duties of a subregional committee. Makes conforming changes.

SB2812 Trauma Informed Response (Anna's Law)

Sponsor: Anne Gillespie
Filed: 1/17/12 referred to Assignments

Synopsis As Introduced

Creates the First Responder Trauma-Informed Response Training Act, which may be referred to as Anna's Law. Provides that, prior to the onboarding processes of a first responder, the individual must complete mandatory pass or fail trauma-informed response training, as established by the

Department of Public Health. Provides that a first responder must also complete the pass or fail trauma-informed response training every 18 months after beginning work as a first responder. Provides that, if more than 18 months has elapsed after beginning work as a first responder and the first responder has not completed the retraining, the first responder may not perform trauma-related duties, such as responding to emergency calls, taking statements from victims, or interviewing victims. Provides that, if a first responder who is certified or licensed by the State or a subdivision of the State has not completed the required trauma-informed response retraining, the first responder may be decertified by the certifying entity or the first responder's license may be revoked by the licensing entity if retraining is not completed. Limits the concurrent exercise of home rule powers. Defines terms. Makes conforming changes in the Illinois Police Training Act and the Emergency Medical Services (EMS) Systems Act, including requiring the Department of Public Health to adopt rules to implement the trauma-informed response training and providing that the rules may allow or require the use of a training program from a university, college, or not-for-profit entity.

Notes: The training for this has been in place since 2016 according to ISP. In the full text, the first responder definition includes public safety telecommunicators and the definition of public safety telecommunicator "has the meaning given to that term in Section 3 of the Emergency Telephone System Act."

SB3294 Security Employee Bargaining

Sponsor:	Linda Holmes
Filed :	2/7/2024
2/07/2024	Referred to Assignments
2/20/2024	Assigned to Labor
3/06/2024	Postponed – Labor
3/15/2024	Rule 3-9(a) / Re-referred to Assignments

Synopsis As Introduced

Amends the Illinois Public Labor Relations Act. Specifies that, for purposes of a provision in the Act concerning the resolution of disputes involving security employees, that the term "units of security employees of a public employer" includes units of county correction or detention officers, units of probation officers, and units of telecommunicators who are critical to public safety.

HB2161 Unlawful Discrimination – Family

Sponsor:	Will Guzzardi
Filed :	2/6/2023
Sponsors Added:	Maura Hirschauer, Sonya Harper, Nabeela Syed, Stephanie Kifowit,
2/20/2024	Lindsey LaPointe
2/29/24	Amendments #1 & #2 rules refers to Judiciary – Civil Committee
4/03/2024	House Committee Amendment # 1 and Amendment #2 adopted in Judiciary-Civil Committee by Voice Vote, Do Pass as a amended / short debate in Judiciary-Civil Committee; 010-003-000.

Synopsis As Introduced

Amends the Illinois Human Rights Act. Provides that it is the public policy of the State to prevent discrimination based on family responsibilities in employment. Defines "family responsibilities" as an employee's actual or perceived provision of care to a family member, whether in the past, present, or future. Provides that it is a civil rights violation for: (1) any employer to refuse to hire, to segregate, to

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engage in harassment, or to act with respect to recruitment, hiring, promotion, renewal of employment, selection for training or apprenticeship, discharge, discipline, tenure or terms, privileges or conditions of employment on the basis of family responsibilities; (2) any employment agency to fail or refuse to classify properly, accept applications and register for employment referral or apprenticeship referral, refer for employment, or refer for apprenticeship on the basis of family responsibilities; and (3) any labor organization to limit, segregate, or classify its membership, or to limit employment opportunities, selection and training for apprenticeship in any trade or craft, or otherwise to take or fail to take, any action which affects adversely any person's status as an employee or as an applicant for employment or as an apprentice, or as an applicant for apprenticeships, or wages, tenure, hours of employment, or apprenticeship conditions on the basis of family responsibilities. Provides that it is a civil rights violation for a person, or for 2 or more persons, to conspire to retaliate against a person because he or she has opposed that which he or she reasonably and in good faith believes to be discrimination based on family responsibilities. Makes conforming changes.

Note: Impact to potential shift work. Monitor.

ETSB Plan Modification Sheriff Request to Migrate to DU-COMM
The modification form has been submitted to the State 9-1-1 System Administrator indicating a May 1 cutover.

Appointments:
On the agenda this month are the reappointments of Chief Michael Rivas as the DU-COMM Police Representative and Interim Deputy Director Tyler Benjamin as the PSAP Representative for DU-COMM pursuant to ETSB Policy 911-006: Policy Advisory Committee. These appointments will be renewed for a term of May 12, 2024 through May 12, 2026.

Also on the agenda is a new appointment for Mr. Eric Burmeister as the PSAP Representative for ACDC. Mr. Burmeister will be replacing the ACDC Professional Standards Coordinator, Ms. Sherianne Hermes, who will be retiring in June. Ms. Hermes last PAC meeting will be the May meeting.

<div align="center">

Procurement / Major Contracts

</div>

Purchase Requests
Renewal of Existing Contracts
AT&T Inc.: Purchase order 924015
Request for approval of the continuation of SIP (Session Initiated Protocol) utility service, a network-based phone call delivery method that reduces the 9-1-1 system's dependency for physical copper. This technology became operational in the three PSAPs in April 2018. This is an extension of the current Administrative, 10-digit, phone network. The PSAPs use this service to receive and place 10-digit dial calls. This is a continuation of services in ACDC and DU-COMM for a period of April 28, 2024 through April 27, 2025. The three-year pricing agreement continues the discount of Enhanced Features at 87.5% from $2.00, or $0.25 each, and the concurrent call paths (Calling Plan C) are discounted with the Calling Plan charges being discounted at 85.36%. That is a discount from the service guide rate of $70.00, which after discount becomes $10.25 per call path.
Total amount of request: $345,000.00.

New Contracts

Toshiba: Purchase Order 924012

This recommendation is to approve costs associated with the multi-functional digital copiers and printers for the ETSB office and PSAPs to be provided by Toshiba through the County contract PO 6956-1, approved by Finance and County Board on March 12, 2024. The ETSB contract PO 3880-1 with Canon expires May 24, 2024.   The County searched for qualified providers to supply multi-function printers for all County departments, including ETSB, ACDC and DU-COMM.   The new County contract PO 6956-1, arising from RFP #24-019-IT begins on April 1, 2024. ETSB will remain with Canon through the end of the current vendor contract and will deploy the Toshiba equipment the week of May 20. The Board received a supplemental memorandum regarding this contract.

Total contract amount not to exceed: $94,450.00.

Open Purchase Order Utilization

Purchase Order	Total	Year to Date	Remaining Balance
FY24 CDW-G	$ 25,000.00	$ 2,323.16	$ 22,676.84
FY24 Dell	$ 30,000.00	$ 0.00	$ 30,000.00
FY24 Motorola	$ 50,000.00	$ 6,664.68	$ 43,335.32

Budget Transfers:

The following transfers are two-fold. The first is administrative to align with the changes made by County Finance to create two new budget sub-accounts: 4000-5820-54100-0700: IT Equipment-Capital Lease and 4000-5820-53800-001: Copier Usage.   The second involves transfers from Contingencies to these line items for the cost for copier lease and usage which is estimated to increase because of the additional printers requested by the PSAPs, if the contract is approved.

Requested transfer of funds for FY24 from 4000-5820-53828 (Contingencies) to 4000-5820-54100-0700 (IT Equipment – Capital Lease) for charges associated with the Canon copier lease contract PO 3880-1 and the new Toshiba contract PO 6956-1 per GASB 87. The sub-account 4000-5820-54100-0700: IT Equipment-Capital Lease is an addition to the County budget and will be added to the ETSB budget.

Total amount of requested transfer: $12,000.00

Requested transfer of funds for FY24 from 4000-5820-53828 (Contingencies) to 4000-5820-53800-0001 (Printing) for daily print charges associated with the Canon copier lease contract PO 3880-1 and the new Toshiba contract PO 6956-1 per the County Finance Department. This sub-account 4000-5820-53800-001: Copier Usage is an addition to the County budget and will be added to the ETSB budget.

Total amount of requested transfer: $5,000.00

Change Orders

There are no change orders for the April agenda.

Payment of Claims:

On the agenda this month is the Payment of Claims as listed below. The Payment of Claims includes Chairman's authorization letter, Detail listing of obligations vs. budget, and *Bank Account Payment History Report* for Internal and External Payments for FY24.

Bills List FY24
External Payments FY24
Total for Fund 5820 for April 10 meeting: $232,600.58.

Revenue and Expenditures
Revenue: Equalization Revenue Reports are on the consent agenda: $2,387,090.19

The November 2023 surcharge was received on March 5 in the amount of $1,179,811.84. The December 2023 surcharge was received on March 26 in the amount of $1,207,278.35. The ETSB did not record a surcharge payment in December. These two payments within the month of March make the payment cycle current.

Surplus Assets
On the agenda this month is a resolution declaring equipment, inventory, and/or property, as surplus. Twenty (20) CAD workstations purchased in 2016-2021, and 36 monitors for the CAD workstations purchased in 2019 listed on Attachment A, are being declared as surplus. These workstations/monitors were previously utilized in the PSAPs for CAD that have been replaced as part of the equipment replacement cycle.

Transfer of Inventory:
There are ten (10) workstations being declared as surplus assets, above, that have been requested by County IT for use in a training room at 421. The Office of Homeland Security and Emergency Management COMU has requested six (6) monitors to outfit Unified Command Post 3, (UCP3), as OHSEM is becoming the custodial agency.

9-1-1 CORE SYSTEM MANAGEMENT

Zendesk Integration Project with County
Currently this project is on hold. On March 13, 2024, the Transfer of Governance was approved by the ETS Board. This item appeared on the DuPage County Technology Committee as informational on March 19, and was approved by the Finance Committee and County Board on March 26. The execution of this document allowed SHI to prepare a quote for ETSB costs. The quote had not been received from Zendesk for the April agenda. This delay has no impact to the use of the Zendesk System for staff or users.

State of Illinois ISP/Circuits/NextGen 911 ESInet:
State of Illinois GIS NG 9-1-1: ISP has provided an updated tool for the GIS data submission process. This tool has been received by County GIS.

State of Illinois Text to 911: AT&T and the State of Illinois have begun the implementation of Text to 911 for 9-1-1 Systems that have cut over to NG 9-1-1 network.

NG9-1-1 Grant opportunity CAD to CAD interface: The State 9-1-1 Administrator is reviewing the applications for the NG 9-1-1 grants that have been received. The first priority is NG 9-1-1 hardware, the second priority is EMD integration with CAD and the third priority is the CAD-to-CAD interfaces. During her initial review, the State 9-1-1 Administrator believed there would be funding available for the CAD-to-CAD interfaces but the level is yet to be determined.

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Customer Premise Equipment (CPE):
The AT&T public safety team came onsite to meet with ETSB staff on March 27 to discuss the complications surrounding the installation of the diverse IP Flex path at 1471 Jeffrey. The current challenge is that the secondary circuit does not have the correct technology to support diversity for the IP Flex. IP Flex is used by the PSAPs for administrative 10 digits calls and to make outbound calls. The AT&T team committed to providing a solution to ETSB staff as soon as possible. The current deployment timeline is paused while AT&T resolves this diversity issue.

DuJIS CAD:

| | Year to Date | | Past Month | | | | | |
| | | | Totals | | Categories of Open Tickets | | | |
Category	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
CAD	85	79	32	29	4	0	0	0
MPS	99	87	37	34	0	0	0	1
Total	184	166	69	63	4	0	0	1

Projects:
DSO Migration:
The Modification Plan for the Sheriff migration to DU-COMM has been sent to the State 9-1-1 Administrator.

ETSB and DU-COMM staff continue to refine the CAD configuration based on testing. All other known ETSB assigned tasks have been completed. The placeholder that has been attached to the bi-monthly CAD Focus Group meeting to review any feedback and discuss any changes needed will be continued through cutover.

Forest Preserve Channel Move Project:
ETSB is the process of configuring CAD to reflect the channel move in the event and unit monitors. ETSB is validating that the CAD is filtering in correctly and once completed ETSB will be ready for the channel move on April 29, 2024 at 6:30am.

Tablet Command: (Fire) Bartlett Fire has signed off for acceptance. The technical portion of this project is complete and will now move to invoicing.

Fusus:
(Oak Brook PD) The Fusus EdgeFrontier (Xalt) Interface was deployed into production August 18, 2023 and Oak Brook has confirmed that the Hexagon side of the interface is working as designed. ETSB staff communicated with Oak Brook at the end of March. Oak Brook advised they would confirm the status of the interface in April.

(Oak Brook Terrace PD and Wheaton PD) The Fusus interface for both Oak Brook Terrace and Wheaton were deployed to Fusus for initial testing on October 17, 2023, and that testing is currently in process.

Axon Interface to the Hexagon Archive Database
On the agenda is a resolution to access the Hexagon Archive Database through an Axon Interface. This request was reviewed and recommended for approval by the Tech Focus Group and the PSAP Directors

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per the process outlined in Policy 911-018: 9-1-1 System Administration. After review, it was determined that the access could now be approved.

ProQA Upgrade Project:
ETSB has configured the test server and initial testing is taking place. The new version has fixes in place that will solve the AED issue previously seen. This will be ready to be turned over to the PSAPs for testing by April 5, 2024. There is a dependency on ProQA to provide training on the new protocols to both PSAPs; ProQA has not yet provided a date.

LEADS 3.0 Interface (PSAP):
ETSB has completed testing the update along with Hexagon. ETSB is ready to turn this over to the PSAPs for additional testing. Progress continues to move forward with minimal issues at this time to meet the May 31, 2024, interface extension granted by the Illinois State Police.

CAD/MPS Software Update:
This roll out of this update is scheduled to go-live in June, 2024.

CAD: ETSB, in conjunction with Hexagon, has successfully upgraded the server to the H2 2023 version of the CAD software. ETSB is currently testing the environment and rolling out the CAD image to the PSAP test workstations. The expectation is that the ETSB will be ready to turn this over for PSAP testing by April 5, 2024.

MPS: The MPS environment has been successfully upgraded and tested. ETSB is in the process of placing the installation documentation as well as standing up a new download page for the new version of the software. ETSB staff will be coordinating with the RMS Police Executive Committee and the Fire MPS User Group for SMEs to do in-depth user testing. ETSB is ready to turn this over for full testing by April 5, 2024.

CAD Workstations Upgrades:
New CAD workstations were successfully deployed at ACDC.

DU-COMM prefers to use a mechanical keyboard which is not compatible with the new workstation. DU-COMM is currently testing a USB Hub to see if it will allow the mechanical keyboard to work with the new CAD workstations. After some testing, DU-COMM has advised that they will be purchasing new mechanical keyboards which will need to be tested with the new hardware. A meeting is scheduled for April 3 to obtain an update from DU-COMM MIS as to when they expect to receive the new keyboards and provide one to ETSB for testing purposes.

NetMotion (Absolute Secure):

| | Year to Date | | Past Month | | | | | |
| | | | Totals | | Categories of Open Tickets | | | |
Category	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
Absolute Secure	32	32	5	5	0	0	0	0

Absolute Secure Access:
No system issues reported this past month. Currently have approximately 900 devices registered.

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Comcast Maintenance/Trouble Tickets:
No reported issues for the previous month. There were 5 completed maintenance notifications.

During March, Comcast performed maintenance on five locations that touch the DuPage 9-1-1 System. Only one location, ACDC, was specific to the 9-1-1 system, but staff receives notification of maintenance in order to assist in trouble shooting any connectivity issues that may occur during a maintenance period. The maintenance window was approximately 20 minutes at each location.

VMware Upgrade:
Hexagon completed the VMware upgrade at the ACDC site. DU-COMM is scheduled for the week of April 1, 2024.

Windows Patching:
The next patch cycle will be in April 2024.

Fire Station Alerting System (FSAS):

	Year to Date		Past Month				
					Categories of Open Tickets		
Category	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Open/Referred to Purvis
FSA	46	39	16	12	0	0	2

There were no major system issues reported during the past month.

DU-COMM Fire West / Fire North Project:
The 30-day testing session is scheduled to end on April 10. As of this report, no issues have been reported.

Geographic Information Systems (GIS):

	Year to Date		Past Month							
			Totals			Categories of Open Tickets				
Category	Opened	Closed	Total	Closed	Open Tickets	System Error Tickets	Configuration Tickets	Pending Refresh	Pending Closed/ Verification by PSAPS	Open/ Referred to Hexagon
GIS	148	108	29	10	23	0	0	18	0	0

Argonne Common Places Project :
County GIS reached out on March 26 requesting an updated status. Argonne has advised that they are still working on finalizing the review with their management.

Addison Fire Response Districts Project:
Validation of all testing results was scheduled for March 29, pending those results, ETSB is looking to push this into production at the April production map roll.

Oak Brook Police Beat and Sub-Beat Project:
This project is nearing the final phase. All ESZs have been created in the Test CAD environment. DU-COMM is working on programming the run orders into CAD. DU-COMM has advised that they

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are still working on testing everything. When this is completed, the map roll can be done in the test environment and verification can begin.

NG911 Project:
County GIS has completed the first round of data submittal and they are currently waiting to get the error report back to determine if there are any needed fixes.

9-1-1 System Memos:

Total Memos	New Memos	Updated Memos	Closed Memos	Open Memos
126	1	0	3	6

New Memos: There were no new memos this reporting period.

Closed Memos This Reporting Period:
Memo 34: Installation of LAG on the Comcast network. The Tech Focus Group recommended Comcast add Link Aggregation (LAG) to the network at each end point. LAG will be reviewed by the Tech Focus Group on March 4, 2024 for consensus to close the memo.   Closed by Tech Focus Group on March 15, 2024. LAG was successfully installed.

Memo 124: New CAD event type. DU-COMM has requested either a new event type or a modification of an existing event type for a car accident vs building. The CAD Focus Group came to a consensus to implement this change. The CAD Focus group closed this memo out on March 26, 2024. The new event type is in production CAD.

Memo 125: Integration of Priority dispatch software and the Eventide Recorder. The CAD Focus Group came to a consensus to add an integration between the audio recorder and the EMD quality assurance software. There is no cost to the integration at this point. The CAD Focus Group closed out this memo on March 26, 2024. This integration has been completed.

Open Memos:
Memo 37: Hexagon software audit. The Tech Focus Group recommended a review of the software to determine if there were accounts that could be removed or reassigned in the software. This work will be completed with the installation of the CAD update.

Memo 103: CAD/Vesta Standardization. The CAD Focus Group requested a standardized way to search for locations on the map for both CAD and CPE. Currently this is not an option. Motorola is investigating whether a change can be applied to the new CPE mapping software.

Memo 108: Change ANI/ALI dump workflow in CAD. The CAD Focus Group requested a change to the workflow for the ANI/ALI dump of data from the CPE to CAD. Currently this is not an option. ETSB staff will investigate options in the new CAD software once it is implemented.

Memo 110: Options for Tones in Fire Station Alerting. DU-COMM requested exploring different options for toning in FSA. DU-COMM has successfully completed testing their solution with one note: Static was noticed on Fire West. DU-COMM requested pausing the testing of this solution until the testing on the combination of Fire West and Fire North concludes on April 10, 2024.

Memo 113: Shot/Stab Event Type. ACDC requested investigating creating two separate event types: One for shot and one for stab. This is currently at the Directors' level for review.

Memo 126: New Event type for electric vehicle fires. The CAD Focus Group came to a consensus to add the new event type. ETSB added the new event type to the test environment and testing is in process.

DuJIS PRMS:
The RMS Manager's monthly memorandum for March has been attached to this report, as well as the Hexagon Service Manager's summary and Resident Systems Analyst's (RSA) weekly report(s).

DU PAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM (DEDIRS)

Motorola System Manager Report
This update is located at the end of the monthly report.

DEDIR System Radio Replacement
CommandCentral Aware: The software is now fully deployed to both PSAPs. There were no system issues reported.

Encryption: ETSB staff received information from Motorola that the radio console enhancements have been completed. This puts the project timeline for installation at approximately 30 weeks. Schedules are yet to be developed and may change. The PSAPs have a meeting scheduled for April 4 to discuss encryption.

APXNext Radios (Police):
Radio Firmware Update: As was previously reported, Motorola has advised that new firmware for the APXNext radios will be available at the end of April. Once the material is finalized, ETSB staff will schedule a virtual meeting with all DEDIRS points of contact to review the update process.

Additionally, Motorola has found a network error and has included a fix in the Firmware update that is scheduled for deployment at the end of April. Once the firmware is deployed the Motorola System Manager will visit the locations where connectivity issues were reported to test whether the fix addresses the issue identified.

Charger Firmware Update Requirements**:**
There are no firmware updates currently scheduled for chargers.

APXNext (Fire):
APX8500 and APX7500 mobile:
Update: Motorola has completed their data research and is in the process of reviewing the data and preparing a report on the issue.

Issue summary: Several agencies have identified a potential interference issue with the APX8500 mobiles. It has been reported that VHF audio can block out STARCOM audio when radios are in proximity.   This was initially reported and can be replicated on APX8500 mobiles. Anecdotal reports have been received that at least one APX7500 mobile has experienced the same problem. That agency is doing additional testing and will report back to ETSB and Motorola.

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Motorola field engineering and the System Manager met with Westmont Fire staff on February 8. They completed several testing scenarios and were able to identify the power setting in the radio where the traffic from VHF would block out the STARCOM audio. This power setting has been provided to the Motorola product group for additional follow up.

NFPA Committee: Fire Focus Group Members Retired Deputy Chief Jim Connolly from Westmont and Lt John Sullivan from Addison participated in the review. Each reported it was successful meeting and there was substantial movement on the list of items identified by the Fire Focus Group.

APXNext XN: The Motorola product team is reporting that several items that were identified by the Fire Focus Group will be included in the end of April firmware release. Some of the features identified by the Fire Focus Group are currently supported but need to be configured. The remaining items on the Fire Focus Group list needed clarification from the NFPA committee meeting that took place in March of 2024. While there was approval of several recommendations, there was not sufficient time since the meeting and staff update with Motorola for Motorola to develop a timeline or production cost. The NFPA proposed changes will be considered for future Firmware releases.

Policy Advisory Committee (PAC):
The PAC's next regular meeting is on Monday, April 1, 2024.

Northlake Police Department Request for DEDIR System Access: On this agenda is one application for access to the DEDIR System. PAC reviewed the application under ETS-R-0026-24 on April 1, 2024. The PAC voted to recommend the ETS Board approve this resolution as amended to include access to InterOp1-8 (9), 3EAST, and ACDC2 pending a letter of sponsorship from Bensenville PD. Vote of PAC Members: 5 Ayes, 0 Nays, 1 Absent

STARCOM Wheaton Tower October 30-31 Outage:
April Update:
- Motorola has confirmed that the West Chicago tower is operating as expected. The drone footage did not reveal any damage.
- SmartConnect/LMR failover. Motorola has conducted additional field surveys to gather data for optimizing the failover settings in the APXNext radios. The field survey results have been provided to the Motorola engineers for review.

Summary of Event:
- Wheaton STARCOM radio tower went offline on October 30, 2023 from 10:30am until October 31, 2023 at 3:45am.
- Fiber between the tower and the AT&T central office was cut during construction work taking place on the county campus for the new animal services building.
- In anticipation of the construction work, the fiber between the tower and AT&T central office had been relocated. The new fiber was marked but a section of the fiber bowed 10 feet further than the markings shown.
- Monday.com updates were provided to the PSAPs as new information became available.

Impact:
- APX4000s in the vicinity of the Wheaton Tower would go in and out of range.
- APXNext radios in the vicinity of the Wheaton Tower switched to LTE.
- DU-COMM and ACDC moved agencies in the vicinity of the tower to backup radio channels.

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TO: Linda Zerwin, ETSB Executive Director
FROM: Andy Saucedo, Motorola System Manager
DATE: April 1, 2024
SUBJECT: STARCOM21 and DEDIR System Monthly Report

Projects:
DEDIR System Radio Replacement

- APXNext Police: Original order deployed with ADP encryption and testing is being conducted on the OHSEM talkgroup. ADP to AES encryption plan pending.

- APXNext New Hire Police: Change order complete and radios received. Open orders to be filled including cache radios and DU-COMM.

- APX8500: Reports of STARCOM21 to VHF radio reception issues. It may be due to vehicle antenna placement or radio receiver sensitivity settings. Field test conducted at Westmont 2/13/24. All findings were provided to Motorola engineering. Last case status update 2/26/24, Engineering is still reviewing data and tests.

- APXNext XN Fire: Fire Focus presented XN issues to NFPA for TIA process. Fire radio configuration templates need IGA finalization with outside agency. Motorola Product Group has sent updates to ETSB regarding the repeat notification and firmware release to allow configurable Hazard Zone.

- APXNext XE Fire: Demo radios have been programmed and provided to Fire Focus members for field testing.

- PSAP Reports: Working with PSAPs and Command Central to create reports to replace Genwatch reports.

Service Tickets
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Category	Year to Date		Past Month					
			Totals		Categories of Tickets			
Category	Opened	Closed	Total	Closed	Part replaced	Alias or Configuration	Sent to Depot	Other
APX7000	39	37	19	19	7	4	0	0
APXNext (police)	24	16	6	7	2	4	0	2
APXNextXN (fire)								
APX8500(mobiles)	14	14	3	3	0	0	0	0
APX4000	4	4	1	1	1	0	0	0
Total	81	71	29	30	10	8	0	2

Programming – Projects
Code Plug Creation:
There were none for the previous month.

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Code Plug updates:
3/25/24 Elmhurst PD APX NEXT Additional NIPAS Zone and channels were added to a single radio. Northwest Central will be providing the associated encryption key needed, CKR1521.

Consolidations:
There were none the previous month.

Radio Alignment:
There were none for the previous month.

STARCOM21
Scheduled Maintenance**:**
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 3/13 and 3/14. These patches caused an impact to the system in all Zones.
  would have caused RF Site to enter to site trunking and Dispatch Sites to get Red X's on resources.

  Thursday, 3/14/24
  8:48 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 2024.02 – Patching 3/15/24 Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.

Command Central Patches:

- There were none for the previous month.

SmartConnect Patches:

- [Scheduled Maintenance] SmartConnect (Australia, Canada, United States)
  The scheduled maintenance has been completed.
  Start: 13/Mar/2024 @ 4:30 AM CDT (GMT -5)
  End: 13/Mar/2024 @ 10:30 AM CDT (GMT -5)

- [Scheduled Maintenance] SmartConnect (United States)
  The scheduled maintenance has been completed.
  Start: 20/Mar/2024 @ 4:30 AM CDT (GMT -5)
  End: 20/Mar/2024 @ 10:30 AM CDT (GMT -5)

- [Scheduled Maintenance] SmartConnect (United States)
  The scheduled maintenance has been completed.
  Start: 21/Mar/2024 @ 4:30 AM CDT (GMT -5)
  End: 21/Mar/2024 @ 10:30 AM CDT (GMT -5)

Radio Central Patches:
There were none for the previous month.

Unscheduled System Outages:
There were none for the previous month.

Releases:
As reported last month, APX NEXT Firmware APX NEXT R05.05.00 CPS R32.00.00 was released 2/15/24. It included new products and features. Defect repairs included. Firmware is a maintenance and repair release. A project plan is being developed to push out the update.

APX Portables and Mobiles (APX 4000 and APX 8500) Firmware R32.03.00 CPS R32.00.00 was released 1/17/24. It included new products and features. Defect repairs included. Firmware is a maintenance and repair release. A project plan is being developed to push out the update.

Motorola will do a large scale cumulative release in April. The System Manager recommends pushing out the smaller releases with the large-scale cumulative release once the firmware becomes available for a more efficient process. The System Manager will develop a project plan for the users. This will be the second firmware update since the overall deployment of the APX NEXT radios.

Meetings:
March PAC meeting 3/4/24

Training
Genesis iVista Genwatch3 Basics Class 3/6/24

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**February 2024 STARCOM21 GoS Report**

Hour	GoS	Utilization	Erlangs	Excess Erlangs	Days of Data	Total PTTs	Total Talk Time (sec)	Average Talk Time (sec)	Total Busy	Total Busy Time (sec)	Average Busy Time (sec)
0:00:00	0.00	20.56	3.50	6.90	29.00	2448.69	12583.38	5.14	0.00	0.00	0.00
1:00:00	0.00	18.18	3.09	7.31	29.00	2132.14	11126.62	5.22	0.00	0.00	0.00
2:00:00	0.00	15.01	2.55	7.85	29.00	1688.31	9183.66	5.44	0.00	0.00	0.00
3:00:00	0.00	12.71	2.16	8.24	29.00	1372.00	7777.03	5.67	0.00	0.00	0.00
4:00:00	0.00	13.55	2.30	8.10	29.00	1525.66	8289.76	5.43	0.00	0.00	0.00
5:00:00	0.00	13.05	2.22	8.18	29.00	1422.41	7988.79	5.62	0.00	0.00	0.00
6:00:00	0.00	14.52	2.47	7.93	29.00	1681.17	8885.62	5.29	0.00	0.00	0.00
7:00:00	0.00	21.99	3.74	6.66	29.00	2616.21	13458.90	5.14	0.00	0.00	0.00
8:00:00	0.00	27.33	4.65	5.75	29.00	3322.10	16725.72	5.03	0.00	0.00	0.00
9:00:00	0.00	30.72	5.22	5.18	29.00	3768.79	18801.59	4.99	0.00	0.00	0.00
10:00:00	0.00	32.38	5.50	4.90	29.00	3987.45	19817.79	4.97	0.00	0.00	0.00
11:00:00	0.00	29.51	5.02	5.38	29.00	3592.97	18058.17	5.03	0.00	0.00	0.00
12:00:00	0.00	32.14	5.46	4.94	28.00	3910.25	19672.57	5.03	0.00	0.00	0.00
13:00:00	0.00	31.85	5.41	4.99	29.00	3867.14	19491.10	5.04	0.07	2.45	35.50
14:00:00	0.00	31.56	5.37	5.03	29.00	3864.14	19316.28	5.00	0.07	1.38	20.00
15:00:00	0.00	33.70	5.73	4.67	28.00	4111.82	20622.25	5.02	0.00	0.00	0.00
16:00:00	0.00	33.89	5.76	4.64	28.00	4117.25	20742.46	5.04	0.00	0.00	0.00
17:00:00	0.00	31.06	5.28	5.12	28.00	3722.61	19007.00	5.11	0.00	0.00	0.00
18:00:00	0.00	28.91	4.91	5.49	27.00	3514.67	17692.19	5.03	0.00	0.00	0.00
19:00:00	0.00	28.48	4.84	5.56	28.00	3498.36	17431.00	4.98	0.00	0.00	0.00
20:00:00	0.00	28.58	4.86	5.54	28.00	3517.21	17488.39	4.97	0.00	0.00	0.00
21:00:00	0.00	26.78	4.55	5.85	29.00	3319.97	16392.41	4.94	0.00	0.00	0.00
22:00:00	0.00	24.81	4.22	6.18	29.00	3071.24	15184.00	4.94	0.00	0.00	0.00
23:00:00	0.00	23.36	3.97	6.43	29.00	2878.97	14294.72	4.97	0.00	0.00	0.00

This chart is a portion of the state-wide report pertaining to the site used by DEDIR System. The state-wide report has complete data with the exception of perhaps a day or two during some of the timeframes when the core upgrade was being performed on Zone 1. Zone 2 did have a connection issue from the upgrade, which caused a couple days of outage, which has been resolved as well. In terms of the data for the month of February, there was a total of 14 sites that had higher than average busy rates for the month which is less than the previous month's total. The areas affected are still in the Northwest portion of the state along with the Southern portion of the state. Motorola is still working with the state to resolve these issues. Some of these issues should be resolved here with the work that has been done in the Northwest and one of the sites in the South in the month of March.

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DEDIR System Usage Report:

| Talk Groups	Push To Talk Counts
DU ACDC 2	30039
DU ACDC 3	27359
DU 3EAST	26444
DU 1EAST	24838
DU 3 SOUTH	20701
DU DPSO JAIL	26973
DU 3WEST	19439
DU 1WEST	19085
DU 1NORTH	19621
DU DPSO F1	19756
DU 1SOUTH	18843
DU 7 SOUTH	17395
DU 7WEST	14926
DU SHERIFF COURT	17246
DU EDU 1	13223
DU FIRE NORTH	10028
DU ACDC 1	10158
DU FIRE SOUTH	7547
DU FIRE EAST	6907
DU DUCOMM STWD	2860
DU FD ACDC1	5272
DU COD 1	5148
DU FD ACDC2	4632
Grand Total	368440
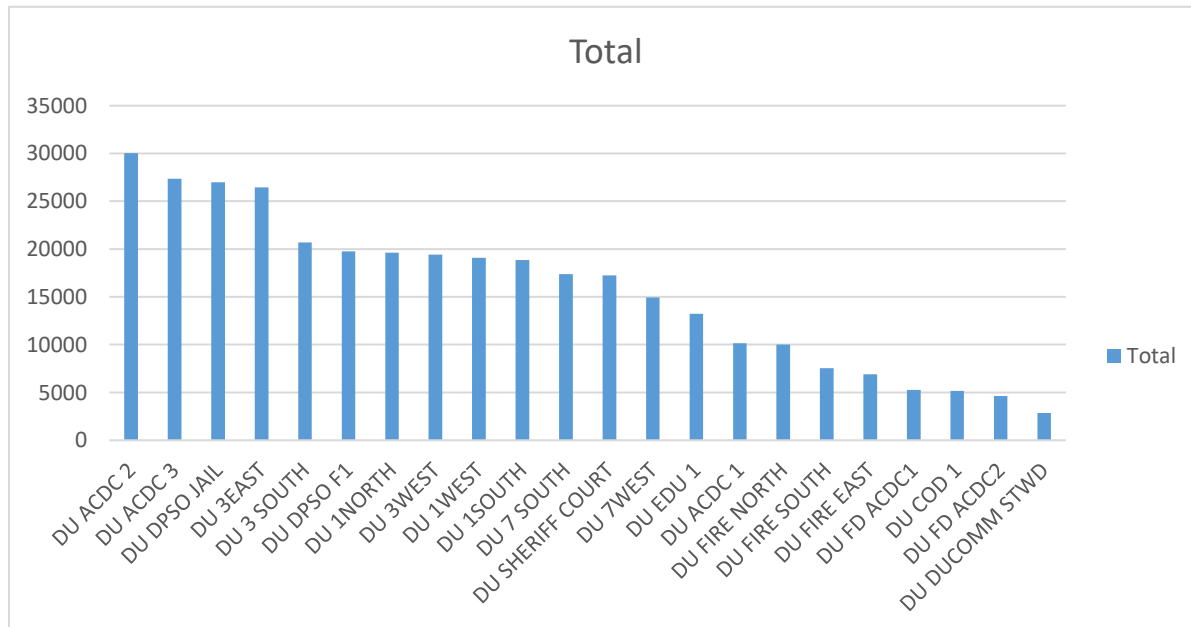
5

ALI AUDIT SUMMARY SNAPSHOT

Calls occuring between: 01-01-2024 12:00:04 AM and 04-01-2024 04:54:46 AM

Calls by Hour

Total: 170,349
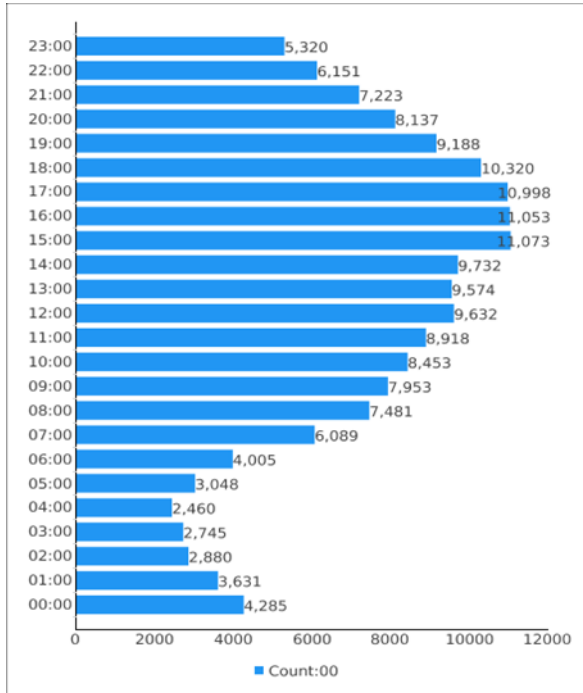
Calls by Response Code

	Response Code	Total
0	No Active Paths	2
1	One Path OK	3,283
2	Both Paths OK	166,877
7	Manual Query Denied	0
9	Record Not Found	187
Total		**170,349**

Calls by Query Type

	Query Type	Total
I	Initial	80,767
M	Manual	150
R	Repeat	89,432
T	Test	0
Total		**170,349**

Calls by Call Type

	Call Type	Total
A	Anonymous Call [911-0000]	321
E	ESCO [911-0XXX]	9
S	Standard ANI Received [NXX-XXXX]	159,326
U	Uninitialized Call [911-XXX-XXXX]	10,698
Z	Seizure with no ANI [000-0000]	0
Total		**170,354**

Calls by Class of Service

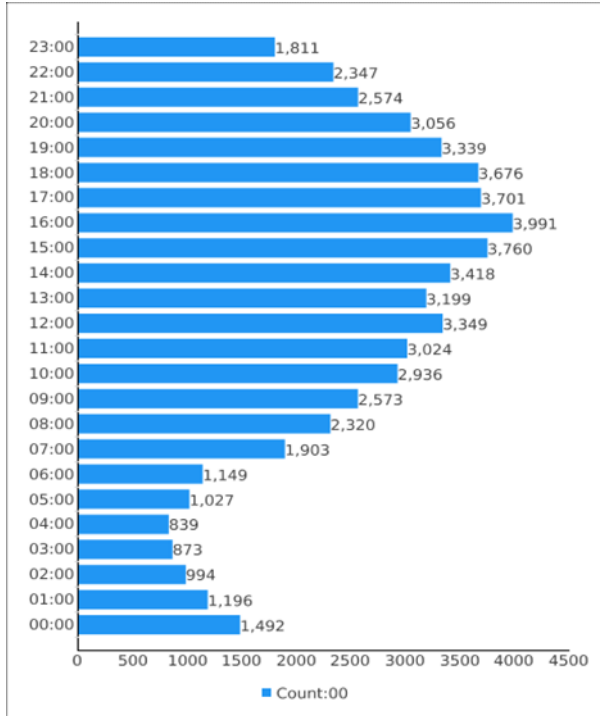|	Class of Service	Initial Query	Manual Query	Repeat Query	Test Query	Total
	N/A	82	85	20	0	187
0	Business OPX	0	0	0	0	0
1	Residence	1,574	17	57	0	1,648
2	Business	1,566	26	46	0	1,638
3	Residence PBX	0	0	0	0	0
4	Business PBX	202	3	6	0	211
5	Centrex	26	0	0	0	26
6	Coin 1 Way Ot	0	0	0	0	0
7	Coin 2 Way Out	0	0	0	0	0
8	Mobile	0	0	0	0	0
9	Residence OPX	0	0	0	0	0
A	Cust Owned Coin Telephone	0	0	0	0	0
B	ESCO Failure	314	0	16	0	330
C	VoIP Residence	0	0	0	0	0
D	VoIP Business	13	0	1	0	14
E	VoIP Coin/Pay Phone	0	0	0	0	0
F	VoIP Wireless	0	0	0	0	0
G	Wireless Phase 1	11,183	1	1,774	0	12,958
H	Wireless	54,198	13	87,022	0	141,233
J	VoIP Nomadic	0	0	0	0	0
K	VoIP Enterprise Solutions	0	0	0	0	0
T	VoIP Coin/Pay Phone	0	0	0	0	0
V	VoIP Services	11,595	5	486	0	12,086
X	TEXT TO 911	0	0	0	0	0
Total		**80,753**	**150**	**89,428**	**0**	**170,331**

Calls occuring between: 01-01-2024 12:00:04 AM and 04-01-2024 04:54:46 AM

ALI AUDIT SUMMARY SNAPSHOT

Calls occuring between: 03-01-2024 12:00:48 AM and 03-31-2024 11:58:46 PM

Calls by Hour
Total: 58,547

Hour	Count
23:00	1,811
22:00	2,347
21:00	2,574
20:00	3,056
19:00	3,339
18:00	3,676
17:00	3,701
16:00	3,991
15:00	3,760
14:00	3,418
13:00	3,199
12:00	3,349
11:00	3,024
10:00	2,936
09:00	2,573
08:00	2,320
07:00	1,903
06:00	1,149
05:00	1,027
04:00	839
03:00	873
02:00	994
01:00	1,196
00:00	1,492

■ Count:00

Calls by Response Code

	Response Code	Total
0	No Active Paths	0
1	One Path OK	738
2	Both Paths OK	57,770
7	Manual Query Denied	0
9	Record Not Found	39
Total		**58,547**

Calls by Query Type

	Query Type	Total
I	Initial	27,659
M	Manual	40
R	Repeat	30,848
T	Test	0
Total		**58,547**

Calls by Call Type

	Call Type	Total
A	Anonymous Call [911-0000]	94
E	ESCO [911-0XXX]	9
S	Standard ANI Received [NXX-XXXX]	54,579
U	Uninitialized Call [911-XXX-XXXX]	3,865
Z	Seizure with no ANI [000-0000]	0
Total		**58,547**

Calls by Class of Service

	Class of Service	Initial Query	Manual Query	Repeat Query	Test Query	Total
	N/A	15	20	4	0	39
0	Business OPX	0	0	0	0	0
1	Residence	510	3	23	0	536
2	Business	518	12	20	0	550
3	Residence PBX	0	0	0	0	0
4	Business PBX	60	1	1	0	62
5	Centrex	10	0	0	0	10
6	Coin 1 Way Ot	0	0	0	0	0
7	Coin 2 Way Out	0	0	0	0	0
8	Mobile	0	0	0	0	0
9	Residence OPX	0	0	0	0	0
A	Cust Owned Coin Telephone	0	0	0	0	0
B	ESCO Failure	95	0	8	0	103
C	VoIP Residence	0	0	0	0	0
D	VoIP Business	3	0	0	0	3
E	VoIP Coin/Pay Phone	0	0	0	0	0
F	VoIP Wireless	0	0	0	0	0
G	Wireless Phase 1	3,992	0	753	0	4,745
H	Wireless	18,584	2	29,829	0	48,415
J	VoIP Nomadic	0	0	0	0	0
K	VoIP Enterprise Solutions	0	0	0	0	0
T	VoIP Coin/Pay Phone	0	0	0	0	0
V	VoIP Services	3,869	2	210	0	4,081
X	TEXT TO 911	0	0	0	0	0
Total		**27,656**	**40**	**30,848**	**0**	**58,544**

Calls occuring between: 03-01-2024 12:00:48 AM and 03-31-2024 11:58:46 PM

Monthly 9-1-1 System Call Count
For (Call Origin)

Creation Date: 04/03/2024 10:24:01 AM

Date Range: 03/01/2024 12:00:00 AM - 03/31/2024 11:59:59 PM

Grouping: Site & Call Origin

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	24,607	8,420	16,187	0	348	7,163	838	0	71	0	357	00:00:04
	Internal	1,462	0	1,462	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	6,144	0	6,144	0	0	0	0	0	0	6,144	0	00:00:00
	Total	32,213	8,420	23,793	0	348	7,163	838	0	71	6,144	357	00:00:04
DU-COMM	Incoming	52,472	20,452	32,020	0	982	15,868	3,395	0	207	0	1,080	00:00:05
	Internal	8,899	0	8,899	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	12,264	1	12,263	0	0	0	0	0	0	12,264	0	00:00:00
	Total	73,635	20,453	53,182	0	982	15,868	3,395	0	207	12,264	1,080	00:00:05
Total		105,848	28,873	76,975	0	1,330	23,031	4,233	0	278	18,408	1,437	00:00:05

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 04/03/2024 10:21:04 AM

Grouping: Site & Call Origin

Date Range: 03/01/2024 12:00:00 AM - 03/31/2024 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	2,479	2,479	0	0	57	2,227	195	0	0	0	0	00:00:05
DU-COMM	2,888	2,888	0	0	34	2,674	180	0	0	0	0	00:00:05
Total	5,367	5,367	0	0	91	4,901	375	0	0	0	0	00:00:05

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 04/03/2024 10:23:21 AM

Date Range: 01/01/2024 12:00:00 AM - 03/31/2024 11:59:59 PM

Grouping: Site & Call Origin

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	75,855	26,360	49,495	0	1,684	21,354	2,606	0	716	0	1,566	00:00:04
	Internal	4,814	0	4,814	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	19,441	0	19,441	0	0	0	0	0	0	19,441	0	00:00:00
	Total	100,110	26,360	73,750	0	1,684	21,354	2,606	0	716	19,441	1,566	00:00:04
DU-COMM	Incoming	156,546	59,295	97,251	0	3,045	45,710	10,060	0	480	0	2,984	00:00:05
	Internal	26,783	0	26,783	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	35,957	1	35,956	0	0	0	0	0	0	35,957	0	00:00:00
	Total	219,286	59,296	159,990	0	3,045	45,710	10,060	0	480	35,957	2,984	00:00:05
Total		319,396	85,656	233,740	0	4,729	67,064	12,666	0	1,196	55,398	4,550	00:00:05

Year to Date 9-1-1 System Transfer Count
For (Call Origin)

Creation Date: 04/03/2024 10:18:08 AM

Date Range: 01/01/2024 12:00:00 AM - 03/31/2024 11:59:59 PM

Grouping: Site & Call Origin

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	7,580	7,580	0	0	189	6,774	617	0	0	0	0	00:00:04
DU-COMM	8,217	8,217	0	0	104	7,623	490	0	0	0	0	00:00:05
Total	15,797	15,797	0	0	293	14,397	1,107	0	0	0	0	00:00:05

In process/Testing			
Implemented			
Pending Research			
Closed/Enhancement			
Closed			

Memo #	Date Opened	Origin	Title	DESCRIPTION	STATUS of MEMO (Pending, In Process/Testing, Pending/Research, Implemented, Closed/Enhancement tot Product Development, Closed)	Closed Date	CAD FOCUS	TECH FOCUS	FSA FOCUS	MPS	DIRECTORS	ETS BOARD
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 Verifiation of address	disable automatically geo-verifying addresses that are unique in the system.	Enhancement tot product development		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	request to 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	Elminate 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	Enhancement tot product development		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 the CAD system. This would apply to 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 exepenses 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 faciliate 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 formating 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	Enhancement tot product development		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	Requet 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	WMware 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	In Process			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 positins 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 Colum	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	Enhancement tot product development		Consensus					
49	07/06/20	CAD	Add select event hot key	Eliminate a step when selecting a unit on an event	Enhancement tot product development		Consensus					
50	07/06/20	CAD	Unit Roster	Add the Badge number to the Unit display	Enhancement tot product development		Consensus					
51	07/06/20	CAD	Infomrer Hot Key	Add a hot key that opens up into Informer	Enhancement tot product development		Consensus					
52	07/06/20	CAD	Dispatch Assign	Dispatch assing to work automatically	Closed	12/29/20	Consensus					
53	07/06/20	CAD	Dispatch Assign mutiple units	Allow dispatch assign to work with multiple units	Enhancement tot product development		Consensus					
54	07/06/20	CAD	Monitor preferenc	Allow the monitors to be saved from each login	Enhancement tot product development		Consensus					
55	07/06/20	CAD	Vin Response	Allow title search to be run in Informer	Enhancement tot product development		Consensus					
56	07/06/20	CAD	Informer history	Develop a way to search for informer history	Enhancement tot product development		Consensus					

#	Date	Group	Title	Description	Status	Date				
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	Enhancement tot product development		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	Enhancement tot product development		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	Mutiple Clearing units	Change programming to allow multiple units to be cleared	Enhancement tot product development		Consensus			
64	07/30/20	CAD	F2 enhancement	Want F2 to bring to the command line anywhere in the program	Enhancement tot product development		Consensus			
65	07/30/20	CAD	Mutiple 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	In-Process Research		Consensus			
67	07/30/20	CAD	Adjust name and tx field	add field for alalrm 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	Enhancement tot product development		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	retracted			
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		
78	10/20/20	CAD	Call Source	Default Call Source to Phone	Closed	03/23/21	Referred to Directors			Directors
79	10/28/20	CAD	Edit unit Code	Change the two digit unit code for Elgin from EG to EN	Closed	04/20/21	Consensus			Pending
80	10/30/20	TECH	Power Supply	Procure redundant power supllies for switches etc	Closed	03/23/21				Pending
81	11/15/20	CAD	Retail Theft	Change the subtype to Reatil-Delay	Closed	12/15/20	Consensus			
82	11/15/20	CAD	Caller Name LOI Search	Disable Caller Name from the LOI Search	Closed	12/29/20	Consensus			
83	12/10/20	CAD	Bomb Threat	Use a code for bomb threat instead of the words in Purvis	Closed	01/14/21		Consensus		
84	01//26/21	CAD	Timers	Remove the shift timers from the system	Closed	03/09/21	Consensus			
85	01/26/21	CAD	Live Mum additions	Add stations to match or come close to matching LiveMUM from CAD	Closed	04/20/21	Consensus			
87	02/23/21	CAD	Common places for DSO	Add common place names for DSO lots for a DSO response	Closed	09/01/01	Consensus			
88	03/31/21	FSA	Available on Event	Add the ability for MPS to self dispatch from Available on event	Closed					
89	04/16/21	CAD	KH and Business names Spec Situation	Remove the KH and businesss files from notification	Closed	05/09/21	Consensus			
90	04/19/21	CAD	Live Mum changes	Change the ETB of arrive danger to 40 minutes	Closed	05/04/21	Consensus			
91	05/18/21	TECH	TRE change	redesign the TRE to ensure it passes to Starcom	Closed					
92	05/26/21	CAD	Add subtypes to Assist	Create two new subtypes for assist to the SA and coroner	Closed	09/28/21	Consensus			
93	06/09/21	CAD	TestCase for Pro QA	Turn on the test case option in ProQA	closed	06/18/21	Consensus			
94	06/28/21	CAD	Standardized RR names	tracks xx where xx is a two/four digit abbreviation for the Railroad	Closed	02/05/21	Consensus			
95	07/12/21	FSA	Cross Staffed Apparatus	"Jump Crews"in Live Mum different than CAD	Closed	08/11/22		Consensus		
96A	07/12/21	FSA	Border Station Depth	Analsyis of station depth for border agencies	Closed	08/11/22		Consensus		
96B	07/12/21	FSA	Border Station Run orders	Adjust the run orders of stations based on Analysis from 96	Closed	08/11/22		Consensus		
96C	07/12/21	FSA	Drive Time Adjustments	Adjust the drive time for Mutual aid agencies	Closed	08/11/22		Consensus		
97	07/12/21	FSA	Pre-planned relos	Add pre-planned relos into LiveMum	Closed	07/28/22		Consensus		
98	07/12/21	FSA	Unit Depletion	Program LiveMUM to make recommends based on unit depletion percetages	Closed	08/11/22		Consensus		
99	07/13/21	CAD	Wayne township Coverage	Add a note to the Wayne township area about for overnight disptaching	Closed	07/16/21	Consensus			
100	07/13/21	FSA	EBT Request	Request DECCAN run two hears of data for more accurate EBT	Paused	05/18/23			Consensus	
101	07/21/21	FSA	COQ report number request	Request a report number for agencies receiving COQ equipment	Closed	09/28/21		Consesus		
102	08/10/21	CAD	Update Skill list	Add Drone to the Skill list	Closed	09/28/21	Consensus			
103	09/07/21	CAD	CAD/Vesta Standardization	Adjust one of the systems to search for intersections using the same syntax	Pending -Research		Consensus			
104	11/02/21	CAD	Add event code	Add Event code for 3Si	Closed	11/19/21	Consensus			
105	11/16/21	CAD	Add a layer to the map	Create a layer for Divison 10 in the CAD map	Closed	09/13/22	Consensus			
106	11/29/21	CAD	in-custody time stamp	Program CAD to include the time stamp in the list of times	Closed	03/15/22	Consensus			
107	11/29/21	FSA	Add new agency to CAD	Create a new agency in CAD for mabas division 12	Closed			Consensus		
108	01/18/22	CAD	ANI/ALI dump work flow	Change the programming so that the keyboard can be used after ANI/ALI dump	Pending Research					
109	02/02/22	CAD	Timer for Delayed call	Want to have a timer for Trbl alarms to delay dispatch 10 minutes	Closed	03/15/22				
110	5/2/2022	Tech	Options for Tones	Explore audio setting options for tones on the fire channels	In Process/Testing			Consensus		
111	7/30/2022	Tech	Purvis Proposal	Review Purvis Proposal	Closed			Impasse		Impasse
112	10/3/2022	CAD	LPR Event	New CAD Event for License plate reader	Closed	15-Nov-22				
113	10/3/2022	CAD	Shot Stab event type	separate out the shot fired and gunshot into two type codes	Pending Research			Impasse		Impasse
114	1/13/2022	Tech	Open USB ports	Request to open USP ports to the Bridge	Closed	9-Jan-23		Consensus		
115	1/10/2023	CAD	Train Cleared	Request to add commands to menus and boards	Closed	28-Mar-23	Consensus			
116	1/10/2023	FSA	Emergency Button Mobile	Request to change the functionality of the emergency button	Closed	12-Jan-23		Consensus		
117	3/22/2023	FSA	UE Delta Programming	Remove MAF units from CADView	Closed	4-May-23		Consensus		
118	3/22/2023	FSA	Strobe light timing	Up the time out for the strobe units to 2 minutes	Closed	4-May-23		Consensus		
119	3/22/2023	FSA	Recall dispatch	Add a Recall dispatch button to MPS	Closed	18-May-23		Consensus		
120	3/22/2023	FSA	Resync Units and Events	Add a resync button to MPS	Closed	18-May-23		Consensus		
121	8/16/2023	Tech	Shared Drives	Shared drive in the DMZ to reduce Cybersecurity	Closed	5-Sep-23		Consensus		
122	8/18/2023	TECH	Shared Subnet	Allow traffic point to point for printers for cybersecuirty	Closed	5-Sep-23				
123	8/21/2023	CAD	Task Force Units	Create Monitors for the Task force group	Closed	7-Nov-23	Consensus			
124	10/3/2023	CAD	New Event code request	new or modified event type for Car vs Building	Closed	26-Mar-24	Consensus			
125	11/9/2023	CAD	Priority integration	Integrate Priority Aqua program with Eventide	Closed	26-Mar-24	Consensus			
126	2/20/2024	CAD	New Event code request	New event type for Electric Vehicle fire	In Process/Testing		Consensus			

Rave 9-1-1 Suite

2024										
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	25,848	60,743	118	7.94%	183	1,462	0	0	91	20,850
February	25,917	60,905	69	7.96%	161	1,348	4	0	79	17,083
March	25,980	61,053	63	7.98%	185	1,621	1	0	66	20,245
April		0		0.00%						
May		0		0.00%						
June		0		0.00%						
July		0		0.00%						
August		0		0.00%						
September		0		0.00%						
October		0		0.00%						
November		0		0.00%						
December		0		0.00%						
2024 Totals	25,980	61,053	250	7.96%	529	4,431	5	0	236	58,178

COMCAST STRATEGIC ACCOUNT

CUSTOMER REPORT
FOR DuPage County ETSB
4/1/24 SUBMITTED BY IVAN SALGADO

MAINTENANCE

3 maintenances completed between 3/01/24 thru 3/31/24

TICKET ID	QUEUE NAME	SUMMARY	INPUT	DATE
15998160	Customer	ACL Update	Customer Inquiry	3/12/2024
16007342	Customer	ACL Update	Customer Inquiry	3/13/2024
16141932	Customer	ACL Update	Customer Inquiry	3/26/2024

SERVICE ASSURANCE

0 Tickets opened between 3/01/24 thru 3/31/24

TO: PRMS Oversight Committee and ETS Board

FROM: Don Ehrenhaft, PRMS Manager

DATE: March 27, 2024

RE: DuJIS RMS Monthly Update

Accomplishments:

- Data Sheet Refresh Subcommittee holding regular meetings.
  - Initial review of all datasheets is complete.
  - Development continues.
- OCR 10.0/MFR project planning is ongoing.
  - County IT has made substantial progress on preliminary tasks.
  - We anticipate having a functional development environment within the month.

Victories:

- New features added to PRMS News.
- MS Teams channel created for Mayors, Managers, and PRMS Oversight Committee.
- Invoicing brought current.
- Lombard will begin using NIBRS Reporting Tool

Action Items:

- IGA
  - Continue working to develop new IGA.
- Addison Axon project updates
  - Addison anticipates Go-live in summer 2024.
- NetRMS
  - Move legacy system off of aging hardware to dedicated server.
- 00102630 - Addresses Validates in FBR without a Zip Code – IN PROGRESS

RSA – Customer Support Collaboration:

- Maintained weekly I/CAD case review call, standing call at 9:00 am on Thursdays.
- Maintained RMS weekly status review call, standing call at 1:00 pm on Thursday.
- Maintained bi-weekly OCR10.0/MFR project management meeting with Hexagon project manager.
- Continued to improve communication and messaging tools and usage.

Next Month's Actions Items:

- Continue planning phase of MFR/OCR 10.0 project.
- Begin Staging Phase of MFR/OCR 10.0 project.
- Continue to work with Data Sheet Refresh subcommittee.
- Overhaul of system support model to improve speed of incident response and strengthen prevention efforts.
- Work with Hexagon to implement updates to both FBR and OnCall Analytics to address ongoing user complaints.

March Monthly Report

Customer Name	DuPage County, IL	Alias	DUPG2.00.11
Customer PM	Linda Zerwin/Mike Galvin	Hexagon Sales	TJ MCGEE
Hexagon Support Manager	Tony Capasso	Project / Delivery Name	DuPage ETSB
New Change Requests	None	Reporting Period End	March 31, 2024

Support Overview

Open Tickets		SRs		CRDs		CREs	
On target	✓	P2	0	P2	0	P2	2
Below target	☐	P3	18	P3	10	P3	6
Above target	☐	P4	0	P4	0	P4	0

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

Support Performance - Period ending March 31, 2024

GREEN	Continue to have weekly CAD SR Review call with Dupage and Hexagon CAD team. Communication remains high and both sides stay engaged. RSAs from Hexagon are continuing to provide value added performance and operating hand in hand with Customer Support.

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 March 2024.

3. Several of the CRs are resolved in later versions of CAD - Upgrade in progess

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:

Date / Report / Author: Stakeholders for Distribution:	03/29/2024 - RSA Weekly Status Report - Steve Burrell, RSA **DuPage:** Don Ehrenhaft**,** Dave Jordan, Anthony McPhearson, Matthew.Theusch, Gregg Taormina, Linda Zerwin **Hexagon:** Stephen Starnowsky, Patrick Mellin, Ben VanHorne, Tammy Heaton, Anthony Capasso, Wendy Mann

Topic	Status Summary	Assignment / Escalation	Status
	Closed Cases (4)		
00221200	**MPS calls not populating for 2 FD MPS units (Westmont FD)** Cause: incorrect Folder/file permissions, Power Management Settings	RSA	CLOSED
00222801	**MPS loads but enroute, arrival buttons not working most of the time. (West Chicago)** Cause: incorrect Folder/file permissions, Power Management Settings	RSA	CLOSED
00223104	**Citations are being imported with incorrect time info.**	RSA	CLOSED
00194607	**DUC-CAD03 FREEZE when sending a message**	RSA	CLOSED
	High Priority Items		
LEADS 3.0 Interface	**LEADS 3.0 Interface** ETSB Leads testing to be completed as of MAR 08. Next steps are MPS and Dispatcher acceptance testing.	RSA / Hexagon / DuPage	Waiting on Customer
	Summary of Additional Work Performed This Week		
	Worked on open tickets and sent out follow up emails.	RSA	
NIBRS	**Investigating why some errors no longer display a description for NIBRS validation errors.** Found a query on loi_data that is doing a scan on the cdts index. Implementation of the index set on MON, APR 01 at 0600.	RSA / NIBRS Team	In-Process
00223856	**Component Lazy Writes/sec of Application "MSSQLSERVER" on CAD-PRI-DB1 is currently in a "Warning" state.**	RSA / Hexagon DBA Support	In-Process
00203010	**Incident Numbers not showing in OCA** 'Location key' was not being copied correctly from the OCR DB to the OCA DB. AZDO case assigned with high priority. Earliest ETA is estimated May 2024. *"mastlocation auto-combine job is causing data warehouse records to reference deleted locations"* *2309.1 is released and ready for install. Install date to be discussed with and determined by DuPage RMS Team.*	RSA / Support/ GTC	Waiting on Customer
00207514	**iTouch interface error reading NIST file**	RSA / Support	Completed

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	01/22/2024 – DuPage RMS Team to verify if problems are still occurring and to forward the information to RSA. 03/07/2024 – DuPage RMS Team to verify if problems are still occurring and to forward the information to RSA. 03/28/2024 – No errors reported. Will close case next week.		
00217087	**Onboarding for Lombard PD use of NIBRS Reporting Client."**Incident record occurred before NIBRS cutoff date.." (Lombard PD) – NIBRS start date submitted by Lombard PD may be incorrect. DuPage RMS to verify the date Lombard PD started reporting any NIBRS info to the State of IL. **03/29/2024 –** RSA to complete retransfer of records to NIBRS DB. ETA for completion Wed APR 3.	RSA / DuPage	In progress
00224623	**MPS calls not populating when Avail Quarters (Multiple units) Oakbrook FD**	RSA / DuPage	In-Progress
00223623	**IUCR Interface and Local Ordinance updates**	RSA / DuPage	In-Progress

Environment Versions & Discrepancies:
This section highlights program versions and any differences between the environments

Production	Test
FBR: 03.07.2012.6 (build date: 05/18/2021)	**FBR**: 03.07.2012.6 (build date: 05/18/2021)
SSRS: n/a	**SSRS** 2017 (using 2103 rdl)
OCA: 2212 *(newest available ver. is 2309)*	**OCA**: n/a
OCR: Version: 03.07.2104 *(newest available ver. is 2310)*	**OCR** Version: 03.07.2104 *(newest available ver. is 2310)*
NIBRS: 02.03.2401.08955	**NIBRS**: 02.03.2401.08955
Address Server: 2004.02	Address Server: 2004.02
IFCADRMSLINK: Version 09.04.0.50104	**IFCADRMSLINK**: Version 09.04.0.40121 *(Most recent refresh completed on 07/22/2022.)*

Action Items

The following section is to cover all items that are ongoing outside of SR work to track to completion. This includes tasks for the RSA as well as the agency.

Project	Summary	Owner	Status	Next Steps
New Approval Process	DuPage to learn and modify the new approval workflow process prior to the 10.0 conversion.	DuPage	In-Process	DuPage eta – Early 2023 Information provided to DuPage. Start date TBD by DuPage.
00006926 (I/FRMS CADLINK)	**IFCADRMSLINK Configuration Event Sync the search bug** **RC-A:** Software bug. Fixed in patch Q4 2109	Escalated (Dev)	**Solved** Waiting on Customer	3/22 – CR has filed. CR# 319396 AZDO Bug 319396 01/12/2022 – Resolved with 2019 Q4 patch (see case 00007516) Need to deploy to TES env.
00007516	**IFCADRMSLink No Primary Officer coming over – API Failures**	RSA	**Solved** Waiting on Customer	**RC-A:** Software bug. Fixed in patch Q4 2109 Patch available (Q4 2019) Will need to install and test on TEST system; then schedule deployment on PROD.
00048958 AZDO 486781 *(FBR)*	**Submitted Evidence from FBR is Not Coming into OnCall Records since 9/28/21 Update** Submitted evidence from FBR is not automatically coming into OnCall Records since 9/28/21 update. Any that are in OnCall Records since the update have been manually pushed in using the process id.		**Solved** Waiting on Customer	07/12 – AZDO bug filed 486781 07/19 – Received 2 files for FBR. Implemented in TEST env and working correctly. 08/12 – Scheduled for the week of Aug 15 **10/07 – Scheduled install TBD by DuPage**

Open P2 Items – *This section provides an update on P2 items.*

SR Number	Summary	Product	Status	Substatus	Target Resolution Date	Work Around?

Current Open SR list for discussion:

This section is just a copy/paste from a SR list with the following fields as shown for items actively being worked by the onsite RSA (Assigned, In Process, Customer Update, GPC-Escalated). Note: This is not all SR's, just the ones currently being worked by the onsite RSA (Sorted by SR Number)

SR Number	Priority	Summary	Product	Status	Substatus/Next Steps
00005926 *(OnCall Records)*	P-3 MED	**WebRMS returns no longer have linkable fields**	HxGn MPS	Assigned	11/03 – working session held. Additional working session scheduled for NOV 7 to test files. 11/07 – Today's working session showed progress. Deployed client side files to display hyperlinks. Hyperlinks are visible now. Next step is to have the hyperlink display the information. 12/02 – New files received. Ready to test. Working session for Wed DEC 7. 12/08 Working session DEC 13. 01/06 – Working session scheduled for Jan 11. 01/20 – Working session scheduled for Jan 23. **01/26/2023** – Test was planned for Wed JAN 25. Due to a snowstorm in the area and heavier than normal call volume, it was decided with DuPage (Kris) that we did not want to impose the momentary outage on the dispatch floor (from restarting Informer). We have rescheduled the Informer file test for MON JAN 30. Additional Informer files (for other SF cases) should also be available to test at that time.
00006232 *(OnCall Records)*	P-3 MED	**Cancelled BOLOS show up in Informer returns**	HxGN – Informer	Assigned	07/11 – reviewing possible solution. 09/30 – Working session scheduled the week of Oct 31 **12/01 -** – Miguel/Mo to set up a session with DuPage.
00006235 *(OnCall Records)*	P-3 MED	**There is a violation field in MPS informer WebRMS return that does not list the violation.**	HxGN – Informer	Assigned	11/03 – working session held. Additional working session scheduled for NOV 7 to test files. 12/02 – New files received. Ready to test. Working session for Wed DEC 7. 12/08 Working session DEC 13.

					01/06 – Working session scheduled for Jan 11. 01/20 – Working session scheduled for Jan 23. 01/26/2023 – Test was planned for Wed JAN 25. Due to a snowstorm in the area and heavier than normal call volume, it was decided with DuPage (Kris) that we did not want to impose the momentary outage on the dispatch floor (from restarting Informer). We have rescheduled the Informer file test for MON JAN 30. Additional Informer files (for other SF cases) should also be available to test at that time. **09/28/2023** - On hold until LEADS 3.0 interface is in place.
00006934 *(OnCall Records)*	P-3 MED	**Cross Agency Approving Supervisor Missing from all Merit Agency FBR Reports**	HxGN ONCALL RECORDS – FIELD BASED REPORTING	Escalated	3/29 – CR has been filed. CR# 321488 10/21 – Gathering additional information for support. **12/01** – Gathering data.
00006935 *(OnCall Records)* ***AZDO 509323***	P-3 MED	**Reporting Officer not importing into Supplement Record.** On Supplement records, the reporting officer is not being displayed when the record is approved in FBR. The Reporting officer is listed on the FBR Report PDF, but is not in the RMS record. All agencies are having the issue. **RC-A:** Software bug. FBR not pulling data from needed customer field. Pending Development resolution.	HxGN ONCALL RECORDS – FIELD BASED REPORTING	RSA / Support	**10/21 –** A new AZDO ticket (***AZDO 509323***) has been opened. Since this is still occurring in the newest version, it looks like it is currently waiting to be reviewed by development. **12/06/2023 - UPDATED CASE PROBLEM.** I met with Don, who brought this to my attention... The actual issue is different than originally reported. When viewing an Incident supplement, the Reporting Officer name field value is not displayed. However, if you go back to the search results, the Reporting Officer name is displayed. The Reporting Officer name value is not able to be used as a search value. The incident supplement blank value is not included in search results. SO... The Officer name is being conveyed from FBR to OCR. OCR is not displaying it correctly.
00089873 *(Informer)*	P3- MED	**Informer Does Not run VIN Correctly**	HxGN CAD I/Dispatcher	GPC	10/19 – Dev currently reviewing. 10/24 - Dev to provide files for implementation / testing.

					11/14 – HxGN Mgmt reviewing LOE / getting approvals & resources allocated. 01/13 – Dev provided a file to correct this issue. 01/20 – Testing scheduled for JAN 24 or 25 **01/26/2023** – Test was planned for Wed JAN 25. Due to a snowstorm in the area and heavier than normal call volume, it was decided with DuPage (Kris) that we did not want to impose the momentary outage on the dispatch floor (from restarting Informer). We have rescheduled the Informer file test for MON JAN 30. Additional Informer files (for other SF cases) should also be available to test at that time. **07/14/2023** – On hold until LEADS 3.0 interface is available. **09/28/2023** - On hold until LEADS 3.0 interface is in place.
00097922 *(Informer)*	P3-MED	**When running (LEADS) a subject by NAME / DOB AND RACE, the DOB is not transmitted to the state LEADS system. -** When running a subject by NAME / DOB AND RACE, the DOB is not transmitted to the state LEADS system. Issue can be replicated.	Informer	RSA / Support	12/02 – New files received. Ready to test. Working session for Wed DEC 7. 12/08 Working session DEC 13. 01/06 – Working session scheduled for Jan 11. 01/20 – Working session scheduled for Jan 23. 01/26/2023 – Test was planned for Wed JAN 25. Due to a snowstorm in the area and heavier than normal call volume, it was decided with DuPage (Kris) that we did not want to impose the momentary outage on the dispatch floor (from restarting Informer). We have rescheduled the Informer file test for MON JAN 30. Additional Informer files (for other SF cases) should also be available to test at that time. **02/10/2023** XAD working session scheduled for MN FEB 13 **07/14/2023** – On hold until LEADS 3.0 interface is available
00102630	P3-MED	**Address Validates in FBR without a Zip AND Doesn't validate with a Zip**	FBR	RSA / Support	10/03 – Met with Hexagon Address Server SME. Provided requested info and logs. Currently developing a fix to include ZIP w/o affecting CAD.

		When a user attempts to Geocode and address in FBR with the zip code field filled in, Geocoding does not work. The address is not Geocoded. However, when the zip code filed is blank, the Geocode function works. *Oakbrook PD Incident # OBPC2201665 09/08/2022 Address: 149 Briarwood Drive N, Oakbrook, IL 60523*			10/12 – Address server is operating correctly. Both Zip and County are being exposed and are mapped to their Web RMS equivalents. Will investigate Data sent from CAD and the maps updated by ETSB. 10/12 – There is also an associated issue where ZIP and BEAT are "not being brought over from CAD" 10/20 – provided additional information to support.11/02 – Support researching a possible FBR client config change. 11/02 – Support researching a possible FBR client config change. **11/16** – Support still investigating issues. **02/16/2023** - Reviewed with Address Server SME and are reviewing ways to expose the Zipcode in FBR.
00143796	P-3	**Getting Error sending a message to a few Dynamic message groups in dispatcher.**	I/Disp	RSA	**06/01/2023** – <mark>reviewed logs. Unable to find a cause.</mark>
00143821	P-3	**'EX-DATING RELATIONSHIP' causes error in FBR validation**	FBR	RSA / Support	**06/14/2023** - error occurs in FBR. Invalid NIBRS code yet the NIBRS code is correct. 07/07/2023 – This is one of the instances when the NIBRS validations between FBR and OCR do not match exactly. Researching if there is a way to turn it off in FBR.
00148234	P-3	**Recommend Issue**	I/Disp	RSA	**06/01/2023** - Issue appears to be center line point related resulting from a map update. This problem has occurred in the past. Will review other cases to confirm.
00181622	P-3	**Can a Drivers license field be added to the supplemental information page?**	I/Netviewer	RSA	**11/06/2023** - Customer would like the field added so dispatchers can see the information. I will speak with DuPage to clarify exactly what they are looking for in terms on functionality. **02/09/2024** - Escalated to GTC.

00194607	P-3	**DUC-CAD03 FREEZE when sending a message**	I/Disp	RSA	**11/15/2023** – unable to locate logs. Requested logs from ETSB CAD Team. **03/29/2024** - No further actionable information top work with. Logs unavailable. Closing case.
00207514	P-3	**iTouch interface error reading NIST file**	Xalt	RSA / Support	**01/22/2024 -** Worked with Tim Forsberg today. A small 1ms delay was placed in the interface as a method to stop these random iTouch import errors. DuPage notified, asked to monitor the LiveScan imports and notify me if there are any problems. **01/25/2024** – additional improvements to be implemented on Monday, JAN 29. **02/07/2024** – Will re-evaluate log file data the week of FEB 12 and make modifications as needed from needed new logfile data. **03/28/2024** – No errors reported. Will close case next week.
00212261	P-3	**Slow download performance in Attachment Management / Case Prep**	OCR	RSA/Support	**03/27/2024** - After much review and research, I think we have found the solution. The difference with the solution is repeatable and consistent. The modification would need to be done to each APP server in the inpursuit proprties file. The parameter change avoids a costly IMPLICIT CONVERSION from nvarchar to varchar. Each app server services would need to be restarted for the modification to take effect. Modification set for TUE APR 2
00217807	P-3	**On-board and configure Lombard PD to use the NIBRS Reporting Client**	NIBRS	RSA	**Onboarding for Lombard PD use of NIBRS Reporting Client."**Incident record occurred before NIBRS cutoff date.." (Lombard PD) – NIBRS start date submitted by Lombard PD may be incorrect. DuPage RMS to verify the date Lombard PD started reporting any NIBRS info to the State of IL. **03/29/2024 –** RSA to complete retransfer of records to NIBRS DB. ETA for completion Wed APR 3.

00220460	P-3	NIBRS Validation error code without message - E600U and IL 1.04	NIBRS	RSA/Support	**03/11/2024** - AZDO Triage# 695507
00223623	P-#	IUCR Interface and Local Ordinance updates	OCR / XALT	RSA/Support	**03/29/2024 -** RSA to provide spreadsheet to RMS Team & Clerk's office. After Spreadsheet is completed for an agency, RSA will upload to OCR. Future work entails the re-writing of the interface for OCR 10.x
00223856	P-3	Component Lazy Writes/sec of Application "MSSQLSERVER" on CAD-PRI-DB1 is currently in a "Warning" state.	CAD	DBA Support	**03/25/2024 – DBA m**et with customer today to review query store queries. Found one query on un_hi with recommended index that we would like to plan at some point. We put this index in place on test and on the new upgrade system and it took 3:38 minutes and 8 minutes respectively to build. This means we will want to schedule a time when activity is low and users are aware there may be some minor slowness during build. We lowered the max memory setting on db1 from 57gb to 52gb. Will continue to monitor for Lazy Writes/sec alert. Will meet with the customer at 8am each day to monitor. **03/26/2024** - Met with customer again on 3/26 to review more metrics. We will meet each morning this week at 8am to review additional metrics. **03/29/2024** - Found a query on loi_data that is doing a scan on the cdts index. Attempted to create an index but after running for about 4 minutes this was locking users on the floor. We cancelled the create index command. We plan to create this index on Monday at 6am central time. The index created in test with online=on in 5 minutes so we are hoping that the timing will be about that long in live, but expecting it to be slightly longer if users are working in the system.
00224623	P-3	MPS calls not populating when Avail Quarters	Customer Environment / 3rd party	RSA	**03/22/2024** - Teams meeting with ETSB (Peter, Gregg) and Oakbrook IT (Tom Gilbert, IT Dir)

| | | (Multiple units) Oakbrook FD | software conflict | | Currently focusing on M94 and Oakbrook will propagate modifications to other units.

• There were some issues with this on Friday MAR 23 where the permissions for the everyone group were not present and were blocked from setting / propagating them.
• Even a local admin was unable to change these permissions.
• Confirmed or modified permissions to allow everyone full access to C:\Program Files (x86)\Intergraph, C:\ProgramData\Intergraph, C:\Program Files (x86)\Common Files\Intergraph, C:\Temp, and the registry key Computer\HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Intergraph Public Safety
    • There were some issues with this on Friday MAR 22 where the permissions for the everyone group were not present and were blocked from setting / propagating them. Even a local admin was unable to change these permissions.
• Also removed power saving settings from Nic and USB hub & connections.
• Created missing MPS ports 9400-9404 were allowed through firewall.

Will meet again on TUE MAR 26 to regroup after permission issues are resolved.

03/29/2024 – Oakbrook IT to call 3rd party security vendor about configuring exclusions in security software to allow MPS to run. |
| 00224914 | P-3 | **MPS error: "Unable to cast COM Object error" (Bartlett PD)** | Customer Environment / 3rd party software conflict | RSA | **03/28/2024 –** PD IT will not contact 3rd party security vendor to list folder/files exceptions in the managed security software. |

Wellness items for discussion:

This section is just a copy/paste from a SR list with the following fields as shown for just OnCall Records products for items in the wellness worksheet

Title	Priority	SR Number	Summary	Product	State	Status/Next Steps

No Items at this time.

Client Requests for System Modifications for discussion:

This section is to capture client requests for system changes that are not part of a standard upgrade.

Worksheet#	SR Number	Priority	Summary	Product	Status	SubStatus	CR #
Planning Review Pending	1-6091909121	3-Med	Ability to Link a BOLO to a Field Interview (OCR)	HxGN ONCALL RECORDS	CR - Enhancement	CR – Filed	

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File #: 24-1167   **Agenda Date:** 4/10/2024   **Agenda #:** 6.B.1.

55

EQUALIZATION SURCHARGE AND REVENUE REPORT FOR FY24

FY24   **REVENUE BY FISCAL YEAR**

Equalization $ Remitted for:		Sep 23	Oct 23	Nov & Dec 23	Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sept 24	Oct 24	Nov 24	TOTALS
Month Received:	Dec 23	Jan 24	Feb 24	Mar 24									
State Disbursement		$ 1,166,094.82	$ 1,178,650.54	$ 2,387,090.19									$ 4,731,835.55
NG9-1-1 Withholding (1x)													$ -
Misc. Payments	$ 709.50	$ 47.74											$ 757.24
PRMS Reimbursement													$ -
Grant Reimbursement													$ -
Sale of Assets		$ 2,000.00											$ 2,000.00
CAD Interface Reimbursement	$ 150.00	$ 829.00											$ 979.00
FSA Optional Equip Reimbursement													$ -
DEDIRS Reimbursement													$ -
Total	$ 859.50	$ 1,168,971.56	$ 1,178,650.54	$ 2,387,090.19	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ 4,735,571.79

FY23   **REVENUE BY FISCAL YEAR**

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	Sept 23	Oct 23	Nov 23	
State Disbursement	$ 1,205,441.29	$ 1,164,779.92	$ 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	$ 15,487,909.83
NG9-1-1 Withholding (1x)												$ 2,601,413.84	$ 2,601,413.84
Misc. Payments								$ 28,485.24		$ 2,400.00			$ 30,885.24
PRMS Reimbursement												$ 623,289.00	$ 623,289.00
Sale of Assets						$ 12,500.00			$ 2,500.00	$ 4,000.00			$ 19,000.00
CAD Interface Reimbursement									$ 21,497.00	$ 9,139.80	$ 3,145.20	$ 3,616.00	$ 37,398.00
FSA Optional Equip Reimbursement			$ 3,800.00	$ 10,970.00		$ 21,500.00					$ 575.00		$ 36,845.00
DEDIRS Reimbursement		$ 9,827.28		$ 17,000.00		$ 19,150.18							$ 45,977.46
Total	$ 1,205,441.29	$ 1,174,607.20	$ 1,178,184.35	$ 1,207,259.89	$ 1,239,871.71	$ 1,213,587.19	$ 1,072,172.19	$ 1,313,566.32	$ 1,202,129.95	$ 1,248,895.63	$ 1,231,064.05	$ 5,595,938.60	$ 18,882,718.37

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	Sept 22	Oct 22	Nov 22	TOTALS
Total	$ 2,281,331.33	$ 283,343.34	$ 2,295,684.39	$ 1,236,187.16	$ 1,180,527.91	$ 1,148,317.36	$ 3,628,564.29	$ 1,195,731.64	$ 1,783.40	$ 1,217,048.99	$ 2,588,679.15	$ -	$ 17,057,198.96

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	Sept 21	Oct 21	Nov 21	TOTALS
Total	$ 1,151,538.31	$ 1,172,211.67	$ 2,283,028.54	$ 1,189,281.74	$ 1,183,771.22	$ 1,129,498.24	$ 1,340,002.97	$ 1,166,522.22	$ 1,162,663.88	$ 32,062.24	$ 1,178,282.73	$ 1,337,665.72	$ 14,326,529.48

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		TOTALS
Month Received:	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20	Aug 20	Sept 20	Oct 20	Nov 20	TOTALS
Total	$ 2,372,557.66	$ 237,970.24	$ 1,303,902.24	$ 1,282,440.05	$ 1,289,985.71	$ 1,416,758.41	$ 1,187,415.00	$ 1,336,415.71	$ 1,335,142.56	$ 1,264,789.84	$ 2,554,594.67	$ 49,641.50	$ 15,631,613.59

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	Sept 19	Oct 19	Nov 19	TOTALS
Total	$ 1,163,697.11	$ 1,228,103.25	$ 1,158,413.81	$ 1,237,539.40	$ 1,185,868.21	$ 1,214,820.52	$ 1,265,128.93	$ 1,168,117.80	$ 1,203,652.90	$ 1,170,171.21	$ 1,212,817.56	$ 1,642,301.51	$ 14,850,632.21

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	Sept 18	Oct 18	Nov 18	TOTALS
Total	$ 599,817.91	$ 566,629.95	$ 618,246.90	$ 614,106.20	$ 754,806.21	$ 2,695,870.09	$ 1,337,153.75	$ 1,203,123.36	$ 1,215,516.34	$ 1,202,131.11	$ 1,188,947.34	$ 1,258,080.66	$ 13,254,429.82

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	Sept 17	Oct 17	Nov 17	TOTALS
Total	$ 1,246,502.41	$ 599,721.32	$ 594,666.10	$ 1,097,049.38	$ 681,034.05	$ 649,029.93	$ 810,751.53	$ 723,846.35	$ 695,361.11	$ 833,344.09	$ 557,280.60	$ 599,817.91	$ 8,832,810.78

FY16

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

EQUALIZATION SURCHARGE HISTORY

Month of	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2016	$ 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
2017	$ 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
2018	$ 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
2019	$ 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
2020	$ 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
2021	$ 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
2022	$ 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
2023	$ 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
2024	$ 1,166,094.82	$ 1,178,650.54	$ 2,387,090.19										$ 4,731,835.55

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File #: 24-1168   **Agenda Date:** 4/1/2024   **Agenda #:** 6.C.1.

DU PAGE COUNTY

ETSB - Policy Advisory Committee

Draft Summary

Monday, March 4, 2024	**8:15 AM**	**Room 3500A**

1. CALL TO ORDER

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

2. ROLL CALL

Attendees:
Director Linda Zerwin, DuPage Emergency Telephone System Board, non-voting
Member Matt Theusch, DuPage Emergency Telephone System Board
Eve Kraus, DuPage Emergency Telephone System Board
Eric Burmeister, ACDC
Nick Kottmeyer, County Board
Kurt Bluder, Hinsdale Township High School District 86 (Remote)
Jim Connolly, Village of Addison (Remote)
Kevin Dempsey, Addison PD (Remote)
Reid Foltyniewicz, Oak Brook PD (Remote)
Jim McGreal, Downers Grove PD (Remote)
Bob Murr, College of DuPage (Remote)
Jason Norton, Darien PD (Remote)
Eugene Samuel, West Chicago PD (Remote)
Bill Srejma, ACDC (Remote)

On roll call, Members Dina, Benjamin, Hermes, Johl, Rivas, and Selvik were present, which constituted a quorum.

PRESENT	Dina, Johl, Benjamin, Hermes, Rivas, and Selvik

3. CHAIRMAN'S REMARKS - CHAIR DINA

Chair Dina said that Mr. Tyler Benjamin is now a voting Member of the PAC.

4. MEMBERS' REMARKS

There were no Members' remarks.

5. PUBLIC COMMENT

There was no public comment.

6. CONSENT ITEMS

6.A.   **24-0824**

ETSB PAC Minutes - Regular Meeting - Monday, February 5, 2024

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

Attachments: 2024-02-05 ETSB Minutes Summary.pdf

RESULT:	ETSB RECEIVED AND PLACED ON FILE
MOVER:	Pat Johl
SECONDER:	Michael Rivas

6.B.   **24-0829**

DEDIR System February Maintainer Report

Ms. Zerwin referenced page 12 of the packet in the Motorola System Manager Report that talks about firmware releases. She outlined Mr. Saucedo's recommendation to update the firmware in April when Motorola does a cumulative release, noting there is nothing within the smaller releases that needs to be addressed now. With a project plan and updated training slides in place for the agencies, the April update would be more efficient and less impactful to the system and users.

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

Attachments: Motorola System Manager Report 2-28-24.pdf

RESULT:	ACCEPTED AND PLACED ON FILE
MOVER:	Roy Selvik
SECONDER:	Pat Johl

7.   DEDIR SYSTEM PORTABLES AND MOBILES

7.A.   Police

7.A.1. Encryption Update

Member Rivas had nothing to report.

7.A.2. HB4339 Update

Chair Dina asked Member Rivas if the police chiefs had discussed this item. Member Rivas replied yes, that they have been watching the item but it does not seem there is action to be taken at this time. Ms. Zerwin said she spoke to the State Police liaison and the County lobbyist and that HB4339 is status quo in Executive Committee as of last week Friday.

7.B.   Fire

7.B.1. NFPA Update

Chair Dina said the NFPA Committee would be meeting later this afternoon and that Mr. Connolly and Mr. Sullivan will be attending the meeting to discuss the proposed changes as shown in the following Sections:

11.2.1.2: The minimum volume of the RF device in the hazard zone mode shall be configurable by the AHJ (Authority Having Jurisdiction), but not more than 53 dB, +0/-6 dB, below the sound pressure level (SPL) as specified in 11.4.2.

11.2.2: All RF devices shall have the capability to enable the nonhazard zone mode via programmable switch activation, long press of a button, voice command, or by being programmed to a channel talkgroup or talk path.

The elimination of, excluding any sub-sections, Section 11.2.3: When initially powered on, the RF device shall default to the hazard zone mode.

11.12.2.2.3.1: The RF device shall attempt to repeat overridden announcements a minimum of one time.

11.12.2.2.3.2: The number of attempts to repeat overridden announcements shall be configurable by the AHJ.

11.12.5.1: Channel, talkgroup, talk path voice announcements, and other preprogrammed voice announcements in the hazard zone mode and when transitioning from the hazard zone mode to the nonhazard zone mode shall be at the volume level specified in 11.2.1.2.

11.17.2: The following functions shall be tested in self-check:
(1) RSM connectivity to the RF device
(2) Loss of antenna connection to the RF device
(3) Temperature exposure over manufacturer recommended overheat temperature
The elimination of (4) Battery with at least 50 percent of the total capacity available (power-up only)

New Section 11.17.4: On power up the RF device shall by default voice announce the battery level percentage or the battery level range (high, medium, low, critical) consistent with 11.1.4.2.

New Section 11.17.5: The RF device shall support the ability to voice announce the battery level thresholds as defined in 11.1.4.2.

8.   OLD BUSINESS

Ms. Zerwin reminded Members Benjamin, Johl and Rivas that their PAC appointments expire May 12 and that their respective agencies should be submitting a letter of nomination to renew their appointments on the April ETS Board agenda. Member Benjamin asked to whom the letters should be addressed. Ms. Zerwin said they would be addressed to the Chair and that the ETSB office be copied for administrative purposes.

9.   NEW BUSINESS

Chair Dina asked if the PAC should develop a policy or a plan in place for when the current radios become end of life or end of support and need to be replaced. Discussion ensued on the benefits of working on policy now to plan for the future in order to maintain interoperability and what the policy might look like.

10.   ADJOURNMENT

10.A.   Next Meeting: Monday, April 1 at 8:15am in Room 3-500A

Member Rivas made a motion to adjourned the meeting at 8:35am, seconded by Member Johl. On voice vote, motion carried.

Respectfully submitted,

Eve Kraus

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File #: 24-1169   **Agenda Date:** 4/10/2024   **Agenda #:** 6.D.1.

DU PAGE COUNTY

ETSB - Emergency Telephone System Board

Draft Summary

Wednesday, March 13, 2024	9:00 AM	Room 3500B

1. CALL TO ORDER

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

2. ROLL CALL

ETSB STAFF:
Linda Zerwin
Matt Theusch
Gregg Taormina
Eve Kraus
Kris Cieplinski (Remote)
Brian Kopas (Remote)

COUNTY CLERK:
Adam Johnson, Chief Deputy Clerk

STATE'S ATTORNEY:
Mark Winistorfer

ATTENDEES:
Gwen Henry, County Treasurer
Jan Barbeau, State's Attorney's Office
Jason Blumenthal, County Board Office
Andy Dina, Warrenville Fire
Don Ehrenhaft, County IT
Melanie Koga, County Finance
Anthony McPhearson, County CIO
John Nebl, OHSEM
Thomas Packard, County Finance
Patrick Tanner, West Chicago Fire
Rachel Bata, Roselle PD (Remote)
Steve Demas, Lisle-Woodridge Fire (Remote)
Kevin Dempsey, Addison PD (Remote)
Reid Foltyniewicz, Oak Brook PD (Remote)
Ed Leinweber, Clarendon Hills PD (Remote)
Bret Mowery, York Center Fire (Remote)
Allison Murphy, DMMC (Remote)
Bob Murr, College of DuPage (Remote)
Jason Norton, Darien PD (Remote)
Mike Rivas, Villa Park PD (Remote)

Johnny Turkovich, Oakbrook Terrace Fire (Remote)

On roll call, Members Schwarze, Franz (9:08am), Eckhoff, Guttman, Kramer, Maranowicz, Srejma, Swanson, Tillman, Toerpe, and Yoo were present. Member Schar was absent.

PRESENT	Schwarze, Eckhoff, Guttman, Kramer, Maranowicz, Srejma, Swanson, Tillman, Toerpe, and Yoo
ABSENT	Schar
LATE	Franz

3.   PUBLIC COMMENT

There was no public comment.

4.   CHAIRMAN'S REMARKS - CHAIR SCHWARZE

Chair Schwarze recognized Operations Administrator Ms. Eve Kraus for her work in finding and clearing up errors in the Comcast contract that resulted in a net credit of $93,463.04.

Chair Schwarze then wished Ms. Melanie Koga, CPA well as she took a new position. Ms. Koga has been an instrumental member of the County Finance Department for many years assisting ETSB with the oversight and submission of the State required AFR report, the annual audit of the ETSB accounts, being available to assist with general ledger questions and just generally fun to work with. The ETSB staff will miss working with her.

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 March 13; B/Revenue Report; C/Minutes Approval Policy Advisory Committee for February 5; D/Minutes Approval ETS Board for February 14; E/Statewide 9-1-1 Annual Report to the General Assembly. Member Yoo motioned, seconded by Member Maranowicz. On voice vote, all Members voted "Aye", motion carried.

Chairman Schwarze asked for a motion to approve Consent Agenda Items A/Monthly Report for March 13; B/Revenue Report; C/Minutes Approval Policy Advisory Committee for February 5; D/Minutes Approval ETS Board for February 14; E/Statewide 9-1-1 Annual Report to the General Assembly. Member Yoo motioned, seconded by Member Maranowicz. On voice vote, all Members voted "Aye", motion carried.

6.A.   Monthly Staff Report

6.A.1. **24-0827**
Monthly Report for March 13 Regular Meeting

   Attachments: March 13 Meeting Monthly Report.pdf

6.B.   Revenue Report 911 Surcharge Funds

6.B.1. **24-0828**

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

Attachments: Revenue Report Regular Meeting 3.13.24.pdf

6.C.   Minutes Approval Policy Advisory Committee

6.C.1. **24-0824**

ETSB PAC Minutes - Regular Meeting - Monday, February 5, 2024

Attachments: 2024-02-05 ETSB Minutes Summary.pdf

6.D.   Minutes Approval ETS Board

6.D.1. **24-0826**

ETSB Minutes - Regular Meeting - Wednesday, February 14

Attachments: 2023-02-14 ETSB Minutes Summary.pdf

6.E.   Statewide 9-1-1 Annual Report to the General Assembly

6.E.1. **24-0855**

Statewide 9-1-1 Annual Report to the General Assembly

Attachments: 2024 911 Advisory Board Report to the GA final_Redacted.pdf

RESULT:	APPROVED THE CONSENT AGENDA
MOVER:	Yeena Yoo
SECONDER:	Joseph Maranowicz
AYES:	Schwarze, Franz, Eckhoff, Guttman, Kramer, Maranowicz, Srejma, Swanson, Tillman, Toerpe, and Yoo
ABSENT:	Schar

7.   VOTE REQUIRED BY ETS BOARD

7.A.   Payment of Claims

7.A.1. **24-0825**

Payment of Claims for March 13, 2024 for FY24 - Total for 4000-5820 (Equalization): $708,626.28.

Ms. Zerwin said that at the last ETS Board meeting, they had talked about the Comcast work as having been completed which allowed for the contract and charges to be reconciled.   She said a portion of this month's Payment of Claims would be backed out

into the FY23 budget behind the scenes by the Finance Department and that cost, approximately $422,000, was part of why this month's paylist was high.

On voice vote, all Members voted "Aye", motion carried. Vice Chair Franz was absent.

Attachments: Payment of Claims 3.13.24 FY24.pdf

RESULT:	APPROVED
MOVER:	Michael Guttman
SECONDER:	Yeena Yoo

7B.   Change Orders

7.B.1. **ETS-CO-0006-24**

ETS-R-0086C-22 - Amendment to Resolution ETS-R-0086-22, issued to Comcast Holdings Corporation dba Comcast Business Communications, LLC PO 922043/6145-1 to reconcile Link Aggregation and update the tax jurisdiction within the contract, for no change in total contract amount.

On voice vote, all Members voted "Aye", motion carried. Vice Chair Franz was absent.

Attachments: Comcast 922043 Change Order 3.pdf
Comcast 922043 Decision Memo.pdf
ETSB LAG Circuit 2.9.24.pdf
021524 DuPage County ETSB Intrastate.pdf

RESULT:	APPROVED
MOVER:	Erik Kramer
SECONDER:	Eric Swanson

7.C.   Purchase Resolutions

7.C.1. **ETS-R-0018-24**

Recommendation for the approval of a contract purchase order to Insight Public Sector PO 924007 to provide 500 GTS H7038IS-LI portable APX7000XE radio batteries, for a contract total not to exceed $65,500; contract pursuant to the Governmental Joint Purchasing Act, 30ILCS 525/2 (OMNIA Partners [Cobb County] IT Products and Services [#23-6692-03] Contract).

On voice vote, all Members voted "Aye", motion carried. Vice Chair Franz was absent.

Attachments: Insight 924007 Checklist.pdf
Insight 924007 Requisition.pdf
Insight 924007 Decision Memo.pdf
Quotation #0227108003 - DuPage County.PDF
23-6692-03_Insight_MAD_Redacted.pdf
Insight 924007 Vendor Ethics_Redacted.pdf

RESULT:	APPROVED
MOVER:	Yeena Yoo
SECONDER:	Michael Guttman

7.C.2. **ETS-R-0021-24**

Recommendation for the approval of a contract purchase order to Insight Public Sector PO 924010 for SolarWinds Log and Event Manager, for the period March 13, 2024 through March 12, 2025, for a contract total not to exceed $34,265.61; contract pursuant to the Governmental Joint Purchasing Act, 30ILCS 525/2 (OMNIA Partners [Cobb County] IT Products and Services [#23-6692-03] Contract).

On voice vote, all Members voted "Aye", motion carried. Vice Chair Franz was absent.

Attachments: Insight 924010 Checklist.pdf
Insight 924010 Requisition.pdf
Insight 924010 Decision Memo.pdf
Quotation #0227109635 - DuPage County ETSB.PDF
23-6692-03_Insight_MAD_Redacted.pdf
Insight 924010 Vendor Ethics_Redacted.pdf

RESULT:	APPROVED
MOVER:	Yeena Yoo
SECONDER:	Joseph Maranowicz

7.C.3. **ETS-R-0019-24**

Recommendation for the approval of a contract purchase order to CDW Government LLC PO 924008 for a CrowdStrike Retainer service, for the period of April 13, 2024 through April 12, 2025, for a contract total not to exceed $46,800; contract pursuant to the Governmental Joint Purchasing Act, 30ILCS 525/2 (State of Illinois JPMC CrowdStrike Products Contract CMT22272200).

On voice vote, all Members voted "Aye", motion carried. Vice Chair Franz was absent.

Attachments: CDWG 924008 Checklist.pdf
CDWG 924008 Requisition.pdf
CDWG 924008 Decision Memo.pdf
NSSR192.pdf
B-22722 Crowdstrike JPMC-EXECUTED_Redacted.pdf

RESULT:	APPROVED
MOVER:	Michael Tillman
SECONDER:	Yeena Yoo

7.D.   Resolutions

7.D.1. **ETS-R-0020-24**

Resolution declaring equipment, inventory, and/or property on Exhibit A, purchased by the Emergency Telephone System Board of DuPage County as surplus equipment.

On voice vote, all Members voted "Aye", motion carried. Vice Chair Franz was absent.

Attachments: DEDIRS Surplus FY24 3.14.24 Attachment A.pdf

RESULT:	APPROVED
MOVER:	William Srejma
SECONDER:	Yeena Yoo

7.D.2. **ETS-R-0022-24**

Resolution approving the sale of inventory from the County of DuPage on behalf of the Emergency Telephone System Board of DuPage County to the Wayne Police Department for an amount of $32,656.40.

On voice vote, all Members voted "Aye", motion carried. Vice Chair Franz was absent.

Attachments: Attachment A Sales contract APX series radios Wayne PD.pdf

RESULT:	APPROVED AND SENT TO FINANCE
MOVER:	Yeena Yoo
SECONDER:	Erik Kramer

7.D.3. **ETS-R-0023-24**

Resolution authorizing the execution of a Transfer of Governance of Customer Subscription to Assignee's Terms as provided by Zendesk on behalf of the Emergency Telephone System Board of DuPage County.

Member Yoo said she was glad this was happening for cost efficiency and effectiveness.

Vice Chair Franz entered the meeting at 9:08am.

On voice vote, all Members voted "Aye", motion carried. Vice Chair Franz did not vote.

Attachments: Transfer of Governance - County of DuPage (ETSB)_1.pdf

RESULT:	APPROVED AND SENT TO FINANCE
MOVER:	Yeena Yoo
SECONDER:	Joseph Maranowicz

7.D.4. **ETS-R-0025-24**

Reappointment to the Emergency Telephone System Board of DuPage County Policy Advisory Committee - Chief Patrick Johl (ACDC Fire Representative and Vice Chair).

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

Attachments: PAC Notice of Appointment Johl.pdf
                     ETSB Letter - reappoint Chief Johl_Redacted.pdf

RESULT:	APPROVED
MOVER:	William Srejma
SECONDER:	Joseph Maranowicz

7.E.   DuPage ETSB 9-1-1 System Design

7.E.1. **24-0766**

Sheriff's Migration to DU-COMM

Member Tillman asked if there would be any reimbursements provided to either the PSAPs or the Sheriff's Office for the move. ASA Winistorfer said that is currently being looked into, that there will be reimbursement based on the policy.

Ms. Zerwin said that the monthly report talks about a modification plan that is required and is in process. Part of that would be an agreement between the Sheriff's Office/County and DU-COMM. She said in the past, the plan has been submitted pending the execution of an Intergovernmental Agreement and that the goal date of the move go-live is May 1. She said as noted in the monthly report, historically the modification plan has not been brought forward to the Board when it is internal.

There were no further questions.

Attachments: Sheriff's letter for move to DU-COMM_Redacted.pdf

RESULT:	APPROVED
MOVER:	Michael Guttman
SECONDER:	Joseph Maranowicz
AYES:	Schwarze, Franz, Eckhoff, Guttman, Kramer, Maranowicz, Srejma, Swanson, Tillman, Toerpe, and Yoo
ABSENT:	Schar

8. DEDIR SYSTEM PORTABLES AND MOBILES

8.A. Police

Chair Dina said HB 4339 remains in Executive Committee. He also said the Police Focus Group was working on encrypting one of the OHSEM talkgroups for testing.

8.B. Fire

PAC Chair Dina said Mr. Connolly and Lt. Sullivan had traveled to Florida last week to attend the NFPA Committee meeting. He reviewed the issues the Fire Focus Group had identified and the language they wanted changed in the standard to then follow through in practice to the radio. Chair Dina said the NFPA spent a day going over the items and that they all passed. He said the interpretation of the standard will allow Motorola to make 99% of the changes within the radios for the April update of the APXNext XN radios. Chair Dina said Motorola's engineering department was working on the interference between VHF and STARCOM. Chair Dina then said the PAC talked about a possible policy to address radio replacement so agencies are prepared when the radios go end of life/end of support and ETSB does not fund their replacement.

Member Eckhoff asked to be provided any update if HB 4339 has any movement.

Ms. Zerwin said that in terms of the policy, when the board voted to replace the radios three budgets ago, the decision then was to not budget additional funds for radio replacement. Member Kramer asked if it was still an option if the funds are available to replace the radios or if the policy would say no. Chair Schwarze said the ETS Board can make or change those decisions, as needed. Member Maranowicz said the ETSB has provided funding to the PSAPs and that municipalities have the fiduciary responsibility to save now for ten years.

Chair Schwarze thanked Chair Dina and said he looked forward to deployment of the fire radios.

9. LEGISLATIVE UPDATES

Ms. Zerwin said there was a legislative session yesterday and that the details provided in the monthly report are status quo. She briefly reviewed those items, as written. She said that as Telecommunicators have been listed as first responders, there is language being moved into labor acts and affording those rights to TCs in labor laws. Ms. Zerwin said they have been afforded certain rights as unions but are now specifically being written in statutory language. She said this does not specifically affect ETSB, per se, but it would affect the PSAPs and so it is being followed. Ms. Zerwin asked if they had any questions or wished to provide direction, to which

there was none.

10. OLD BUSINESS

There was no old business.

11. NEW BUSINESS

Ms. Zerwin said that CIO Anthony McPhearson would provide an update on the IGA for Records Management Services (RMS). CIO McPhearson briefly reviewed some key points of the IGA renewal. He said the current IGA expires at the end of March and that a new IGA has been worked on for the past number of months. CIO McPhearson said the consortium has taken what they have learned over the years to add to the agreement and strengthen their support model. He touched on the financial aspects of the agreement which go through the end of the contract with the vendor. He stressed the importance of the consortium of police agencies working together to share data, tools, responsibilities that they are looking to renew. CIO McPhearson said an informational session was hosted last week which answered a lot of questions from the municipalities/agencies and feedback was received regarding what could be updated. He said there was some talk about agencies wanting to explore other solutions. CIO McPhearson said there is a PRMS Oversight Committee this afternoon during which they would share recommendations for the revisions to the IGA for all agencies to sign and move forward. He reminded the members that in 2022, all consortium members agreed to the Hexagon Restatement, which has a financial obligation for all agencies through 2027. He said the new IGA will be consistent with the Restatement date. CIO McPhearson further said that PRMS is looking at creating a solution so the entire consortium can assess all the available products to determine whether Hexagon is the right solution for RMS or if there is another solution that may make more sense.

Vice Chair Franz thanked CIO McPhearson and asked, in relation to the comment that all members agreed to the Restatement in 2022, was this done through the Committee or individually? CIO McPhearson answered, through the Committee. Vice Chair Franz then asked that if they determine there is a better solution, what is the impact to ETSB having Hexagon as a vendor, are there intricacies in doing so. CIO McPhearson said on the RMS side, there are integrations between RMS, CAD, LEADS, and other applications that would lose that integration, as well as the ability to negotiate pricing, tools and resources as a larger group with CAD and RMS. CIO McPhearson then deferred to Ms. Zerwin to answer in relation to CAD.

Ms. Zerwin said there would be discussion with the PSAP Directors to determine if they want to go out for RFP at a minimum for pricing. She said that most things for dispatch hang off CAD and integrations, such as FUSUS, agencies pay for. If the CAD is changed, agencies would then have to pay for a new integration. Ms. Zerwin affirmed what CIO McPhearson said about price breaks if the two systems are bid together. She also said the intent was initiation of incident through disposition of the case so all of that would have to be rebuilt. If users want just a records management system it would cost less but it would be just that; all of the integrations it has taken five years to build would need to be redesigned. Ms. Zerwin said it would all depend on the solution they are looking for and hardware versus cloud-based options. She said ETSB pays 70% of the hardware costs and if CAD were standalone, the costs could be a bit higher. In a cloud-based solution, there could be savings but we would not know unless we went out to bid.

Vice Chair Franz asked when the CAD contract is over. Ms. Zerwin said it is the same date as RMS but as evidenced by the Comcast contract, it takes time to implement changes which is why they need to look now. Ms. Zerwin said it will be easier on the CAD side as there are only two PSAPs and they work together and the coding and such is all standardized. She said MPS is also standardized and would probably move with CAD. It would be the integrations that would take time.

CIO McPhearson said current CAD and RMS are integrated with Mobile for Public Safety (MPS), Field Based Reporting (FBR), OnCall Records (OCR), OnCall Analytics (OCA), Illinois Uniform Crime Reporting System (IUCR), LiveScan, National Incident-Based Reporting System (NIBRS), LEADS, and County GIS. He said all these would need new solutions to integrate with these applications, although a few would go away, if they move to a new system.

There were no further questions.

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

14. ADJOURNMENT

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

Chairman Schwarze asked for a motion to adjourn. Member Yoo motioned, seconded by Member Tillman. The meeting of the ETSB was adjourned at 9:25am.

Respectfully submitted,

Jean Kaczmarek

ETSB Resolution

File #: ETS-R-0027-24	**Agenda Date:** 4/10/2024	**Agenda #:** 7.A.1.

BUDGET TRANSFER FOR THE EMERGENCY TELEPHONE SYSTEM BOARD OF DUPAGE COUNTY FOR FISCAL YEAR 2024

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 DUPAGE 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 DUPAGE ETS Board approval for the following Fiscal Year 2024 budget transfers:

Amount : $12,000.00

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

To Fund/Object Code : 4000-5820-541000-0700: IT Equipment - Capital Lease

Purpose: Budget transfer for FY24 to move funds from 4000-5820-53828 (Contingencies) to 4000-5820-54100-0700 (IT Equipment - Capital Lease) for payment and accounting of contractual obligations related to the monthly lease costs associates with the Canon contract PO 3880-1 and Toshiba contract PO 6956-1 per GASB 87.

NOW, THEREFORE BE IT RESOLVED, by the DUPAGE ETS Board that the transfer amount of $12,000.00 from object code 4000-5820-53828 (Contingencies) to 4000-5820-54100-0700 (IT Equipment - Capital Lease), be, and is hereby approved to be made within the indicated object codes.

Enacted and approved this 10th day of April, 2024 at Wheaton, Illinois.

_____

GREG SCHWARZE, CHAIR

Attest: _____

JEAN KACZMAREK, COUNTY CLERK

DuPage County, Illinois
BUDGET ADJUSTMENT
Effective January 22, 2024

From: _____4000_____   **From:** Company/Accounting Unit Name
Company #

| | | | | | Finance Dept Use Only | | |
| | | | | | Available Balance | | Date of |
Accounting Unit	Account	Sub-Account	Title	Amount	Prior to Transfer	After Transfer	Balance
5820	53828		**CONTINGENCIES**	$ 12,000.00			
			Total	$ 12,000.00			

ETSB-EQUALIZATION

To: _____4000_____   **To:** Company/Accounting Unit Name
Company #

| | | | | | Finance Dept Use Only | | |
| | | | | | Available Balance | | Date of |
Accounting Unit	Account	Sub-Account	Title	Amount	Prior to Transfer	After Transfer	Balance
5820	54100	0700	**IT EQUIPMENT - CAPITAL LEASE**	$ 12,000.00			
			Total	$ 12,000.00			

Reason for Request:

Budget transfer for FY24 to move funds from 4000-5820-53828 (Contingencies) to 4000-5820-54100-0700 (IT Equipment - Capital Lease) for charges associated with the Canon copier lease contract PO 3880-1 and Toshiba contract PO 6956-1 per GASB 87 [Total Transfer Amount: $12,000.00]

_____   _____
Department Head   Date

_____   _____
Chief Financial Officer   Date

Activity _____
(optional)

****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**_____

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

File #: ETS-R-0028-24   **Agenda Date:** 4/10/2024   **Agenda #:** 7.A.2.

BUDGET TRANSFER FOR THE EMERGENCY TELEPHONE
SYSTEM BOARD OF DUPAGE COUNTY
FOR FISCAL YEAR 2024

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 DUPAGE 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 DUPAGE ETS Board approval for the following Fiscal Year 2024 budget transfers:

Amount : $5,000.00

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

To Fund/Object Code : 4000-5820-53800-0001: Copier Usage

Purpose: Budget transfer for FY24 to move funds from 4000-5820-53828 (Contingencies) to 4000-5820-53800-0001 (Copier Usage) for payment and accounting of contractual obligations related to the monthly print costs associated with the Canon contract PO 3880-1 and Toshiba contract PO 6956-1.

NOW, THEREFORE BE IT RESOLVED, by the DUPAGE ETS Board that the transfer amount of $5,000.00 from object code 4000-5820-53828 (Contingencies) to 4000-5820-53800-0001 (Copier Usage) be, and is hereby approved to be made within the indicated object codes.

Enacted and approved this 10th day of April, 2024 at Wheaton, Illinois.

_____
GREG SCHWARZE, CHAIR

Attest: _____

JEAN KACZMAREK, COUNTY CLERK

DuPage County, Illinois
BUDGET ADJUSTMENT
Effective January 22, 2024

ETSB-EQUALIZATION

From: _____4000_____
Company #

From: Company/Accounting Unit Name

Accounting Unit	Account	Sub-Account	Title	Amount	Finance Dept Use Only		Date of Balance
					Available Balance		
					Prior to Transfer	After Transfer	
5820	53828		**CONTINGENCIES**	$ 5,000.00			

Total $ 5,000.00

ETSB-EQUALIZATION

To: _____4000_____
Company #

To: Company/Accounting Unit Name

Accounting Unit	Account	Sub-Account	Title	Amount	Finance Dept Use Only		Date of Balance
					Available Balance		
					Prior to Transfer	After Transfer	
5820	53800	0001	**COPIER USAGE**	$ 5,000.00			

Total $ 5,000.00

Reason for Request:

Budget transfer for FY24 to move funds from 4000-5820-53828 (Contingencies) to 4000-5820-53800-0001 (Copier Usage) for monthly print charges associated with the Canon copier lease contract PO 3880-1 and Toshiba contract PO 6956-1 per the County Finance Department [Total Transfer Amount: $5,000.00]

_____   _____
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**_____

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

File #: 24-1170   **Agenda Date:** 4/10/2024   **Agenda #:** 7.B.1.

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@dupageco.org

TO: DuPage County Treasurer's Office

FROM: Greg Schwarze, Chairman
                  Emergency Telephone System Board of DuPage County

DATE: April 10, 2024

SUBJECT: ETSB Payment of Claims List FY24 – April 10, 2024

The payment of the below listed accounts has been approved by the ETS Board at a meeting held on April 10, 2024. You are hereby authorized to pay the invoices as listed on the attached DuPage County Payment Listing Transaction report dated March 29, 2024.

FY2024 Equalization Fund (4000-5820): $ 232,600.58

Total: $ 232,600.58

APPROVED BY:

_____
Greg Schwarze, Chairman

ATTEST:

_____
Secretary

COMP	AU	Account	Description	ANNUAL APPROPRIATION	ACTUAL BUDGET	YEAR TO DATE EXPENDED	YEAR TO DATE ENCUMBERED	REMAINING AVAILABLE	% YTD EXPENDED	% YTD REMAINING
4000	5820	50000-0000	REGULAR SALARIES	$ 1,004,362	$ 1,004,362	$ 275,410	$ -	$ 728,952.30	27%	73%
4000	5820	50050-0000	TEMPORARY SALARIES/ON CALL (new)	$ 10,000	$ 10,000	$ 2,848	$ -	$ 7,152.22	28%	72%
4000	5820	51000-0000	BENEFIT PAYMENTS	$ 13,525	$ 13,525	$ -	$ -	$ 13,525.20	0%	100%
4000	5820	51010-0000	EMPLOYER SHARE I.M.R.F.	$ 82,559	$ 82,559	$ 22,613.42	$ -	$ 59,945.14	27%	73%
4000	5820	51030-0000	EMPLOYER SHARE SOCIAL SECURITY	$ 76,834	$ 76,834	$ 19,832.16	$ -	$ 57,001.54	26%	74%
4000	5820	51040-0000	EMPLOYEE MED & HOSP INSURANCE	$ 220,480	$ 220,480	$ 34,013.60	$ -	$ 186,466.77	15%	85%
4000	5820	51050-0000	FLEXIBLE BENEFIT EARNINGS	$ 4,000	$ 4,000	$ 50.00	$ -	$ 3,950.00	1%	99%
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	$ 77,500	$ 77,500	$ 4,142.83	$ 60,176.84	$ 13,180.33	5%	17%
4000	5820	52200-0000	OPERATING SUPPLIES & MATERIALS	$ 2,000	$ 2,000	$ 394.37	$ -	$ 1,605.63	20%	80%
4000	5820	52210-0000	FOOD AND BEVERAGE	$ 750	$ 750	$ 151.24	$ -	$ 598.76	20%	80%
4000	5820	52250-0000	AUTO/MACHINERY EQUIPMENT/PARTS	$ 153,819	$ 153,819	$ 15,880.37	$ 104,781.32	$ 33,157.19	10%	22%
4000	5820	52260-0000	FUEL & LUBRICANTS	$ 2,500	$ 2,500	$ 365.71	$ -	$ 2,134.29	15%	85%
4000	5820	52270-0000	MAINTENANCE SUPPLIES	$ 2,000	$ 2,000	$ -	$ -	$ 2,000.00	0%	100%
4000	5820	52280-0000	CLEANING SUPPLIES	$ 500	$ 500	$ -	$ -	$ 500.00	0%	100%
4000	5820	53000-0000	AUDITING & ACCOUNTING SERVICES	$ 108,800	$ 108,800	$ -	$ 31,800.00	$ 77,000.00	0%	71%
4000	5820	53030-0000	LEGAL SERVICES	$ 60,000	$ 60,000	$ -	$ -	$ 60,000.00	0%	100%
4000	5820	53040-0000	INTERPRETER SERVICES	$ 24,000	$ 24,000	$ 6,735.08	$ 14,070.12	$ 3,194.80	28%	13%
4000	5820	53090-0000	TECHNICAL/PROFESSIONAL SERVICES	$ 102,000	$ 102,000	$ -	$ 46,800.00	$ 55,200.00	0%	54%
4000	5820	53130-0000	PUBLIC LIABILITY INSURANCE	$ 122,813	$ 122,813	$ 65,385.00	$ -	$ 57,427.53	53%	47%
4000	5820	53200-0000	NATURAL GAS	$ 3,700	$ 3,700	$ -	$ -	$ 3,700.00	0%	100%
4000	5820	53210-0000	ELECTRICITY	$ 25,000	$ 25,000	$ 4,277.29	$ -	$ 20,722.71	17%	83%
4000	5820	53220-0000	WATER & SEWER	$ 500	$ 500	$ -	$ -	$ 500.00	0%	100%
4000	5820	53250-0000	WIRED COMMUNICATION SERVICES	$ 1,247,387	$ 1,247,387	$ 160,551.53	$ 1,010,504.65	$ 76,330.42	13%	6%
4000	5820	53260-0000	WIRELESS COMMUNICATION SVC	$ 1,815,152	$ 1,815,152	$ 383,799.58	$ 1,247,830.64	$ 183,521.78	21%	10%
4000	5820	53300-0000	REPAIR & MTCE FACILITIES	$ 45,000	$ 45,000	$ -	$ -	$ 45,000.00	0%	100%
4000	5820	53310-0000	REPAIR MAINT INFRASTRUCTURE	$ 50,000	$ 50,000	$ -	$ -	$ 50,000.00	0%	100%
4000	5820	53370-0000	REPAIR & MTCE OTHER EQUIPMENT	$ 647,861	$ 647,861	$ -	$ 20,159.88	$ 627,701.10	0%	97%
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	$ 19,605	$ 19,605	$ 2,507.94	$ 7,770.31	$ 9,326.75	13%	48%
4000	5820	53500-0000	MILEAGE EXPENSE	$ 2,000	$ 2,000	$ 29.21	$ -	$ 1,970.79	1%	99%
4000	5820	53510-0000	TRAVEL EXPENSE	$ 100,000	$ 100,000	$ 998.17	$ -	$ 99,001.83	1%	99%
4000	5820	53600-0000	DUES & MEMBERSHIPS	$ 1,508	$ 1,508	$ 669.00	$ -	$ 839.00	44%	56%
4000	5820	53610-0000	INSTRUCTION & SCHOOLING	$ 110,000	$ 110,000	$ -	$ 24,000.00	$ 86,000.00	0%	78%
4000	5820	53800-0000	PRINTING	$ -	$ 5,000	$ 158.00	$ -	$ 4,842.00	3%	97%
4000	5820	53800-0001	PRINTING (new)	$ -	$ -	$ -	$ -	$ -		
4000	5820	53801-0000	ADVERTISING	$ 3,000	$ 3,000	$ 41.40	$ -	$ 2,958.60	1%	99%
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	$ 405.83	$ -	$ 2,594.17	14%	86%
4000	5820	53805-0000	OTHER TRANSPORTATION CHARGES	$ 1,000	$ 1,000	$ -	$ -	$ 1,000.00	0%	100%
4000	5820	53806-0000	SOFTWARE LICENSES (revised)	$ 2,814,445	$ 2,814,445	$ 365,570.09	$ 2,114,879.79	$ 333,994.80	13%	12%
4000	5820	53807-0000	SOFTWARE MAINT AGREEMENTS (revised)	$ 989,709	$ 989,709	$ 183,828.39	$ 293,906.85	$ 511,974.01	19%	52%
4000	5820	53808-0000	STATUTORY & FISCAL CHARGES	$ -	$ -	$ -	$ -	$ -		
4000	5820	53810-0000	CUSTODIAL SERVICES	$ 53,000	$ 53,000	$ 20,000.00	$ 20,000.00	$ 13,000.00	38%	25%
4000	5820	53830-0000	OTHER CONTRACTUAL EXPENSES	$ 3,705,085	$ 3,705,085	$ 520,375.00	$ 385,054.00	$ 2,799,656.00	14%	76%
4000	5820	54100-0000	IT EQUIPMENT	$ 43,160	$ 43,160	$ 43,160.00	$ -	$ -	100%	0%
4000	5820	54100-0700	IT EQUIPMENT - CAPITAL LEASE (new)	$ -	$ -	$ -	$ -	$ -		
4000	5820	54107-0000	SOFTWARE (new)	$ 29,000	$ 30,000	$ 14,681.50	$ 14,681.50	$ 637.00		
4000	5820	54110-0000	EQUIPMENT AND MACHINERY	$ 730,572	$ 7,380,972	$ 6,651,399.48	$ -	$ 729,572.29	90%	10%
			Total	$ 14,569,205	$ 21,225,605		$ 5,396,416	$ 7,028,915	0%	33%

EXPENDITURES FOR PERIOD: April 10, 2024		$ 232,600.58	Internal Transfer:

COMP	AU	Account	Description	ANNUAL APPROPRIATION	ACTUAL BUDGET	YEAR TO DATE TRANSFERRED	YEAR TO DATE ENCUMBERED	REMAINING BALANCE	% YTD EXPENDED	% YTD 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)	$ 30,295,369	$ 30,295,369	$ (6,651,400.00)	$ (1,900,000.00)	$ 21,743,969.00	-22%	72%

OFFICE OF THE COUNTY AUDITOR

Bill White, J.D., C.I.A.
DuPage County Auditor

421 N. County Farm Road
Wheaton, Illinois 60187
(630) 407-6075
FAX: (630) 407-6076
www.dupageco.org/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 #24-19
Date:	April 2, 2024

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 no exceptions that required correction by the ETSB or Finance Department.

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

Results

My Office has performed voucher pre-audit procedures for the invoices submitted for approval by the ETSB at the April 10, 2024, Board Meeting. The invoices listed on the Bank Account Payment History Report dated March 29, 2024, have been examined and are recommended for payment. The total amount of the expenditures is $232,600.58:

- FY2024 Equalization Fund (4000-5820) $232,600.58

No exceptions were identified by the County Auditor.

Objective

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

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

The County Auditor audited 25 invoices submitted for payment, no exceptions were identified.

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

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

                    Pay Group: 4000
                    Cash Code: 1414   Class C Accounts Payable

                 Payment Date: 032924 -   032924
                 Payment Numbers: -
                  Payment Code:

Bank Account Payment History

```
                             Payment Date Range    03/29/24  thru  03/29/24
Cash Code   1414     Bank   071923909                                    Payment Currency   USD
Payment Code   ACH


   Vendor       Invoice                    Voucher     Auth PL   Due Date Dsc Date  Scheduled Amount   Discount Amount   Net Payment Amount
---------- --------------------------  ----------  --- -----  -------- --------  ----------------- ------------------ ----------------

Payment Number     531230 Payment Date 03/29/24    Vendor     20971        VOIANCE LANGUAGE SERVICES, LLC   Status Issued
   20971 2024001033                                IX  102   01/30/24                      2,317.58            0.00             2,317.58
   20971 2024014889                                IX  102   03/30/24                      2,054.82            0.00             2,054.82
                                       *** Payment Total                                  4,372.40            0.00             4,372.40

                             *** Payment Code ACH Total                                   4,372.40            0.00             4,372.40
                                       Payment Count                                             1
```

Bank Account Payment History

```
                                               Payment Date Range     03/29/24   thru   03/29/24
Cash Code   1414      Bank   071923909                                                Payment Currency   USD
Payment Code   CHK
```

Vendor	Invoice	Voucher	Auth	PL	Due Date	Dsc Date	Scheduled Amount	Discount Amount	Net Payment Amount

```
Payment Number    1189484 Payment Date 03/29/24   Vendor    27177       ADDISON FIRE PROTECTION          Status Issued
  27177 TRV20240304                                IX  102   04/03/24                        998.17              0.00                998.17
                                                  *** Payment Total                         998.17              0.00                998.17

Payment Number    1189485 Payment Date 03/29/24   Vendor    10008       AT&T                             Status Issued
  10008 630495190202 2024                          IX  102   03/17/24                        305.78              0.00                305.78
                                                  *** Payment Total                         305.78              0.00                305.78

Payment Number    1189486 Payment Date 03/29/24   Vendor    10008       AT&T                             Status Issued
  10008 630665711303 2024                          IX  102   04/03/24                        988.38              0.00                988.38
                                                  *** Payment Total                         988.38              0.00                988.38

Payment Number    1189487 Payment Date 03/29/24   Vendor    10008       AT&T                             Status Issued
  10008 630R06015902 2024                          IX  102   03/17/24                      1,824.69              0.00              1,824.69
                                                  *** Payment Total                       1,824.69              0.00              1,824.69

Payment Number    1189488 Payment Date 03/29/24   Vendor    10008       AT&T                             Status Issued
  10008 S667122122-24052                           IX  102   03/22/24                      1,007.07              0.00              1,007.07
                                                  *** Payment Total                       1,007.07              0.00              1,007.07

Payment Number    1189489 Payment Date 03/29/24   Vendor    10009       AT&T MOBILITY                    Status Issued
  10009 287316512139X03082024                      IX  102   03/30/24                        552.63              0.00                552.63
                                                  *** Payment Total                         552.63              0.00                552.63

Payment Number    1189490 Payment Date 03/29/24   Vendor    43545       CLEAR CHOICE HEADSETS &          Status Issued
  43545 0224160                                    IX  102   03/24/24                      1,761.70              0.00              1,761.70
                                                  *** Payment Total                       1,761.70              0.00              1,761.70

Payment Number    1189491 Payment Date 03/29/24   Vendor    10023       COM ED                           Status Issued
  10023 6819698000 022724                          IX  102   03/28/24                        185.42              0.00                185.42
  10023 8713843000 022124                          IX  102   03/22/24                      1,905.48              0.00              1,905.48
                                                  *** Payment Total                       2,090.90              0.00              2,090.90

Payment Number    1189492 Payment Date 03/29/24   Vendor    12382       COMCAST                          Status Issued
  12382 197224735                                  IX  102   04/14/24                     38,430.98              0.00             38,430.98
                                                  *** Payment Total                      38,430.98              0.00             38,430.98

Payment Number    1189493 Payment Date 03/29/24   Vendor    11662       FEECE OIL COMPANY                Status Issued
  11662 4051666                                    IX  102   03/07/24                        365.71              0.00                365.71
                                                  *** Payment Total                         365.71              0.00                365.71

Payment Number    1189494 Payment Date 03/29/24   Vendor    10809       INSIGHT PUBLIC SECTOR            Status Issued
  10809 1101134651                                 IX  102   03/06/24                      7,257.76              0.00              7,257.76
                                                  *** Payment Total                       7,257.76              0.00              7,257.76

Payment Number    1189495 Payment Date 03/29/24   Vendor    26797       INTERSTATE BATTERIES OF          Status Issued
  26797 1915201039308                              IX  102   02/28/24                        131.95              0.00                131.95
                                                  *** Payment Total                         131.95              0.00                131.95
```

Bank Account Payment History

```
                                     Payment Date Range    03/29/24  thru  03/29/24
Cash Code  1414     Bank  071923909                                       Payment Currency  USD
Payment Code  CHK
```

Vendor	Invoice	Voucher	Auth PL	Due Date	Dsc Date	Scheduled Amount	Discount Amount	Net Payment Amount

```
Payment Number    1189496 Payment Date 03/29/24   Vendor    10115     MOTOROLA SOLUTIONS INC          Status Issued
   10115 8330271535                             IX  102   03/30/24                6,664.68             0.00              6,664.68
                                                  *** Payment Total              6,664.68             0.00              6,664.68

Payment Number    1189497 Payment Date 03/29/24   Vendor    10115     MOTOROLA SOLUTIONS - STARCOM21  Status Issued
   10115 8216520240201                          IX  102   03/31/24              120,031.00             0.00            120,031.00
   10115 8216820240201                          IX  102   03/31/24                7,672.00             0.00              7,672.00
                                                  *** Payment Total            127,703.00             0.00            127,703.00

Payment Number    1189498 Payment Date 03/29/24   Vendor    10115     MOTOROLA SOLUTIONS INC          Status Issued
   10115 1187116416                             IX  102   03/01/24               37,486.77             0.00             37,486.77
                                                  *** Payment Total             37,486.77             0.00             37,486.77

Payment Number    1189499 Payment Date 03/29/24   Vendor    39549     ODP BUSINESS SOLUTIONS, LLC     Status Issued
   39549 353603429001                           IX  102   03/08/24                   95.22             0.00                 95.22
                                                  *** Payment Total                  95.22             0.00                 95.22

Payment Number    1189500 Payment Date 03/29/24   Vendor    27781     PROPIO LS LLC                   Status Issued
   27781 0305661223                             IX  102   01/30/24                    5.20             0.00                  5.20
                                                  *** Payment Total                   5.20             0.00                  5.20

Payment Number    1189501 Payment Date 03/29/24   Vendor    43680     SULLIVAN, JOHN K.               Status Issued
   43680 MIL20240304                            IX  102   04/03/24                   29.21             0.00                 29.21
                                                  *** Payment Total                  29.21             0.00                 29.21

Payment Number    1189502 Payment Date 03/29/24   Vendor    11201     UNITED STATES POSTAL SERVICE    Status Issued
   11201 34855593 013124 ETSB                   IX  102   03/01/24                   51.18             0.00                 51.18
   11201 34855593 022924 ETSB                   IX  102   03/30/24                   45.08             0.00                 45.08
                                                  *** Payment Total                  96.26             0.00                 96.26

Payment Number    1189503 Payment Date 03/29/24   Vendor    10597     VERIZON                         Status Issued
   10597 9957191335                             IX  102   03/21/24                  432.12             0.00                432.12
                                                  *** Payment Total                 432.12             0.00                432.12

                             *** Payment Code CHK Total              228,228.18             0.00            228,228.18
                                           Payment Count                  20

                             *** Cash Code  1414  Total              232,600.58             0.00            232,600.58
                                           Payment Count                  21

                             *** Pay Group 4000 USD  Total           232,600.58             0.00            232,600.58
                                           Payment Count                  21
```

File #: ETS-R-0029-24	**Agenda Date:** 4/10/2024	**Agenda #:** 7.C.1.

AWARDING RESOLUTION TO AT&T INC. PO 924015 FOR A THREE-YEAR PRICING AGREEMENT FOR THE CONTINUATION OF SESSION INITIATED PROTOCOL (SIP) UTILITY SERVICES IN THE PUBLIC SAFETY ANSWERING POINTS (PSAPS) (TOTAL AMOUNT: $345,000.00)

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 Coordinator recommends DU PAGE ETS Board approval of Procurement Purchase Order Requisition 924015 to AT&T Inc. for a three-year pricing agreement for the continuation of Session Initiated Protocol (SIP) utility services in the ACDC and DU-COMM PSAPs. The contract will run from April 28, 2024 to April 27, 2027. The contract total is not to exceed $345,000.00.

NOW, THEREFORE BE IT RESOLVED, that DU PAGE ETSB Requisition 924015 dated March 27, 2024, covering said, three-year pricing agreement for SIP utility service, be, and is hereby approved by the DU PAGE ETSB to AT&T Inc., One AT&T Way, Bedminster, NJ 07921, for a total amount not to exceed $345,000.00.

Enacted and approved this 10th day of April, 2024 at Wheaton, Illinois.

_____

GREG SCHWARZE, CHAIR

Attest: _____

JEAN KACZMAREK, COUNTY CLERK

Procurement Review Checklist

Procurement Services Division
This form must accompany all Purchase Order Requisitions
Attach Required Vendor Ethics Disclosure Statement

Date: Mar 27, 2024

MinuteTraq (IQM2) ID #: _____

Vendor: AT&T, Inc.	Vendor #: 10008	Contract Term: 3 years	Contract Total: $345,000.00
Dept: ETSB	Contact: Eve Kraus	Phone: 630-550-7743	Assigned Committee: ETSB

Description of Procurement/ Scope of Work/ Background	Request for approval of Purchase Order 924015 to AT&T, Inc. for a three year pricing agreement to continue Session Initiated Protocol (SIP) services in the Addison Consolidated Dispatch Center (ACDC) and DU-COMM PSAPs. Total amount not to exceed $345,000.00.
Reason for Procurement	NG911 relies on IP-based structure to provide an array of emergency communications services that encompass the core functionalities of legacy E911 and additional functionalities that capitalize on the enhanced capabilities of IP-based devices and networks.

FUNDING SOURCE

☒ Procurement budgeted for (FY and budget code(s)): FY24-27 4000-5820-53250 _____

☐ Budget Transfer (Date) _____ Add'l Information _____

DECISION MEMO NOT REQUIRED

☐ LOWEST RESPONSIBLE QUOTE # or BID # _____ (QUOTE < $25,000, BID ≥ $25,000; attach Tabulation)

☐ RENEWAL, Enter Bid and/or PO# _____ ☐ Intergovernmental Agreement

☐ SOLE SOURCE per DuPage County Purchasing Ordinance, Article 4-102(5) (attach Sole Source Justification form)

☐ PER 55 ILCS 5/5-1022 'Competitive Bids' (d) IT/Telecom purchases under $35,000.00

☒ PER 55 ILCS 5/5-1022 'Competitive Bids' (c) not suitable for competitive bidding. Explain below:

> This is a continuation of SIP utility services and adds a redundant circuit in each of the PSAPs.

BASIS OF DECISION MEMO (attach Decision Memo)

☐ EXEMPT FROM BIDDING PER ILLINOIS COMPILED STATUTES

☐ EXPLANATION OF REQUEST FOR PROPOSAL RFP # _____ (include Evaluation Summary if applicable)

☐ PROFESSIONAL SERVICES EXCLUDED per DuPage Ordinance (4-108) and 50 ILCS 510/2 (Architects, Engineers and Land Surveyors)

☐ OTHER PROFESSIONAL SERVICES (detail vetting process on Decision Memo)

☐ REQUEST WAIVER OF COUNTY BID RULES (only allowable to Statutory Limits)

☐ OTHER THAN LOWEST RESPONSIBILE, BID # _____

PREPARED BY AND APPROVAL(S) (Initials Only)

ek	Mar 27, 2024	LMZ	Mar 27, 2024	N/A	
Prepared By	Date	Recommended for Approval	Date	IT Approval, *if required*	Date

REVIEWED BY (Initials Only)

Buyer	Date	Procurement Officer	Date 3/28/2024
Chief Financial Officer (Decision Memos Over $25,000)	Date	Chairman's Office (Decision Memos Over $25,000)	Date

Purchase Requisition
Procurement Services Division

Date:	Mar 27, 2024
MinuteTraq (IQM2) ID #:	
Department Req #:	924015
RFP, Bid or Quote #:	

Send Purchase Order To:	Send Invoices To:
Vendor: AT&T, Inc. Vendor #: 10008	Dept: DuPage ETSB Division:
Attn: Glenn Shine Email: jk0293@att.com	Attn: 9-1-1 Coordinator Email: etsb911@dupagecounty.gov
Address: 225 West Randolph Street	Address: 421 N. County Farm Road Room:
City: Chicago State: IL Zip: 60606	City: Wheaton State: IL Zip: 60187
Phone: 630-820-5458 Fax:	Phone: 630-550-7743 Fax:

Send Payments To:	Ship To:
Vendor: AT&T, Inc. Vendor #: 10008	Dept: Division:
Attn: Email:	Attn: Email:
Address: PO 5019	Address: Room:
City: Carol Stream State: IL Zip: 60197-5019	City: State: IL Zip:
Phone: Fax:	Phone: Fax:

Payment Terms	F.O.B.	PO 20 Delivery Date	Requisitioner
PER 50 ILCS 505/1	Destination		

Use for PO25 only	Contract Administrator	Contract Start Date	Contract End Date	Use for PO25 only
	Eve Kraus	Apr 28, 2024	Apr 27, 2027	

LN	Qty	UOM	Item Detail (Product #)	Description	FY	Dept #	Acctg Unit	Acct #	Sub-Accts and/or Activity #	Unit Price	Extension
1	1	EA		IP Flex Circuit in ACDC and DU-COMM PSAPs FY24	24	4000	5820	53250		76,667.00	76,667.00
2	1	EA		IP Flex Circuit in ACDC and DU-COMM PSAPs FY25	25	4000	5820	53250		115,000.00	115,000.00
3	1	EA		IP Flex Circuit in ACDC and DU-COMM PSAPs FY26	26	4000	5820	53250		115,000.00	115,000.00
4	1	EA		IP Flex Circuit in ACDC and DU-COMM PSAPs FY27	27	4000	5820	53250		38,333.00	38,333.00

Requisition Total $ 345,000.00

Header Comments (these comments will appear on the PO20 and PO25 Purchase Order) :

Total amount includes monthly base costs per contract and approximation of taxes and fees based on current charges.

Special Instructions/Comments to Buyer or Approver (these comments will NOT appear on the Purchase Order) :

Please return the PO to ETSB to send to the vendor.

User Department Internal Notes (these comments will NOT appear on the Purchase Order) :

This is a utility, nothing will be shipped.

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: Mar 27, 2024

MinuteTraq (IQM2) ID #: _____

Department Requisition #: 924015

Requesting Department: ETSB	Department Contact: Eve Kraus
Contact Email: etsb911@dupagecounty.gov	Contact Phone: 630-550-7743
Vendor Name: AT&T, Inc.	Vendor #: 10008

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

Request for approval of Purchase Order 924015 to AT&T, Inc. for a three year pricing agreement to continue Session Initiated Protocol (SIP) services in the Addison Consolidated Dispatch Center (ACDC) and DU-COMM PSAPs. Total amount of contract $345,000.00.

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

This is an extension of the current Admin, 10 digit, phone network. The PSAPs use this service to receive and place 10 digit dial calls.

With the transition to NG911, 911 authorities will replace the circuit-switched architecture of legacy 911 networks with IP-based technologies and applications, which provide new capabilities and improved interoperability and system resilience.

Strategic Impact

Customer Service

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

To achieve the transition to NG911, 911 authorities must implement IP-based technologies and applications that will provide all of the same functions as the legacy E911 system as well as new capabilities. In addition to handling 911 calls, NG911 networks can receive text, data, and video communications from any communications device via IP-based networks.

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

This is a continuation of SIP utility services and the addition of redundant circuits in the PSAPs.

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

1. Approve Purchase Order 924015 and allow a new pricing agreement for this utility at a substantial savings.
2. Deny Purchase Order 924015 and the calls will bill off contract.

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

This is a budgeted expense for FY24-27 in 4000-5820-53250: Telecommunications Wireline in the amount of $115,000.00 per year.

![AT&T eSign logo]

eSign Fax Cover Sheet

Contract Id: 6920445

To: AT&T Automated Fax Handling Service

From:

Fax: 877-374-4632 or 877-eSignFax

Total Pages: 8
(Excluding Fax Cover Sheet)

Or with Copiers / Scanners w/ email, Send To: esign@att.com

To sign via fax:

1. Sign, Title and Date the document where applicable,

2. Fax back documents in the following order:
   I. eSign Fax Cover Sheet for   Contract Id: 6920445
   II. All Pages stamped with   Contract Id: 6920445
3. If there are additional documents, use the corresponding eSign Fax Cover Sheet(s) as separator(s) and Fax back as in 2.I and 2.II.

(see Picture below)
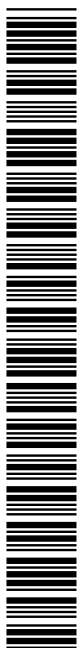
Request Id: 3033390
Contract Id: 6920445

90

**AT&T DEDICATED INTERNET
PRICING SCHEDULE**

Customer	AT&T
DUPAGE COUNTY ETSB 911 Street Address: 421 N COUNTY FARM RD City: WHEATON State/Province: IL Zip Code: 601873978 Country: United States	AT&T Corp.
Customer Contact (for Notices)	**AT&T Contact (for Notices)**
Name: ETSB 911 Coordinator Title: Street Address: 421 N COUNTY FARM RD City: WHEATON State/Province: IL Zip Code: 60187 Country: United States Telephone: 6305507743 Email: Eve.Kraus@dupageco.org	Name: Glenn Shine Street Address: 20 N. Main Street City: Lombard State/Province: IL Zip Code: 60148 Country: United States Telephone: 6307181569 Email: Eve.Kraus@dupageco.org Sales/Branch Manager: DIERKES, CHRISTOPHER J SCVP Name: ARGY, MARY ANN A Sales Strata: Retail Sales Region: USA **With a copy (for Notices) to:** AT&T Corp. One AT&T Way Bedminster, NJ 07921-0752 ATTN: Master Agreement Support Team Email: mast@att.com
AT&T Solution Provider or Representative Information (if applicable) ☐	
Name: Company Name: Agent Street Address: City: State: Zip Code: Country: Telephone: Fax: Email: Agent Code:	

This Pricing Schedule is part of the Agreement between AT&T and Customer referenced above and shall become effective when signed by authorized representatives of both parties ("Effective Date").

Customer (by its authorized representative**)**	AT&T (by its authorized representative)
By:	By:
Name:	Name:
Title:	Title:
Date:	Date:

MIS Standard 2014 Rate Plan
ROME ID: 1-NWPTW1F

PS ADI REPLACEMENT 02/05/2022
AT&T Solution No. FMO709319599763

**AT&T DEDICATED INTERNET
PRICING SCHEDULE**

This Pricing Schedule shall replace and supersede in its/their entirety the following AT&T Dedicated Internet ("ADI"), Service Order Attachment(s) and/or Pricing Schedule(s) between AT&T and Customer:

MIS14248516	

1. SERVICES

Service	Service Publication Location
AT&T Dedicated Internet (ADI)	http://serviceguidenew.att.com/sg_flashPlayerPage/MIS
AT&T Bandwidth Services	http://serviceguidenew.att.com/sg_flashPlayerPage/BWS

2. PRICING SCHEDULE TERM AND EFFECTIVE DATES

Pricing Schedule Term*	36 months
Pricing Schedule Term Start Date	Effective Date of this Pricing Schedule
Effective Date of Rates and Discounts	Effective Date of this Pricing Schedule

*Price Stabilization does not apply to Services or Service Components that have been designated as grandfathered in the applicable Service Publication as of the Pricing Schedule Effective Date (Previously Grandfathered Service/Service Components). AT&T may change prices, discounts, terms or conditions for Previously Grandfathered Service/Service Components on 30 days' prior notice to Customer.

3. MINIMUM PAYMENT PERIOD

Service Components	Percent of Monthly Service Fees Due Upon Termination Prior to Completion of Minimum Payment Period	Minimum Payment Period per Service Component*
All Service Components	50%	Longer of 12 months or until the end of the Pricing Schedule Term

*The Minimum Payment Period does not apply to Previously Grandfathered Service/Service Components.

4. RATES (US Mainland, and HI only)

**Section I: AT&T Dedicated Internet
Access Bandwidth -**

Table 1: DNS Services

Option	Monthly Service Fee
Additional Primary DNS (available in increments of up to 15 zones with a maximum of 150 Kilobytes of zone file data)	$100 per DNS increment
Additional Secondary DNS (available in increments of up to 15 zones with a maximum of 150 Kilobytes of zone file data)	$100 per DNS increment

Table 2: ADI Tele – Installation

Discount: 100.00%

ADI Speed	Undiscounted ADI	Undiscounted ADI w/ Managed Router
56 Kbps	$1,000	$1,000
128 Kbps - 1.5 Mbps	$1,000	$1,000
NxT-1	$2,500	$2,500

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Tiered/Full T-3	$5,000	N/A
Tiered OC-3, OC-12, OC-48	$10,000	N/A
Ethernet	$1,500#	$1,500**#
10 Gig Ethernet* and up	$1,500#	$1,500

* Service not available with MPLS PNT.
**Pricing available for ADI speeds of 100 Mbps and below and with electrical interfaces only.
Pricing also applies to Service locations in Alaska.

Table 3: On-Site Installation

Discount: 100.00%

ADI Speed	Undiscounted ADI w/ Managed Router Only
56 Kbps	$999
128 Kbps - 1.5 Mbps	$999
NxT-1	$999
Tiered/Full T-3	$1,000
Tiered OC-3, OC-12, OC-48	$10,000
Ethernet	$1,500*
10 Gig Ethernet and up	$1,500
Nx10Gig Ethernet	$3,500

* Pricing also applies to Service locations in Alaska.

Table 4: LAN IP Block Size

IPv4 LAN IP Block Size	Undiscounted MRC	Discount
/28	$112	0.00%
/27	$224	0.00%
/26	$448	0.00%
/25	$896	0.00%
/24	$1,792	0.00%
/23	$3,584	0.00%
/22	$7,168	0.00%
/21	$14,336	0.00%
/20	$28,672	0.00%
/19	$57,344	0.00%

Table 5: Flexible Bandwidth Billing Option – Ethernet*

Discount applied to ADI & ADI w/Managed Router Discount: 75.00% This discount applies to all Tiered Bandwidth Minimum Commitments in this table unless an override discount is indicated.			Incremental Usage Fee Discount: 75.00% This discount applies to all Tiered Bandwidth Minimum Commitments in this table unless an override discount is indicated.
Tiered Bandwidth Minimum Commitment	ADI Undiscounted Monthly Fee	ADI with Managed Router Undiscounted Monthly Fee	Undiscounted Incremental Usage Fee Per Mbps
Discount applied to ADI & ADI w/ Managed Router for the following:			Incremental Usage Fee Discount for the following:
0.5 Mbps	$257	$385	$940
1.0 Mbps	$258	$386	$510

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1.5 Mbps	$259	$387	$380
2 Mbps	$260	$388	$355
3 Mbps	$261	$389	$340
4 Mbps	$262	$390	$325
5 Mbps	$263	$391	$270
6 Mbps	$264	$392	$250
7 Mbps	$265	$393	$245
8 Mbps	$266	$394	$235
9 Mbps	$267	$395	$230
Discount applied to ADI & ADI w/ Managed Router for the following:			**Incremental Usage Fee Discount for the following:**
10 Mbps	$268	$396	$198
15 Mbps	$359	$487	$162.33
20 Mbps	$449	$577	$144.25
25 Mbps	$542	$670	$134.00
Discount applied to ADI & ADI w/ Managed Router for the following:			**Incremental Usage Fee Discount for the following:**
30 Mbps	$633	$761	$126.83
35 Mbps	$680	$854	$122.00
40 Mbps	$812	$945	$118.13
45 Mbps	$817	$950	$105.56
Discount applied to ADI & ADI w/ Managed Router for the following:			**Incremental Usage Fee Discount for the following:**
50 Mbps	$813	$955	$95.50
60 Mbps	$946	$1,100	$91.67
70 Mbps	$1,032	$1,200	$85.71
75 Mbps	$1,118	$1,300	$86.67
80 Mbps	$1,204	$1,420	$88.75
90 Mbps	$1,290	$1,500	$83.33
Discount applied to ADI & ADI w/ Managed Router for the following:			**Incremental Usage Fee Discount for the following:**
100 Mbps	$1,400	$1,555	$77.75
120 Mbps	$1,770	$1,937	$80.71
144 Mbps	$1,790	$1,960	$68.06
150 Mbps	$1,800	$1,965	$65.50
155 Mbps	$1,820	$2,020	$65.16
Discount applied to ADI & ADI w/ Managed Router for the following:			**Incremental Usage Fee Discount for the following:**
200 Mbps	$2,000	$2,100	$52.50
250 Mbps	$2,150	$2,240	$44.80
300 Mbps	$2,250	$2,620	$43.67
350 Mbps	$2,500	$3,125	$44.64
Discount applied to ADI & ADI w/ Managed Router for the following:			**Incremental Usage Fee Discount for the following:**
400 Mbps	$2,700	$3,380	$42.25
450 Mbps	$3,000	$3,720	$41.33
500 Mbps	$3,500	$4,325	$43.25
550 Mbps	$3,650	$4,425	$40.23
600 Mbps	$4,096	$4,840	$40.33
622 Mbps	$4,117	$5,000	$40.19
Discount applied to ADI & ADI w/ Managed Router for the following:			**Incremental Usage Fee Discount for the following:**
700 Mbps	$4,199	$5,240	$37.43
800 Mbps	$4,301	$5,440	$34.00

AT&T DEDICATED INTERNET
PRICING SCHEDULE

900 Mbps	$4,403	$5,540	$30.78
1000 Mbps	$4,505	$5,620	$28.10

* Pricing also applies to Service locations in Alaska (Override discounts are not applicable to Service locations in Alaska).

Table 6: Class of Service Option - Tiered T-1, T-3 and Burstable Service - Monthly Service Fees

Discount: 94.00%

Speed	Class of Service Monthly Fee – List Price*# (w/ or w/out Managed Router
56 Kbps**	$225
128 Kbps**	$225
256 Kbps**	$225
384 Kbps**	$225
512 Kbps**	$225
768 Kbps	$225
1024 Kbps**†	$225
1.5 Mbps	$225
2xT-1 (3 Mbps)	$225
3xT-1 (4.5 Mbps)	$225
4xT-1 (6 Mbps)	$225
5xT-1 (7.5 Mbps)	$225
6xT-1 (9 Mbps)	$225
7xT-1 (10.5 Mbps)	$225
8xT-1 (12 Mbps)	$225
10 Mbps	$825
15 Mbps	$1,075
20 Mbps	$1,325
25 Mbps	$1,575
30 Mbps	$1,825
35 Mbps	$2,100
40 Mbps	$2,350
45 Mbps	$2,750
155 Mbps	$2,750

* Charges waived for Sites with AT&T BVoIP Service.

**no real-time class available.

(†) Speed not available with MPLS PNT.

\# Pricing also applies to Service locations in Alaska.

Table 7: Class Of Service Option - Flexible Bandwidth Billing Option - Monthly Service Fees

Discount: 94.00%

Speed	Undiscounted ADI w/ or w/out Managed Router Monthly Service Fee*#
Up to 1.5 Mbps	$225
2.0 Mbps	$285
2.01 - 3.0 Mbps	$360
3.01 - 4.0 Mbps	$435
4.01 - 5.0 Mbps	$510
5.01 - 6.0 Mbps	$575
6.01 - 7.0 Mbps	$640

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7.01 - 8.0 Mbps	$705
8.01 - 9.0 Mbps	$765
9.01 to 10.0 Mbps	$825
10.01 to 15.0 Mbps	$1,075
15.01 - 20.0 Mbps	$1,325
20.01 - 25.0 Mbps	$1,575
25.01 - 30.0 Mbps	$1,825
30.01 - 35.0 Mbps	$2,100
35.01 - 40.0 Mbps	$2,350
40.01 – 45 Mbps	$2,750
45.01 – 155 Mbps	$5,000
200 - 250 Mbps	$5,400
300 - 350 Mbps	$5,800
400 - 600 Mbps	$6,200
622 Mbps	$7,000
700 – 1000 Mbps	$7,800
1.5 Gbps**	$7,900
2.0 Gbps**	$8,000
2.5 Gbps**	$8,100
3.0 Gbps**	$8,200
3.5 Gbps**	$8,300
4.0 Gbps**	$8,400
4.5 Gbps**	$8,500
5.0 Gbps**	$8,600
5.5 Gbps**	$8,700
6.0 Gbps**	$8,800
6.5 Gbps**	$8,900
7.0 Gbps**	$9,000
7.5 Gbps**	$9,100
8.0 Gbps**	$9,200
8.5 Gbps**	$9,300
9.0 Gbps**	$9,400
9.5 Gbps**	$9,500
10.0 Gbps and up**	$9,600

*Charges waived for Sites with AT&T BVoIP Service.
** Speed not available with MPLS PNT.
# Pricing also applies to Service locations in Alaska.

Table 8: Class Of Service Option – Aggregate Billing Option - Monthly Service Fees**

Discount: 94.00%

Speed	Undiscounted ADI w/ or w/out Managed Router Monthly Service Fee*#
T3 (up to 45 Mbps)	$2,750
OC3 (up to 155 Mbps)	$5,000
OC12 (up to 622 Mbps)	$7,000
Ethernet (up to 1000 Mbps)	$7,800
OC48 (up to 2500 Mbps)	$8,100
10 Gigabit Ethernet (up to 10000 Mbps) and up	$9,600

*Charges waived for Sites with AT&T BVoIP Service.
**Not available with MPLS PNT.

Table 9: Class Of Service Option - Installation Fees

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Discount: 100.00%

Class of Service Undiscounted Installation Fee*#	$1,000

*Charges waived for Sites with AT&T BVoIP Service.
Pricing also applies to Service locations in Alaska.

Section II: AT&T Business in a BoxSM

Table 1: Service Component Replacement – Next Business Day Shipped (5x8) Monthly Charges

Discount: 100.00%

Service Component / Device	Undiscounted MRC*
Base Unit NextGen	$50
Base Unit 12 Port	$70
Base Unit 24 Port	$30
Base Unit High Bandwidth	$75
8 Port Analog Module Add-On	$35

* Pricing also applies to Service locations in Alaska

Table 2: On-Site Maintenance (24X7X4) Monthly Charges

Discount: 100.00%

Option	Undiscounted MRC*
Base Unit NextGen	$75
Base Unit 12 Port	$95
Base Unit 24 Port	$35
Base Unit High Bandwidth	$85
8 Port Analog Module Add-On	$40

* Pricing also applies to Service locations in Alaska

Table 3: Life-Cycle Management Charges - Service Charges

Discount: 100.00%

Per Site / Per Occurrence during Standard Business Hours (Monday-Friday, 8:00 am- 5:00 pm, local time)	Undiscounted Service Charge List Price *
Additional Service	$260
Delete Service	$500

* Pricing also applies to Service locations in Alaska.

Table 4: Class of Service Option - when ordered with AT&T BVoIP Services only

Discount: 100.0%

Class of Service Monthly Service Fee	$225*

* Pricing also applies to Service locations in Alaska.

Table 5: IP Version Change

Discount: 100.00%

IP Version Change – Per Site, Per Occurrence	$500*

* Pricing also applies to Service locations in Alaska.

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Table 10: Local Access without Diversity

Address	City	State	Zip	Access Bandwidth	Local Access Non-Recurring Charge	Local Access Net Monthly Recurring Charge
420 N COUNTY FARM RD	WHEATON	IL	60187	MIS Ethernet Access 20 Mbps	$0.00	$383.64
1471 W JEFFREY DR	ADDISON	IL	60101	MIS Ethernet Access 20 Mbps	$0.00	$383.64

Address	City	State	Zip	Access Bandwidth	Local Access Non-Recurring Charge	Local Access Net Monthly Recurring Charge
420 N COUNTY FARM RD	WHEATON	IL	60187	MIS Ethernet Access 100 Mbps	$0.00	$810.00
1471 W JEFFREY DR	ADDISON	IL	60101	MIS Ethernet Access 100 Mbps	$0.00	$810.00

Section III: Additional Service Fees

Moving Fee (during hours)	$1,000 per location*
Additional Moving Fee (outside standard operating hours – 8:00 a.m. to 5:00 p.m. Monday through Friday)	Additional $500 per location*

*Subject to availability, pricing also applies to Service locations in Alaska

This is the last page of the Pricing Document.

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eSign Fax Cover Sheet

Contract Id: 6910492

To: AT&T Automated Fax Handling Service

From:

Fax: 877-374-4632 or 877-eSignFax

Total Pages: 4
(Excluding Fax Cover Sheet)

Or with Copiers / Scanners w/ email, Send To: esign@att.com

To sign via fax:

1. Sign, Title and Date the document where applicable,

2. Fax back documents in the following order:
   I.   eSign Fax Cover Sheet for   Contract Id: 6910492
   II.   All Pages stamped with   Contract Id: 6910492
3. If there are additional documents, use the corresponding eSign Fax Cover Sheet(s) as separator(s) and Fax back as in 2.I and 2.II.

(see Picture below)
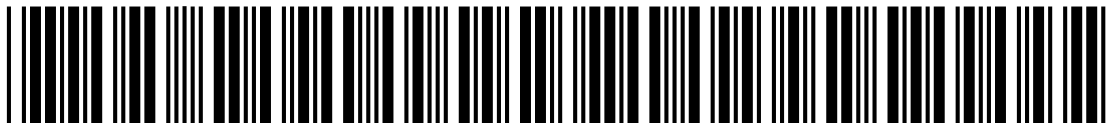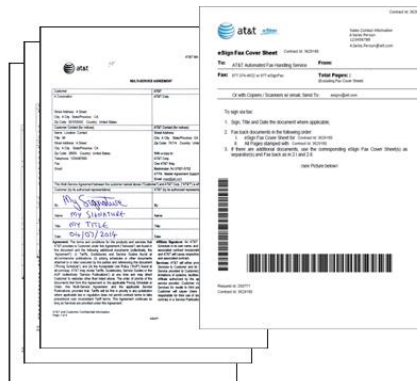
Request Id: 3026940
Contract Id: 6910492

AT&T IP FLEXIBLE REACH
PRICING SCHEDULE

Customer	AT&T
DUPAGE COUNTY E911 ETSB Street Address: 421 N COUNTY FARM RD City: WHEATON State/Province: IL Zip Code: 601873978 Country: United States	AT&T Corp.
Customer Contact (for Notices)	**AT&T Contact (for Notices)**
Name: ETSB Coordinator Title: ETSB Coordinator Street Address: 421 N COUNTY FARM RD City: WHEATON State/Province: IL Zip Code: 60187 Country: United States Telephone: 6305507743 Email: ETSB911@dupageco.org	Name: GLENN SHINE Street Address: 20 N.Main Street City: Lombard State/Province: IL Zip Code: 60148 Country: United States Telephone: 6307181569 Email: gs0293@att.com Sales/Branch Manager: Chris Dierkes SCVP Name: MARY ANN ARGY Sales Strata: Retail Sales Region: USA **With a copy (for Notices) to:** AT&T Corp. One AT&T Way Bedminster, NJ 07921-0752 ATTN: Master Agreement Support Team Email: mast@att.com
AT&T Solution Provider or Representative Information (if applicable) ☐	
Name: Company Name: Agent Street Address: City: State: Zip Code: Country: Telephone: Fax: Email: Agent Code:	

This Pricing Schedule is part of the Agreement between AT&T and Customer referenced above.

The undersigned, on behalf of Customer, acknowledges that Customer has received and understands the advisories concerning (i) the circumstances under which, and (ii) the non-US countries in which, emergency calling (including but not limited to E911 service or its equivalent in other countries) is not or may not be available, as stated and identified in the AT&T Business Voice over IP Services Service Guide found in the SG Library at http://serviceguidenew.att.com. Such circumstances include, but are not limited to, relocation of the User's CPE, use of a non-native or virtual telephone number, failure in the broadband connection, loss of electrical power, and delays that may occur in updating the Customer's location in the automatic location information database. For additional Most of World advisories, see section "Additional Terms," sub-heading "Emergency Calling Most of World".

Customer (by its authorized representative)	AT&T (by its authorized representative)
By:	By:
Name:	Name:
Title:	Title:
Date:	Date:

ps_bvoip_replt v Feb 2017
AT&T Solution No. FMO708351694259

**AT&T IP FLEXIBLE REACH
PRICING SCHEDULE**

This Pricing Schedule shall replace and supersede in its/their entirety the following Order Attachment(s), Attachment(s), and/or Pricing Schedule(s) for AT&T Voice DNA® (US only), AT&T IP Flexible Reach, and/or AT&T IP Toll-Free, as applicable, between AT&T and Customer:

BVP14244518	

1. SERVICES

Service	Service Publication Location
AT&T IP FLEXIBLE REACH	http://serviceguidenew.att.com/sg_flashPlayerPage/BVOIP

2. PRICING SCHEDULE TERM AND EFFECTIVE DATES

Pricing Schedule Term	36 months
Pricing Schedule Term Start Date	Effective Date of this Pricing Schedule
Effective Date of Rates and Discounts	Effective Date of this Pricing Schedule

3. MARC

MARC under this Pricing Schedule	None

4. MINIMUM PAYMENT PERIOD

Service Components	Percent of Monthly Service Fees Due Upon Termination Prior to Completion of Minimum Payment Period	Minimum Payment Period per Service Component
All Service Components	50%	Longer of 12 months or until the end of the Pricing Schedule Term

5. ADDITIONAL TERMS AND CONDITIONS

5.1. Emergency Calling Most of World

Emergency Calling Most of World

At or before Service activation at a Most of World Site with outbound BVoIP calling, Customer certifies it has and agrees to continuously keep individual business lines and other appropriate facilities with a local service provider or other provider capable of, and responsible for, providing Customer access to three-digit emergency dialing services, if AT&T does not provide emergency dialing service and for as long as AT&T provides outbound BVoIP service to that Site. Customer is responsible to ensure that all calls to these emergency dialing service numbers are routed over appropriate facilities to ensure completion provided by that local service provider, or other provider. Customer agrees to indemnify and defend AT&T from and against any and all third-party claims and related loss, liability, damage and expense, arising from Customer's failure to perform Customer's obligations outlined in this Section. AT&T's provisioning of outbound BVoIP service is conditioned upon Customer's full compliance with these obligations, and failure to do so is a material breach of this Agreement.

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ROME ID: 1-NBYKG3Z
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AT&T IP FLEXIBLE REACH
PRICING SCHEDULE

5.2. White Pages, Yellow Pages, Directory Assistance

White Pages, Yellow Pages and Directory Assistance database listings are subject to (1) rules, regulations, guidelines and requirements of Business Directory Publishers and Directory Assistance providers, including but not limited to AT&T Affiliates, relating to the information which may, may not or must be included in listings, and (2) federal, state and local laws, ordinances and regulations, including those relating to deceptive practices and deceptive advertising. Customer (not AT&T) is solely responsible for complying with (1) and (2). If Customer supplies information to AT&T that, according to the Business Directory Publisher or Directory Assistance provider or otherwise, violates (1) or does or may violate (2), Customer understands that its listing information may, without advance notice, be rejected or removed from White Pages, Yellow Pages and Directory Assistance databases, and Customer will indemnify and hold AT&T and its Affiliates harmless from any and all losses, liability, damages, fines, claims, costs or expenses (including attorneys' fees) of any kind, suffered by AT&T, by any AT&T Affiliate, by Customer or by any third party as a result of Customer's breach of its obligation.

5.3. Broadband Connectivity

This Pricing Schedule does not include transport necessary for the provision of AT&T Flexible Reach Service, Over Any Transport. Customer must obtain broadband connectivity separately under an AT&T or third-party contract.

6. RATES

Discounts are applied to the applicable Service Publication rates.

7. DISCOUNTS

MRC = Monthly Recurring Charge

NRC = Non-Recurring Charge

7.1. US DISCOUNTS

I. Common Billable Elements

Table A: Common Billable Elements (apply regardless of Underlying Transport Service)		
Item	Type of Charge	Element Discount
US Off-Net Calling Charge (US Terminated Off-Net Calling Charge)	Per Usage	100.00%
Non-US Terminated Off-Net Calling Charge – fixed	Per Usage	20.00%
Non-US Terminated Off-Net Calling Charge – mobile	Per Usage	20.00%
AT&T IP Flexible Reach Enhanced Features Package Charge	MRC, per Concurrent Call	87.50%

II. Calling Plan Discounts

Table A: Calling Plan A (IP Long Distance Only)			
Item	Type of Charge	Calling Plan Discount	AT&T IPTF Bundled Discount
Calling Plan Setup Fee	NRC per Site	60.00%	Not available
Calling Plan Charge	MRC, per Concurrent Call	20.00%	Not available

Table B: Calling Plan B (IP Local and IP Long Distance)			
Item	Type of Charge	Calling Plan Discount	AT&T IPTF Bundled Discount
Calling Plan Setup Fee	NRC per Site	60.00%	Not available
Calling Plan Charge	MRC, per Concurrent Call	20.00%	Not available
Telephone Number Charge	MRC, per Number	50.00%	Not Available

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**AT&T IP FLEXIBLE REACH
PRICING SCHEDULE**

Table C: Calling Plan C (IP Local and IP Long Distance Bundle)

Item	Type of Charge	Calling Plan Discount	AT&T IPTF Bundled Discount
Calling Plan Setup Fee	NRC per Site	60.00%	Not available
Calling Plan Charge	MRC, per Concurrent Call	85.36%	Not available
Telephone Number Charge	MRC, per Number	100.00%	Not available

Table Flex1: AT&T IP Flexible Reach Termination Specific Discounts
Calling Plan A,B, C Calls from the United States of America
Non-US Termination Off-Net Custom Discounts – Fixed

The discounts below replace the Non-US Terminated Off-Net Calling Charge - fixed Element and Bundled Discounts specified in the table entitled "Common Elements" for the specified from and to countries only.

To Country	Type of Charge	Discount
CANADA	Per Usage	20.00%

VI. Underlying Transport Services Support Charges

Table A: VoIP Module Card (AT&T MIS or AT&T MIS with MPLS PNT Transport Only)

Item	Type of Charge	Discount
VoIP Module Card (if applicable)	MRC, per Concurrent Call (where the list price will vary by number of Concurrent Calls)	80.00%

Table B: Help Desk and AT&T CPE Charges (apply only if AT&T VPN is the Underlying Transport Service)

Item	Type of Charge	Element Discount
Help Desk Service Charge (not applicable)	MRC per Site	0.00%
Equipment Setup Fee (optional)	NRC per Site	0.00%
VQM Charge (small)	MRC per Site	0.00%
VQM Charge (medium)	MRC per Site	0.00%
VQM Charge (large)	MRC per Site	0.00%
VQM Charge (xl, xlii, sxl)	MRC per Site	0.00%
VoIP Adapter – TDM, Service Establishment	NRC per Site	0.00%
VoIP Adapter – TDM	MRC per Concurrent Call per Site	0.00%
VoIP Adapter Functionality – SBC, Service Establishment	NRC per Site	0.00%
VoIP Adapter Functionality – SBC, Aggregated Router	MRC per Concurrent Call per Site	0.00%
VoIP Adapter Functionality – SBC, Integrated Router	MRC per Concurrent Call per Site	0.00%

Table C: AT&T IP Flexible Reach Hardware-impacting Move/Add/Change/Delete (MACD) Charges (apply only if AT&T VPN is the Underlying Transport Service)

Item	Type of Charge	Element Discount
Concurrent Call Change Charge (only if a VQM change is also required)	NRC per occurrence	100.00%

This is the last page of the Pricing Document.

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AT&T Solution No. FMO708351694259
MP618D 02.26.24 SR: 1-NT4NER6 SAP APPRVL

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

File #: ETS-R-0030-24	**Agenda Date:** 4/10/2024	**Agenda #:** 6.A.

RECOMMENDATION TO RATIFY APPROVAL OF A CONTRACT PURCHASE ORDER 924012/6956-1 TOSHIBA BUSINESS SOLUTIONS, A DIVISION OF TOSHIBA AMERICA BUSINESS SOLUTIONS, INC. FOR MULTI-FUNCTIONAL DEVICE EQUIPMENT, SUPPLIES, SOFTWARE, AND SERVICE FOR ETSB OFFICES, ACDC AND DU-COMM PSAPS THROUGH MARCH 31, 2029
(TOTAL AMOUNT: $94,500.00)

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; 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 ordinance and DuPage County procurement ordinance; and

WHEREAS, the County of DuPage had awarded a contract to Toshiba Business Solutions on March 12, 2024, per Resolution TE-P-0006-24, to provide multi-functional digital copiers and printers for a period of April 1, 2024 through March 31, 2029; and

WHEREAS, the 9-1-1 System Coordinator recommends DU PAGE ETS Board ratify approval of a Procurement Purchase Order Requisition 924012/6956-1 from Bid #24-019-IT to Toshiba Business Solutions for multi-functional device equipment, supplies, software, and service for ETSB offices, ACDC and DU-COMM Public Safety Answering Points (PSAPs). The contract will cover the period from May 25, 2024 through March 31, 2029. Total amount of $94,500.00.

NOW, THEREFORE BE IT RESOLVED, that DU PAGE ETSB Requisition 924012, dated April 3, 2024, covering said, multi-functional device equipment, supplies and service, be, and is hereby ratified and approved by the DU PAGE ETSB to Toshiba Business Solutions, a division of Toshiba America Business Solutions, Inc., 25530 Commercentre Drive, Lake Forest, CA 92630, for an amount of $94,500.00.

Enacted and approved this 10th day of April, 2024 at Wheaton, Illinois.

_____
GREG SCHWARZE, CHAIR

Attest: _____
JEAN KACZMAREK, COUNTY CLERK

Procurement Review Checklist
Procurement Services Division
This form must accompany all Purchase Order Requisitions
Attach Required Vendor Ethics Disclosure Statement

Date: _____ Apr 3, 2024

MinuteTraq (IQM2) ID #: _____

Vendor: Toshiba Business Solutions, a division of Toshiba America Business Solutions, Inc.	Vendor #: 14171	Contract Term: 5/25/24-3/31/29	Contract Total: $94,450.00
Dept: ETSB	Contact: Eve Kraus	Phone: 630-550-7743	Assigned Committee: ETSB

Description of Procurement/ Scope of Work/ Background	Recommendation to ratify approval of Purchase Order 924012/6956-1 to Toshiba Business Solutions, a division of Toshiba America Business Solutions, Inc. to furnish and deliver multi-functional digital copiers and printers to ETSB, Addison Consolidated Dispatch Center (ACDC), and DU-COMM through March 31, 2029. The requested amount is $94,450.00.
Reason for Procurement	The County agreement PO 6956-1 with Toshiba, the lowest responsible bidder, allows ETSB to procure copier services for ETSB, ACDC, and DU-COMM.

FUNDING SOURCE

☒ Procurement budgeted for (FY and budget code(s)): FY24-29 4000-5820-53410

☒ Budget Transfer (Date) Apr 10, 2024   Add'l Information 4000-5820-53828 to 4000-5820-54100-0700 and 4000-5820-53830-0001

DECISION MEMO NOT REQUIRED

☒ LOWEST RESPONSIBLE QUOTE # or BID # 24-019-IT _____ (QUOTE < $25,000, BID ≥ $25,000; attach Tabulation)

☐ RENEWAL, Enter Bid # _____   ☐ Intergovernmental Agreement

☐ SOLE SOURCE per DuPage County Purchasing Ordinance, Article 4-102(5) (attach Sole Source Justification form)

☐ PER 55 ILCS 5/5-1022 'Competitive Bids' (d) IT/Telecom purchases under $35,000.00   ☐ Public Utility

☐ PER 55 ILCS 5/5-1022 'Competitive Bids' (c) not suitable for competitive bidding. Explain below:

DECISION MEMO REQUIRED

☐ Cooperative Procurement (DPC4-107) or Government Joint Purchasing Act Procurement (30ILCS525)

☐ EXPLANATION OF REQUEST FOR PROPOSAL RFP # _____ (include Evaluation Summary if applicable)

☐ RENEWAL OF RFP # _____

☐ PROFESSIONAL SERVICES EXCLUDED per DuPage Ordinance (4-108) and 50 ILCS 510/2 (Architects, Engineers and Land Surveyors)

☐ OTHER PROFESSIONAL SERVICES (detail vetting process on Decision Memo)

☐ REQUEST WAIVER OF COUNTY BID RULES (only allowable to Statutory Limits)

☐ OTHER THAN LOWEST RESPONSIBILE, BID # _____

PREPARED BY AND APPROVAL(S) (Initials Only)

EK	Apr 3, 2024	LMZ	Apr 3, 2024	N/A	
Prepared By	Date	Recommended for Approval	Date	IT Approval, if required	Date

REVIEWED BY (Initials Only)

Buyer	Date	Procurement Officer	Date
Chief Financial Officer (Decision Memos Over $25,000)	Date	Chairman's Office (Decision Memos Over $25,000)	Date

Purchase Requisition
Procurement Services Division

Date:	Apr 3, 2024
MinuteTraq (IQM2) ID #:	
Department Req #:	924012
RFP, Bid or Quote #:	24-019-IT

Send Purchase Order To:

Vendor: Toshiba Business Solutions, a division of Toshiba America Business Solutions, Inc.   Vendor #: 14171

Attn: Frank Colucci   Email: frank.colucci@tbs.toshiba.com

Address: 25530 Commercentre Drive

City: Lake Forest   State: CA   Zip: 92630

Phone: 800-866-4361   Fax:

Send Invoices To:

Dept: DuPage ETSB   Division:

Attn: 9-1-1 Coordinator   Email: etsb911@dupagecounty.gov

Address: 421 N. County Farm Road   Room:

City: Wheaton   State: IL   Zip: 60187

Phone: 630-550-7743   Fax:

Send Payments To:

Vendor: Toshiba Business Solutions, a division of Toshiba America Business Solutions, Inc.   Vendor #: 14171

Attn: Email:

Address: 25530 Commercentre Drive

City: Lake Forest   State: CA   Zip: 92630

Phone: Fax:

Ship To:

Dept: DuPage ETSB   Division:

Attn: Email:

Address: Various   Room:

City: State: IL   Zip: 60187

Phone: Fax:

Payment Terms	F.O.B.	PO 20 Delivery Date	Requisitioner
PER 50 ILCS 505/1	Destination		

Use for PO25 only	Contract Administrator	Contract Start Date	Contract End Date	Use for PO25 only
	Eve Kraus	May 25, 2024	Mar 31, 2029	

LN	Qty	UOM	Item Detail (Product #)	Description	FY	Dept #	Acctg Unit	Acct #	Sub-Accts and/or Activity #	Unit Price	Extension
1	1	EA		Leasing of Multi-Functional Copiers & Printers, per Bid #24-019-IT FY24	24	4000	5820	54100	'0700	7,050.00	7,050.00
2	1	EA		Monthly usage FY24	24	4000	5820	53800	'0001	4,000.00	4,000.00
3	1	EA		Leasing of Multi-Functional Copiers & Printers, per Bid #24-019-IT FY25	25	4000	5820	54100	'0700	13,000.00	13,000.00
4	1	EA		Monthly usage FY25	25	4000	5820	53800	'0001	6,000.00	6,000.00
5	1	EA		Leasing of Multi-Functional Copiers & Printers, per Bid #24-019-IT FY26	26	4000	5820	54100	'0700	13,000.00	13,000.00
6	1	EA		Monthly usage FY26	26	4000	5820	53800	'0001	6,000.00	6,000.00
7	1	EA		Leasing of Multi-Functional Copiers & Printers, per Bid #24-019-IT FY27	27	4000	5820	54100	'0700	13,000.00	13,000.00
8	1	EA		Monthly usage FY27	27	4000	5820	53800	'0001	6,000.00	6,000.00
9	1	EA		Leasing of Multi-Functional Copiers & Printers, per Bid #24-019-IT FY28	28	4000	5820	54100	'0700	13,000.00	13,000.00
10	1	EA		Monthly usage FY28	28	4000	5820	53800	'0001	6,000.00	6,000.00
11	1	EA		Leasing of Multi-Functional Copiers & Printers, per Bid #24-019-IT FY29	29	4000	5820	54100	'0700	4,400.00	4,400.00
12	1	EA		Monthly usage FY29	29	4000	5820	53800	'0001	3,000.00	3,000.00
									Requisition Total	$	94,450.00

Header Comments (these comments will appear on the PO20 and PO25 Purchase Order) :

Multi-functional Office Equipment, Supplies, Software and Service Solutions
Special Instructions/Comments to Buyer or Approver (these comments will <u>NOT</u> appear on the Purchase Order) **:**
User Department Internal Notes (these comments will <u>NOT</u> appear on the Purchase Order) **:**

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: Apr 3, 2024

MinuteTraq (IQM2) ID #: _____

Department Requisition #: 924012

Requesting Department: DuPage ETSB	Department Contact: Eve Kraus
Contact Email: etsb911@dupagecounty.gov	Contact Phone: 630-550-7743
Vendor Name: Toshiba Business Solutions	Vendor #: 14171

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

Recommendation to ratify approval of Purchase Order 924012/6956-1 to Toshiba Business Solutions, a division of Toshiba America Business Solutions, Inc. to furnish and deliver multi-functional digital copiers and printers to ETSB, Addison Consolidated Dispatch Center (ACDC), and DU-COMM through March 31, 2029. The requested amount is $94,450.00.

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

The ETSB contract PO 3880-1 with Canon expires May 24, 2024. The County searched for qualified providers to supply multi-function printers for all County departments, including ETSB, ACDC and DU-COMM. The new County contract PO 6956-1, arising from RFP #24-019-IT began on April 1, 2024. ETSB will remain with Canon through the end of the current vendor contract and will switch to the Toshiba products in May.

Strategic Impact

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

The County IT contract provides a lesser cost for ETSB and the PSAPs than procuring copiers outright or bidding separately.

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

ETSB was part of the County Solicitation #24-019-IT.

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

1. Approve Purchase Order 924012 to take part in the equipment lease agreement.
2. Deny Purchase Order 924012 and the ETSB and PSAPs would have to procure individual copiers/printers.

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

This is a budgeted expense for FY24-29 in 4000-5820-53410: Rental/Lease of Machinery or Equipment in the amount of $19,605.00. Budget transfers for FY24 from 4000-5820-53828: Contingencies to 4000-5820-54100-0700 : IT Equipment - Capital Lease will be on the agenda to transfer the funds for the monthly lease pursuant to GASB 87, and to account 4000-5820-58300-0001: Copier Usage for monthly usage charges, and are retroactive to December 1, 2023. Funds will be budgeted for FY25-29 in the proper account. This not only saves money on initial procurement but also ongoing maintenance and supplies through 2029.

File #: TE-P-0006-24	**Agenda Date:** 3/5/2024	**Agenda #:** 6.A.

AWARDING RESOLUTION ISSUED TO
TOSHIBA BUSINESS SOLUTIONS
TO PROVIDE MULTI-FUNCTIONAL DIGITAL COPIERS AND PRINTERS
FOR VARIOUS DEPARTMENTS AND LOCATIONS
(CONTRACT TOTAL AMOUNT NOT TO EXCEED $1,500,000.00)

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

WHEREAS, the Technology Committee recommends County Board approval for the issuance of a contract to Toshiba Business Solutions, to provide multi-functional digital copiers and printers, for the period of April 1, 2024 through March 31, 2029, for various departments and locations.

NOW, THEREFORE BE IT RESOLVED, that said contract is to provide multi-functional digital copiers and printers, for the period of April 1, 2024 through March 31, 2029 for various departments and locations, be, and it is hereby approved for issuance of a contract by the Procurement Division to Toshiba Business Solutions, 25530 Commercentre Drive, Lake Forest, CA 92630, for a contract total amount not to exceed $1,500,000.00, per lowest responsible bid #24-019-IT.

Enacted and approved this 12th day of March, 2024 at Wheaton, Illinois.

_____
DEBORAH A. CONROY, CHAIR
DU PAGE COUNTY BOARD

Attest: _____
JEAN KACZMAREK, COUNTY CLERK

SECTION 1: DESCRIPTION

General Tracking | Contract Terms

FILE ID#: 24-0808	RFP, BID, QUOTE OR RENEWAL #: 24-019-IT	INITIAL TERM WITH RENEWALS: OTHER	INITIAL TERM TOTAL COST: $1,500,000.00
COMMITTEE: TECHNOLOGY	TARGET COMMITTEE DATE: 03/05/2024	PROMPT FOR RENEWAL: 6 MONTHS	CONTRACT TOTAL COST WITH ALL RENEWALS: $1,500,000.00
	CURRENT TERM TOTAL COST: $1,500,000.00	MAX LENGTH WITH ALL RENEWALS: FIVE YEARS*	CURRENT TERM PERIOD: INITIAL TERM

Vendor Information | Department Information

VENDOR: Toshiba Business Solutions, a division of Toshiba America Business Solutions, Inc	VENDOR #: 14171	DEPT: Information Technology	DEPT CONTACT NAME: Shanita Thompson
VENDOR CONTACT: Frank Colucci	VENDOR CONTACT PHONE: 800-866-4361	DEPT CONTACT PHONE #: 630-407-5023	DEPT CONTACT EMAIL: Shanita.Thompson@dupagecounty.gov
VENDOR CONTACT EMAIL: frank.colucci@tbs.toshiba.com	VENDOR WEBSITE: toshiba.com	DEPT REQ #:	

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.).
To furnish and deliver Multi-Functional Digital ("MFD") Copiers and Printers to various Departments and Locations in accordance with the Request for Proposal Specifications for a five (5) year term from April 1, 2024, through March 31, 2029, not to exceed $1,500,000.

JUSTIFICATION Summarize why this procurement is necessary and what objectives will be accomplished
Multifunctional devices (MFDs) combine several functions—such as copying, printing, scanning, and faxing—into a single machine. Organizations can reduce costs associated with purchasing and maintaining separate devices. This consolidation not only saves money on initial procurement but also streamlines ongoing maintenance and supplies management.

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.
DECISION MEMO REQUIRED RFP (REQUEST FOR PROPOSAL)	Select an item from the following dropdown menu to identify why a Decision Memo (Section 3) is required.

SECTION 3: DECISION MEMO

STRATEGIC IMPACT	Select an item from the following dropdown menu of County's strategic priorities that this action will most impact. FINANCIAL PLANNING
SOURCE SELECTION	Describe method used to select source. Competitively sourced via RFP # 24-019-IT.
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 RFP and allow for county-wide contract per competitively sourced RFP # 24-019-IT. 2.) Do nothing and let current contract expire.

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.
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.
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.

SECTION 5: Purchase Requisition Information

Send Purchase Order To:		Send Invoices To:	
Vendor: Toshiba Business Solutions, a division of Toshiba America Business Solutions, Inc	Vendor#: 14171	Dept: Information Technology	Division:
Attn: Frank Colucci	Email: frank.colucci@tbs.toshiba.com	Attn: Sarah Godzicki	Email: Sarah.Godzicki@dupagecounty.gov
Address: 25530 Commercentre Drive	City: Lake Forest	Address: 421 N. County Farm Road	City: Wheaton
State: CA	Zip: 92630	State: IL	Zip: 60187
Phone: 800-866-4361	Fax: 949-462-2557	Phone: 630-407-5037	Fax: 630-407-5001
Send Payments To:		Ship to:	
Vendor: SAME AS ABOVE	Vendor#:	Dept: Information Technology	Division:
Attn:	Email:	Attn: Shanita Thompson	Email: Shanita.Thompson@dupagecounty.gov
Address:	City:	Address: 421 N. County Farm Road	City: Wheaton
State:	Zip:	State: IL	Zip: 60187
Phone:	Fax:	Phone: 630-407-5023	Fax:
Shipping		Contract Dates	
Payment Terms: PER 50 ILCS 505/1	FOB: Destination	Contract Start Date (PO25): Apr 1, 2024	Contract End Date (PO25): Mar 31, 2029
Contract Administrator (PO25): Shanita Thompson			

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		Leasing of Multi-Functional Copiers & Printers, per bid #24-019-IT - FY24	FY24	1000	1110	53410		200,000.00	200,000.00
2	1	EA		Leasing of Multi-Functional Copiers & Printers, per bid #24-019-IT - FY25	FY25	1000	1110	53410		300,000.00	300,000.00
3	1	EA		Leasing of Multi-Functional Copiers & Printers, per bid #24-019-IT - FY26	FY26	1000	1110	53410		300,000.00	300,000.00
4	1	EA		Leasing of Multi-Functional Copiers & Printers, per bid #24-019-IT - FY27	FY27	1000	1110	53410		300,000.00	300,000.00
5	1	EA		Leasing of Multi-Functional Copiers & Printers, per bid #24-019-IT - FY28	FY28	1000	1110	53410		300,000.00	300,000.00
6	1	EA		Leasing of Multi-Functional Copiers & Printers, per bid #24-019-IT - FY29	FY29	1000	1110	53410		100,000.00	100,000.00
FY is required, assure the correct FY is selected.									Requisition Total	$	1,500,000.00

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 send correspondences to Sarah Godzicki and Shanita Thompson.
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.

The following documents have been attached: ☑ W-9   ☑ Vendor Ethics Disclosure Statement
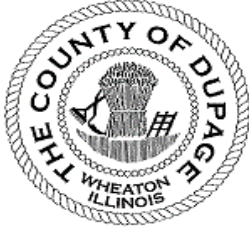
THE COUNTY OF DUPAGE
FINANCE - PROCUREMENT
LEASING OF MULTI-FUNCTIONAL COPIERS & PRINTERS 24-019-IT
BID TABULATION

√

Criteria	Available Points	Canon USA	genesisONE	Image Tech	Toshiba
Firm Qualifications	20	19.54	19.00	10.15	**19.54**
Key Qualifications	30	25.62	27.54	12.31	**25.54**
Project Understanding	30	25.54	28.46	10.77	**27.23**
Price	20	20.00	11.93	12.26	**18.84**
Total	100	90.69	86.93	45.49	**91.14**

		Canon USA	genesisONE	Image Tech	Toshiba
Fee and Rate Proposal (Design Only)		$ 266,036.40	$ 445,882.20	$ 434,027.88	**$ 282,472.68**
Percentage of points		100%	60%	61%	**94%**
Points awarded (wtd against lowest price)		20.00	11.93	12.26	**18.84**

NOTES
1) Marco Technologies LLC has been deemed non-responsive due to not meeting the bid requirements.
2) Proven IT has been deemed non-responsive due to not meeting the bid requirements.

RFP Posted on 1/15/2024 Bid Opened On 2/5/2024, 2:30 PM CST by	NE, VC
Invitations Sent	29
Total Requesting Documents	1
Total Bid Responses Received	6

TOSHIBA

Submitted By:

Frank Colucci, Senior Account Executive
Toshiba Business Solutions
1130 W. Lake Cook Road, Suite 250
Buffalo Grove, IL 60089
Phone: (224) 213-3930
Email: frank.colucci@tbs.toshiba.com

Technical Proposal

Prepared For:

DuPage County

Leasing of Multi-Functional Copiers and Printers 24-019-IT

February 5, 2024   REDACTED COPY

TOSHIBA

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TOSHIBA

Cover Letter

February 5, 2024

Anthony McPhearson
Chief Information Technology
DuPage County
Finance – Procurement, 3-400
421 North County Farm Road
Wheaton, IL 60187

Re: Response to Leasing of Multi-Functional Copiers and Printers 24-019-IT

Dear Anthony,

Toshiba Business Solutions, a division of Toshiba America Business Solutions, Inc., (TBS/Toshiba) is pleased to respond to the **DuPage County's RFP for Leasing of Multi-Functional Copiers and Printers 24-019-IT**, and we thank you for extending us this opportunity. This response incorporates a creative and competitive solution that will meet your printing needs and provide the best value to the County.

Toshiba's overall objective is to create a well-structured program that allows the County to leverage the newest technology products for enhanced productivity thereby supporting the County's objectives outlined in your RFP. Our full-featured multifunction devices are fast and productive, providing DuPage County with the capability and versatility to produce what you need, when you need it. Our local account team can transition your staff to the new technology quickly and seamlessly, and with the least administrative burden possible.

Addenda
Toshiba acknowledges receipt of Addendum 1 on January 25, 2024.

Brief Description of Firm
Headquartered in Lake Forest, CA, Toshiba America Business Solutions, Inc. delivers imaging and retail solutions and services that help our clients control productivity, communicate better with end-customers and increase efficiency. Toshiba is the leader in the digital imaging and business products industry.
Our extensive client portfolio includes local, national and global clients from all industries such as distribution, retail, government, education, energy, healthcare, manufacturing, financial services and legal.

Toshiba serves over 60,000 customers globally and we have an established program dedicated to supporting clients in every sphere, including state and local government, education, healthcare, financial, manufacturing and logistics, industrial, retail, and legal vertical markets in the U.S. and abroad.

Brief Background
Since 1875, we have been developing and pioneering multiple technologies within different industries and have a reputation for leveraging solutions to raise our products to the next level. When Tanaka

TOSHIBA

Engineering Works merged with Tokyo Electric Company to form Toshiba Corporation in 1939, the resulting company become a leading pioneer of some of the world's most significant technologies. Toshiba is the brains and brawn behind more than 500 major technologies including digital imaging and document management products, telegraph machines, MRI technology, air traffic control systems, semiconductors, flat panel displays, disk drives, telephone systems, and laptop computers.

Toshiba has been manufacturing copiers since 1974; multifunctional products since 1997; printers since 2000; and providing Managed Print Services (MPS) since 2003. Our customer base represents a broad range of vertical markets including local and state government; higher education; K-12 schools; healthcare; retail; entertainment; manufacturing; financial; legal; transportation; and construction, including long-term relationships with major account clients both in the U.S. and abroad.

Services Offered
We have been recognized consistently as a valued vendor partner for our clients, allowing them to develop strong, yet flexible programs that blend innovative solutions, quality products, expedient service and strong account management.

Toshiba is about much more than products. Toshiba has earned the reputation as a true MPS partner by working collaboratively with our clients to provide detailed assessments, fleet rightsizing, optimization and value-added services to reduce cost and reduce print. MPS has been the fastest growing portion of Toshiba's portfolio and an area where we excel. Our MPS model incorporates everything from assessments and fleet optimization, device and fleet management, document workflow efficiencies, and support for various product brands, all while addressing a corporate commitment to improve security and decrease paper consumption and power usage. The scalability of our offering allows us to meet the MPS needs of small, medium, and large customers anywhere in the world.

In Closing
Throughout our proposal we have highlighted the many great benefits DuPage County will experience when partnering with Toshiba. We look forward to further demonstrating our strengths in print management and helping the County achieve its goals and objectives during this bid process. You will receive multifunction devices as well as solutions to help you improve workflows, better manage your print environment, reduce costs and improve productivity, all managed by our local team and certified field technical support. We would value your business and look forward to the opportunity to demonstrate our strengths in a comprehensive enterprise print management solution and to present our vision of how we can help DuPage County achieve your goals and objectives through the bid process.

On behalf of the entire Toshiba team, we look forward to re-establishing a long-standing partnership with DuPage County. Feel free to contact Frank at (224) 213-3930 or by email at frank.colucci@tbs.toshiba.com should you have any questions regarding this proposal.

Signature on File

Larry White
President and CEO

TOSHIBA

Firm Qualifications

Provide a statement that portrays the firm's qualifications in relation to the Scope of Services. The response should include the following:

> a) A summary of the firm's general qualifications including specific disciplines represented that are applicable to the proposed work, number of employees, office locations, etc.

Qualifications

Toshiba is the leader in the digital imaging and business products industry. Our extensive client portfolio includes local, national and global clients from all industries such as distribution, logistics, retail, government, education, energy, healthcare, manufacturing, financial services and legal. Toshiba has a vast understanding of the education sector and what solutions would be most beneficial for our clients.

Our core business encompasses all areas of managed print services, security, environment, assessment, asset management, workflow solutions and fleet optimization as it pertains to your document life cycle. For these reasons described throughout this response, Toshiba is the vendor of choice to manage all aspects of your Print Services Program. We stand ready to deliver on this promise.

With Toshiba, you get a company who cares for the people, the environment, and future of the communities where we work and live. Locally in Buffalo Grove and headquartered in Lake Forest, CA, Toshiba America Business Solutions, Inc. delivers imaging and retail solutions and services that help our clients' control productivity, communicate better with end-customers and increase profitability. Our proposal highlights Toshiba's offerings and qualifications to best satisfy the RFP requirements and DuPage County's expectations. We offer a breadth of business communications solutions with a single point of accountability, integrated technology solutions and proven cost savings that allow our clients to do more and print less, setting Toshiba apart as a world class services provider.

Management of the program will be centralized through a single point-of-accountability to ensure we deliver the highest level of service consistently for all County locations. All efforts will be supported by a complete corporate support organization, equipped to manage all account aspects – including initial contract activities, implementation, billing, and service.

In addition to full-time service staff, our customer support infrastructure includes vast corporate resources including IT specialists, technical advisors, marketing solutions engineers, specialists, and other critical disciplines. Customer support in the areas of operations, product marketing, IT, and billing are also available to facilitate contract operations.

We recognize DuPage County is looking for a vendor who can serve both your current and future needs by utilizing the latest technologies, security, and best practices while lowering your overall costs. Most importantly, you are seeking a true partner – someone that will engage with you to improve your entire document management environment, so you can focus on providing quality education for your students. Toshiba is confident that we can be your partner of choice and that our solutions will exceed all of your goals and expectations.

Number of Employees

In Illinois alone, Toshiba has over 100 employees comprised of management, professional, technical and administrative staff who stand ready to serve its customers. Locally, in Buffalo Grove, there may be anywhere from 5 to 20 individuals involved on your account at any one time. Our core group will be

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comprised of the Executive and Account Management and Implementation teams, service technicians, Account Specialists and contract administration staff.

At a corporate level, Toshiba has 2,014 employees; parent company Toshiba TEC Corporation has over 20,000 employees.

Local Presence

Partnering with Toshiba provides you with the benefit of a local company with national resources. Each DuPage County location will receive local attentive support delivering client-specific solutions with proven, effective, and efficient results. The program will be centralized through a single point-of-accountability to ensure we deliver the highest level of service consistently for all locations.

Local Marketplace
Toshiba Business Solutions
1130 W. Lake Cook Road, Suite 250
Buffalo Grove, IL 60089

Principal Place of Business
Toshiba America Business Solutions, Inc.
25530 Commercentre Drive
Lake Forest, CA 92630

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b) An outline of the firm's depth and breadth to carry out the scope and the extent of the work required, especially that of the project lead.

Project Approach

Toshiba Business Solutions is pleased to submit this proposal in response to the County and we are committed to deliver on your requirements, and more, to replace your current copiers with Toshiba's latest monochrome and color MFDs, as well as the two coin-op devices.

Toshiba is proposing our award-winning multifunction devices to replace your current copiers, as well as the two coin-op devices. All products being offered are newly introduced and boast some exciting new enhancements. Our proposal offers not only award-winning products, but also unmatched customer service and our most competitive pricing.

Conveniently located in Buffalo Grove, Illinois, (*only a 30-mile drive from DuPage County*) this contract will be managed by an experienced and results-driven Account Management Team comprised of local sales, service, technical, and administrative staff. **Senior Account Executive, Frank Colucci** will be the County's dedicated Account Manager to ensure a seamless transition to Toshiba products and ongoing responsive service and support.

Our Team will hit the ground running on day one. We will perform an inventory of all devices, as well as gather information on the workflow, user population, and print volume. This will help clarify how printers, multifunction devices, copiers, and scanners are being operated throughout your workspace. We seek to uncover common trouble spots such as redundant, underutilized, or outdated hardware; overly expensive color machines; user-to-device ratios; an overabundance of personal printers; and any workflow

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bottlenecks which are hindering your productivity. In addition, can conduct security assessments to identify and recommend remediation for security gaps at the device, access, and document levels.

Assessment Plan

The most important decision for DuPage County is to select the right partner who can help you design the best print environment across all County locations and offices. It will not benefit the County to find the cheapest vendor. There is no tradeoff between shortcuts and the best total value. Toshiba is the only vendor that offers the extensive knowledge, experience, guidance and vendor agnostic approach that will help you realize your overall printing goals.

At the core of Toshiba's commitment to DuPage County is a program that continually drives print standardization and optimization, along with resulting cost reductions, over the life of the contract and beyond. While a customer often realizes significant cost savings upon initial implementation, we continue to look for areas of inefficiency and fleet optimization over time. Toshiba markets this program of fleet assessment, rightsizing, and ongoing optimization as our exclusive **Encompass™ X Fleet Analysis Program**.

Encompass™ X Fleet Analysis Program

If selected to move to the next phase of this RFP, Toshiba would welcome the opportunity to perform an assessment of your print environments and provide our recommendations. Toshiba will offer recommendations to drive fleet optimization and improve operational efficiencies. Judging by the fleet makeup and volumes in the RFP, it is possible that your print environment is not ideal for your current situation. Ensuring you are equipped with the right number of secure, cost efficient and productive devices is a key component of our program for DuPage County. However, the savings can only truly be gauged once we have had the opportunity to examine your current fleet, device locations, business processes, copier applications, and end user requirements.

Using our proprietary Encompass Document Analysis Program, Toshiba Print Analysts can develop a total cost of ownership (TCO) model of your current print environment through quantitative and qualitative analysis of your print environment. This assessment will also give us the opportunity to examine the make, model, age, and condition of your printer fleet as this data was not available in the RFP. Along with the copier fleet, Toshiba can optimize your printer fleet through rightsizing to remove inefficient and non-productive printers and replace them with new, creating optimal workgroups and workflow solutions that promote your objectives.

In conjunction with the device-based recommendations, Toshiba may recommend that software-based technologies be deployed to improve the overall efficiency and technology available to staff. This may include secure release print software, fax server solution, mobile printing, or the like. We would provide the necessary skilled staff to assist with implementation and training.

Examples of this mapping are included in the sample Encompass report on the following page.

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Example: Current Design (Before Optimization)
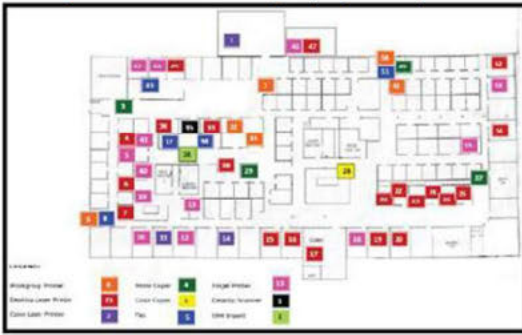
Example Future Design (After Optimization)

Implementation

The rollout and deployment of Toshiba devices will be administered by a Toshiba Implementation and Transition Team comprised of experienced individuals who have participated in many successful deployments. As head of our Account Management Team, Frank Colucci will support every aspect of the implementation process, coordinate support, and facilitate the account review process. He will serve as the focal point for program management. Throughout the term of this agreement, the account management team will be supported by corporate-based service, IT, operations, contracts, product marketing and others who will drive their respective contract commitments.

To ensure the transition phase is fluid, members of our Executive Management Team, led by **Martin Schopp, Vice President and General Manager**, will oversee the client relationship, program and support County's objectives throughout the contract term to ensure little or no disruption to day-to-day business operations. They will monitor and measure the business relationship between the parties, establish direction and priorities, and act as a final decision board for escalated problems.

Toshiba Hardware

Toshiba delivers an impressive selection of color and monochrome MFPs in small, medium, and large workgroups to meet the diverse printing requirements for County administrators. Toshiba's color A4 MFPs additions are especially ideal for the education market. Offering many of the desirable features of the company's larger counterparts, the company's recently introduced systems perform virtually any document management task for school personnel within a space-saving footprint.

Our newest lineup of full-featured color and monochrome multifunction products are designed to help customers operate more efficiently while improving workflow. A more powerful multi-core processor, exceptional color quality, customizable tablet-style user interface (UI), Embedded Application Platform and Dual-Scan Document Feeder highlight the product portfolio.

Out the box, Toshiba MFPs have the ability to scan to a Network Folder, static or variable based on the logged on user, to the logged on users email or to another email address via manual entry or LDAP integration, to a local folder on the Toshiba MFP hard drive, to a Windows Scan location, to a USB drive located on the front of the MFP. Most external applications have the ability to upload documents automatically from a "hot folder" location. We can program buttons on the Toshiba home screen to scan directly to that hot folder, based on user permissions, and style the button with the application's icon. To the end user, it appears as if the copier is directly connected with the external application.

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Toshiba's e-BRIDGE technology utilizes a high-performance print controller, enabling concurrent job processing for copying, printing, network scanning, and Internet faxing. The all-in-one architecture offers easy set-up and installation. The controller shares system resources, integrating CPU, Memory and hard disk functions to efficiently control multiple functions.

Toshiba's Open Platform connectors offer a high level of third-party application integration with all of Toshiba's Open Platform MFPs. Through these purchased connectors, Toshiba can integrate our MFPs with external applications and systems that include Microsoft SharePoint, Microsoft Exchange as well as cloud-based applications such as Microsoft Office 365, Google Docs and Google Apps. By storing data on the cloud, you can download data anytime, anywhere, including to and from mobile devices. This allows you to take your office with you wherever you go.

All multifunction devices are extremely user friendly, easy and convenient to operate and can be used safely and securely. For ease of use and to maintain the same positive user experience, each model performs print, copy, scan and fax the same way across the entire product family. The front panel interface is standardized across all product lines, allowing users once they learn one device to easily use other Toshiba models. This makes our products easy to learn and use, regardless of the model. Users only have to learn once and they are able to use any standard Toshiba model.

New Product Features	Benefits to DuPage County
Next Generation e-BRIDGE Technology	Next generation e-BRIDGE Technology (eBN) built on Linux enables 3rd-party integration and support for internally driven solutions.
Fast Processor, 4GB RAM & 320GB SED	Intel Atom™ E3825 1.33GHz (Dual Core) processor provides the power to crunch tough jobs and perform multi-tasking such as embedded OCR
eFMS & Cloud Connect	e-BRIDGE Fleet Management Software and e-BRIDGE Cloud Connect minimizes downtime allowing IT and facilities managers to easily manage entire fleet of Toshiba and selected other devices
New 10.1" Tablet-Style Full-Color Tilting Touch Screen Panel	New Tablet Style Touch Swipe User Interface (U/I) is Section 508 Compliant, easy to read and intuitive to use. Same U/I across entire product line to allow for easy operation between models.
"Print Around"	Moves to next job in queue when current job requires toner or paper that has run out in MFP
Saddle/Fold Capabilities	Saddle-stitch finishing and ability to fold without stapling. Cascade finishing allows for double the capacity before needing to empty the saddle tray
Server-less Multi-Station Printing	Retrieve your print job from any available MFP via simple authentication without costly 3rd-party solutions – Now supports up to 50 devices!

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Safe and Secure	320GB Self-Encrypting Drive (SED) with Automatic Drive Invalidation (ADI) & Data Overwrite capability provides unparalleled level of security.
Environmentally Friendly	RoHS compliant, Recycled plastics, Low-Power (1W) Super Sleep Mode, e-BRIDGE Plus for Green front panel app. ecoSmart Recycling Program
EPEAT Gold Certification	EPEAT is the definitive global registry for greener electronics. It's designed to help purchasers choose products that reduce environmental impact
Energy Star Tier 2*	Product family meets the latest, most stringent requirement.
Single Pass Dual Scan Document Feeder (Optional, 35ppm+ devices)	Scans both sides of the page in a single pass, saving time and increasing productivity
New High-Speed, High Capacity Dual Side Document Feeder (Optional, 35ppm+ devices)	300-sheet DSDF provides 120 SPM simplex (70 SPM when copying) and 240 SPM duplex scan speed improve overall document processing time
PCL 6, PS3, XPS Univ Drivers	Connectivity to Windows, Macintosh & More – No Problem!
Cloud Based App Support	Scan-to or Print-from popular cloud-based apps like Google Drive, DropBox and more - right from the front panel - No PC required.
Driver Plug-ins	Driver Plug-ins improve productivity and increase functionality Job Point – Split large print jobs over multiple Toshiba MFPs (up to 10) Job Replicator – Multi-part form replacement (3 prints) Job Separator – Easily perform batch printing from any Windows app Job Build – Print different document types together as a set
Mobile Printing Support	Support for Apple AirPrint & Android mobile printing with advanced document control using e-BRIDGE Print & Capture application
Embedded Optical Character Recognition (Optional)	Simplifies the creation of searchable PDFs or editable document formats such as Microsoft Word
Elevate Customized U/I (Optional)	Unique approach simplifies menu structure, improving productivity and minimizing user errors for those with more specific task-oriented routines
External Keyboard Support (Optional)	Optional Accessory Tray allows the addition of an external keyboard for document workflow processes
Card Reader Pocket (Optional)	Enables Authentication Reader to reside inside MFP for a safe & clean look

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Proposed Hardware

Toshiba's proposal under this RFP features competitive pricing for Toshiba's award-winning ENERGY STAR multifunction devices and services for a like-for-like replacement options for your current devices at all DuPage County locations. All of our proposed products meet or exceed the specifications and requirements for Walk-Up and Coin-op devices outlined in the RFP. Product brochures are included under the Product Literature tab of this proposal. Proposed hardware is also provided in Toshiba's Price Proposal.

Fleet Management Tools

As a value-added benefit, Toshiba is offering DuPage County several fleet monitoring tools:

e-BRIDGE® Global Print

Toshiba's **e-Bridge Global Print** provides users a simple and secure way of printing that can be done from anywhere in the workplace by simplifying a print job from wherever you work.

e-BRIDGE Global Print

e-BRIDGE Global Print simplifies printing from wherever users work, allowing you to send print jobs directly to the cloud and then release when ready at the cloud-connected Toshiba MFPs of your choice. And, thanks to built-in security, the entire experience is worry-free.

e-Bridge Global Print provides:
- ➢ Device authentication with the latest security standards
- ➢ Insights into device usage and printing trends
- ➢ Eliminate the need for on-premises print servers
- ➢ Document security with secure print release with user authentication
- ➢ Submit print jobs from Windows, Apple and Chrome OS devices

Using this solution, users may submit print jobs from their workstations, authenticate at an MFP, and release the print job at the panel. All the user activities at the panel are tracked for reporting purposes. No servers or on-premises installations are required.

Toshiba's e-BRIDGE Global Print gives you and your employees the flexibility to print from a home office, client's office, coffee shop, or from anywhere, really. Once users simply install the universal print driver onto their computer, they can send print jobs from virtually anywhere, and from any network.

With e-BRIDGE Global Print, you can easily sign in from your Google Workspace™ or Microsoft 365® accounts to quickly enable printing. All documents are securely transmitted to and from the cloud hosted by Microsoft® Azure® and Amazon Web Services™ (AWS). And we've also simplified secure authentication by allowing users to log into our multifunction printers using a dedicated PIN, or access card or badge. It's your choice and best of all, little to no training is required.

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Elevate Sky

Toshiba's **Elevate Sky™** platform features a broad portfolio of Toshiba and third-party cloud-enabled systems, software and services including print, document and printer fleet management, workflow and beyond.

Together, these allow users to manage devices and content entirely in the cloud. While Toshiba has utilized cloud technology across its portfolio for years, the company's Elevate Sky platform aligns such capabilities within one platform to make the transition to cloud easier and more successful for end users. It also enables seamless connectivity from on-premises hardware to the cloud for easy and secure interactions between physical documents and digital workflows.

Elevate Sky achieves a superior cloud customer experience through the following:

- ➢ **Cloud-enabled systems**: Toshiba multifunction printers dramatically enhance productivity by enabling workforces to share documents seamlessly and securely via cloud providers such as Google, Microsoft, Box and Dropbox.

- ➢ **Cloud-ready software**: From output management to document management and workflow solutions, Toshiba helps companies transform physical documents into digital cloud-based workflows to any location or device, 24/7 through the cloud.

- ➢ **Cloud-based management**: Elevate Sky's cloud-based fleet tools allow businesses to centrally facilitate print and document environments – regardless of location.

Toshiba moreover simplifies the transition to cloud print and document environments via its Cloud Print Optimization Study service offering, which integrates decades of implementation insight with continuous delivery and deployment practices.

With the goal of streamlining the entire print-to-digital cloud journey through a single platform, Toshiba will simplify the management of print and document environments for organizations of all sizes.

e-BRIDGE Fleet Management System (eFMS)

Toshiba's eFMS is a no-cost software solution providing customers complete centralized monitoring, management, and administration of their networked Toshiba's MFPs. Key features include:

- ➢ Instantly gather information from networked systems throughout your company.
- ➢ Monitor meter defined grouped devices by model, cost center, department, or location (machine availability, as well as toner and paper supply status).
- ➢ View detailed device data including errors, consumables levels, status alerts, and current usage and history.
- ➢ Develop customized reports covering groups of devices which can be defined as templates.
- ➢ Configure multiple MFPs at the same time (address books, templates, network configuration).

Administrators using eFMS can monitor all networked Toshiba MFPs through one common, intuitive user interface. They also can receive status reports on jams or service issues and other device information updates via pop-up or e-mail. In the case of more severe technical difficulties where service is required, an email notification can be directly sent to the service provider to speed response times and increase machine availability and user productivity. Administrators may also deploy and manage device settings and configurations, all directly from the desktop.

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e-BRIDGE Remote Diagnostic Tool (eRDT)

Toshiba's Remote Diagnostics Tool (eRDT) enables service technicians to access their customer's fleet via a mobile or desktop device while taking any necessary proactive steps based on the recommendation. For example, eRDT could predict that a specific part (say fuser or roller) on certain devices on the fleet may fail by a specific date in the future.

Such predictions occur by:
1. Monitoring error trends on the device over time.
2. Analyzing large volumes of data from similar devices in the field.
3. Monitoring the maintenance cycle of parts.
4. Monitoring the usage pattern of the MFD by the customer.

When such predictions occur with high probability, the prediction is reviewed, and a call is placed along with related parts for faster resolution. Dealers may utilize these predictions to optimize service calls. Combining multiple service calls into a single dispatch also reduces resellers' service costs. More importantly, resellers may proactively resolve customer issues before they occur, thus improving customer service substantially.

Cloud Based Diagnostics

Toshiba's technical staff can, with the County's approval, utilize our exclusive **e-BRIDGE CloudConnect (eCC)**, a cloud-based application to remotely update firmware, push down service codes and find error history within Toshiba products to help with diagnostics and the proactive maintenance of your fleet. Via the cloud, we can collect operation data securely and reliably from your MFPs for remote diagnostics and troubleshooting purposes.

e-BRIDGE CloudConnect works behind the scenes for you in managing your devices remotely by gathering information about your machine via the cloud. That means you can spend less time managing your devices and free up your resources with remote meter reads, firmware updates, and toner alerts to trigger automatic supplies deliveries. It is easy to set up too, with no software installation required—it is simply installed as a firmware update.

e-BRIDGE CloudConnect only handles data concerning billing and maintenance such as information on counter data (the number of sheets used, etc.), device failures, consumables replacements, and device settings and adjustments. This data is totally isolated from documents such as copies, faxes, and scans.

eCC uses the same principles used by client PCs accessing secure data over a browser with HTTPS (server authentication and encryption). Data can only be sent from MFPs, and access is limited to eCC servers with valid authentication certificates. To prevent server spoofing and to make sure data is transmitted to the correct server, eCC features a server authentication functionality that confirms whether the server to be accessed is the actual server that has been specified. All transmitted and received data is encrypted to preserve confidentiality and safety and to protect against stealing, leaking and tampering.

eCC enables our service staff to provide better service in the following areas:

Increased Uptime
- ➢ Real-time alerts go to the service technician to update the status of MFPs.
- ➢ Service technicians can set policies that adjust internal MFP codes to control copy, scan, and other configuration settings.

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> Using the data sent from the MFPs, service staff will be better prepared for onsite service calls with correct parts and action plans for faster resolution.

Reduced Customer Workload
> MFP alerts are sent directly to the technician, helping reduce your IT burden.
> Meter data updated daily is automatically transferred to various back-end systems.
> Toner alerts can be monitored to provide automated supplies delivery.

Keeping Toshiba MFPs Up to date
> Firmware can be updated automatically, or purposely maintained and monitored at a customer designated level. Updates can be scheduled for off-peak hours.
> Remote Data Backup and Restore.
> MFP configuration data/templates/settings/contacts can be maintained, stored, restored from the CloudConnect server.

FM Audit

FMAudit, an integrated software platform, is a data collection agent (DCA) for reporting across the fleet regardless of make, model or manufacturer. Information is captured by MIB via SNMP. It collects information related to meter reads, device alerts consumable levels, etc. across the entire fleet.

FMAudit can identify fields such as manufacturer, model, serial number, and IP address of each system. FMAudit will also capture meters; totals as well as monochrome and color meters. This will also be a tool used to track toner levels. FMAudit captures all this information regardless of the type of system or manufacturer of each system.

TopAccess

At the device level, Toshiba's browser-based software, TopAccess, resides on each MFP controller. TopAccess is a web-based job and device management tool developed and owned by Toshiba that allows users to monitor all jobs, control their own current jobs and confirm the status of the system. TopAccess also allows network administrators to configure the device for their specific network environment and establish the parameters to suit their facility's needs. The only requirement is that the user has Internet browser software, i.e., Internet Explorer or Chrome. TopAccess enables us to:

✓ Remotely change the configuration of some or all networked devices quickly.
✓ Provide automated alerts to the service team.
✓ Enable remote diagnosis which facilitates proactive service resolution.
✓ Provide automated volume statistics which will feed into quarterly reports.

HIPAA

Our offered hardware and document solutions streamline common healthcare workflow applications and help ensure compliance with government regulations including **HIPAA** (the Health Insurance Portability and Accountability Act). Our security protocols and proprietary self-encrypting hard drives with wipe technology to safeguard personally identifiable information (PII) and protected healthcare information (PHI).

Hard Disk Drive Security

Toshiba recognizes that security is a growing concern for companies of all sizes; therefore, we employ innovative methods to protect valuable data.

Each Toshiba MFP comes standard with Self-Encrypting Drive (SED) Technology using Toshiba's proprietary Wipe Technology which allows sensitive user data to be securely erased when a system is powered down or when a SED Hard Disk Drive (HDD) is removed. The SED encrypts all data on the HDD using an Advanced Encryption Standard (AES) 256-bit algorithm. Therefore, even if the HDD is stolen and installed in another product and an attempt is made to read data from the HDD, data invalidation works to prevent information leaks. When an MFP is at the end of its lease or removed from company premises, data can be instantly invalidated by the service technician.

Toshiba's Data Overwrite Kit, also standard on Toshiba products, overwrites the HDD from one to five times at the end of each copy, print, scan, or facsimile job or at regular time intervals to prevent storage of private or confidential data. This overwrite process meets the standards established by the U.S. Department of Defense 5220.22M. These outstanding security features have earned Toshiba's latest e-STUDIO line an exceptional Common Criteria Evaluation Assurance Level rating of three (EAL3).

Secure MFP

For the products and services being offered to DuPage County, Toshiba has developed a comprehensive portfolio of security countermeasures, which we brand as *Secure MFP*.

The security measures fall into four categories:

I. Device Security

Device security focuses on the built-in securities in the device hardware, controller and software. Toshiba not only protects the MFP at every layer of the technology stack, but we also ensure that our MFPs are secure during the entire device lifecycle from installation to operation to end-of-life (EOL).

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Toshiba's e-BRIDGE Open Platform provides an Embedded Web Browser (EWB) and Web Service interface for the development of web apps for Toshiba MFPs. These interfaces work in conjunction with all the built-in security features on the MFP itself, allowing application developers to ensure the security and confidentiality of their data. Toshiba's Embedded Web Browser uses the Apple® WebKit rendering engine for web applications developed on the e-BRIDGE platform. All the standard security applicable to web applications applies to the MFP Embedded Web Browser as well.

Toshiba MFPs use a hardened Linux operating system that is widely used in mission-critical systems across the globe. By using the highly secure and reliable Linux system controller, we ensure that Toshiba MFPs are not affected by network malware, ransomware or viruses targeted for Windows systems or other embedded systems, which have been the target of recent attacks on devices of other manufacturers. Viruses like MSBLAST, WannaCry, and others are unable to reach our MFPs as a result. In addition to the platform being secure by design, each version of the controller goes through a formal assessment by security experts before they are released.

All Toshiba MFPs are equipped with self-encrypting HDD with Wipe function which ensures that the data stored on the HDD are encrypted with an AES 256-bit algorithm. Therefore, even if the HDD is stolen or removed from the Toshiba MFP, the data is invalidated immediately to avoid any information leakage.

The Data Overwrite feature on Toshiba MFPs allows data that is temporarily stored on the HDD from copying, printing, scanning or faxing operations to be automatically overwritten and erased by a Department of Defense (DoD) standards-compliant method once they're completed. This Data Overwrite feature also has the function of completely erasing the data in all HDD areas. On Toshiba MFPs, evidence of the overwriting appears on the front panel as "Erasing Data" immediately after the device is done with any temporary data gathered during the copying, printing, scanning or faxing process.

Toshiba also offers a FIPS 140-2 Validated HDD specifically for those government agencies and private sector businesses where data protection is of utmost importance. FIPS 140-2 is designed to address the encryption and tamper resistance of an HDD. . Under certain regulations, U.S. federal agencies must use FIPS-140 certified systems to meet security requirements in order to protect sensitive information in computers, telecommunication systems and other IT-related products, such as MFPs).

II. Access Security

Access security ensures that the right people have access to the right features, functionality and data on the print device. Any intrusion is proactively monitored and managed. To enforce this, Toshiba MFPs restrict physical access in the following ways:

User Authentication may be enabled on Toshiba MFPs to prevent unauthorized access to MFP functions. The user authentication feature allows an administrator to restrict operations on the touch panel, including restricting access to MFP configurations or log information, restricting available operations such as copying, printing, scanning or faxing to users, managing the meter counter on a per-user basis and setting user authentication requirements for each function.

Several authentication methods are supported on Toshiba MFPs:

- o   Department code authentication
- o   User ID/password authentication
- o   PIN authentication
- o   Badge authentication
- o   Two-factor authentication, using badge and PIN
- o   NFC (Near-Field-Communication) authentication

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Password Policies may be set so that the user password is required to have the following attributes:

- o Minimum password length
- o Password validity period
- o Prohibited character strings in a password
- o Account lockout caused by login failure

USB Port Disable: As an additional security measure, the USB ports on Toshiba MFPs may be completely disabled so that those ports cannot be used for intrusion attacks. Even if these ports are open, they are already equipped with protection from malware or harmful scripts.

Digital Access Security: In addition to managing physical access to the device, Toshiba MFPs also have numerous built-in features to protect themselves from unauthorized digital access.

IP/MAC Address Filtering: All Toshiba MFPs support IP/MAC address filtering so that access requests from only a specific network node(s) or a client PC(s) are accepted. Also, certain network devices or segments may be restricted access. This helps ensure that the MFP is accessed from authorized network equipment only. This restriction applies to both IP and MAC addresses. Additionally, the MFP may be configured for port filtering so that only certain ports stay open in the MFP, and an administrator can configure the MFP to respond or reject ICMP requests.

Transport Layer Security (TLS): Toshiba MFPs may be configured to allow all communication over secure TLS1.2 protocol, with older, less secure SSL protocols (SSL3.0/TLS1.0) no longer supported. TLS1.2 communication is much more secure than its predecessors because it allows the use of more secure algorithms and advanced cipher suites. TLS 1.2 is the de-facto security standard currently used in HTTP Server/Client, IPP, LDAP, SMTP Client, POP3, FTP Server, Web Service Print, FTP Client, Web Services Scan, Syslog and SOAP.

IP Layer Security: Toshiba MFPs support IPV6 with IP Security Protocol (IPsec) which protects data communication in the IP layer, ensuring that both the sender and the receiver are authenticated, and the integrity, as well as the authenticity of the data, is protected in order to secure confidentiality and entirety.

> As per IPsec standard, Toshiba MFPs support both AH (Authentication Header) and ESP (Encapsulating Security Payload) security protocols. AH secures the entirety of the IP packet, and ESP secures the confidentiality and entirety. For key management protocol together with IPsec, both IKEv1 and IKEv2 are also supported. Security certificates may be imported manually or automatically via Simple Certificate Enrollment Protocol (SCEP).

Network Authentication: Toshiba MFPs support several network authentication schemes:

- o IEEE802.1X is standard for network authentication utilized in Toshiba MFPs.
- o LDAP/AD authentication supports CRAM-MD5, Digest-MD5 and Kerberos to protect the username and password required for access to an LDAP/AD server.
- o SMTP authentication supports CRAM-MD5, Digest-MD5, Kerberos and NTLM to protect the username and password required for access to an SMTP server.
- o POP3 authentication supports Kerberos, NTLM (SPA: Secure Password Authentication) and APOP to protect the username and password required for access to a POP3 server.
- o SMB authentication supports NTLMv2 and Kerberos.
- o Dynamic DNS supports Secure Dynamic DNS. When Secure Dynamic DNS is used, only the MFP in which the resource record has been registered or device with management authority for a DNS server can update zone information.

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- o SNTP supports SNTP authentication, enabling authentication of an SNTP session between the MFP and an SNTP server.
- o Toshiba MFPs also support SNMPv3, which has both a data encryption and a user authentication function to enhance security features.

Wireless Security: To prevent unauthorized usage by a third party, such as a falsification of data and spoofing over Wi-Fi, Toshiba's MFP wireless option supports WPA/WPA2 Mixed Mode and WPA2, which encrypts data and allows user authentication. WPA and WPA2 are security standards established by the Wi-Fi Alliance. It's strongly recommended that organizations use WPA2 standard because it provides more enhanced encryption and connectivity.

In addition to the features to restrict access, Toshiba devices also have controls to manage access across devices.

Role-Based Access Control: It is easy to manage and implement authentication policies and prevent unauthorized usage of the MFP via role-based access control. The administrator may create different roles and assign them to specific users of the MFP. These roles may be defined as MFP local, or they may be retrieved from a corporate directory attribute. When the user logs in, the MFP retrieves the role information allocated to the user from the directory server, checks the access rights allocated to its role from an ACL (Access Control List) and assigns appropriate access to MFP functions.

Access rights can be managed at a very granular level to ensure users only have access to the functions necessary for their job role. Here is a sample list of access rights that can be associated to a role: Device Setting, Copy, Send Email, File Save, iFax Send, Print, e-Filing, Fax Send, Color Output (Copy, Print), Remote Scan, USB Print/Save, Editing Address Book and Log Management.

Intrusion Detection: Toshiba MFPs can take monitoring to the next level with the ability to send alerts. All Toshiba models utilize standard Syslog functionality, which can forward any security-related messages or alerts to an external Security Information & Event Management (SIEM) server for further analysis. This allows any third-party SIEM server or security software to remotely monitor security events on Toshiba devices in real time. This provides flexibility to IT managers to monitor all the network endpoints using a single security software rather than managing the multifunction devices separately.

All Toshiba MFP models are equipped metadata, with an integrity checker functionality. This allows administrators to verify and confirm the integrity of the data within the MFP. It is strongly recommended that the administrator periodically performs integrity checks on the MFP so that illegally modified data (if any) can be reported.

III. Document Security

Document security protects sensitive documents as they enter the MFP, as they are stored on the MFP and as they leave the MFP through physical or digital means, including print, fax, scan, copy & more—thus securing the documents from end-to-end.

All Toshiba devices support Internet Printing Protocol (IPP) print over HTTPS. The IPP is a specialized Internet protocol for communication between client devices (e.g., computers, mobile phones and tablets) and printers (or print servers). It allows clients to submit print jobs to the printer or print server and perform tasks such as querying the status of a printer, obtaining the status of print jobs or canceling individual print jobs. IPP also supports access control, authentication and encryption, making it a much more capable and secure printing mechanism.

Toshiba MFPs offer several standard print security options.

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➢ Private Print and Hold Print provide confidential printing of documents. Private Print allows a personal identification number (PIN) to be associated with the print job, only allowing the job to be released after that PIN has been entered at the control panel. Hold Print allows you to hold a job in the hold queue until you continue the job from the touch panel with no PIN required.

➢ Secure PDF protects scanned documents by enabling users to assign a password that restricts viewing, printing, editing and copying of the scanned information. This is the perfect solution for those wanting to email or store scanned documents without compromising the content.

➢ The Job Log feature allows you to track data and documents. Print, copy, fax and scan jobs are tracked with detailed information including user, date, time, number of pages, type of paper, and type of job.

➢ The Security Stamp feature automatically prints the user's information on each page during a print job or fax transmission, inhibiting users from removing internal hard copy documents from the premises. When this feature is enabled, the MFP prints a time/date stamp and user information on the printed page or on the transmitted data during copying, printing, or fax transmission. This stamp shows who generated the output, inhibiting data breaches and provides an audit trail back to the user.

➢ Hardcopy Security printing allows you to embed a security pattern on the background of a document. The security pattern consists of a background pattern and a string (embedded text in the background pattern). The string embedded in the security pattern emerges when the security pattern-embedded original is copied. This feature will deter the duplication of confidential documents.

IV. Fleet Security

Finally, Fleet security helps manage security settings and policies across the fleet. Toshiba's e-BRIDGE CloudConnect (eCC) is Toshiba's integrated system of embedded and cloud-based applications that enables remote monitoring and management of Toshiba MFPs. e-BRIDGE CloudConnect securely and reliably collects operation data transmitted from MFPs. Additionally, the administrator can create policies related to the security settings of the MFP and deploy those settings to the fleet via the eCC portal. Any violations to these MFP security policies are flagged and notified to the administrator.

For further information on Print Security, please see the provided attachment.

Service Solutions

Our local Toshiba branch located in Buffalo Grove, IL, will be responsible for delivery and installation of all MFDs, accessories, and software; network connections; testing; removal of packaging material; and initial training. To minimize any potential disruption to your business operations, we will complete all initial installations as promptly as possible.

Toshiba's dedicated Major Account Executive, Frank Colucci, will ensure the adequate allocation of resources and personnel to accomplish all the tasks outlined in the implementation plan and schedule. Integral to this plan is the delivery and installation of all devices in a timely manner and in accordance with contract requirements. He will also put in place the processes for receiving orders, staging hardware, servicing the new assets, and training DuPage County personnel.

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Toshiba's differentiator is that we ship all products directly to the Toshiba installation facility, who will verify that equipment is free of damage and all parts are in place. Any rejected shipments due to damage, shortages, or other discrepancy are handled by Toshiba. Once accepted, the product is assembled, tested, and configured in accordance with customer specifications and any associated set-up criteria prior to delivery to the customer's place of business.

The installation technician will arrange with DuPage County personnel the appropriate date and time for delivery to and placement at each location. As requested in the RFP, Toshiba can accommodate the County working hours of 8:30 a.m. to 4:30 p.m. (CST). Technicians will comply with all building regulations regarding hours, method, and location of delivery as set forth by the member.

Any changes to the approved delivery schedule are communicated to users to ensure all parties are aware and approve, and that key personnel are available for training.

Service Methodology

Toshiba is recognized as the service leader in the industry, as evidenced by numerous industry awards and an outstanding performance record. This also is due to the high standards that we require of, and enforce with, our service providers as well as the training and certification programs we administer to ensure that all service technicians are knowledgeable and have all the necessary resources when they are dispatched for service.

Toshiba's service and support model focuses on the use of highly experienced, certified, and responsive technicians; adherence to strict maintenance schedules; tracking product performance; and compliance with manufacturer specifications. With local technicians and support staff, we can provide DuPage County with consistent, high-quality service throughout the term of the contract. Our value-added service and maintenance programs include:

➤ **Service Dispatch** - Toshiba's local Dispatch Center will support all County end users by receiving, logging, and tracking all service and supply requests in a centralized environment.

➤ **On-Site Service** - Trained and certified service technicians will correct any deficiencies and perform repairs in response to service calls. This includes necessary adjustments to product, repairs, or replacement of parts which Toshiba determines to be unserviceable.

➤ **Preventive Maintenance** - We will perform all scheduled preventive maintenance on time and to your satisfaction to ensure your products are always running at optimum levels, to increase the uptime of your units and reduce the number of service calls.

➤ **Escalation Management** - We offer a clearly defined escalation process to resolve poor performance issues quickly, efficiently, and to your complete satisfaction.

➤ **Parts/Supplies** - We will provide all parts, labor, service, supplies and consumables, including staples (excluding paper) on time and in the correct types and quantities.

➤ **Fleet Monitoring** - Remote and continuous fleet monitoring is part of ensuring business continuity through improved device uptime and reliability.

➤ **Total Satisfaction Guarantee** - Each Toshiba MFD product comes with our exclusive Total Quality Commitment (TQC) guarantee that your product will perform to specifications during the term of the lease, or the product will be replaced. No other manufacturer matches this guarantee.

➤ **Account Reviews** - Toshiba will hold performance review meetings with County personnel where Account Team members will consult with you and address any issues you may have. During the meeting, we will discuss our service performance and present metrics.

➤ **Service Level Commitments** – Respond to service calls within four (4) hours or less, and 98% fleet average uptime, quarterly.

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User Training

At no cost, Toshiba will conduct user training on all Toshiba products for as many users as required. As the fleet is installed, Toshiba's Training Team at each campus location will coordinate onsite training covering basic copying, printing, scanning and faxing. Basic training will ensure your staff's ability to perform common daily functions; Key Operator training will cover more advanced functions.

Training schedules, location, and frequency of sessions will be mutually agreed upon with appropriate DuPage County representatives. The actual length of each course will vary based on training users' needs and background, previous knowledge and machine features and software applications. Training is considered complete when users and key operators are comfortable and feel competent in the complete operation of the hardware.

This training is designed to ensure that all end users are proficient in our product and achieve maximum benefits from our products and solutions. Training is delivered on site by specialized instructors or via web-based applications. The instructor will work closely with your staff to explain, in detail, the features, functions, and benefits of our product to ensure the transition to Toshiba product is a positive experience.

During each session, we will cover product features, programming, functional operations, operator maintenance, replacement of toner cartridges and paper, and address any questions. Toshiba's assigned Implementation Project Manager will coordinate the scheduling of your initial training sessions. The number and types of units by location, system functionality, and specialized applications will be used in designing our training curriculum. These sessions cover, at a minimum:

- Basic print, copy, scan and/or facsimile functions
- Hands-on operating experience
- Feeder functionality and paper supplies
- Finishing options and exposure settings
- How to make a copy from glass and/or PC
- How to make a duplex copy
- How to reprogram drawers
- Zoom features and functions
- Special Applications
- Who to notify if service is needed

Key Operator Training:

This training provides a dedicated individual (Key Operator) with a more in-depth overview of the product than a basic user. An important objective of the training is to give these individuals hands-on training in non-technical maintenance, such as replacing toner, and cleaning the glass. These sessions cover topics such as:

- Overview of all functions of the product
- Problem determination/correction procedures
- How to add paper and staples
- How to clear a misfeed
- Administrative issues (supplies ordering, requesting service, service contacts and procedures, etc.)

Additional / Customized Training:

Toshiba will work with the County to determine any additional tools and training that may be appropriate and can provide customized training specific to your company and organization. Our goal is

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to support you and ensure the entire team understands the basic and value-added features and benefits of our machines and program. If there are additional charges associated with this training, we will first receive approval prior to conducting any sessions.

c)	Main attributes that differentiate your firm from other competitors.

Solving business communication challenges using our unique approach and methodology is a key Toshiba differentiator and what distinguishes us as a market leader. Our valued partner focus includes a diverse and powerful array of business communications systems with a single point of accountability, being a vendor-agnostic partner providing proven cost savings and solutions enabling our clients to do more and print less sets Toshiba apart as a world-class technology provider.

➢ **Industry Experts** —Toshiba experts are trained to determine exactly what your business needs are, and how to improve them. We design our business processes on speed and quality of resolution for the client with solutions backed by in-depth data analytics and robust reporting. Transparent online reporting and detailed information sharing enable us to *provide the client with a better and more efficient experience with Toshiba*. Beyond asset management, Toshiba provides solutions to help our clients:

- Eliminate redundancy and waste
- Improve document security
- Meet industry compliance
- Create workflow automation
- Integrate Cloud Solutions
- Monitor your print fleet locally or via the cloud
- Easily store and retrieve documents

➢ **Valued Client Relationships** – Toshiba considers our client relationships and partnerships our most valued asset within our service offerings. We strive to consistently exceed customer expectations and closely collaborate with them to resolve any issues - service, technical or otherwise - timely and to a mutually beneficial resolution. We approach each account with the goal of delivering exactly what the customer requires and expects. We do this by first gaining a clear understanding of our customers' challenges and then developing meaningful solutions that address their unique requirements. We offer a strategic partnership like no other, this by combining our consultative approach with leading technologies.

➢ **Client Service** —Toshiba offers local, national and global account management services. Our business processes are based on speed and quality of resolution for the client. Transparent online reporting and detailed information sharing enables us to provide the client a better and efficient experience with Toshiba. Beyond asset management, Toshiba provides benchmarking savings analysis to ensure the client is achieving the objectives we described and agreed upon in our contract while providing us a framework for continuous improvement. Our goal is to maintain client relationships while helping ensure consistent and incremental customer revenue.

➢ **Focused on Business Communications Solutions** – Unique to Toshiba is our ability to address client needs relating to output management (Managed Print as a Service and print reduction strategies), capture and workflow (helping corporations and organizations tackle challenges transitioning from paper to digital communications), thermal/barcode printing, and finding high-definition destinations for their content (digital display signage). A key differentiator is our

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ability to adapt to clients' operating requirements and provide a sound improvement strategy that considers budgetary, cultural, best practices, technology and security requirements. We work together *to enable clients to print smarter, improve their process workflow and inspiring communications*. Toshiba's background as a global information technology company allows us to offer the latest in business communications systems such as digital signage, retail kiosks, thermal label and receipts printers and POS systems.

➤ **Vendor Agnostic Approach** – Toshiba differentiates ourselves via our brand-agnostic approach, meaning we can support all types and brands of office printers (A4). When partnering with Toshiba, you partner with a *global technology leader*. Toshiba holds strategic partnerships with leading manufacturers including Brother, HP, KIP, Kodak Alaris, Lexmark, and others.

➤ **Managed Print as a Service (MPaaS)** – Toshiba is about much more than products. Toshiba is a genuine MPaaS partner that collaborates with our clients to provide detailed assessments, fleet rightsizing, optimization and value-added services to reduce cost and reduce print. MPaaS is the fastest-growing element of Toshiba's portfolio and an area where we excel. Toshiba develops *secure, sustainable and cost-saving solutions* that are scalable to meet the MPS needs of small, medium, and large clients anywhere in the world. This approach enables us to accommodate a more remote workforce as well as needing to keep brick-and-mortar locations running.

➤ **Printing to Toshiba MFDs from Anywhere** – Toshiba offers our e-BRIDGE Plus application, as part of our e-Bridge Cloude Service, with built-in support for Microsoft's Universal Print infrastructure. Via Universal Print, *users may print to Toshiba MFDs from anywhere* without on-premises print servers or software thereby reducing print and IT infrastructure costs. As with all cloud implementations, security is extremely important, so Toshiba works to provide *end-to-end security* in numerous ways. Highly secure cloud platforms such as Microsoft Azure and Amazon Web Service (AWS) host Elevate Sky Service tools to provide peace of mind. Encrypting client data while helping safeguard information handling are other leading security elements the cloud tools deliver.

➤ **Award Winning Products** – Our full line of award-winning multifunction printers (MFDs) range from compact desktop to high-speed digital systems to *meet the demands of any size business*. Toshiba products and underlying technology consistently win major awards from prestigious industry and consumer organizations including *Newsweek, Forbes, Fortune, CIO Magazine, Better Buys, Keypoint Intelligence, Industry Analysts, Inc., The Merit Awards, Stevie Awards, The Cannata Report*, and others. Each e-STUDIO MFD features our advanced e BRIDGE™ single board technology that integrates copy, print, scan, facsimile and other networking capabilities in one single board within the device. A completely *scalable open architecture allows seamless integration* of our MFDs into client workflows and a wide variety of business applications.

➤ **Print Less** – Unlike our competitors, Toshiba's strategy to improve cost savings and sustainability helps clients print less. While moving to a completely paperless office may seem like too ambitious a task, a great place to start is by eliminating unnecessary printing and related paper, toner and cost-per-page charges. Toshiba enables our clients to *print less by providing education, tools and powerful print management software to help reduce paper and toner consumption* by as much as half. As experts in MPaaS, we help businesses print smarter, reduce office waste, and practice sustainable consumption by carefully managing office printing behavior.

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d) Relevant previous experience with public sector entities.

State and Local Governments (SLG) and public sector entities are our primary markets. For over 30 years Toshiba has been providing solutions to satisfied government and public entities in Illinois and throughout the country. We offer local leadership and decision making with the support of a global manufacturer. Our strong local presence means we can respond quickly and efficiently to all your equipment and service needs. Nationwide Toshiba has provided equipment, service, and support to dozens of public sector clients.

Relevant Projects

Our extensive client portfolio includes local, national, and global clients from all industries such as education, government, healthcare, financial services, and others. Government entities include States, Cities, and Counties as well as other government agencies and municipalities and consortiums that have education members.

We are pleased to provide the following examples of the positive financial impacts that similar clients have realized because of Toshiba's technology and operational efficiencies:

> Toshiba's Unified Print Program with Los Angeles Unified School District (LAUSD) encompasses over 3,000 MFDs (both mono and color devices) and brought over 2,000 Printers into the MPS program. The program involves assessing each district location and optimizing the fleet. Selecting Toshiba as a single source has resulted in a cost savings to LAUSD of over 60%.
> Toshiba conducted an Encompass analysis and fleet optimization for the City of Minneapolis, Minnesota, one department at a time and subsequently created and presented an optimized solution for each department. The resulting operational cost savings came in at an astounding 73 percent.
> Toshiba performed an Encompass Study of both Cuyahoga County, Ohio, and State Government offices to assess fleet dynamics and develop an optimization strategy. The final solution removed over 2,000 printers and saved the county $900,000.00 per year.
> Toshiba performed an assessment for Hennepin County, Minnesota and provided a cost effective, secure, and green friendly solution managed by an automated management services/integrated information system to restructure the existing office print environment. The optimization eliminated costly devices, reduced waste, and operating expenses, and saved the County $3M annually.

e) Provide a copy of Business License, Tax ID and any significant certification document supporting your firm's expertise.

> Toshiba has been in Good Standing with the Office of Illinois Secretary of State since 1999. Our file number is 60702446.
> Toshiba has been in Good Standing with the California Secretary of State since 1999.
> Our entity number is 2144805.
> Toshiba's Taxpayer Identification Number is 33-0865305

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f) List of three (3) references, preferably from public sector entities, from contracts similar in size and scope to DuPage County including engagement profile, client name, contact name and title, email and telephone contact information.

Client	Contact	Title	Email	Phone
███████	█████	███	█████████████	██████
██████	█████	███	████████████	█████
███████	██████	████	███████████	██████

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Key Qualifications

Provide a statement that portrays the firm's engagement team qualifications in relation to the Scope of Services. The response should include the following:

> a) Background and credentials profile for the team and sub-consultants (if used) that would be assigned to the DuPage County account, including name, position/title, location, years of industry experience, years with firm and number of clients currently assigned.

Partnering with Toshiba provides the dual benefit of a local company with national resources and expertise. With a local sales and service force in Buffalo Grove, Toshiba has the personnel and resources to fully support the requirements of DuPage County. Toshiba will not need to utilize any sub-contractor(s).

Toshiba is currently involved in hundreds of projects similar to the County's scope of work, both regional and national. Our current and future projects will in no way hinder Toshiba's commitment to DuPage County on this important project.

Toshiba's commitment to excellence begins at the top and flows throughout our organization. **Senior Account Executive, Frank Colucci** will be your dedicated Account Manager and single point of contact. The following are Toshiba's dedicated personnel assigned to DuPage County's important project:

Frank Colucci, Senior Account Executive *(main point-of-contact)*
Toshiba Business Solutions
1130 W. Lake Cook Road, Suite 250, Buffalo Grove, IL 60089

Frank has over 35 years of successful experience in the copier industry and manages many key account relationships in Illinois. He is well versed in Toshiba's complete portfolio of products and solutions. Frank has access to an extensive infrastructure of corporate and field experts and will work closely with Toshiba's local sales and service teams.

Frank Colucci will ensure the adequate allocation of resources and personnel to accomplish all the tasks outlined in the implementation plan and schedule. Integral to this plan is the delivery and installation of all devices in a timely manner and in accordance with contract requirements. He will also put in place the processes for receiving orders, staging hardware, servicing the new assets, and training DuPage County personnel.

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Martin Schopp, Vice President & General Manager
Toshiba Business Solutions
1130 W. Lake Cook Road, Suite 250, Buffalo Grove, IL 60089

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Frank is backed by executive leadership in Martin Schopp, Vice President & General Manager in the Illinois marketplace. Martin will serve as your personal advocate to champion your concerns with our corporate leadership. Martin has access to and authority to draw upon our corporate resources as needed to support the DuPage County contract and resolve escalated issues. Executive Sponsorship is facilitated by John Applegate, who will ensure continued high visibility of your account throughout the organization.

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John Applegate, Region VP, KY/IL/IN
Toshiba Business Solutions
2600 Stanley Gault Parkway, Louisville, KY 40223

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Regional Vice President, John Applegate will provide executive leadership and support DuPage County's objectives throughout the contract term. In addition, John has access to and authority to draw upon our corporate resources in product marketing, operations, accounting, contracting, IT, and service, as well as our technical field staff, as needed to support the County.

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John Nick, Senior Solutions Sales Consultant
Toshiba Business Solutions
11800 Exit 5 Pkwy, #124, Fishers, IN 46037

███████████████████████████

John Nick has over 15 years of proven experience in the solution sales field. John will assess, build, and implement strategic solutions based on best practices, his client's needs, and corporate directives. His experience ranges from small county offices, schools, and businesses of all sizes, from small firms to Fortune 500 corporations.

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Matt Coomes, VP of Service
Toshiba Business Solutions
2600 Stanley Gault Parkway, Louisville, KY 40223

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Matt Coomes has been in the industry for 43 years, the last 16 at Toshiba. Matt is responsible for Service, the Client Service Center, Supply Fulfillment, the Toshiba Help Desk along with Warehouse/ Operations for Multiple Sates including Illinois. Matt's motto for his entire team is Respond, Respect & Resolve. Matt's Technical Services organization is consistently ranked at or near the top of the rankings inside of Toshiba Business Solutions receiving high marks for client satisfaction, response time and quality of work.

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Tom Riegel, Manager of Services and Operations
Toshiba Business Solutions
1220 W. Thorndale Avenue, Itasca, IL 60143

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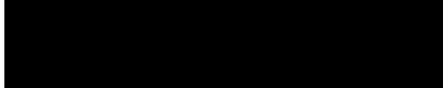
Tom Riegel has over 30 years of industry experience and twenty years with Toshiba. He is the Director of Service and manages the Toshiba service team and makes sure that Toshiba adheres to all contract service commitments. Tom is also responsible for ensuring contract service levels are adhered to and is available for escalated situations.

b) Areas of expertise of each officer.

Senior Account Executive, Frank Colucci will be DuPage County's dedicated Account Manager to ensure a seamless transition to Toshiba products and ongoing responsive service and support. Frank is a seasoned sales management professional with over 35 years of successful experience in the copier industry. Our local marketplace, mentioned in the previous question where we described all areas of expertise, will be responsible for delivery and installation of all MFDs, accessories, and software; network connections; testing; removal of packaging material; and initial training.

Martin Schopp, Vice President/General Manager, who will provide executive support and deploy Toshiba resources at the corporate level, if they become necessary. Martin will be fully engaged driving Toshiba's local sales and service efforts to meet the program's objectives. In addition, he will interface with key DuPage County decision makers to validate that Toshiba's performance exceeds program expectations.

In addition to our dedicated team previously mentioned, Toshiba has over 3,500 service technicians as well as regional experts nationwide to support our customers. Our service infrastructure includes Toshiba Engineers, Advanced Technical Service Specialists, Network Professionals, Solutions Design Experts, and other support personnel to attend to your product and service needs. Each technician servicing your product is backed by a service manager, network specialists, and alternate technicians, if needed who serve as backup during emergency situations.

c) Communications skills – Interaction with staff and participants.

Toshiba will work closely with DuPage County to ensure continuous and effective communication at each stage, from the award notification and throughout the duration of the contract term. We recognize that DuPage County has many different cultures, and department heads and users alike need to understand how this shift to a new product will affect their daily business. We are sensitive to these challenges and will work closely with County officials to develop a comprehensive communication plan that announces Toshiba as the new vendor, details our transition strategy and schedules, and promotes the features and benefits of our products and services.

Toshiba's communication strategy includes identifying the key stakeholders at all levels of your organization. Frank Colucci and other members of the transition team will meet with DuPage County representatives initially and throughout the planning and implementation process to ensure a smooth rollout.

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During the initial kick-off meeting, the primary objectives will be project implementation team introduction, scope review, confirmation of roles and responsibilities, determination of implementation preferences, development of the high-level implementation plan, and finalizing first steps. The team will work through tough implementation decisions, such as balancing implementation priorities and identifying machines in mission critical areas.

This team will meet at least weekly throughout the transition phase to review written status reports and address progress, issues, problems, and planning. Throughout the transition, DuPage County will be kept apprised of transition timelines and progress. Any adjustments to transition schedules to accommodate the County's business operations will be made to the maximum extent practical. If desired, Toshiba can develop a SharePoint site for the project to facilitate project team communications. This site would then serve as a repository for all key project documents, as well as allow collaboration on the implementation plans, with access given to appropriate DuPage County and Toshiba personnel.

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Project Understanding

Describe your firm's interest, understanding and approach to providing services for this engagement, including a schedule for accomplishing the project.

a)	Describe the ongoing management for services.

Toshiba is offering DuPage County a local seasoned team of highly successful management professionals to expertly implement, manage and maintain your account. This team will develop the program structure, scope of work and rules for engagement, and oversee and monitor the day-to-day activities of our organization. Toshiba's account management team comprises comprehensive account management, service, customer service, implementation, professional services, contract administration, and customer service professionals.

Senior Account Executive, Frank Colucci, will be your primary interface and will support every aspect of the transition and ongoing operations. Our Executive Management Team, led by **Martin Schopp, Vice President and General Manager,** will provide executive leadership and support to all your objectives throughout this term.

Toshiba understands that DuPage County's anticipated **start date for implementation will be April 2024.** Upon award, Toshiba will develop an implementation timeline, similar to the example shown to the right, to establish tasks and timeframes to meet your project schedule.

Toshiba takes great care to ensure a smooth and seamless implementation across all locations/areas. Implementation goals range from mitigating impact on the business to initiating and communicating account specifics, deployment schedules, identifying workflow processes for device configuration and ease of replication across the fleet, overseeing site surveys and network requirements, portal configuration for service and supply requisitioning, establishing print policies and control processes, overseeing knowledge transfer for training schedules and deployment of training tools.

Task Name	Duratinon	Start Date	End Date
Award Notification	1		TBD
Pre Installation Planning	1	05/23/16	06/03/16
On-site Meeting	1	05/23/16	06/03/16
Develop deployment strategy	1	05/23/16	06/03/16
Determine Department Contacts	1	05/23/16	06/03/16
Discuss Print Policy	1	05/23/16	06/03/16
Formalize Billing Requirements	1	05/23/16	06/03/16
Program Implementation Planning	5	06/13/16	06/30/16
On-site assessment and network mapping	5	06/13/16	06/30/16
Collect current IP addresses	5	06/13/16	06/30/16
Develop Roll Out Schedule	5	06/13/16	06/30/16
Develop Training Schedule	5	06/13/16	06/30/16
Installation of Fleet Manager	1	06/30/16	07/01/16
Installation and Planning	1	06/30/16	07/01/16
Onsite Execution	1	06/30/16	07/01/16
Maintenance and Support			ongoing
Measure and Control			ongoing
Pre-Flight Set Up	25	06/13/16	06/30/16
MFDs Built to Client Specifications		06/13/16	06/30/16
Equipment Pre-configured at Toshiba		06/13/16	06/30/16
Network Information pre loaded		06/13/16	06/30/16
Quality Test run on each MFD		06/13/16	06/30/16
Placement of TEST equipment on Campus		06/13/16	06/30/16
Fleet Installation	10	07/01/16	07/14/16
Fleet Installation by location/department		07/01/16	07/14/16
Removal and Return of Existing Equipment		07/01/16	07/14/16
Training & Professional Development	10	07/01/16	08/05/16
End User Training by Department		07/01/16	08/05/16
Follow up Training by Request			ongoing

policies and control processes, overseeing knowledge transfer for training schedules and deployment of training tools.

This includes product mix with projected installation timelines for each location/area. The initial planning phase includes identifying areas and may be prioritized by a variety of characteristics, such as operational expense of fleet, age of fleet, location, usage trends, device to employee ratios, scheduling to limit disruption on work productivity, etc.

Implementation consists of three (3) phases: **Planning, Transition, and Steady State.** Each phase would be characterized by unique teams, activities and deliverables, data requirements, and key success factors. The following illustrates the activities and deliverables Toshiba would provide during the Implementation process.

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Phase 1 Planning	Phase 2 Transition	Phase 3 Steady State
✓ Client change management	✓ Hardware installation	✓ Break/fix
✓ Monitoring software	✓ Asset tagging	✓ Supplies
✓ Device certification	✓ Consumables ordering	✓ Billing
✓ Assessment	✓ Output management	✓ Reporting
✓ Policies & procedures	✓ Weekly reviews	✓ Account Management
✓ Service & supplies		
✓ Billing format		
✓ Network requirements		

PHASE 1: PLANNING

Planning. This phase comprises understanding your business needs and our contractual commitments, developing milestone and detailed schedules, providing effective project communications to all stakeholders and project resources, and monitoring and controlling project activities. Roles and responsibilities will be established, as well as communication planning, risk planning, and preliminary schedules. This phase is the most critical phase and will determine the success of the subsequent phases in meeting DuPage County's objectives. Toshiba will implement the plan according to the customer's schedule and priorities.

Following approval of our planning strategy which will be put into action in five stages: executing the plan, meeting commitments, making mid-course corrections as needed, measuring customer satisfaction and reviewing performance against program objectives. Regularly scheduled account reviews ensure cost savings and productivity improvements.

PHASE 2: TRANSITION

Transition. This phase will include hardware installation, software installation, and end-user training. Great care is taken during deployment to minimize disruption while getting new equipment installed. In order to ensure a smooth installation process, Toshiba will schedule a meeting with County project leaders and your current contracted vendor who will be removing your existing hardware, to synchronize pre-installation activities so that all parties are well prepared and there is no interruption to the County's daily operations.

We recognize that DuPage County has many different cultures, and department heads and users alike need to understand how this shift to a new product will affect their daily business. We are sensitive to these challenges and will work closely with County officials to develop a comprehensive communication plan that announces Toshiba as the new vendor, details our transition strategy and schedules, and promotes the features and benefits of our products and services. Additionally, Toshiba will ease the transition to the new devices through extensive in person and on-demand product training.

PHASE 3: STEADY STATE

Steady State. With the proposed solution implemented, Toshiba follows a structured process to transition the processes to the appropriate operational support groups. Toshiba will conduct a formal meeting to share lessons learned and ask for participation in a survey to share feedback. We are well-suited to provide a consistent ongoing support process to ensure continuous cost savings and an exceptional service level.

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The transition from Implementation to day-to-day operations will be transparent to the County. The Toshiba Implementation and Operations teams will work in tandem during the transition phase to ensure a seamless changeover to steady state operations.

During regularly scheduled meetings with DuPage County, Toshiba's Account Management Team will review utilization and costs of individual assets and efficiencies for each office and facility. We will discuss any significant changes in models, upgrades, improvements, new software developments, and enhancements to ensure you remain equipped with the most technologically advanced products and solutions to keep your print management fleet optimized and assist in decreasing your operational spend.

The soft cost impacts result from improvements in areas such as processes for creating/revising content, bottlenecks, manual labor and outsourcing costs, hard copy and electronic document filing systems, records retention/disposal policies, government regulatory requirements, enterprise-wide document search and retrieval capabilities and requirements, off-site and on-site disposal/storage usage and costs and current security goals.

MANAGING CHANGE

Our approach to change management is **Careful Planning**, **Clear Concise Communication**, and **Sensitivity** to those affected by the changes. We work closely with administration, department heads and users alike to develop a comprehensive communication plan that announces Toshiba as your preferred vendor, details our transition strategy and schedules, and promotes the features and benefits of our program. We host sessions to ensure the staff understands how the program affects them and the process to ensure prompt resolution of any problems. Furthermore, we help each department manage the transition and end user training to ensure it is a seamless and positive experience. We work resolutely to turn each challenge into a positive learning experience.

Creating, communicating, and executing on a **Print Policy** is a great way to ensure the project remains a success after it is launched. Once in a steady state, you will want to maintain guidelines to ensure the new standards are followed. The primary purpose of a 'Print Policy' is to communicate the intention of the project to end users, and the print policy becomes something everyone can refer back to when making purchasing decisions in the future. Executive sponsorship and ongoing endorsement are extremely important components of a successful change management and print policy deployment.

Toshiba's Account Management Team will ensure that all elements of the transition are met within the predetermined timeframes, as well as continue to assist with the day-to-day activities during the County's important project. Orientation meetings will be scheduled to help staff become familiar with the Toshiba team and operation of Toshiba's products. Toshiba will provide user training and hardware operating guides to assist the end users in quickly learning to operate any new systems. These meetings also provide a forum for DuPage County staff to ask any questions.

Frank Colucci, Senior Account Executive, will be your point-of-contact to ensure the proper installation of all equipment in a timely manner and in accordance with contract requirements. Toshiba will also provide enough personnel and resources to accomplish such tasks as receiving orders, staging equipment, servicing the installing equipment, and training all County personnel.

ASSET LIFECYCLE MANAGEMENT

Throughout our engagement, Toshiba will be on hand to make recommendations on product disposition: retention, removal, movement, or replacement based on current business needs. Periodically, Toshiba will review your current fleet and, depending upon your current business requirements, we can discuss a

TOSHIBA

plan for refreshing some of the devices in your fleet. We examine criteria such as total life pages printed, current life remaining on consumable items such as fusers, imaging units, imaging kits, toner cartridges, etc., service history, and remaining life expectancy.

Toshiba has great flexibility in accommodating the County's existing network printer platform. Over the course of the contract, when any legacy printer becomes non-operational due to age and normal wear and tear, and the repair would require substantial investment, Toshiba can meet with DuPage County representatives and present our recommendation. In some circumstances, it may make economic sense to replace the printer. When evaluating the customer's existing legacy printers, Toshiba considers factors such as age of device and the cost of service, the need for confidential/private printing, load balancing and lowering the TCO of your printer fleet.

BUSINESS REVIEWS TO DRIVE OPTIMIZATION

As part of the DuPage County and Toshiba Partnership, the Toshiba team will present Quarterly Business Reviews. These reviews are used to maintain and improve upon the cost and productivity benefits achieved through the initial analysis and optimization implementation and will highlight our accomplishments in helping the County attain its goals of device and cost reduction. This phase is crucial to ensure that savings are long lasting and continuous improvement goals are attained. Topics for these meetings can include, but are not limited to, the Document Workflow, Mobile and Cloud Printing, Regulatory Compliance and Sustainability.

b) Provide a list of performance metric guarantees that you provide.

Performance Metrics

Toshiba's standard SLA for on-site response is **a call back within one (1) hour** to verify the request and an average of **four (4) hours on-site service response** after receipt of a service call.

Toshiba also has a **98 percent fleet average uptime**, quarterly.

We use key performance metrics to monitor and assess performance, such as Quality Level of Service, Price, Responsiveness, Lead Time, and Technical Support. Further, our statistical service reporting program alerts us to problem areas such as:

- ➢ An excessive number of calls on the same asset in a given month,
- ➢ Multiple service calls of the same nature in a given month, and
- ➢ Machine downtime during a given month.

Any problems that we identify are analyzed for root cause and corrective measures are promptly enacted. In addition, Toshiba can implement customer surveys to capture our customers' satisfaction with our training, service and products.

Total Quality Commitment

Toshiba is so confident in the performance of our products that we offer an industry-leading guarantee that ensures the utmost in advanced technology, dependability, service and support. The Toshiba Quality Commitment (TQC) is our guarantee that Toshiba products will perform to specifications during the term of the lease or be replaced.

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➢ **FREE REPLACEMENT:** If your Toshiba copier or accessory does not operate within product specifications during the term of this program, and cannot be repaired to perform within product specifications, Toshiba will replace the copier or accessory at no charge with a model of equal or better features and specifications.

➢ **FREE LOANER:** If your copier is out of service for more than two (2) consecutive days (48 hours) after notifying Toshiba, or requires off-site service, a loaner copier will be provided by Toshiba at no additional charge.

Toshiba firmly stands behind our promise with the assurance of complete satisfaction. Everything we do contributes to that goal—from setting the industry standard for research and development, to providing instant access to Toshiba support personnel.

Warranty

All new copiers and accessories purchased from Toshiba are subject to a 90-Day Limited Warranty, which covers defective parts and labor. Toshiba's extended maintenance plan offered is structured as a cost-per-click that includes all maintenance, including warranty repair services and the billing term for the services commence upon product installation.

All new printers and accessories purchased from Toshiba are subject to a 12-month standard warranty.

Preventive Maintenance

Toshiba's Preventative Maintenance (PM) Program is designed to prolong equipment life, improve operation, and reduce the incidence of emergency or breakdown repairs and premature replacement of equipment. This is accomplished through periodic inspecting, cleaning, and replacement. A Toshiba service technician will conduct preventive maintenance at prescribed intervals (quarterly) during which time all major mechanical components are checked, cleaned, and lubricated and worn parts replaced to prevent any downtime.

Toshiba defines preventive (periodic) maintenance for copiers as the summary of actions and procedures necessary for ensuring optimum MFD performance, and for excellent and stable copy quality during the entire life of supplies and parts.

Such actions include:
➢ Complete inspection of hardware.
➢ Routine cleaning and lubrication.
➢ All necessary adjustments.
➢ Replacement of worn or broken parts.
➢ Replacement of consumable items as recommended by Toshiba Service such as feed tires, fuser-cleaning components, and charge coronas; and
➢ Replacement of environmental consumable items as recommended by Toshiba Service such as ozone, developer, and optics filtration components.
➢ During PM visits, technicians identify and correct any minor deficiencies as well as perform major repairs in response to service calls. Identifying potential problems and correcting them before they occur helps us to keep your equipment operating at peak performance, increase uptimes, and reduce the number of service calls. Technicians make sure they have the right parts and materials in the proper quantities during the maintenance or service call so there are no delays or downtime.

TOSHIBA

We accomplish this through:
- ➤ Accurate forecasting.
- ➤ Maintaining a minimum 30-day supply inventory on hand at local facilities.
- ➤ Using pre-stocked inventory of high usage and critical parts
- ➤ Identifying parts and supplies that are both environmentally friendly and help to extend the life of your hardware.

Service technicians will pay particular attention to worn parts, replacing them as necessary, and all areas related to copy and print quality so that no deterioration should be noticeable between PM visits. At the conclusion, the technician will run a number of test copies, checking the copy quality, density, and registration. Where necessary, the technician will make adjustments. In addition, the technician checks the operation of all paper trays, paper feeders, and finishers and ensures that all of the features are functional. The technician also thoroughly cleans the area around the machine and removes packaging materials, old components, and debris from the premises. These steps enable the customer to immediately resume use of the machine in a clean, well-kept environment.

To simplify the PM process, Toshiba products use "service modules" that greatly lowers service costs and maximizes uptime. When you replace these modules, you are essentially refreshing the entire imaging system. Contained in these modules are the components that need to be replaced to maintain optimal image quality and system performance, such as the fuser assembly, drum, transfer assembly, charge corona wires, and developer unit. Each of the service modules is designed to go the entire span of the periodic maintenance interval.

Service Calls

Toshiba will respond to service calls during normal working hours, **Monday through Friday, 8 a.m. to 5 p.m.**, excluding holidays. Toshiba's National Dispatch Center is open from 5 a.m. to 5 p.m. Pacific Time, Monday through Friday excluding holidays, to receive service calls and supply requests. All service calls are received by Toshiba's local Dispatch Center and entered real-time into our system by a live dispatch agent. This allows the customer to give us details of the issue so it can be communicated to the service technician. The technician is immediately notified of the service call. All field-technicians have company provided cell phones and will call the customer immediately after notification to confirm the call, provide an estimated time of arrival and, if possible, resolve the problem over the telephone.

Toshiba's local service technician will contact DuPage County upon receipt of a dispatch call. He or she will attempt to resolve the customer issue over the telephone. If remote resolution is not achieved, the technician will attend to the repairs on site.

Our service technicians maintain a full stocked inventory of parts and supplies on hand, including feed tires, blades, developer, drums, gears and rollers. For each service call, the technician also stocks their truck with the parts and supplies predicated on the information they receive from the Dispatch Center, i.e., description of the problem, general condition of the machine, and any error codes. This process approach greatly reduces machine downtime and improves service times.

The Dispatch Center can be reached online via your Encompass View Portal, by calling our toll-free number, or the Toshiba Website: http://business.toshiba.com/tbs/support/service.html.

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Quarterly Business Reviews

To monitor our performance and ensure quality service has been delivered to DuPage County, Frank Colucci will attend Quarterly Business Reviews (QBRs) with key County stakeholders. This will be a forum to discuss the performance of your dedicated Account Team, your overall satisfaction with our services and areas where we may improve. Frank will also provide quarterly analysis to optimize DuPage County's managed printer fleet environment as it evolves.

Among the tools we utilize is Tableau, a powerful business intelligence software for data visualizations and during business reviews with our customers. Account data is combined to create dynamic reporting on service trends, volume trends, device utilization, optimization recommendations, billing history, fleet overviews (by dates, locations and departments) and other performance metrics.

Customized Tableau dashboards allow for interactive client engagement during the reviews. Relevant data can be sorted and viewed by an almost infinite number of variables, capable of providing high overview reports while still drilling down to the asset level. These reports can be shared with the County on demand or during our business reviews.

The following are sample Tableau dashboards:
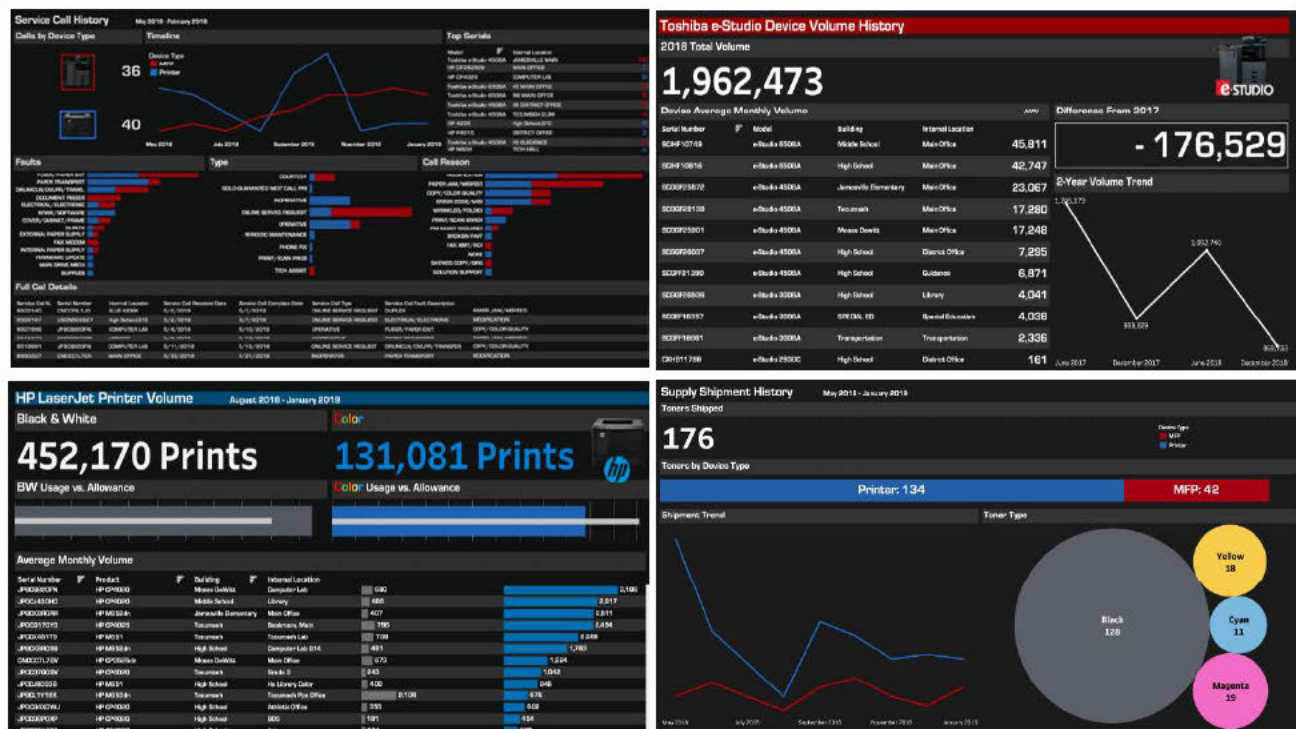
TOSHIBA

c) Provide sample incident reports.
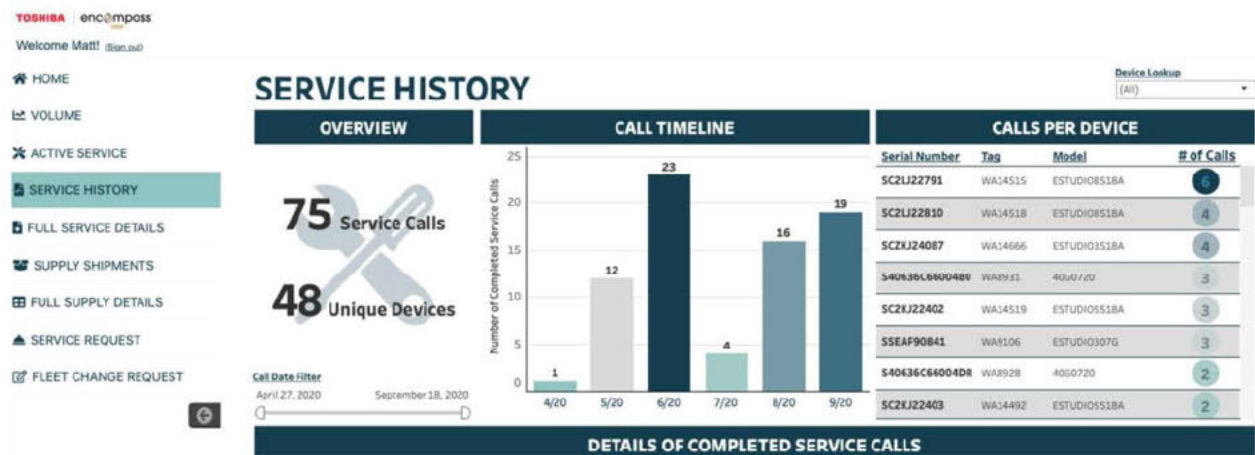
SERVICE HISTORY

FULL SERVICE DETAILS

TOSHIBA

> **d)** Provide proposed procedures for internal problem escalation and their process for notifying the County in the event of a problem.

Toshiba offers a clearly defined escalation process to resolve poor performance issues quickly, efficiently, and to your complete satisfaction. Generally, most service issues are worked through and resolved at the technician level. When further escalation is needed, you can reach out to your Senior Account Executive, Frank Colucci, at any time.

Frank will escalate the issue to our in-house Service Department will take the following general steps to correct reported instances of compromised service:

1. Meet with local staff responsible for service delivery.
2. Review the problem.
3. Assign internal engineering resources as needed.
4. Determine a solution that is appropriate and acceptable to the County.
5. Arrange for expedited replacement parts or loaner equipment, if necessary.
6. Document the occurrence and resolution.
7. Formulate an action plan to avoid a recurrence.
8. Review the issue during the next scheduled account review.

If it is determined the device is defective and cannot be repaired to function to Toshiba's specification, the device will be replaced.

Toshiba backs each of its products with the best Equipment Performance Warranty in the industry: our **Total Quality Commitment (TQC) Program**. This is our guarantee that your equipment will perform to specifications during the term of the lease, or it will be replaced.

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Price

Please see our Price Proposal provided as a separate attachment.

Hardware Specification Notes:

• No Trimming on Segment 5 color.
• Toshiba created two additional tabs as alternate bids for segment 4 mono and color.
• Appendix (B) Row (59), Toshiba quoted a sample mono and color printer for MPS in rows 66-68.
• To quote MPS for current printers, Toshiba would need model numbers and volume history.

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Required Forms

1. Proposal Form

2. Required Vendor Ethics Disclosure Statement

3. IRS Form W-9

4. Emergency Preparedness Plan

5. HIPAA Confidentiality Agreement

6. References

SECTION 8 - PROPOSAL FORM

(PLEASE TYPE OR PRINT THE FOLLOWING INFORMATION)

Full Name of Offeror	Toshiba Business Solutions, a division of Toshiba America Business Solutions, Inc.
Main Business Address	25530 Commercentre Drive
City, State, Zip Code	Lake Forest, CA 92630
Telephone Number	(800) 866-4361
Fax Number	(949) 462-2557
Proposal Contact Person	Frank Colucci, Senior Account Executive
Email Address	frank.colucci@tbs.toshiba.com

The undersigned certifies that he is:

☐ the Owner/Sole Proprietor   ☐ a Member of the Partnership   ☑ an Officer of the Corporation   ☐ a Member of the Joint Venture

herein after called the Offeror and that the members of the Partnership or Officers of the Corporation are as follows:

Larry White, President and CEO
(President or Partner)

Jason White, Vice President, General Counsel, & Secretary
(Secretary or Partner)

Michael Torcaso, Senior VP and CFO
(Vice-President or Partner)

Steve Tungate, Vice President, General Manager, Strategic Business Planning & Supply Chain
(Treasurer or Partner)

Further, the undersigned declares that the only person or parties interested in this Proposal as principals are those named herein; that this Proposal 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 Manager, DuPage Center, 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___, _____, and _____ issued thereto;

Further, the undersigned proposes and agrees, if this Proposal 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 Offeror 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 Offeror and is true and accurate.

Further, the undersigned certifies that the Offeror is not barred from proposing on this contract as a result of a violation of either 720 Illinois Compiled Statutes 5/33 E-3 or 5/33E-4, proposal rigging or proposal-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 proposal and has checked the same in detail before submitting this proposal, 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. (Offeror may be requested to provide a copy of the corporate resolution granting the individual executing the contract documents authority to do so.)

Further, the offeror certifies that he has provided 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 offeror, 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 cost schedule.

PROPOSAL AWARD CRITERIA
This proposal will be awarded to the most responsive, responsible vendor meeting specifications based upon the highest score compiled during evaluation of the proposals outlined in the selection process.

The Contractor agrees to provide the service described above and in the contract specifications under the conditions outlined in attached documents for the amount stated.

Signature on File

_____ President and CEO
(Signature and Title)

CORPORATE SEAL
(If available)

PROPOSAL MUST BE SIGNED FOR CONSIDERATION

Subscribed and sworn to before me this _____ day of _____ AD, 2024

_____

My Commission Expires: _____
(Notary Public)

Per page 1 of the RFP, bids do not need to be notarized before submission. Toshiba will notarize the Proposal Form upon the request of DuPage County.

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Exceptions and Clarifications

VENDOR ETHICS DISCLOSURE FORM

Required Vendor Ethics Disclosure Statement

Failure to complete and return this form may result in delay or cancellation of the County's Contractual Obligation.

Date: 1/30/2024

Bid/Contract/PO #: 24-019-IT

Company Name:	Toshiba Business Solutions, a division of Toshiba America Business Solutions, Inc.	Company Contact:	Frank Colucci, Senior Account Executive
Contact Phone:	▉▉▉▉▉	Contact Email:	▉▉▉▉▉

The DuPage County Procurement Ordinance requires the following written disclosures prior to award:

1. 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 resulting in an aggregate amount at or in excess of $25,000, shall provide to Procurement Services Division a written disclosure of all political campaign contributions made by such contractor, union, or vendor within the current and previous calendar year to any incumbent county board member, county board chairman, or countywide elected official whose office the contract to be awarded will benefit. 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

☑ **NONE (check here) - If no contributions have been made**

Add Line	Recipient	Donor	Description (e.g. cash, type of item, in-kind services, etc.)	Amount/Value	Date Made
x					
x					

2. 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.

☑ **NONE (check here) - If no contacts have been made**

Add Line	Lobbyists, Agents and Representatives and all individuals who are or will be having contact with county officers or employees in relation to the contract or bid	Telephone	Email
x			
x			

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 disclosure is required, and I agree 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 for the county's ethics and procurement policies and ordinances are available at:
http://www.dupageco.org/CountyBoard/Policies/

I hereby ackn ~~...~~ and understand these requirements.

Authorized Sig   Signature on File

Printed Name   Larry White

Title   President and CEO

Date   02/01/2024

Attach additional sheets if necessary. Sign each sheet and number each page. Page **1** of **1** (total number of pages)

FORM OPTIMIZED FOR ACROBAT AND ADOBE READER VERSION 9 OR LATER

Rev 1.1
4/1/16

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

File #: ETS-R-0031-24	**Agenda Date:** 4/10/2024	**Agenda #:** 7.D.1.

RESOLUTION DECLARING EQUIPMENT, INVENTORY, AND/OR PROPERTY ON ATTACHMENT A, PURCHASED BY THE EMERGENCY TELEPHONE SYSTEM BOARD OF DU PAGE COUNTY, AS SURPLUS EQUIPMENT

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 the citizens of the County of DuPage and portions of Cook, Kane and Will counties; and

WHEREAS, DuPage County is the ultimate owner of property purchased with 9-1-1 surcharge funds; and

WHEREAS, the items on Attachment A were purchased in 2016-2021 for a combined cost of $27,331.99, with 9-1-1 surcharge for use by the ETSB in its 9-1-1 Computer Aided Dispatch (CAD) system; and

WHEREAS, the individual items on Attachment A are still serviceable but have been replaced as part of the end of equipment replacement cycle; and

WHEREAS, the 9-1-1 System Coordinator recommends DU PAGE ETS Board declare the items on Attachment A as Surplus Items to allow for disposal, reassignment, or sale of such personal property by the County of DuPage. Said transfer to be accomplished by separate resolution.

NOW, THEREFORE BE IT RESOLVED, that the ETS Board hereby declares the items on Attachment A as Surplus Items.

Enacted and approved this 10th day of April, 2024 at Wheaton, Illinois.

_____
GREG SCHWARZE, CHAIR

Attest: _____

JEAN KACZMAREK, COUNTY CLERK

Emergency Telephone System Board of DuPage County
Attachment A Equipment List for Disposal/Transfer
10-Apr-24

Item	Serial Number	Asset Tag #	Original Cost	Year Purchased
CAD Workstation	3VSKSD2	004661	$ 1,998.89	2016
CAD Workstation	3TM6CP2	010154	$ 1,538.20	2018
CAD Workstation	3TH6CP2	010146	$ 1,538.20	2018
CAD Workstation	3TJXMN2	010153	$ 1,538.20	2018
CAD Workstation	3TM7CP2	010150	$ 1,538.20	2018
CAD Workstation	3TNTMN2	010155	$ 1,538.20	2018
CAD Workstation	3TJTMN2	010151	$ 1,538.20	2018
CAD Workstation	3TKWMN2	010147	$ 1,538.20	2018
CAD Workstation	3TN5CP2	010152	$ 1,538.20	2018
CAD Workstation	3TL6CP2	010157	$ 1,538.20	2018
CAD Workstation	GK0TK93	004952	$ 1,148.93	2021
CAD Workstation	GK1BK93	020033	$ 1,148.93	2021
CAD Workstation	GK09K93	020035	$ 1,148.93	2021
CAD Workstation	GK0QK93	010142	$ 1,148.93	2021
CAD Workstation	GK0RK93	020028	$ 1,148.93	2021
CAD Workstation	3X81KD3	004869	$ 1,148.93	2021
CAD Workstation	GK0KK93	020027	$ 1,148.93	2021
CAD Workstation	GK0GK93	004954	$ 1,148.93	2021
CAD Workstation	GK0MK93	020034	$ 1,148.93	2021
CAD Workstation	GK19K93	020036	$ 1,148.93	2021
Various monitors qty 36				

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

File #: ETS-R-0032-24   **Agenda Date:** 4/10/2024   **Agenda #:** 7.D.2.

RESOLUTION APPROVING THE TRANSFER OF INVENTORY FROM THE COUNTY OF DU PAGE ON BEHALF OF THE EMERGENCY TELEPHONE SYSTEM BOARD OF DU PAGE COUNTY TO THE DU PAGE COUNTY INFORMATION TECHNOLOGY DEPARTMENT AND OFFICE OF HOMELAND SECURITY AND EMERGENCY MANAGEMENT

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, DuPage County is the ultimate owner of property purchased with 9-1-1 surcharge funds; and

WHEREAS, the ten (10) workstations and 36 monitors (Surplus Items) on Attachment A were procured in 2021 and 2019 for Computer Aided Dispatch (CAD) within the Public Safety Answering Points (PSAPs) for an amount of $12,278.60; and

WHEREAS, the 9-1-1 Coordinator recommends DU PAGE ETS Board approval for the transfer of the Surplus Items listed on Attachment A of this resolution to DuPage County Information Technology (IT) and Office of Homeland Security and Emergency Management; and

WHEREAS, DuPage County further declares that these Surplus Items have been properly declared to be surplus by separate resolution; and

WHEREAS, the individual items on Attachment A are still serviceable but have been replaced as part of the equipment replacement cycle; and

NOW THEREFORE, BE IT RESOLVED, that DU PAGE ETS BOARD and DU PAGE COUNTY FINANCE COMMITTEE approve the transfer of the ten (10) workstations and six (6) monitors (Surplus Items) on Attachment A to the DuPage County IT Department and Office of Homeland Security and Emergency Management.

Enacted and approved this 10th day of April, 2024 at Wheaton, Illinois.

_____

GREG SCHWARZE, CHAIR

Attest: _____

JEAN KACZMAREK, COUNTY CLERK

Emergency Telephone System Board of DuPage County
Attachment A Equipment List for Transfer
10-Apr-24

Item	Serial Number	Asset Tag #	Original Cost	Year Purchased
CAD Workstation	GK0TK93	004952	$ 1,148.93	2021
CAD Workstation	GK1BK93	020033	$ 1,148.93	2021
CAD Workstation	GK09K93	020035	$ 1,148.93	2021
CAD Workstation	GK0QK93	010142	$ 1,148.93	2021
CAD Workstation	GK0RK93	020028	$ 1,148.93	2021
CAD Workstation	3X81KD3	004869	$ 1,148.93	2021
CAD Workstation	GK0KK93	020027	$ 1,148.93	2021
CAD Workstation	GK0GK93	004954	$ 1,148.93	2021
CAD Workstation	GK0MK93	020034	$ 1,148.93	2021
CAD Workstation	GK19K93	020036	$ 1,148.93	2021

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File #: ETS-R-0033-24   **Agenda Date:** 4/10/2024   **Agenda #:** 7.D.3.

REAPPOINTMENT TO THE EMERGENCY TELEPHONE SYSTEM BOARD OF DU PAGE COUNTY POLICY ADVISORY COMMITTEE - CHIEF MICHAEL RIVAS (DU-COMM POLICE REPRESENTATIVE)

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, these Enhanced 9-1-1 systems are a critical and valued state-of-the-art tool for the expeditious response of public safety to citizen requests for emergency service; and

WHEREAS, the ETS Board recognizing the importance of the DuPage Emergency Dispatch Interoperable Radio System created the Policy Advisory Committee; and

WHEREAS, the purpose of the Policy Advisory Committee (PAC) is to promote interagency cooperation and provide policy level recommendations to support efficient and effective use of resources for matters related to public safety as assigned by the ETS Board; and

WHEREAS, the ETS Board recognizes the nomination of Chief Michael Rivas (DU-COMM Police Representative) to the ETS Board Policy Advisory Committee.

NOW, THEREFORE BE IT RESOLVED that the DuPage ETS Board does hereby consent to the reappointment of the above-named individual as a member of the DuPage ETSB Policy Advisory Committee, for a term commencing May 12, 2024 and expiring May 12, 2026; and

BE IT FURTHER RESOLVED that the attached "Notice of Appointment" be attached hereto and made a part hereof; and

BE IT FURTHER RESOLVED that the County Clerk transmits a certified copy of this Resolution to the above-named individual to their business address; and the Executive Director of the ETSB.

Enacted and approved this 10th day of April, 2024 at Wheaton, Illinois.

_____

GREG SCHWARZE, CHAIR

Attest: _____

JEAN KACZMAREK, COUNTY CLERK

NOTICE OF APPOINTMENT

By virtue of the power vested in the Emergency Telephone System Board of DuPage County pursuant to 50 ILCS 750/15.4, the DuPage ETSB Chairman does hereby appoint Chief Michael Rivas (DU-COMM Police Representative) to be a member of the Emergency Telephone System Board of DuPage County Policy Advisory Committee (PAC) for a term beginning May 12, 2024 and expiring May 12, 2026.

_____

Greg Schwarze, Chair
Emergency Telephone System Board of DuPage County

March 8, 2024

Chairman Greg Schwarze
Emergency Telephone System Board (ETSB)
420 N. County Farm Road
Wheaton, IL 60187

RE: DU-COMM - Policy Advisory Committee

Dear Chairman Schwarze,

I am writing to advise you of the DU-COMM Policy Advisory Committee members:

Police Rep: Villa Park Chief Michael Rivas
PSAP Rep: Acting Deputy Director Tyler Benjamin

Please let me know if you need any additional information.

Sincerely,

Jessica Robb, ENP
Executive Director

cc: ESTB Director Zerwin

• Bartlett FPD • Bartlett PD • Bloomingdale FPD • Burr Ridge PD • Carol Stream FPD • Carol Stream PD • Clarendon Hills FD • Clarendon Hills PD • Darien PD • Darien-Woodridge FPD •
• Downers Grove FD • Downers Grove PD • Elmhurst FD • Elmhurst PD • Glen Ellyn FC • Glen Ellyn PD • Glenside FPD • Hanover Park FD • Hanover Park PD • Hinsdale FD • Hinsdale PD • Lisle PD •
• Lisle–Woodridge FPD • Lombard FD • Lombard PD • Oak Brook FD • Oak Brook PD • Oakbrook Terrace FPD • Oakbrook Terrace PD • Roselle FD • Roselle PD • Villa Park FD • Villa Park PD •
• Warrenville FPD • Warrenville PD • West Chicago FPD • West Chicago PD • Wheaton FD • Wheaton PD • Willowbrook PD • Winfield FPD • Winfield PD • Woodridge PD • York Center FPD •

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

File #: ETS-R-0034-24   **Agenda Date:** 4/10/2024   **Agenda #:** 7.D.4.

REAPPOINTMENT TO THE EMERGENCY TELEPHONE SYSTEM BOARD OF DU PAGE COUNTY POLICY ADVISORY COMMITTEE - MR. TYLER BENJAMIN (DU-COMM PSAP REPRESENTATIVE)

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, these Enhanced 9-1-1 systems are a critical and valued state-of-the-art tool for the expeditious response of public safety to citizen requests for emergency service; and

WHEREAS, the ETS Board recognizing the importance of the DuPage Emergency Dispatch Interoperable Radio System created the Policy Advisory Committee; and

WHEREAS, the purpose of the Policy Advisory Committee (PAC) is to promote interagency cooperation and provide policy level recommendations to support efficient and effective use of resources for matters related to public safety as assigned by the ETS Board; and

WHEREAS, the ETS Board recognizes the nomination of Mr. Tyler Bejamin (DU-COMM PSAP Representative) to the ETS Board Policy Advisory Committee.

NOW, THEREFORE BE IT RESOLVED that the DuPage ETS Board does hereby consent to the reappointment of the above-named individual as a member of the DuPage ETSB Policy Advisory Committee, for a term commencing May 12, 2024 and expiring May 12, 2026; and

BE IT FURTHER RESOLVED that the attached "Notice of Appointment" be attached hereto and made a part hereof; and

BE IT FURTHER RESOLVED that the County Clerk transmits a certified copy of this Resolution to the above-named individual to their business address; and the Executive Director of the ETSB.

Enacted and approved this 10th day of April, 2024 at Wheaton, Illinois.

_____
GREG SCHWARZE, CHAIR

Attest: _____
JEAN KACZMAREK, COUNTY CLERK

NOTICE OF APPOINTMENT

By virtue of the power vested in the Emergency Telephone System Board of DuPage County pursuant to 50 ILCS 750/15.4, the DuPage ETSB Chairman does hereby appoint Mr. Tyler Benjamin (DU-COMM PSAP Representative) to be a member of the Emergency Telephone System Board of DuPage County Policy Advisory Committee (PAC) for a term beginning May 12, 2024 and expiring May 12, 2026.

_____

Greg Schwarze, Chair

Emergency Telephone System Board of DuPage County

March 8, 2024

Chairman Greg Schwarze
Emergency Telephone System Board (ETSB)
420 N. County Farm Road
Wheaton, IL 60187

RE: DU-COMM - Policy Advisory Committee

Dear Chairman Schwarze,

I am writing to advise you of the DU-COMM Policy Advisory Committee members:

Police Rep:	Villa Park Chief Michael Rivas
PSAP Rep:	Acting Deputy Director Tyler Benjamin

Please let me know if you need any additional information.

Sincerely,

Jessica Robb, ENP
Executive Director

cc: ESTB Director Zerwin

• Bartlett FPD • Bartlett PD • Bloomingdale FPD • Burr Ridge PD • Carol Stream FPD • Carol Stream PD • Clarendon Hills FD • Clarendon Hills PD • Darien PD • Darien-Woodridge FPD •
• Downers Grove FD • Downers Grove PD • Elmhurst FD • Elmhurst PD • Glen Ellyn FC • Glen Ellyn PD • Glenside FPD • Hanover Park FD • Hanover Park PD • Hinsdale FD • Hinsdale PD • Lisle PD •
• Lisle–Woodridge FPD • Lombard FD • Lombard PD • Oak Brook FD • Oak Brook PD • Oakbrook Terrace FPD • Oakbrook Terrace PD • Roselle FD • Roselle PD • Villa Park FD • Villa Park PD •
• Warrenville FPD • Warrenville PD • West Chicago FPD • West Chicago PD • Wheaton FD • Wheaton PD • Willowbrook PD • Winfield FPD • Winfield PD • Woodridge PD • York Center FPD •

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

File #: ETS-R-0036-24   **Agenda Date:** 4/10/2024   **Agenda #:** 7.D.5.

APPOINTMENT TO THE EMERGENCY TELEPHONE SYSTEM BOARD OF DU PAGE COUNTY POLICY ADVISORY COMMITTEE - MR. ERIC BURMEISTER (ACDC PSAP REPRESENTATIVE)

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, these Enhanced 9-1-1 systems are a critical and valued state-of-the-art tool for the expeditious response of public safety to citizen requests for emergency service; and

WHEREAS, the ETS Board recognizing the importance of the DuPage Emergency Dispatch Interoperable Radio System created the Policy Advisory Committee; and

WHEREAS, the purpose of the Policy Advisory Committee (PAC) is to promote interagency cooperation and provide policy level recommendations to support efficient and effective use of resources for matters related to public safety as assigned by the ETS Board; and

WHEREAS, the ETS Board recognizes the nomination of Mr. Eric Burmeister ACDC (PSAP Representative) to the ETS Board Policy Advisory Committee.

NOW, THEREFORE BE IT RESOLVED that the DuPage ETS Board does hereby consent to the appointment of the above-named individual as a member of the DuPage ETSB Policy Advisory Committee, for a term commencing May 12, 2024 and expiring May 12, 2025; and

BE IT FURTHER RESOLVED that the attached "Notice of Appointment" be attached hereto and made a part hereof; and

BE IT FURTHER RESOLVED that the County Clerk transmits a certified copy of this Resolution to the above-named individual to their business address; and the Executive Director of the ETSB.

Enacted and approved this 10th day of April, 2024 at Wheaton, Illinois.

_____
GREG SCHWARZE, CHAIR

Attest: _____

JEAN KACZMAREK, COUNTY CLERK

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NOTICE OF APPOINTMENT

By virtue of the power vested in the Emergency Telephone System Board of DuPage County pursuant to 50 ILCS 750/15.4, the DuPage ETSB Chairman does hereby appoint Mr. Eric Burmeister (ACDC PSAP Representative) to be a member of the Emergency Telephone System Board of DuPage County Policy Advisory Committee (PAC) for a term beginning May 12, 2024 and expiring May 12, 2025.

_____

Greg Schwarze, Chair

Emergency Telephone System Board of DuPage County

Addison Police Department

April 3, 2024

Chairman Greg Schwarze
Emergency Telephone System Board
421 N. County Farm Road
Wheaton, IL 60187

Chairman Schwarze:

Please accept this correspondence as a formal request from my office to appoint Professional Standards Coordinator Eric Burmeister of the Addison Consolidated Dispatch Center (ACDC) to the Policy Advisory Committee (PAC) as an ACDC representative. Mr. Burmeister will be replacing Sherianne Hermes, a current member of PAC and the current ACDC Professional Standards Coordinator, as she will be retiring from ACDC in June 2024. Ms. Hermes' last PAC meeting will be May 6, 2024.

If you need further information, please don't hesitate to contact me.

Sincerely,

Roy Selvik
Chief of Police

3 Friendship Plaza
Addison, Illinois 60101-2774

www.addisonpoliceillinois.org

Addison

Tel. (630) 543-3080
Fax (630) 543-1069

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

File #: ETS-R-0026-24   **Agenda Date:** 4/1/2024   **Agenda #:** 7.D.6.

RESOLUTION TO APPROVE ACCESS TO THE DU PAGE EMERGENCY DISPATCH
INTEROPERABLE RADIO SYSTEM TALK GROUPS PURSUANT TO POLICY 911-005.2: ACCESS TO
THE DU PAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM (DEDIR SYSTEM),
AS REQUESTED BY THE NORTHLAKE POLICE DEPARTMENT

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; and

WHEREAS, the DU PAGE ETSB DuPage Emergency Dispatch Interoperable Radio System ("DEDIR System") was implemented to provide Emergency 9-1-1 radio communication services through STARCOM21 Site 1 for secure and accessible communications for its member users; and

WHEREAS, the Northlake Police Department has requested access to certain talk groups of DEDIR System pursuant to Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System), and in the spirit of public safety and first responder interoperability; and

WHEREAS, Northlake Police Department's application has been recommended for approval by the DU PAGE ETSB Policy Advisory Committee ("PAC") in accordance with policy; and

WHEREAS, the DU PAGE ETS Board has received and reviewed the application of the Northlake Police Department as detailed in Attachment A of this resolution.

NOW, THEREFORE BE IT RESOLVED, that DuPage ETSB hereby grants access to DEDIRS by the Northlake Police Department according to ETS-R-0013-18, Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIR System), by this resolution.

Enacted and approved this 10th day of April, 2024 at Wheaton, Illinois.

_____
GREG SCHWARZE, CHAIR

Attest: _____
JEAN KACZMAREK, COUNTY CLERK

DuPage ETSB DEDIRS Access Application

AGENCY INFORMATION	
Type of Application:	[X] New [ ] Modification
NAME OF AGENCY:	Northlake Police Department
POINT OF CONTACT:	Communications Supervisor Liliana Rivera
BUSINESS ADDRESS	55 E. North Ave., Northlake, IL 60164
EMAIL ADDRESS:	lrivera@northlakecity.com
BUSINESS TELEPHONE:	708-236-4062
MOBILE TELEPHONE:	

APPLICATION INFORMATION		
Please complete the following information	YES	NO
The Applicant is a unit of local government	X	
If no, explain: (use a separate sheet if necessary)		
The Applicant is requesting access to DEDIRS for certified sworn police personnel or certified fire service personnel or community service officers.	X	
The Applicant is requesting monitoring capabilities only	X	
The Applicant is a member of STARCOM21	X	
The Applicant understands and accepts that any fees or cost incurred for programming will be the responsibility of the Applicant.	X	

Applicant Equipment Information	
The total number of portable radios (portable and mobile) covered under this request is:	55
The total number of radios which will be affiliated during any daily operational shift is:	16
Do the portable radios have encryption: [ ] No [x] AES encryption	
Type of radios to be programmed with a DEDIRS talk group: Motorola APX8000	
The Applicant is requesting use of: [X] InterOp Groups 1-8, [X] Any additional talk groups. List on a separate sheet include an explanation as to the need (ie: daily mutual aid etc.)	

Committee/ETS Board Review Process Checklist:	
Applicant has submitted proper paperwork	[ ] Yes [ ] No
Vendor Technical Review of Application Complete	
14 Day Notice to Members via PSAPs is complete	[ ] Yes [ ] No
Posted on Committee Agenda Date: _____	[ ] Yes [ ] No
Vote of Committee: Ayes_____ Opposed_____ Abstain_____ Absent_____	Approved
Action or Direction Based on Vote: [ie TOT ETSB, request additional information, denied]	[ ] Yes [ ] No
Posted on ETSB Agenda Date:_____	[ ] Yes [ ] No
Vote of ETSB Board: Ayes_____ Opposed_____ Abstain_____ Absent_____ Resolution No:	Approved [ ] Yes [ ] No

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DuPage ETSB DEDIRS Access Application

DUPAGE ETSB
CONFIDENTIALITY AGREEMENT FOR USE ON
DU PAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM (DEDIR SYSTEM)
ON STARCOM 21

As the authorized agent of this agency, I certify that any members of the applicant agency have been:

1. Understand the confidentiality of information that they may learn or have access to over encrypted talk groups of the DEDIR System which is of personal, safety-sensitive or otherwise confidential in nature. Such information includes, but is not limited to incident report information, NCIC/LEADS information, Computer Aided Dispatch/RMS information, and other law enforcement or police related information.
2. Trained that the restrictions of the Confidentiality Agreement regarding disclosure and use of information gained using the DEDIR System shall continue to apply after termination of this relationship with the DEDIR System.
3. Understand that they are prohibited from using any of this information for personal use or benefit or for any other non-Police/public safety business related purposes.
4. Understand that the failure to comply with the confidentiality requirement set forth in this Confidentiality Agreement is actionable, up to and including termination of access to encrypted talk groups.

I have read and understand the access agreement and attest that the members of this agency have been trained and understand they must comply with it in every respect. A list of employees who are party to this agreement is attached to this application.

Dated this _____12th_____ day of _____March_____, 20_24_

_____
Signature

KEN BERES, CHIEF OF POLICE
Printed Full Name

NORTHLAKE POLICE DEPARTMENT
Agency

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DuPage ETSB DEDIRS Access Application

(Additional Talk Group Request)

Additional Talk Groups:

Bensenville Police

Elmhurst Police

We would like access to the additional talk groups, identified above, as these communities share borders with the City of Northlake. This would allow Northlake Police Officers immediate communications with officers of these neighboring communities when emergency situations necessitate communications.

CITY OF ELMHURST

209 N. York
ELMHURST, ILLINOIS 60126
(630) 530-3000
www.elmhurst.org

SCOTT M. LEVIN
MAYOR
JACKIE HADDAD-TAMER
CITY CLERK
DAN CURRAN
CITY TREASURER
JAMES A. GRABOWSKI
CITY MANAGER

03/15/24

Executive Director Linda Zerwin
DuPage ETSB
421 N. County Farm Road
Wheaton, IL 60187

Re: Sponsorship Letter for the Northlake Police Department

Executive Director Linda Zerwin:

This correspondence is intended to provide sponsorship support to the Northlake Police Department, as our bordering agency, in their effort to obtain DEDIRS access to the Elmhurst PD frequency, for the purpose of coordinating immediate law enforcement mutual aid response.

In support of their sponsorship to have access to DEDIRS talk groups, I would recommend they be authorized access to our frequency.

If any further assistance or information is needed, please contact me.

Brett Kaczorowski
Deputy Chief of Police

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File #: ETS-R-0035-24   **Agenda Date:** 4/10/2024   **Agenda #:** 7.D.7.

RESOLUTION TO APPROVE ACCESS TO THE DUPAGE ETSB CAD SYSTEM NETWORK PURSUANT TO POLICY 911-018: 9-1-1 SYSTEM ADMINISTRATION AS REQUESTED BY ADDISON POLICE DEPARTMENT FOR USE OF AN AXON INTERFACE TO THE ARCHIVE DATABASE

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 approved Policy 911-018: 9-1-1 System Administration to provide a secure and accessible communications network that restricts network connectivity and permits access to approved systems; and

WHEREAS, pursuant to 911-018: 9-1-1 System Administration, by application, Addison Police Department is requesting an Axon interface to the Archive Database be allowed network access; and

WHEREAS, the Addison Police Department's application has been reviewed and recommended as appropriate for connection pursuant to Policy 911-018: 9-1-1 System Administration by the Tech Focus Group; and

WHEREAS, the 9-1-1 System Administrator recommends the approval of Axon interface to the Archive Database network access by the DU PAGE ETS Board; and

WHEREAS, the DU PAGE ETS Board has received and reviewed the application of the Addison Police Department detailed in Attachment A of this resolution.

NOW, THEREFORE BE IT RESOLVED, that DuPage ETSB hereby grants network access to the Addison Police Department for use of an Axon interface to the Archive Database, by this resolution.

Enacted and approved this 10th day of April, 2024 at Wheaton, Illinois.

_____

GREG SCHWARZE, CHAIR

Attest: _____

JEAN KACZMAREK, COUNTY CLERK

Attachment A

**Emergency Telephone System Board
Of DuPage County
Evaluation Request Form**

TO: Emergency Telephone System Board 9-1-1 System Coordinator
FROM: Brian Lindstrom-Records Supervisor, Addison Police Deparment
DATE: January 10, 2024
SUBJECT: Interface Request

Request: Axon interface to the Hexagon Archive Database.

Background: (Please include any supporting documentation for consideration and systems affected)
     Previously submitted by Axon business analyst and Mike Sampey - Village of Addison IT Manager.
     Addison Police Department is under agreement with Axon for future RMS build.

Budget Impact: (If costs are unknown, please mark them to be determined. By submitting an evaluation request form the requestor acknowledges they may be obligated for cost of the interface.)
     To be determined.

Technical Requirements: (will also be reviewed by Tech Focus Group)
     See "Background" above.

Project Implementation Schedule:
     Go-Live goal between June 1 - July 1 2024

Future Impact Consideration:
     To be determined, see "Background" above for consideration of systems affected.

I have read ETSB 911-018: 9-1-1 System Administration and 911-013: Information Technology and Network Security Policy and believe this request complies with these policies.

Brian Lindstrom
Print Name   Signature

Recommendation:
Yes =   Support of Request
No   =   Oppose Supporting the Request (A representative group providing a No Recommendation may
          provide a brief summary of the opposition to the ETS Board submitted via the 9-1-1 System
          Coordinator)

Yes   No
[+] [ ]   Tech Focus Group
[+] [ ]   PSAPs Directors: ACDC, DU-COMM
[/] [ ]   DuPage Fire Chiefs Association – Standardization Committee
[ ] [ ]   DuPage Chiefs of Police Association – Standardization Committee
[ ] [ ]   Policy Advisory Committee (PAC)
[ ] [ ]   9-1-1 System Coordinator
[ ] [ ]   ETS Board   Approved: _____   Chairman's Initials:_____
                                            Date

INTERGOVERNMENTAL AGREEMENT BETWEEN

THE COUNTY OF DUPAGE, ILLINOIS

AND

THE VILLAGE OF ADDISON, ILLINOIS

This intergovernmental agreement between the County of DuPage, Illinois, a body corporate and politic on its own behalf and on behalf of the Emergency Telephone System Board of DuPage County and the Village of Addison, Illinois, a municipal corporation ("Participant").

Recitals

WHEREAS, the County of DuPage ("County"), Illinois is a unit of local government and a body corporate and politic, organized and existing pursuant to the Illinois Counties Code; and

WHEREAS, the Emergency Telephone System Board ("ETSB") of DuPage County, Illinois is an emergency telephone system board established by the County of DuPage pursuant to the Emergency Telephone System Act and having the powers and duties conferred by the Act and those defined by County Ordinance; and

WHEREAS, the Participant is a unit of local government and a municipal corporation organized and existing pursuant to the Illinois Municipal Code comprised of territory located within the geographical boundaries of DuPage County; and

WHEREAS, the Constitution of the State of Illinois, the Intergovernmental Cooperation Act, and other provisions of Illinois law authorize units of local government to contract or otherwise associate among themselves, to obtain or share services and to exercise, combine, or transfer any power or function, in any manner not prohibited by law or by ordinance, and to use their credit, revenues, and other resources to pay costs and to service debt related to intergovernmental activities; and

WHEREAS, in the exercise of its statutory duties, the ETSB implemented a computer-aided dispatch (CAD) system throughout DuPage County to ensure the dispatch of an appropriate emergency response to telephone calls placed to 9-1-1; and

WHEREAS, the ETSB procured a police report management system (RMS) for the use of police agencies within DuPage County as well as the Sheriff; and

WHEREAS, the Participant currently reimburses the ETSB for the use of the ETSB's licensed NetRMS System or has procured an RMS solution for its own use; and

WHEREAS, the CAD and RMS systems currently in use throughout DuPage County have reached or are rapidly approaching the end of their useful life; and

WHEREAS, the County, the Clerk of the Circuit Court, the State's Attorney, the Sheriff, the ETSB, the DuPage Mayors and Managers Conference, the DuPage County Chiefs of Police Association, the DuPage County Fire Chiefs' Association and others have collaborated to

implement the DuPage Justice Information System ("DuJIS") Project with the goal of integrating the various information systems used by judicial and emergency response agencies throughout the County using modern technology and standardized reporting methods; and

WHEREAS, the replacement of the existing CAD and RMS systems with modern technology adhering to national data standards is a key priority of the DuJIS Project; and

WHEREAS, the Participant has approved, executed, and transmitted a letter of intent to participate in the unified police report management system described in this Agreement or has otherwise communicated its intention thereto; and

WHEREAS, the Emergency Telephone System Act provides that the ETSB shall have the powers and duties set forth in the Act and those defined by the County; and

WHEREAS, by this Intergovernmental Agreement, the County further defines the powers of the ETSB to include performance of the duties set forth in this Agreement; and

WHEREAS, the ETSB agrees to perform the duties set forth in this Agreement and requests that the County execute this Agreement on its behalf; and

WHEREAS, the DuPage County Board has approved, executed, and transmitted a letter of intent to participate in the unified police report management system described in this Agreement on behalf of the State's Attorney, Sheriff, and Department of Probation and Court Services and to perform the duties set forth in this Agreement; and

WHEREAS, the ETSB with the cooperation of the County's Procurement Division and input from law enforcement record managers throughout DuPage County, solicited and evaluated proposals for a unified CAD and police report management system, and has awarded a contract to the Vendor for the system described in this Agreement; and

WHEREAS, through its letter of intent and participation in this Agreement, the Participant has agreed to reimburse the ETSB or defer its future costs in a total amount equal to the cost incurred by the ETSB in its acquisition and licensing of the System attributable to the Participant on a per-user basis through scheduled payments to the PRMS System Fund described herein.

NOW, THEREFORE, in consideration of the mutual covenants and agreements contained herein, the Parties hereto hereby agree as follows:

Article I.   General Provisions

Section 1.01   Recitals Incorporated. The recitals set forth above are incorporated and made a part of this Agreement as if fully contained herein.

Section 1.02 Purpose. The Parties have entered this Intergovernmental Agreement ("Agreement") for the purpose of implementing a modern unified police report management system ("PRMS" or "System") throughout DuPage County, to provide for the long term operation and maintenance of the System, and to create and maintain an equipment replacement fund to

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provide for the System's eventual upgrade and replacement.

Section 1.03   Scope. The Parties intend that this Agreement shall in all respects govern or provide for the implementation, operation, maintenance, upgrade, and replacement of the System.

Section 1.04   Definitions. As used in this Agreement,

(a) "County" means the County of DuPage, Illinois and all departments, agencies and instrumentalities thereof under the direct supervision and control of the County Board. The term "County" does not include the ETSB, the Circuit Clerk, the State's Attorney, the Judiciary or the elected County Officers;

(b) "Circuit Clerk" means the Clerk of the Circuit Court of the Eighteenth Judicial Circuit, DuPage County, Illinois;

(c) "ETSB" means the Emergency Telephone System Board of DuPage County;

(d) "Information Technology Department" means the County's Information Technology Department or its successor agency;

(e) "Mayor" means the elected chief executive officer of a municipality regardless of the title used for such position used by the municipality;

(f) "Municipality" means a city, village, or incorporated town;

(g) "NIBRS" means National Incident Based Reporting System, an incident-based reporting system used by law enforcement agencies in the United States for collecting and reporting data on crimes. Local, state and federal agencies generate NIBRS data from their records management systems;

(h) "NIEM" means National Information Exchange Model.   NIEM is an XML-based information exchange framework from the United States. NIEM represents a collaborative partnership of agencies and organizations across all levels of government (federal, state, tribal, and local) and with private industry. The purpose of this partnership is to effectively and efficiently share critical information at key decision points throughout the whole of the justice, public safety, emergency and disaster management, intelligence, and homeland security enterprise. NIEM is designed to develop, disseminate, and support enterprise-wide information exchange standards and processes that will enable jurisdictions to automate information sharing;

(i) "PRMS Oversight Committee" means the committee formed pursuant to Article V of this Agreement;

(j) "Participant" means an entity contracting with the County to participate in the System in accordance with the provisions of this Agreement;

(k) "Parties" means the County, the ETSB, and the Participant collectively;

(l) "Party" means a party to this agreement, e.g. the County, the ETSB, or the Participant;

(m) "PRMS Equipment Replacement Fund" means a reserve fund created in the County treasury to be used to pay the costs associated with the eventual replacement of the System as provided in Section 2.05;

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(n) "PRMS Operation Fund" means a fund created in the County treasury to pay the costs associated with the operation of the System as provided in Section 2.04;

(o) "Sheriff" means the DuPage County Sheriff;

(p) "State's Attorney" means the DuPage County State's Attorney;

(q) "Treasurer" means the DuPage County Treasurer;

(r) "User" means an employee or other authorized agent of a Participant to whom unique credentials are assigned for access to the System on a Participant's behalf. The number of System Users assigned to a Participant shall be determined by the PRMS Oversight Committee;

(s) "Vendor" means Intergraph Corporation, Inc., a subsidiary of Hexagon, AB.

Section 1.05   Joint Purchasing. To the greatest extent authorized by the Constitution and laws of Illinois, a joint-purchasing agreement is hereby created between the County, the ETSB, and the Participant for the joint purchase of personal property, supplies, and services. At the request of any Party, the County, ETSB or the Participant may include that Party as an additional participant in any invitation to bid, request for proposal or contract. Each Party will be responsible for its own purchase of any personal property, supplies, or service made pursuant to such solicitation.

Section 1.06   System Configuration. The Parties agree that the System shall be configured as one unified, countywide application adhering to NEIM and NIBRS standards. The Parties agree that the map of the System shall be configured as one unified, countywide map to allow for seamless reporting and analytics.

Section 1.07   Agreements with Other Governmental Entities.

(a) Prior to September 1, 2017, the County may enter agreements with other units of local government, pursuant to the same terms and conditions as contained in this Agreement, for the purposes and objectives set forth in the Recitals.

(b) After September 1, 2017, the County may, with the consent of the PRMS Oversight Committee, enter agreements with other units of local government or governmental entities for the purposes and objectives set forth in the Recitals but which may contain terms and conditions and impose duties upon such units of local government or governmental entities which may be different from those contained in this Agreement.

Section 1.08   Agreements with Officers and Agencies of DuPage County. The County may enter into similar agreements with the State's Attorney, the Sheriff, and other elected County officers or agencies not under the direct supervision and control of the County Board, pursuant to the same terms and conditions. These officers or agencies shall participate in the System on the same terms as the municipal Participants entering this Agreement pursuant to Section 1.07(a).

Article II.   Responsibilities of the County

Section 2.01   Generally. The County shall administer the Records Management System on behalf

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of the Participant.

Section 2.02   Staff.   The County shall employ such staff persons as the PRMS Oversight Committee and the Information Technology Department deem necessary to maintain and manage the Records Management System, including its operating system, system software, database management software and other hardware and software components necessary to operate and manage the System. The portion of the cost of the salary and benefits of such persons which are directly attributable to their work on the System shall be paid from the PRMS Operation Fund. The Information Technology Department shall determine the percentage of each such staff person's duties that are attributable to the System, and submit to the PRMS Oversight Committee for approval. The Information Technology Department shall notify the PRMS Oversight Committee and seek prior approval for any major variances in staffing.

Section 2.03   Database Management. The County shall maintain the hardware on which the System or its databases reside except to the extent any portion of the System cohabitates with the Computer Aided Dispatch (CAD) System of the ETSB. Whenever such cohabitation occurs, the County, in cooperation with the ETSB, shall co-maintain such hardware.

Section 2.04   PRMS Operation Fund. The County shall create a special fund in the County treasury which shall be known as the PRMS Operation Fund. The County shall not permit expenditures from the PRMS Operation Fund unless directed by the PRMS Oversight Committee. The PRMS Operation Fund shall be an interest-bearing account and the funds therein shall not be co-mingled with any other funds.

Section 2.05   PRMS Equipment Replacement Fund. The County shall create a special reserve fund in the County treasury known as the PRMS Equipment Replacement Fund to be used to pay the costs associated with the eventual replacement of the System. Upon direction by the PRMS Oversight Committee, the County shall transfer funds from the Equipment Replacement Fund to the PRMS Operation Fund for disbursement in accordance with the provisions of Article V. The PRMS Equipment Replacement Fund shall be an interest-bearing account and the funds therein shall not be co-mingled with any other funds. The County shall maintain a record of the individual contributions of each Participant for deposit into the PRMS Equipment Replacement Fund.

Section 2.06   System Oversight. The County shall create a PRMS Oversight Committee as set forth in Article V of this Agreement.

Section 2.07   The County shall require the County Auditor or its external auditor to audit the PRMS Equipment Replacement Fund and the PRMS Operation Fund annually for compliance with this Agreement and report thereon to the County Board and to the PRMS Oversight Committee.

Section 2.08   Additional Administrative Responsibilities. The County shall provide the PRMS Oversight Committee with reasonable assistance in performing its duties under this Agreement. Such assistance shall include administrative, clerical, and compliance related-functions including

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those required by the Freedom of Information Act, the Open Meetings Act, and the Local Records Act. County staff shall assist the PRMS Oversight Committee in the preparation of its annual budget and quarterly or other financial reports. County staff shall, at the request of the PRMS Oversight Committee shall prepare all solicitations for bids or proposals and perform procurement functions on behalf of the PRMS Oversight Committee in the same manner it provides such functions on behalf of the departments of County Government as required by the County's Procurement Ordinance.

Section 2.09   Deposit of Funds. The Treasurer shall deposit all moneys collected from Participants, or transferred by the County, for the operation or replacement of the System into the PRMS Operation Fund or PRMS Equipment Replacement Fund, respectively.

Article III. Responsibilities of the ETSB

Section 3.01   Procurement. The ETSB has awarded the contract for the acquisition of the System to the Vendor and pay from its funds, subject to reimbursement from the PRMS Operation Fund, the costs of System licensing and implementation.

Section 3.02   Staffing. The ETSB shall oversee the implementation of the System and maintain its associated database until the County is able to retain staff as set forth in Section 2.02 or the effective date of the Agreement as set forth in Section 7.01 of this Agreement, whichever occurs first.

Section 3.03   Project Management. The ETSB shall provide project management services for the implementation of the System.

Section 3.04   Deliverables. The ETSB shall ensure that the PRMS Vendor performs its responsibilities under the contract.

Section 3.05   Co-Maintenance. The ETSB, in cooperation with the County, shall maintain the hardware where any portion of the System cohabitates with the ETSB's CAD or related applications.

Article IV. Responsibilities of the Participant

Section 4.01   Payment.   The Participant shall make annual payments to the County for the purposes set forth in this Agreement in accordance with the schedule adopted by the County in Section 6.05.

Section 4.02   Operation. The Participant shall ensure that its personnel utilize the System in accordance with the policies and regulations the PRMS Oversight Committee may from time to time adopt and amend, including those which require the standardization of data and data entry

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procedures.

Section 4.03   Network Connectivity. The Participant shall, at its own expense, provide network connectivity to the System that shall conform to the minimum specifications adopted by the PRMS Oversight Committee, which may from time to time be amended based on the operating needs of the System.

Section 4.04   Hardware. The Participant shall, at its own expense, procure and maintain such hardware as may be necessary for the use of the System by its personnel that shall confirm to minimum specifications adopted by the PRMS Oversight Committee, which may from time to time be amended based on the operating needs of the System.

Section 4.05   Data Ownership. The Participant shall retain ownership of all electronic data it provides to the System.

Article V.   PRMS Oversight Committee

Section 5.01   Composition.   The PRMS Oversight Committee shall consist of members appointed as follows:

(a) The Chairman of the County Board or his or her designee;

(b) The Sheriff or his or her designee;

(c) The State's Attorney or his or her designee;

(d) The Chief Financial Officer of the County, or his or her designee;

(e) The Chief Information Officer of the County, or his or her designee;

(f) The Chairman of the Emergency Telephone System Board (ETSB), or his or her designee;

(g) Six (6) mayors of municipalities which are Participants in the System appointed by the Board of Directors of the DuPage Mayors and Managers Conference (DMMC) in the manner it determines, or the designee of each appointed mayor. Mayors appointed under this paragraph need not be appointed from municipalities which are members of the DMMC.

(h) Persons designated to serve in the stead of the County officers or staff members listed in paragraphs (a)-(f) of this Section shall be employees reporting to the respective designating authority who are vested with substantial authority over the operations or finances of the designating authority's office or department.

(i) The Sheriff and State's Attorney, or their designees, shall not be eligible for membership on the Oversight Committee until their execution of an Agreement with the County Board to participate in the System as set forth in Section 1.08.

Section 5.02   Powers and Duties. The PRMS Oversight Committee shall:

(a) Adopt rules which shall provide for the selection and terms of its officers and its operations;

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(b) Organize and appoint members to committees and working groups as it deems necessary for System operation;

(c) Develop policies and regulations governing System usage consistent with the goal of standardization;

(d) Review requests to join the System and determine a fair share payment of the applicant;

(e) Review and approve the minimum specifications for any hardware used with the System and ensure Participant compliance;

(f) Review and determine minimum specifications for network connections to the System and ensure participant compliance;

(g) Direct the County to transfer funds from the Equipment Replacement Fund or make disbursements from the System Operation Fund to the extent authorized by this Agreement;

(h) Fully comply with the requirements of the Open Meetings Act and the Freedom of Information Act;

(i) Determine, no less frequently than annually, the total number of users who will access the System and allocate that number among system Participants. The PRMS Oversight Committee and the affected Participant shall jointly agree to increase or decrease the allocation of users to a Participant;

(j) Determine the budget for the annual operation of the PRMS System;

(k) Adopt reasonable rules consistent with the provisions of this Agreement for the ongoing administration, operation, and replacement of the System;

(l) Establish policies and procedures to provide for the withdrawal of any Participant from the System including those providing for the retrieval and export of the Participant's data and for the return of all or a portion of moneys in the PRMS Equipment Replacement Fund attributable to the Participant;

(m) Provide guidance and advice to the Information Technology Department as to the job performance of County employees assigned to administer or manage the System;

(n) Make recommendations to the Information Technology Department as to changes in personnel requirements necessary to operate the System efficiently;

(o) Fully reimburse the County and the ETSB for all costs incurred in implementing the System other than the costs attributable to Computer Aided Dispatch (CAD) and those PRMS costs attributable to County agencies participating in the System under Section 1.08 of this Agreement;

(p) Provide quarterly updates to all Participants, including committee meeting minutes and financial reports;

(q) Develop policies and procedures, in accordance with the law, governing the documentation, retention, ownership, and management of electronic data storage, provided that any policy or procedure which may impact CAD or CAD processes shall not become effective without the consent of the ETSB; and,

(r) Perform any other administrative functions necessary and proper to carry out the purposes of this Agreement and the goals of standardization and interoperability not otherwise provided for herein.

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Section 5.03   Finance and Procurement Policies.

(a) In General. The PRMS Oversight Committee shall have the exclusive authority to authorize the County to transfer funds from the PRMS Equipment Replacement Fund to the PRMS System Operation Fund and to authorize expenditures from the PRMS Operation Fund.

(b) Competitive Bidding Required. The provisions of State law applicable to the procurement of services, materials, equipment, or supplies, other than professional services, by County Boards as set forth in Section 5-1022 of the Counties Code shall apply to all contracts authorized by the PRMS Oversight Committee.

(c) Applicability of the DuPage County Procurement Ordinance. The provisions of the DuPage County Procurement Ordinance shall apply to all purchases authorized by the PRMS Oversight Committee. Where the Procurement Ordinance specifies that an action must be taken by the County Board, the PRMS Oversight Committee shall have the authority to act. Where the Procurement Ordinance provides than an action must be taken by the Chairman of the County Board, the Chairman of the PRMS Oversight Committee shall have the authority to Act.

(d) Transfers from the Equipment Replacement Fund. The PRMS Oversight Committee shall from time-to-time direct the Treasurer to transfer funds from the PRMS Equipment Replacement Fund to the PRMS Operation Fund for disbursement. Such funds may only be disbursed to pay the costs associated with the upgrade or replacement of the System or consistent with a policy adopted by the PRMS Oversight Committee in accordance with Section 5.02(l).

(e) Expenditures from the PRMS Operation Fund. The PRMS Oversight Committee shall use moneys in the PRMS Operation Fund for the purposes of

  (i) Reimbursing the County and the ETSB for costs expended in the implementation of the System;

  (ii) Reimbursing the ETSB for costs it may incur in its normal operations in an aggregate amount not to exceed the total costs expended by the ETSB in the implementation of the System;

  (iii) Paying the ongoing periodic costs associated with maintaining the System,

  (iv) Paying the costs of system upgrade or replacement when such funds have been transferred from the Equipment Replacement Fund for that purpose,

  (v) Reimbursement of Participant funds consistent with a policy adopted by the PRMS Oversight Committee in accordance with Section 5.02(l), or

  (vi) Any other purpose the PRMS Oversight Committee may expressly authorize, provided that funds shall only be authorized for costs associated with the System.

Section 5.04   Meetings of the PRMS Oversight Committee.

(a) Open Meetings Act. The provisions of the Open Meetings Act shall apply to all meetings of the PRMS Oversight Committee. The County shall cause notice of such meetings and their agendas to be posted on its website in accordance with the Act. The County shall

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furnish meeting space when requested to do so by the PRMS Oversight Committee. Consistent with the provisions of the Open Meetings Act, members of the PRMS Oversight Committee may attend meetings remotely when they are unable to attend in person for any reason authorized by the Act with reasonable notice to the PRMS Oversight Committee and its approval.

(b) Quorum. Quorum for a meeting of the PRMS Oversight Committee shall be three-quarters (3/4) of the members entitled to be appointed to the Committee.

(c) Super Majority Required. All actions of the PRMS Oversight Committee shall require the affirmative vote of three-quarters (3/4) of the membership entitled to be appointed to the Committee. So long as the PRMS Oversight Committee consists of twelve (12) members, nine (9) members shall constitute three-quarters (3/4) of the membership entitled to be appointed.

(d) Meeting Schedule. The PRMS Oversight Committees shall annually give notice of its meeting schedule with shall include at least one meeting scheduled per quarter.

Article VI. Finance

Section 6.01   Initial Cost Allocations. Not later than September 1, 2017, the ETSB shall provide each Participant with an estimated total initial cost for the first year of System operation as well as the cost attributable to each Participant. The cost estimate will include the total costs of System acquisition anticipated to be paid by the ETSB, and the total number of user licenses System wide.

Section 6.02   Costs Attributable to System Operation. The following costs are deemed attributable to System Operation and shall be paid from the PRMS Operation Fund:

(a) The total cost of annual System licensing and maintenance paid to the Vendor;

(b) The full salary, benefits, and related expenses of County personnel devoting 100% of their duties to the maintenance or operating of the System;

(c) The portion of the annual salary and benefits of County personnel devoting at least 40% of their duties to the maintenance or operation of the System as determined by the Information Technology Department and approved by the PRMS Oversight Committee;

(d) Ongoing maintenance costs of System equipment; and

(e) Other costs related to System operation when expressly determined as such and authorized by the PRMS Oversight Committee, including commodities, hardware, professional services, and capital.

Section 6.03   System Cost Allocation Formula. The PRMS Oversight Committee shall allocate the cost of System operation among Participants in accordance with the following formulae:

$$Total\ System\ Cost$$
$$= (Capital\ costs\ ) + (salary\ and\ benefits\ of\ System\ personnel)$$
$$+ (projected\ annual\ maintence\ costs)$$
$$+ (Equipment\ Replacement\ Contribution) + (other\ authorized\ costs)$$

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$$\frac{Total\ System\ Cost}{total\ number\ of\ authorized\ users\ Systemwide} = Cost\ per\ user$$

$$Cost\ per\ user * (number\ users\ per\ Participant) = Annual\ Participant\ Cost$$

Section 6.04   Equipment Replacement Contribution. The PRMS Oversight Committee shall annually review the estimated costs associated with replacing the System, and may increase the total replacement costs. If the PRMS Oversight Committee determines that the replacement costs shall increase, it will compute the estimated costs associated with replacing the System at the end of its useful life and determine, based on the number of users allocated to each Participant, each Participant's anticipated proportional share of the cost of System replacement following the expiration of the Agreement. Each Participant's anticipated proportional share of the cost of System replacement costs shall be divided by the number of years in the term of this Agreement, or the remaining number of years in the Agreement, and shall represent the Participant's annual share of System replacement that each Participant shall pay for deposit into the PRMS Equipment Replacement Fund. Each Participant's portion of the Equipment Replacement Contribution shall be determined by dividing the total estimated Equipment Replacement Contribution by the number of users Systemwide and multiplying that result by the number of users assigned to the Participant in accordance with the following formulae:

$$Per\ User\ Equipment\ Replacement\ Contribution = \frac{Total\ Estimated\ Equipment\ Replacement\ Cost}{total\ number\ of\ auhorized\ users\ systemwide}$$

$$Participant\ Replacement\ Share$$
$$= Per\ User\ Replacement\ Contribution * (number\ users\ per\ Participant)$$

Unless otherwise determined by the PRMS Oversight Committee, the Total Estimated Equipment Replacement Cost is $3,000,000.

Section 6.05   Invoice Schedule. The County, through its Chief Financial Officer, shall annually invoice the Participant for System operation and for equipment replacement. Each Participant shall pay such invoices in accordance with the provisions of the Local Government Prompt Payment Act.

Article VII. Term and Termination

Section 7.01   Effective Date. This Agreement shall become effective on September 1, 2017, or upon the date it is executed by the Parties, whichever occurs later. Thereafter, the obligations of the respective Parties as set forth in this Agreement shall be immediately binding on the Parties.

Section 7.02   Term of Agreement. The Initial Term of this Agreement shall be from the Effective Date until April 30, 2024. Thereafter, the Agreement shall renew for successive one (1) year terms commencing on May 1, unless a Party terminates the Agreement as set forth in Section 7.03 or the Parties agree in writing to a longer extension.

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Section 7.03 Termination by Election of Parties. A Party may terminate this Agreement for any reason by notifying the other in writing prior to November 1 in the year immediately preceding a renewal of a successive term of the Agreement as provided in Section 7.02. One Party shall not terminate this Agreement during its Initial Term without the consent of the other.

Article VIII. Miscellaneous Terms

Section 8.01 No Joint Venture. This Agreement shall not be construed in such a way that any Party is or is deemed to be, the representative, agent, employee, partner, or joint venture of the other. The Parties shall neither have the authority to enter into any agreement, nor to assume any liability, on behalf of any other Party, nor to bind or commit the other Party in any manner, except as expressly provided herein.

Section 8.02 Notice. All notices required to be given pursuant to this Agreement shall be in writing and addressed to the Parties at their respective addresses set forth below. All such notices shall be deemed duly given if personally delivered, or if deposited in the United States mail, registered or certified return receipt requested, or upon receipt of facsimile transmission. Notice given as provided herein does not waive service of summons or process.

If to the County, to:	**If to the Participant, to:**
Attention: DuPage County c/o Emergency Telephone System Board 421 County Farm Road Wheaton, IL 60187	Joseph Block, Village Manager Village of Addison 1 Friendship Plaza Addison, IL 60101

Section 8.03 Entire Agreement. This Agreement constitutes the entire agreement with respect to the subject matter hereof and supersedes all other prior and contemporary agreements, understandings, representations, negotiations, and commitments between the Parties with respect to the subject matter hereof.

Section 8.04 Approval Required and Binding Effect. This Agreement shall not become effective unless authorized by each Party's respective corporate authorities or governing body. Upon authorization., this Agreement constitutes a legal, valid and binding agreement, enforceable against the Parties.

Section 8.05 Representations. Each Party represents that it has the authority to enter into this Agreement and undertake the duties and obligations contemplated by this Agreement and that it has taken or caused to be taken all necessary action to authorize the execution and delivery of this Agreement.

Section 8.06 Indemnification. The Parties hereby release and agree that each shall indemnify and hold harmless the other Party and all of its present, former and future officers, including board

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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 Agreement to the extent authorized by law, including, but not limited to any injury or damage caused by the failure of System to function properly, the quality of the data contained in the System, or the failure of the System to operate as designed. This Section is an agreement between local public entities to allocate or share liability from an injury resulting from their joint undertaking of a shared function under Article VII of the Local Government and Governmental Employees Tort Immunity Act.
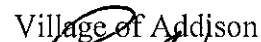
Section 8.07   Committee Composition. The Committee set forth in Article V of this Agreement, may from time to time and by a three-quarters (3/4) vote of members entitled to be appointed, make changes to the composition, manner of selection, or number of their respective memberships. So long as the PRMS Oversight Committee consists of twelve (12) members, nine (9) members shall constitute three-quarters (3/4) of members entitled to be appointed.

Section 8.08   Appropriations. The Parties hereby agree that the duties imposed on by this Agreement contemplate the appropriation of funds required to perform such duties. To the extent authorized by law, the Parties agree to appropriate when necessary, and in the manner provided by law, such funds as may be required to perform their respective duties under the Agreement.

Section 8.09   Amendments. This Agreement may be amended upon the written agreement of the Parties.

WHEREFORE, the Parties have signed and executed this Agreement as of the dates written below in the County of DuPage, State of Illinois.

County of DuPage, Illinois   Village of Addison

BY: _____   BY: _____
     Chairman, DuPage County Board   Richard Veenstra, Mayor

Date: _8/30/17_____   Date: _August 7, 2017_____

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Addison Police Department

October 29, 2021

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

Executive Director Zerwin:

Please accept this letter as the Village of Addison's (the "Village") notice of termination of the Intergovernmental Agreement dated August 7, 2017, between the Village and the County of DuPage with regard to the police report management system ("PRMS"). The Village has determined that it is in the best interests of its residents to move in a different direction with regard to a police report management system. I understand that notice of termination must be in writing prior to November 1 in the year immediately preceding the renewal of a successive term of the agreement.

Would you please confirm receipt of this letter.

Director T. Hayden

cc: DuPage County State's Attorney Robert Berlin
        Chief David Schar, DuPage Chiefs ETSB Representative

3 Friendship Plaza   www.addisonpoliceillinois.org   Tel. (630) 543-3080
Addison, Illinois 60101-2787   Addison   Fax (630) 543-1069

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