



# 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: Oct 30, 2025

MinuteTraq (IQM2) ID #:

Department Requisition #: 922020/5866-1

|                                         |                               |
|-----------------------------------------|-------------------------------|
| 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 Change Order #6 to AT&T Inc. Purchase Order 922020/5866-1 to extend the maintenance on the Customer Premise Equipment (CPE) Avaya administrative phone system for the ACDC and DU-COMM PSAPs for twelve (12) months. The maintenance period will run November 25, 2025 through November 24, 2026. Total amount of change order is \$16,131.24, for a new contract amount of \$5,469,971.10.

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

An extension on the Avaya maintenance on the CPE installed in the Addison Consolidated Dispatch Center (ACDC) and DU-COMM PSAPs will keep the 24x7 maintenance coterminous with the new CPE contract PO 922020/5866-1 for one (1) year at the same rate it is today. The ETSB is investing replacement systems so continued maintenance is required.

### Strategic Impact

Quality of Life

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

A continuation of maintenance on the current phone system is vital. Going without puts the system at risk for general maintenance and availability of tech support where maintenance contracts are the priority.

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

The original contract was vetted via a RFP. This is an extension of previously contracted maintenance.

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

1. Approve Change Order #6 to allow for the continuation of Avaya maintenance.
2. Deny Change Order #6 and any services provided after the current expiration date will be billed as time and materials at an inflated hourly rate.

**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.

AT&T has extended the same annual costs as previously quoted for one (1) year for Avaya 24x7 maintenance. Sufficient funds have been budgeted in FY26 4000-5820-53806: Software Licenses to cover these costs.