



# DU PAGE COUNTY

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

## ETSB - Emergency Telephone System Board

### Regular Meeting Agenda

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Wednesday, July 10, 2024

9:00 AM

Room 3500B

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#### Join Zoom Meeting

<https://us02web.zoom.us/j/84116460150?pwd=e8Dcatpt1W1t6pre0uT6r6UAryV6y7.1>

Meeting ID: 841 1646 0150

Passcode: 560174

1. CALL TO ORDER
2. ROLL CALL
3. PUBLIC COMMENT
4. CHAIRMAN'S REMARKS - CHAIR SCHWARZE
5. MEMBERS' REMARKS
6. CONSENT AGENDA
  - 6.A. FY23 Annual Audit Report
    - 6.A.1. [24-1712](#)  
FY23 Annual Audit Report
  - 6.B. FY24 Mid-Year Budget Review
    - 6.B.1. [24-1963](#)  
Mid-Year Budget Review
  - 6.C. Monthly Staff Report
    - 6.C.1. [24-1909](#)  
Monthly Report for July 10 Regular Meeting
  - 6.D. Revenue Report 911 Surcharge Funds
    - 6.D.1. [24-1913](#)  
ETSB Revenue Report for July 10 Regular Meeting for Fund 5820/Equalization
  - 6.E. Minutes Approval Policy Advisory Committee

- 6.E.1. [24-1912](#)  
ETSB PAC Minutes - Regular Meeting - Monday, June 3, 2024

**6.F. Minutes Approval ETS Board**

- 6.F.1. [24-1910](#)  
ETSB Minutes - Regular Meeting - Wednesday, June 12, 2024

**7. VOTE REQUIRED BY ETS BOARD**

**7.A. Budget Transfers**

- 7.A.1. [ETS-R-0053-24](#)  
Transfer of funds from 4000-5820-54199 (Capital Contingencies) to 4000-5820-54100 (Capital IT Equipment) in the amount of \$169,918, for payment and accounting of contractual obligations related to the Hexagon PO 1914-1.

**7.B. Payment of Claims**

- 7.B.1. [24-1911](#)  
Payment of Claims for July 10, 2024 for FY24 - Total for 4000-5820 (Equalization): \$297,633.62. Total for Interdepartmental transfer: \$200.90.

**7.C. Purchase Resolutions**

- 7.C.1. [ETS-R-0048-24](#)  
Recommendation for the approval of a contract purchase order to CDW Government, PO 924022, for a one (1) year renewal of ExaGrid maintenance and support, for a period of October 2, 2024 through October 1, 2025, for a contract total not to exceed \$9,436; contract pursuant to the Governmental Joint Purchasing Act, 30 ILCS 525/2 (Sourcewell-3037653 State of IL Participating Agreement [081419-CDW]).

- 7.C.2. [ETS-R-0049-24](#)  
Recommendation for the approval of a contract purchase order to Deccan International, for the renewal of maintenance on the LiveMUM and LiveMUM WallMap software in the DU-COMM and ACDC PSAPs, for the period of September 1, 2024 through August 31, 2027, for a total contract amount of \$132,190; Per 55 ILCS 5/5-1022(c) not suitable for competitive bids. (Sole Source - Software manufacturer and sole maintenance/update provider).

**7.D. Resolutions**

- 7.D.1. [ETS-R-0047-24](#)  
Resolution to approve modified 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 Hanover Township Emergency Services.

**7.D.2. [ETS-R-0050-24](#)**

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

**7.D.3. [ETS-R-0051-24](#)**

Resolution approving the transfer of inventory, five (5) CAD workstations, from the County of DuPage on behalf of the Emergency Telephone System Board of DuPage County to the DU-COMM PSAP.

**7.D.4. [ETS-R-0052-24](#)**

Resolution approving the transfer of inventory, 59 CAD workstations, from the County of DuPage on behalf of the Emergency Telephone System Board of DuPage County to the County IT Department.

**7.D.5. [24-1946](#)**

ETS-R-0045A-24 - Amendment to Resolution ETS-R-0045-24 to approve an Addendum A to the sales agreement of surplus radio items from the County of DuPage on behalf of the Emergency Telephone System Board of DuPage County to the Board of Trustees of Illinois State University on behalf of Illinois State University, Emergency Management.

**8. DEDIR SYSTEM****8.A. Police****8.B. Fire****9. DU PAGE ETSB 9-1-1 SYSTEM DESIGN****10. OLD BUSINESS****11. NEW BUSINESS****12. EXECUTIVE SESSION****12.A. Minutes Review Pursuant to 5 ILCS 120/2 (C) (21)****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, August 14 at 9:00am in 3-500B**



## ETSB Other Action Item

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

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**File #:** 24-1712

**Agenda Date:** 7/10/2024

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

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**Emergency Telephone System  
Board of DuPage County  
(A Component Unit of  
DuPage County, Illinois)**

Financial Statements and  
Supplementary Information

November 30, 2023

# Emergency Telephone System Board of DuPage County (A Component Unit of DuPage County, Illinois)

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November 30, 2023

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## **Independent Auditors' Report**

To the Honorable Chairman and Members of the  
Emergency Telephone System Board of DuPage County of  
DuPage County, Illinois

### **Report on the Audit of the Financial Statements**

#### ***Opinions***

We have audited the accompanying financial statements of the governmental activities and each major fund of the Emergency Telephone System Board of DuPage County, a component unit of DuPage County, Illinois as of and for the year ended November 30, 2023, and the related notes to the financial statements, which collectively comprise the Emergency Telephone System Board of DuPage County's basic financial statements as listed in the table of contents.

In our opinion, the accompanying financial statements referred to above present fairly, in all material respects, the respective financial position of the governmental activities and each major fund of the Emergency Telephone System Board of DuPage County as of November 30, 2023 and the respective changes in financial position thereof for the year then ended in accordance with accounting principles generally accepted in the United States of America.

#### ***Basis for Opinions***

We conducted our audit in accordance with auditing standards generally accepted in the United States of America (GAAS) and the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States (*Government Auditing Standards*). Our responsibilities under those standards are further described in the Auditors' Responsibilities for the Audit of the Financial Statements section of our report. We are required to be independent of the Emergency Telephone System Board of DuPage County and to meet our other ethical responsibilities, in accordance with the relevant ethical requirements relating to our audit. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinions.

#### ***Responsibilities of Management for the Financial Statements***

Management is responsible for the preparation and fair presentation of the financial statements in accordance with accounting principles generally accepted in the United States of America; and for the design, implementation and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is required to evaluate whether there are conditions or events, considered in the aggregate, that raise substantial doubt about the Emergency Telephone System Board of DuPage County's ability to continue as a going concern for twelve months beyond the financial statement date, including any currently known information that may raise substantial doubt shortly thereafter.

## ***Auditors' Responsibilities for the Audit of the Financial Statements***

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinions. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with GAAS and *Government Auditing Standards* will always detect a material misstatement when it exists. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal control. Misstatements are considered material if there is a substantial likelihood that, individually or in the aggregate, they would influence the judgment made by a reasonable user based on the financial statements.

In performing an audit in accordance with GAAS and *Government Auditing Standards*, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the financial statements.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Emergency Telephone System Board of DuPage County's internal control. Accordingly, no such opinion is expressed.
- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the financial statements.
- Conclude whether, in our judgment, there are conditions or events, considered in the aggregate, that raise substantial doubt about the Emergency Telephone System Board of DuPage County's ability to continue as a going concern for a reasonable period of time.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit, significant audit findings and certain internal control-related matters that we identified during the audit.

### ***Required Supplementary Information***

Accounting principles generally accepted in the United States of America require that the required supplementary information as listed in the table of contents be presented to supplement the basic financial statements. Such information is the responsibility of management and, although not a part of the basic financial statements, is required by the Governmental Accounting Standards Board who considers it to be an essential part of financial reporting for placing the basic financial statements in an appropriate operational, economic or historical context. We have applied certain limited procedures to the required supplementary information in accordance with auditing standards generally accepted in the United States of America, which consisted of inquiries of management about the methods of preparing the information and comparing the information for consistency with management's responses to our inquiries, the basic financial statements, and other knowledge we obtained during our audit of the basic financial statements. We do not express an opinion or provide any assurance on the information because the limited procedures do not provide us with sufficient evidence to express an opinion or provide any assurance.



### **Other Reporting Required by *Government Auditing Standards***

In accordance with *Government Auditing Standards*, we have also issued our report dated May 30, 2024 on our consideration of the Emergency Telephone System Board of DuPage County's internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts and grant agreements and other matters. The purpose of that report is solely to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the Emergency Telephone System Board of DuPage County's internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the Emergency Telephone System Board of DuPage County's internal control over financial reporting and compliance.

Oak Brook, Illinois  
May 30, 2024

## EMERGENCY TELEPHONE SYSTEM BOARD OF DUPAGE COUNTY

Management's Discussion and Analysis (Unaudited)  
Fiscal Year Ended November 30, 2023

As management of the Emergency Telephone System Board of DuPage County (DuPage ETSB or the Board), we offer readers of DuPage ETSB's financial statements a narrative overview and financial statement analysis for the fiscal year ended November 30, 2023. We encourage readers to consider the information presented here in conjunction with the financial statements and notes to the financial statements following this section.

DuPage ETSB was established on April 4, 1989, pursuant to Section 15.4 of the Local Government Emergency Telephone System Act, 50/ILCS 750/15.4 for the purpose of implementing, operating, upgrading, and maintaining an enhanced 9-1-1 emergency telephone system.

DuPage ETSB exercises its power through a governing board of twelve voting members and two ex-officio members-the Treasurer and Secretary. The Board members are appointed by the DuPage County Board Chairman, and each member serves a three-year term. DuPage ETSB has oversight of an enhanced 9-1-1 system that is used by residents of DuPage County and portions of Cook, Kane, and Will Counties, excluding the incorporated cities of Aurora and Naperville.

Due to the significance of DuPage ETSB's financial relationship with DuPage County, Illinois (County), it is reported as a component unit in the County's Annual Comprehensive Financial Report.

### FINANCIAL HIGHLIGHTS

- DuPage ETSB's total net position was \$67.3 million on November 30, 2023. The Board's net position increased \$6.6 million during the year. \$5.5 million of the increase from 2022 was due to investment in capital assets such as portable radio units and IT equipment. Of the total net position, \$52.9 million continues to be restricted in accordance with state statutes and enabling legislation. The remaining \$14.4 million represents ETSB's investment in capital assets.
- In accordance with the FY2017 intergovernmental agreements between DuPage ETSB and users of the DuPage Justice Information System, the local governmental agencies are continuing to make annual contributions to the PRMS Equipment Replacement Fund. The agencies are expected to make annual contributions through FY2024 that will be used to fund an estimated \$3.0 million toward equipment replacement costs.

### OVERVIEW OF THE FINANCIAL STATEMENTS

This narrative overview is an introduction to the Emergency Telephone System Board of DuPage County's financial statements. The reporting framework of the financial statements focuses on DuPage ETSB as a whole (government-wide) and the individual funds. This framework provides the reader (1) a general summary of DuPage ETSB's finances that is similar to a private sector business; (2) answers to meaningful questions about DuPage ETSB's financial position and activities, and (3) an understanding of the relationship between the individual funds and DuPage ETSB as a whole.

# EMERGENCY TELEPHONE SYSTEM BOARD OF DUPAGE COUNTY

Management's Discussion and Analysis (Unaudited)  
Fiscal Year Ended November 30, 2023

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## Government-Wide Financial Statements

The *Statement of Net Position and Governmental Funds Balance Sheet* presents information on DuPage ETSB's assets, deferred outflows of resources, liabilities, and deferred inflows of resources. The difference is reported as net position. The change in net position is useful for determining whether DuPage ETSB's financial position has improved or deteriorated. Non-financial factors, such as government rules and regulations, and/or the condition of DuPage ETSB capital assets, should also be considered in the assessment of DuPage ETSB's overall financial health.

The *Statement of Activities and Governmental Funds Revenues, Expenditures and Changes in Fund Balance/Net Position* presents information on how DuPage ETSB's net position changed during the fiscal year. All changes in net position are reported at the time the underlying event occurs, regardless of the timing of related cash flows. As a result, revenues and expenses are reported in the statement for some transactions that provide cash flows only in future years, such as expenses for compensated absences that have been earned but not used and pension obligation expenses.

## Fund Financial Statements

The Fund Financial Statements provide additional details about DuPage ETSB's governmental funds using the modified accrual basis of accounting, as described in Note 1 to the Financial Statements. The Board has the following funds: Equalization Fund, PRMS Operations Fund, and PRMS Equipment Replacement Fund.

The Fund Financial Statements focus on (1) how cash and other financial assets can readily be converted into available resources to finance DuPage ETSB's short-term needs and (2) the balances at fiscal year-end that can be used for current and future spending.

## Notes to the Financial Statements

The Notes to the Financial Statements provide additional information needed for a full understanding of the data presented in the government-wide and fund financial statements.

## EMERGENCY TELEPHONE SYSTEM BOARD OF DUPAGE COUNTY

Management's Discussion and Analysis (Unaudited)  
Fiscal Year Ended November 30, 2023

### Governmental Funds Balance Sheet and Statement of Net Position For the Years Ended November 30, 2023 and 2022

	Total Governmental		Statement of Net Position	
	Funds	Adjustments	2023	2022
<u>ASSETS</u>				
Current Assets	\$ 57,822,527	-	\$ 57,822,527	\$ 52,713,477
Net Pension Asset	-	-	-	266,091
Capital Assets, net of Accumulated Depreciation	-	14,553,203	14,553,203	8,833,130
<b>TOTAL ASSETS</b>	<b>57,822,527</b>	<b>14,553,203</b>	<b>72,375,730</b>	<b>61,812,698</b>
Deferred Outflows of Resources	-	346,140	346,140	67,959
<b>TOTAL ASSETS AND DEFERRED OUTFLOWS of RESOURCES</b>	<b>57,822,527</b>	<b>14,899,343</b>	<b>72,721,870</b>	<b>61,880,657</b>
<u>LIABILITIES</u>				
Current Liabilities	\$ 4,655,939	-	\$ 4,655,939	\$ 709,891
Net Pension Liability	-	472,617	472,617	-
Noncurrent Liabilities	-	270,171	270,171	86,341
<b>TOTAL LIABILITIES</b>	<b>4,655,939</b>	<b>742,788</b>	<b>5,398,727</b>	<b>796,232</b>
Deferred Inflows of Resources	4,243,361	(4,241,433)	1,928	405,697
<u>FUND BALANCE POSITION</u>				
Non-spendable	1,012,302	(1,012,302)	-	-
Restricted	47,910,925	5,028,499	52,939,424	51,845,598
Investment in Capital Assets	-	14,381,791	14,381,791	8,833,130
<b>TOTAL FUND BALANCE/NET POSITION</b>	<b>48,923,227</b>	<b>18,397,988</b>	<b>67,321,215</b>	<b>60,678,728</b>
<b>TOTAL LIABILITIES, DEFERRED INFLOWS AND FUND BALANCE/NET POSITION</b>	<b>\$ 57,822,527</b>	<b>\$ 14,899,343</b>	<b>\$ 72,721,870</b>	<b>\$ 61,880,657</b>

# EMERGENCY TELEPHONE SYSTEM BOARD OF DUPAGE COUNTY

Management's Discussion and Analysis (Unaudited)  
Fiscal Year Ended November 30, 2023

## Governmental Funds Revenues, Expenditures and Changes in Fund Balance Statement of Activities For the Years Ended November 30, 2023 and 2022

	2023		2022	
	Governmental Activities	% of Revenues	Governmental Activities	% of Revenues
<b><u>REVENUES</u></b>				
Charges for Services	\$ 16,874,580	79.1%	\$ 16,800,070	87.8%
Intergovernmental	2,207,137	10.4%	2,122,033	11.1%
Investment Income	1,792,325	8.4%	188,444	1.0%
Miscellaneous	450,231	2.1%	21,444	0.1%
<b>Total Revenues</b>	<b>21,324,273</b>	<b>100%</b>	<b>19,131,991</b>	<b>100%</b>
<b><u>EXPENSES/EXPENDITURES</u></b>				
Public Safety	11,949,019	56.0%	8,449,051	44.2%
Depreciation	2,715,362	12.7%	2,849,636	14.9%
Debt Service: Interest	17,406	0.1%	-	
<b>Total expenses/expenditures</b>	<b>14,681,787</b>	<b>68.9%</b>	<b>11,298,687</b>	<b>59.1%</b>
<b>Change in Fund Balance</b>	6,642,486	31.1%	7,833,304	40.9%
<b><u>GASB Statement No 34 Adjustments</u></b>				
Depreciation expense <sup>(1)</sup>	(2,715,362)		(2,849,636)	
Capital asset additions <sup>(1)</sup>	8,264,023		1,403,385	
Net book value of disposed assets <sup>(2)</sup>	-		-	
Change in unavailable revenues	418,274		89,903	
Change in compensated absences <sup>(3)</sup>	(5,378)		6,479	
Total OPEB <sup>(3)</sup>	(7,830)		(3,865)	
Net pension <sup>(3)</sup>	(55,968)		91,568	
<b>Total Adjustments - Change in Net Position</b>	<b>\$ 5,897,759</b>		<b>\$ (1,262,166)</b>	

**Footnotes:**

- <sup>(1)</sup> Governmental Funds report capital asset additions as expenditures and Governmental Activities report depreciation expense, which allocates the expenditures over the life of the capital assets.
- <sup>(2)</sup> Disposed capital assets are reported at the capital asset's net book value.
- <sup>(3)</sup> Accrued compensated absences, net pension liabilities and total OPEB are not reported in the Governmental Funds, as current resources are not needed to satisfy these obligations.

# EMERGENCY TELEPHONE SYSTEM BOARD OF DUPAGE COUNTY

Management's Discussion and Analysis (Unaudited)  
Fiscal Year Ended November 30, 2023

## FINANCIAL ANALYSIS OF GOVERNMENTAL ACTIVITIES

### **Net Position**

On November 30, 2023, DuPage ETSB's total assets and deferred outflows of resources exceeded liabilities and deferred inflows of resources by \$67.3 million. \$52.9 million of DuPage ETSB's net position was restricted and is to be used solely for maintenance of operations. Net investment in capital assets of \$14.4 million represents the remaining net position. The increase in net investment in capital assets of \$5.5 million is attributed primarily to \$8.2 million in capital asset additions being higher than depreciation expense of \$2.7 million.

DuPage ETSB's financial position improved by \$6.6 million during FY2023. While expenses increased \$3.4 million from the prior year, total revenues continued to exceed total expenses, resulting in the continued improvement in net position.

## FINANCIAL ANALYSIS OF GOVERNMENTAL FUNDS

### **Governmental Funds**

DuPage ETSB reported a combined fund balance of \$48.9 million on November 30, 2023, which represents an increase of \$0.7 million (1.5%) from November 30, 2022. \$47.9 million (97.9%) of the total fund balance is classified as restricted in accordance with State statutes and enabling legislation. These restrictions require that these funds be spent solely on operations and capital. The remaining \$1.0 million (2.0%) of the total fund balance is classified as non-spendable for prepaid items.

Total revenues for all governmental funds for FY2023 were \$20.9 million, an increase of \$1.8 million (10%) from the prior year. This is primarily due to an increase of \$1.6 million in investment income. Total expenses increased \$10.2 million. This can be attributed to public safety expense increases (\$3.2 million), Capital outlay increases (\$6.9 million), and Debt service payments (\$95,000) not made in 2022.

## BUDGET

The FY2023 budget for the Emergency Telephone System Board of DuPage County was adopted on November 22, 2022. DuPage ETSB's original and final total operating budget of expenses was \$48.0 million, which was \$10.2 million more than the FY2022 budget. \$3.0 million of the total budgeted expenditures included CAD equipment, FSA optional equipment, and additional radios for the agencies. An additional \$29.4 million was budgeted in capital contingency for the 9-1-1 system's PSAPs and first responders. \$3.0 million was budgeted for software maintenance, fiber network connections for the Public Safety Answering Points, DuPage Emergency Dispatch Interoperable Radio System airtime and maintenance and CAD, Customer Premise Equipment (CPE), and radio console maintenance expenses.

DuPage ETSB's budgeted FY2023 revenues were \$4.3 million more than FY2022. \$3.6 million of the budgeted increase was attributed to Equalization fund governmental reimbursements by local or state levels. This budgeted increase was largely uncollected, with only \$0.8 million being realized. This shortfall was offset by Equalization fund charges for services exceeding budgeted amounts by \$2.8 million.

## EMERGENCY TELEPHONE SYSTEM BOARD OF DUPAGE COUNTY

Management's Discussion and Analysis (Unaudited)  
Fiscal Year Ended November 30, 2023

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DuPage ETSB's actual revenues for FY2023 were \$1.1 million higher than the final budget of \$19.8 million. In the last two years, DuPage ETSB has received two single disbursement payments from the State of Illinois 9-1-1 fund for \$2.6 million in FY2023 and \$2.3 million in FY2022 to reconcile the NG9-1-1 withholding for the new State of Illinois fiber network. Investment income also contributed to the increase between the final and actual budget. Expenditures also increased 102.69% or \$10.2 million from the prior year. Total expenditures were \$27.8 million lower than budget due primarily to \$25.5 million less in actual capital outlay expenditures than projected because of delays in the completion of some capital projects.

The accompanying financial statements include a *Schedule of Revenues, Expenditures and Changes in Fund Balance – Budget and Actual*. The Board's budgetary basis is discussed in the Notes to Required Supplementary Information.

### IMPACT OF THE ECONOMY AND TECHNOLOGY

Changes in telecommunications technology most often have a greater impact on DuPage ETSB's operations than changes in current economic conditions; however, because of the significant adverse effects that the pandemic (COVID-19) has had, and will continue to have on the State's economy, the economy could impact DuPage ETSB in FY2024. Most notably, the supply chain issue associated with hardware manufactured outside of the United States has impacted operations as many consumable items are now back ordered for several months. This demand issue has translated into increased prices for these items.

DuPage ETSB is funded by a portion of the \$1.50 monthly surcharge fee that communications carriers are required to impose on their customers, as directed by State statutes. A portion of the surcharge fee is held in reserve by the State to fund the replacement of the state-wide Next Generation 9-1-1 Network, administrative costs and expenses associated with the current network. Considering the significant economic impacts of COVID-19, and the necessity of an effective and efficient 9-1-1 system, the Illinois General Assembly, under 50 ILCS 750/0.01, extended the sunset of the Emergency Telephone System Act to December 31, 2025.

DuPage ETSB has implemented the following initiatives that may maintain or improve its economic and/or technological future.

- In accordance with the intergovernmental agreements in FY2017 between DuPage ETSB and users of the DuPage Justice Information System, the local governmental agencies are continuing to make annual contributions to the PRMS Equipment Replacement Fund. Agencies are expected to make annual contributions through FY2023 to fund an estimated \$3.0 million in equipment replacement costs.
- Pending further mandates from the Federal Government and/or State, the DuPage ETSB, in partnership with its two PSAPs, have developed a seven-year infrastructure solution and a twenty-five-year physical facility solution, which will help stabilize the DuPage ETSB's future budgets.

The PRMS consortium will reach the end of life for its currently negotiated contracts in FY2027. The PRMS Operations Fund and Equipment Replacement Fund operate to support members of the consortium. Future systems and reimbursements could be affected as new membership contracts are negotiated and new agreements have not been formalized to date.

## EMERGENCY TELEPHONE SYSTEM BOARD OF DUPAGE COUNTY

Management's Discussion and Analysis (Unaudited)  
Fiscal Year Ended November 30, 2023

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REQUESTS FOR INFORMATION
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This financial narrative is written to provide a general overview of the Board's financial position for readers interested in the Board's finances. Questions concerning any data and/or information in this narrative, and/or requests for additional data and/or information may be e-mailed to Emergency Telephone System Board of DuPage County at [etsb911@dupagecounty.gov](mailto:etsb911@dupagecounty.gov).

A complete set of financial statements is available on the DuPage County, Illinois website at [www.dupagecounty.gov/government/departments/finance/](http://www.dupagecounty.gov/government/departments/finance/).



**Emergency Telephone System Board of DuPage County  
(A Component Unit of DuPage County, Illinois)**

Statement of Net Position and Governmental Funds Balance Sheet  
November 30, 2023

	Governmental Funds				Adjustments (Note 2)	Governmental Activities
	Equalization Fund	PRMS Operations Fund	PRMS Equipment Replacement Fund	Total		Statement of Net Position
<b>Assets and Deferred Outflows of Resources</b>						
<b>Assets</b>						
Cash and investments	\$ 49,358,287	\$ -	\$ 1,874,797	\$ 51,233,084	\$ -	\$ 51,233,084
Interest receivable	166,995	-	-	166,995	-	166,995
Due from DuPage County	540	220,313	-	220,853	-	220,853
Due from federal, state and other governmental units	3,524,707	1,664,586	-	5,189,293	-	5,189,293
Prepaid items	1,012,302	-	-	1,012,302	-	1,012,302
Capital assets not being depreciated	-	-	-	-	7,917,940	7,917,940
Capital assets being depreciated, net of accumulated depreciation	-	-	-	-	6,635,263	6,635,263
<b>Total assets</b>	<b>54,062,831</b>	<b>1,884,899</b>	<b>1,874,797</b>	<b>57,822,527</b>	<b>14,553,203</b>	<b>72,375,730</b>
<b>Deferred Outflows of Resources</b>						
Deferred outflows related to IMRF	-	-	-	-	334,436	334,436
Deferred outflows related to OPEB	-	-	-	-	11,704	11,704
<b>Total deferred outflows of resources</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>346,140</b>	<b>346,140</b>
<b>Total assets and deferred outflows of resources</b>	<b>\$ 54,062,831</b>	<b>\$ 1,884,899</b>	<b>\$ 1,874,797</b>	<b>\$ 57,822,527</b>	<b>\$ 14,899,343</b>	<b>\$ 72,721,870</b>
<b>Liabilities, Deferred Inflows of Resources and Fund Balance/Net Position</b>						
<b>Liabilities</b>						
Accounts payable	4,590,804	-	-	4,590,804	-	4,590,804
Accrued payroll	50,127	-	-	50,127	-	50,127
Due to DuPage County	41	-	-	41	-	41
Other liabilities	14,967	-	-	14,967	-	14,967
Long-term liabilities, due within one year:						
Compensated absences	-	-	-	-	11,561	11,561
Subscription liability	-	-	-	-	81,934	81,934
Long-term liabilities, due in more than one year:						
Compensated absences	-	-	-	-	26,931	26,931
Subscription liability	-	-	-	-	89,478	89,478
Net pension liability, IMRF	-	-	-	-	472,617	472,617
Total OPEB liability	-	-	-	-	60,267	60,267
<b>Total liabilities</b>	<b>4,655,939</b>	<b>-</b>	<b>-</b>	<b>4,655,939</b>	<b>742,788</b>	<b>5,398,727</b>
<b>Deferred Inflows of Resources</b>						
Deferred inflows of resources related to OPEB	-	-	-	-	1,928	1,928
Unavailable revenue	2,358,462	1,884,899	-	4,243,361	(4,243,361)	-
<b>Total deferred inflows of resources</b>	<b>2,358,462</b>	<b>1,884,899</b>	<b>-</b>	<b>4,243,361</b>	<b>(4,241,433)</b>	<b>1,928</b>
<b>Fund Balance/Net Position</b>						
Nonspendable for prepaids	1,012,302	-	-	1,012,302	(1,012,302)	-
Restricted in accordance with state statutes and enabling legislation	46,036,128	-	1,874,797	47,910,925	5,028,499	52,939,424
Investment in capital assets	-	-	-	-	14,381,791	14,381,791
<b>Total fund balance/net position</b>	<b>47,048,430</b>	<b>-</b>	<b>1,874,797</b>	<b>48,923,227</b>	<b>18,397,988</b>	<b>67,321,215</b>
<b>Total liabilities, deferred inflows of resources and fund balance/net position</b>	<b>\$ 54,062,831</b>	<b>\$ 1,884,899</b>	<b>\$ 1,874,797</b>	<b>\$ 57,822,527</b>	<b>\$ 14,899,343</b>	<b>\$ 72,721,870</b>

See notes to financial statements

**Emergency Telephone System Board of DuPage County  
(A Component Unit of DuPage County, Illinois)**

Statement of Activities and Governmental Funds Revenues, Expenditures and Changes in Fund Balance/Net Position  
Year Ended November 30, 2023

	Governmental Funds				Adjustments (Note 2)	Governmental Activities
	Equalization Fund	PRMS Operations Fund	PRMS Equipment Replacement Fund	Total		Statement of Activities
<b>Revenues</b>						
Charges for services	\$ 16,885,137	\$ -	\$ -	\$ 16,885,137	\$ (10,557)	\$ 16,874,580
Other governmental agency reimbursement	751,069	1,056,068	400,000	2,207,137	-	2,207,137
Investment income	1,722,289	-	70,036	1,792,325	-	1,792,325
Miscellaneous	21,400	-	-	21,400	428,831	450,231
Total revenues	19,379,895	1,056,068	470,036	20,905,999	418,274	21,324,273
<b>Expenditures/Expenses</b>						
Current:						
Public safety	10,489,243	1,056,068	-	11,545,311	403,708	11,949,019
Capital outlay	8,520,689	-	-	8,520,689	(8,520,689)	-
Debt service:						
Principal	77,866	-	-	77,866	(77,866)	-
Interest	17,406	-	-	17,406	-	17,406
Depreciation	-	-	-	-	2,715,362	2,715,362
Total expenditures/expenses	19,105,204	1,056,068	-	20,161,272	(5,479,485)	14,681,787
Net change in fund balance/net position	274,691	-	470,036	744,727	5,897,759	6,642,486
<b>Fund Balance/Net Position, Beginning</b>	46,773,739	-	1,404,761	48,178,500	12,500,229	60,678,729
<b>Fund Balance/Net Position, Ending</b>	<u>\$ 47,048,430</u>	<u>\$ -</u>	<u>\$ 1,874,797</u>	<u>\$ 48,923,227</u>	<u>\$ 18,397,988</u>	<u>\$ 67,321,215</u>

See notes to financial statements

# Emergency Telephone System Board of DuPage County (A Component Unit of DuPage County, Illinois)

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Notes to Financial Statements  
November 30, 2023

## 1. Summary of Significant Accounting Policies

The accounting policies of the Emergency Telephone System Board of DuPage County (the Board) conform to accounting principles generally accepted in the United States of America as applicable to governmental units. The accepted standard-setting body for establishing governmental accounting and financial reporting principles is the Governmental Accounting Standards Board (GASB).

### Reporting Entity

The Board was formed on April 4, 1989 for the purpose of the implementation, operation, upgrade and maintenance of a 9-1-1 emergency telephone system for the DuPage County 9-1-1 service area. In January 2019, the Board was expanded from twelve members to fourteen members. There are twelve voting members and two ex-officio members: County Treasurer, serving as Treasurer, and County Clerk, serving as Secretary. The Board was established and operates in accordance with the Emergency Telephone System Act of the State of Illinois.

The Board is reported as a component unit of DuPage County, Illinois (the County) in the County's annual comprehensive financial report, since the County is financially accountable for the Board.

The Board is funded by monthly surcharges imposed on billed subscribers of network connections provided by telecommunications and wireless carriers.

### Government-Wide and Fund Financial Statements

In May of 2020, the GASB issued Statement No. 96, Subscription-Based Information Technology Arrangements. This Statement establishes accounting and financial reporting requirements related to subscription-based information technology arrangements (SBITAs) for government end users. This Statement (1) defines a SBITA; (2) establishes that a SBITA results in a right-to-use subscription asset-an intangible asset-and a corresponding subscription liability; (3) provides the capitalization criteria for outlays other than subscription payments, including implementation costs of SBITA; and (4) requires note disclosures regarding a SBITA. This standard was implemented December 1, 2022.

### Government-Wide Financial Statements

The statement of net position and statement of activities display information about the reporting government as a whole. They include all funds of the reporting entity. Governmental activities generally are financed through charges for services and other nonexchange revenues.

The statement of activities demonstrates the degree to which the direct expenses of a given function or segment are offset by program revenues. Direct expenses are those that are clearly identifiable with a specific function or segment. The Board does not allocate indirect expenses to functions in the statement of activities. Program revenues include: 1) charges to customers or applicants who purchase, use or directly benefit from goods, services or privileges provided by a given function or segment, and 2) grants and contributions that are restricted to meeting the operational or capital requirements of a particular function or segment. Taxes and other items not included among program revenues are reported as general revenues. Internally dedicated resources are reported as general revenues rather than as program revenues.

### Fund Financial Statements

Financial statements of the reporting entity are organized into funds, each of which is considered to be a separate accounting entity. Each fund is accounted for by providing a separate set of self-balancing accounts, which constitute its assets, deferred outflows of resources, liabilities, deferred inflows of resources, fund balance, revenues, expenditures, and other financing sources and uses.

# Emergency Telephone System Board of DuPage County (A Component Unit of DuPage County, Illinois)

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Notes to Financial Statements  
November 30, 2023

The Board reports the following funds, which are all major governmental funds:

## **Equalization Fund**

Accounts for the Emergency Telephone System Board equalization surcharge fees. The fees are remitted to the State of Illinois. The state is responsible for the cost of the CLEC 9-1-1 trucking costs and other administrative costs. The state then distributes the remaining surcharge to the 9-1-1 systems based on a population/zip code formula. The resources are used to acquire equipment for emergency phone service.

## **PRMS Operations Fund**

Accounts for the operations of the multi-jurisdictional police report management system, which is supported by charges to the participating governmental agencies.

## **PRMS Equipment Replacement Fund**

Accounts for the ongoing repair and maintenance of the multi-jurisdictional police report management system.

## **Measurement Focus, Basis of Accounting and Financial Statement Presentation**

### **Government-Wide Financial Statements**

The government-wide statement of net position and statement of activities are reported using the economic resources measurement focus and the accrual basis of accounting. Under the accrual basis of accounting, revenues are recognized when earned and expenses are recorded when the liability is incurred or economic asset used. Revenues, expenses, gains, losses, assets and liabilities resulting from exchange and exchange-like transactions are recognized when the exchange takes place. Grants and similar items are recognized as revenue as soon as all eligibility requirements imposed by the provider are met. Telephone surcharges and user fees are recorded as revenue when earned. Unbilled receivables are recorded as revenues when services are provided.

### **Fund Financial Statements**

Governmental fund financial statements are reported using the current financial resources measurement focus and the modified accrual basis of accounting. Revenues are recorded when they are both measurable and available. Available means collectible within the current period or soon enough thereafter to be used to pay liabilities of the current period. For this purpose, the Board considers revenues to be available if they are collected within 60 days of the end of the current fiscal period. Expenditures are recorded when the related fund liability is incurred, except for unmatured interest on long-term debt, claims, judgments, compensated absences, and pension expenditures, which are recorded as a fund liability when expected to be paid with expendable available financial resources.

# Emergency Telephone System Board of DuPage County (A Component Unit of DuPage County, Illinois)

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Notes to Financial Statements  
November 30, 2023

Intergovernmental aids and grants are recognized as revenues in the period the Board is entitled to the resources and the amounts are available. Amounts owed to the Board which are not available are recorded as receivables and unavailable revenues. Amounts received before eligibility requirements (excluding time requirements) are met are recorded as liabilities. Amounts received in advance of meeting time requirements are recorded as deferred inflows.

Revenues susceptible to accrual include public charges for services and interest. Other general revenues, such as miscellaneous revenues, are recognized when received in cash or when measurable and available under the criteria described above.

## **All Financial Statements**

The preparation of financial statements in conformity with generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets, deferred outflows of resources, liabilities, and deferred inflows of resources, and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenditures/expenses during the reporting period. Actual results could differ from those estimates.

## **Assets, Deferred Outflows of Resources, Liabilities, Deferred Inflows of Resources, and Net Position or Equity**

### **Deposits and Investments**

The Board follows the investment policy of DuPage County. The County's investment policy follows Illinois Compiled Statutes which authorizes the County to invest in deposits/investments in insured commercial banks, savings and loan institutions, obligations of the U.S. Treasury and U.S. Agencies, insured credit union shares, money market mutual funds with portfolios of securities issued or guaranteed by the United States or agreement to repurchase these same obligations, repurchase agreements, short-term commercial paper rated within the three highest classifications by at least two standard rating services, and the Illinois Funds Investment Pool.

Investments are stated at fair value, which is the amount at which an investment could be exchanged in a current transaction between willing parties. Fair values are based on quoted market prices. No investments are reported at amortized cost. Adjustments necessary to record investments at fair value are recorded in the operating statement as increases or decreases in investment income. Investment income on commingled investments of municipal accounting funds is allocated based on average balances. The difference between the bank balance and carrying value is due to outstanding checks and/or deposits in transit.

The County's investment policy contains the following guidelines for allowable investments:

#### **Custodial Credit Risk, Deposits**

The County's investment policy requires some form of collateral to protect public deposits in a single financial institution if it were to default. All federally and nonfederally insured institutions must fully collateralize deposits using instruments and collateral ratios of 105%.

#### **Interest Rate Risk**

The investment policy is designed to obtain a market average rate of return, taking into account investment risk constraints and cash flow needs.

# Emergency Telephone System Board of DuPage County (A Component Unit of DuPage County, Illinois)

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Notes to Financial Statements  
November 30, 2023

## **Credit Risk**

The investment policy allows the Treasurer to invest in any type of security allowed by Illinois Compiled Statutes. If the statutes are amended and one or more investments are no longer permissible, the investments will be allowed to mature or can be sold immediately at the Treasurer's discretion.

## **Concentration of Credit Risk**

The County's investment policy requires diversification of the investment portfolio to eliminate the risk of loss resulting from over concentration in a specific issuer, maturity or class of securities. Concentration in short-term corporate obligations will not exceed 90% of the limit contained in Illinois law.

## **Custodial Credit Risk, Investments**

The County's investment policy requires all securities to be held by a third party custodian designated by the Treasurer and evidenced by safekeeping receipts. Investments are normally held by financial institutions or brokers under trust agreements arising from bond ordinances, subject to the custodial agreements of the ordinances.

See Note 3 for further information.

## **Prepaid Items**

Certain payments to vendors reflect costs applicable to future accounting periods and are recorded as prepaid items in both government-wide and fund financial statements. The cost of prepaid items are recorded as expenditures/expenses when consumed rather than when purchased.

## **Capital Assets**

### **Government-Wide Statements**

Capital assets, which include property, plant and equipment, are reported in the government-wide financial statements. Capital assets are defined by the government as assets with an initial cost of more than \$5,000 for general capital assets and an estimated useful life in excess of one year. All capital assets are valued at historical cost, or estimated historical cost if actual amounts are unavailable. Donated capital assets are recorded at their estimated acquisition value at the date of donation.

Depreciation and amortization of all exhaustible capital assets is recorded as an allocated expense in the statement of activities, with accumulated depreciation and amortization reflected in the statement of net position. Depreciation and amortization is provided over the assets' estimated useful lives using the straight-line method and a useful life of 3-10 years.

### **Fund Financial Statements**

In the fund financial statements, capital assets used in governmental fund operations are accounted for as capital outlay expenditures of the governmental fund upon acquisition.

# Emergency Telephone System Board of DuPage County (A Component Unit of DuPage County, Illinois)

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Notes to Financial Statements  
November 30, 2023

## Deferred Outflows of Resources

A deferred outflow of resources represents a consumption of net position/fund balance that applies to a future period and will not be recognized as an outflow of resources (expenditures/expenses) until that future time.

## Compensated Absences

Under terms of employment, employees are granted sick leave and vacations in varying amounts. Only benefits considered to be vested are disclosed in these statements.

All vested vacation, sick leave pay and compensatory time is accrued when incurred in the government-wide financial statements. A liability for these amounts is reported in governmental funds only if they have matured, for example, as a result of employee resignations and retirements, and are payable with expendable resources.

Payments for vacation, sick leave and retention will be made at rates in effect when the benefits are used. Accumulated vacation and sick leave liabilities at November 30, 2023, are determined on the basis of current salary rates and include salary related payments.

## Deferred Inflows of Resources

A deferred inflow of resources represents an acquisition of net position/fund balance that applies to a future period and therefore will not be recognized as an inflow of resources (revenue) until that future time.

## Subscription-Based Information Technology Arrangements

The Board reports a subscription liability and an intangible right-to-use capital asset (known as the subscription asset) on the government-wide financial statements. In the governmental fund financial statements, the Board recognizes subscription proceeds and capital outlay at initiation of the subscription, and the outflow of resources for the subscription liability as a debt service payment.

## Equity Classifications

Equity is classified as net position and displayed in three components:

**Investment in Capital Assets** - Consists of capital assets including restricted capital assets, net of accumulated depreciation and reduced by the outstanding balances (excluding unspent debt proceeds) of any bonds, mortgages, notes, or other borrowings that are attributable to the acquisition, construction, or improvement of those assets.

**Restricted Net Position** - Consists of net position with constraints placed on their use either by 1) external groups such as creditors, grantors, contributors, or laws or regulations of other governments, or 2) law through constitutional provisions or enabling legislation.

**Unrestricted Net Position** - All other net position that does not meet the definitions of "restricted" or "invested in capital assets."

When both restricted and unrestricted resources are available for use, it is the Board's policy to use restricted resources first, then unrestricted resources as they are needed.

# Emergency Telephone System Board of DuPage County (A Component Unit of DuPage County, Illinois)

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Notes to Financial Statements  
November 30, 2023

## Fund Statements

Governmental fund equity is classified as fund balance and displayed as follows:

**Nonspendable** - includes fund balance amounts that cannot be spent either because they are not in spendable form or because legal or contractual requirements require them to be maintained intact.

**Restricted** - consists of fund balances with constraints placed on their use either by 1) external groups such as creditors, grantors, contributors, or laws or regulations of other governments, or 2) law through constitutional provisions or enabling legislation.

**Committed** - includes fund balance amounts that are constrained for specific purposes that are internally imposed by the government through formal action of the highest level of decision making authority. Fund balance amounts are committed through a formal action (resolution) of the Board. This formal action must occur prior to the end of the reporting period, but the amount of the commitment, which will be subject to the constraints, may be determined in the subsequent period. Any changes to the constraints imposed require the same formal action of the Board that originally created the commitment.

**Assigned** - includes spendable fund balance amounts that are intended to be used for specific purposes that do not meet the criteria to be classified as restricted or committed. Fund balance may be assigned by management or the Board for a specific purpose. Assignments may take place after the end of the reporting period.

**Unassigned** - includes residual positive fund balance within the general fund which has not been classified within the other above mentioned categories. Unassigned fund balance may also include negative balances for any governmental fund if expenditures exceed amounts restricted, committed or assigned for those specific purposes.

The Board considers restricted amounts to be spent first when both restricted and unrestricted fund balance are available unless there are legal documents/contracts that prohibit doing this, such as in grant agreements requiring dollar for dollar spending. Additionally, the Board would first use committed, then assigned, and lastly, unassigned amounts of unrestricted fund balance when expenditures are made.



**Emergency Telephone System Board of DuPage County  
(A Component Unit of DuPage County, Illinois)**

Notes to Financial Statements  
November 30, 2023

**2. Reconciliation of Government-Wide and Fund Financial Statements**

**Explanation of Certain Differences Between the Governmental Fund Balance Sheet and the Statement of Net Position**

The governmental fund balance sheet includes an adjustment between fund balance and net position. The details of this adjustment include the following items.

Capital assets used in governmental funds are not financial resources and, therefore, are not reported in the funds.

Construction in progress	\$ 7,917,940
Equipment	43,803,513
Subscription assets	386,627
Less accumulated depreciation/amortization	<u>(37,554,877)</u>
Combined adjustment for capital assets	<u>\$ 14,553,203</u>
Deferred outflows of resources related to pensions are not recorded in the fund financial statements	<u>\$ 334,436</u>
Deferred outflows of resources related to OPEB are not recorded in the fund financial statements	<u>\$ 11,704</u>
Adjustment for compensated absences not recorded in the fund financial statements, due within one year	<u>\$ (11,561)</u>
Adjustment for subscription liability not recorded in fund financial statements, due within one year	<u>\$ (81,934)</u>
Adjustment for compensated absences not recorded in the fund financial statements, due after one year	<u>\$ (26,931)</u>
Adjustment for subscription liability not recorded in fund financial statements, due after one year	<u>\$ (89,478)</u>
Net pension liability is not recorded in the fund financial statements	<u>\$ (472,617)</u>
Total OPEB liability is not recorded in the fund financial statements	<u>\$ (60,267)</u>
Deferred inflows of resources related to OPEB are not recorded in the fund financial statements	<u>\$ (1,928)</u>
Revenue as a deferred inflow of resources in the fund financial statements for unavailable receivables	<u>\$ 4,243,361</u>

**Emergency Telephone System Board of DuPage County  
(A Component Unit of DuPage County, Illinois)**

Notes to Financial Statements  
November 30, 2023

**Explanation of Certain Differences Between the Governmental Fund Statement of Revenues, Expenditures and Changes in Fund Balances and the Government-Wide Statement of Activities**

The governmental fund statement of revenues, expenditures and changes in fund balances includes an adjustment between net changes in fund balances and changes in net position of governmental activities. The details of this difference are as follows:

Change in unavailable revenue	\$ 418,274
Items capitalized are reported as operations expenditures in the governmental funds	8,186,157
Subscription asset/liability	77,866
Net pension liability/asset and deferred outflows/inflows of resources related to pensions	(55,968)
Total OPEB liability and deferred outflows/inflows of resources related to OPEB	(7,830)
Depreciation/amortization expense	(2,715,362)
Change in compensated absences	(5,378)
	<u>(5,378)</u>
Total adjustment to arrive at the change in net position of governmental activities	<u>\$ 5,897,759</u>

**3. Detailed Notes on All Funds**

**Deposits and Investments**

The Board maintains cash and investments which are administered by DuPage County. The carrying value and associated risks are as follows:

	<u>Statement Balances</u>	<u>Carrying Value</u>	<u>Associated Risks</u>
Deposits with financial institutions	\$ 18,967,768	\$ 18,967,768	Custodial credit risk
Mutual funds, bond funds	230,768	230,768	Credit risk, interest rate risk
U.S. agency securities, implicitly guaranteed	9,565,671	9,565,671	Credit risk, custodial credit risk, concentration of credit risk, interest rate risk
U.S. treasury securities	11,199,814	11,199,814	Custodial credit risk, interest rate risk
U.S. agency securities, explicitly guaranteed	755,464	755,464	Custodial credit risk, interest rate risk
Corporate bonds	<u>10,513,599</u>	<u>10,513,599</u>	Credit risk, custodial credit risk, concentration of credit risk, interest rate risk
Total deposits and investments	<u>\$ 51,233,084</u>	<u>\$ 51,233,084</u>	

Deposits in each local and area bank are insured by the FDIC in the amount of \$250,000 for time and savings accounts (including NOW accounts) and \$250,000 for demand deposit accounts (interest-bearing and noninterest bearing). In addition, if deposits are held in an institution outside of the state in which the government is located, insured amounts are further limited to a total of \$250,000 for the combined amount of all deposits.

# Emergency Telephone System Board of DuPage County (A Component Unit of DuPage County, Illinois)

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Notes to Financial Statements  
November 30, 2023

The Board categorizes its fair value measurements within the fair value hierarchy established by generally accepted accounting principles. The hierarchy is based on the valuation inputs used to measure the fair value of the asset. Level 1 inputs are quoted prices in active markets for identical assets; Level 2 inputs are significant other observable inputs; Level 3 inputs are significant unobservable inputs. As of November 30, 2023, the US agency securities and corporate bonds investments were measured using the market valuation method and Level 2 valuation inputs. The U.S. treasury securities and mutual funds, bond funds were measured using the market valuation method and Level 1 valuation inputs.

## Custodial Credit Risk

### Deposits

Custodial credit risk is the risk that in the event of a financial institution failure, the ETSB's deposits may not be returned to the ETSB.

The ETSB does not have any deposits exposed to custodial credit risk.

### Investments

For an investment, custodial credit risk is the risk that, in the event of the failure of the counterparty, the ETSB will not be able to recover the value of its investments or collateral securities that are in the possession of an outside party.

The ETSB does not have any investments exposed to custodial credit risk.

## Credit Risk

Credit risk is the risk that an issuer or other counterparty to an investment will not fulfill its obligations.

As of November 30, 2023, investments were rated as follows:

<u>Investment Type</u>	<u>Standard &amp; Poors</u>	<u>Moody's Investors Services</u>
Mutual funds, bond funds	Aaam	Aaa-mf
Corporate bonds	BBB+ to A+	A3 to AA1
U.S. agency securities, implicitly guaranteed	AA+	AAA

**Emergency Telephone System Board of DuPage County  
(A Component Unit of DuPage County, Illinois)**

Notes to Financial Statements  
November 30, 2023

**Concentration of Credit Risk**

Concentration of credit risk is the risk of loss attributed to the magnitude of a government's investment in a single issuer.

As of November 30, 2023, the investment portfolio was concentrated as follows:

Issuer	Investment Type	Percentage of Portfolio
Federal Home Loan Mortgage Corporation	U.S. agency securities, implicitly guaranteed	13.2 %
Federal National Mortgage Association	U.S. agency securities, implicitly guaranteed	10.6
Federal Home Loan BKS	U.S. agency securities, implicitly guaranteed	5.7

**Interest Rate Risk**

Interest rate risk is the risk that changes in interest rates will adversely affect the value of an investment.

As of November 30, 2023, the ETSB's investments were as follows:

Investment Type	Fair Value	Maturity (in Years)			
		Less Than 1	1 - 5	6 - 10	More Than 10
Mutual funds, bond funds	\$ 230,768	\$ 230,768	\$ -	\$ -	\$ -
U.S. agency securities, implicitly guaranteed	9,565,671	1,505,475	4,004,204	1,549,835	2,506,157
U.S. treasury securities	11,199,814	1,130,738	10,069,076	-	-
U.S. agency securities, explicitly guaranteed	755,464	-	39,471	-	715,993
Corporate bonds	10,513,599	4,310,107	6,203,492	-	-
Total	<u>\$ 32,265,316</u>	<u>\$ 7,177,088</u>	<u>\$ 20,316,243</u>	<u>\$ 1,549,835</u>	<u>\$ 3,222,150</u>

**Receivables**

Accounts receivable are expected to be collected within one year.

Governmental funds report *unavailable or unearned revenue* in connection with receivables for revenues that are not considered to be available to liquidate liabilities of the current period. Governmental funds also defer revenue recognition in connection with resources that have been received, but not yet earned. At the end of the current fiscal year, the Board reported unavailable revenue for unavailable telephone surcharge receivables.

**Emergency Telephone System Board of DuPage County  
(A Component Unit of DuPage County, Illinois)**

Notes to Financial Statements  
November 30, 2023

**Capital Assets**

Capital asset activity for the year ended November 30, 2023, was as follows:

	<u>Beginning Balance</u>	<u>Adjustments*</u>	<u>Additions</u>	<u>Deletions</u>	<u>Ending Balance</u>
Capital assets not being depreciated:					
Construction in progress	\$ 1,324,600	\$ -	\$ 7,819,044	\$ 1,225,704	\$ 7,917,940
Total capital assets not being depreciated	<u>1,324,600</u>	<u>-</u>	<u>7,819,044</u>	<u>1,225,704</u>	<u>7,917,940</u>
Capital assets being depreciated:					
Equipment	42,732,347	-	1,592,817	521,651	43,803,513
Subscription assets	-	386,627	-	-	386,627
Total capital assets being depreciated	<u>42,732,347</u>	<u>386,627</u>	<u>1,592,817</u>	<u>521,651</u>	<u>44,190,140</u>
Total capital assets	<u>44,056,947</u>	<u>386,627</u>	<u>9,411,861</u>	<u>1,747,355</u>	<u>52,108,080</u>
Less accumulated depreciation for:					
Equipment	35,223,817	-	2,637,496	521,651	37,339,662
Subscription assets	-	137,349	77,866	-	215,215
Total accumulated depreciation	<u>35,223,817</u>	<u>137,349</u>	<u>2,715,362</u>	<u>521,651</u>	<u>37,554,877</u>
Net capital assets being depreciated / amortized	<u>7,508,530</u>	<u>249,278</u>	<u>(1,122,545)</u>	<u>-</u>	<u>6,635,263</u>
Total capital assets, net of accumulated depreciation	<u>\$ 8,833,130</u>	<u>\$ 249,278</u>	<u>\$ 6,696,499</u>	<u>\$ 1,225,704</u>	<u>\$ 14,553,203</u>

\* The adjustment column represents the restatement of capital assets to report subscription assets in accordance with GASB Statement No. 96, Subscription-Based Arrangements.

**Emergency Telephone System Board of DuPage County  
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Notes to Financial Statements  
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**Long-Term Obligations**

The ETSB has entered into two subscription-based information technology arrangements with start dates of November 2020 and December 2022, for right-to-use capital assets. Total intangible right-to-use assets acquired under these agreements are \$386,627.

	<u>Beginning Balance</u>	<u>Adjustments*</u>	<u>Increases</u>	<u>Decreases</u>	<u>Ending Balance</u>	<u>Amounts Due Within One Year</u>
Subscription liability	\$ -	\$ 249,278	\$ -	\$ 77,866	\$ 171,412	\$ 81,934
Total long-term obligations	\$ -	\$ 249,278	\$ -	\$ 77,866	\$ 171,412	\$ 81,934

\* The adjustment column represents the restatement of long-term liabilities to report subscription assets in accordance with GASB Statement No. 96, Subscription-Based Arrangements.

Annual debt service requirements to maturity for the subscription liabilities are as follows:

	<u>Principal</u>	<u>Interest</u>
Years ending November 30:		
2024	\$ 81,934	\$ 13,338
2025	89,478	5,794
Total	\$ 171,412	\$ 19,132

**4. Other Information**

**Risk Management**

The Board is exposed to various risks of loss related to torts; theft of, damage to, or destruction of assets; errors and omissions; workers compensation; and health care of its employees. The Board is self-insured through DuPage County for all of these risks, except for property, for which the Board carries separate insurance. These activities are accounted for and financed by the County in the Employee Life/Health Insurance Fund (an internal service fund) and the Tort Liability Insurance Fund (a special revenue fund). Refer to the County statements for additional details.

**Emergency Telephone System Board of DuPage County  
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**Commitments and Contingencies**

Claims and judgments are recorded as liabilities if all the conditions of GASB pronouncements are met. The liability and expenditure for claims and judgments are only reported in governmental funds if it has matured. Claims and judgments are recorded in the government-wide financial statements as expenses when the related liabilities are incurred.

From time to time, the Board is party to various pending claims and legal proceedings. Although the outcome of such matters cannot be forecasted with certainty, it is the opinion of management that the likelihood is remote that any such claims or proceedings will have a material adverse effect on the Board's financial position or results of operations.

The Board has entered into the following communication system agreements:

	<u>Original Contract Date</u>	<u>Contract Amount</u>	<u>Less Payments</u>	<u>Amount Remaining</u>
Purvis Systems, Inc.	04/10/18-10/9/24	\$ 4,597,482	\$ 4,272,472	\$ 325,010
Motorola Systems, Inc.	11/14/21-12/31/28	37,354,782	6,651,399	30,703,383
AT&T	11/25/22-11/24/25	6,007,241	-	6,007,241
Motorola Solutions	11/09/22-11/08/29	13,147,373	1,929,173	11,218,201
Rave	04/01/21-03/31/25	476,800	357,600	119,200
Intergraph/Hexagon	07/01/22-06/30/27	22,571,747	16,487,881	6,083,866
Priority Dispatch	12/01/19-11/30/26	2,456,480	1,153,142	1,303,338
Comcast	12/23/22-12/22/26	1,737,600	-	1,737,600

# Emergency Telephone System Board of DuPage County (A Component Unit of DuPage County, Illinois)

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Notes to Financial Statements  
November 30, 2023

## Employees' Retirement System

### Illinois Municipal Retirement Fund

The County's defined benefit pension plan for regular employees provides retirement and disability benefits, post-retirement increases and death benefits to plan members and beneficiaries. The County's plan is managed by the Illinois Municipal Retirement Fund (IMRF), the administrator of a multi-employer public pension fund. A summary of IMRF's pension benefits is provided below. Details of all benefits are available from IMRF. Benefit provisions are established by statute and may only be changed by the General Assembly of the State of Illinois. IMRF issues a publicly available Annual Comprehensive Financial Report that includes financial statements, detailed information about the pension plan's fiduciary net position, and required supplementary information. The report is available for download at [www.imrf.org](http://www.imrf.org).

The employees of the Board are pooled with the employees of DuPage County for purposes of actuarial valuation. As the Board is participating under the County's employer number, IMRF is considered to be a cost-sharing plan for the Board.

### Plan Description

IMRF has a two tier plan. Employees hired before January 1, 2011, are eligible for Tier 1 benefits. Tier 1 employees are vested for pension benefits when they have at least eight years of qualifying service credit. Tier 1 employees who retire at age 55 (at reduced benefits) or after age 60 (at full benefits) with eight years of service are entitled to an annual retirement benefit, payable monthly for life, in an amount equal to 1-2/3% of the final rate of earnings for the first 15 years of service credit, plus 2% for each year of service credit after 15 years to a maximum of 75% of their final rate of earnings. Final rate of earnings is the highest total earnings during any consecutive 48 months within the last 10 years of service, divided by 48. Under Tier 1, the pension is increased by 3% of the original amount on January 1 every year after retirement.

Employees hired on or after January 1, 2011, are eligible for Tier 2 benefits. For Tier 2 employees, pension benefits vest after ten years of service. Participating employees who retire at age 62 (at reduced benefits) or after age 67 (at full benefits) with ten years of service are entitled to an annual retirement benefit, payable monthly for life, in an amount equal to 1-2/3% of the final rate of earnings for the first 15 years of service credit, plus 2% for each year of service credit after 15 years to a maximum of 75% of their final rate of earnings. Final rate of earnings is the highest total earnings during any 96 consecutive months within the last 10 years of service, divided by 96. Under Tier 2, the pension is increased on January 1 every year after retirement, upon reaching age 67, by the lesser of 3% of the original pension amount or 1/2 of the increase in the Consumer Price Index of the original pension amount.



# Emergency Telephone System Board of DuPage County (A Component Unit of DuPage County, Illinois)

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Notes to Financial Statements  
November 30, 2023

Under the employer number within Regular IMRF, both the County and ETSB contribute to the plan. The Regular IMRF plan is considered to be an agent multiple-employer plan through which cost-sharing occurs between the County and ETSB.

## Contributions

As set by statute, Board employees participating in IMRF are required to contribute 4.50% of their annual covered salary. The statute requires the Board to contribute the amount necessary, in addition to member contributions, to finance the retirement coverage of its own employees. The Board's actuarially determined contribution rate for calendar year 2023 was 10.23% of annual covered payroll. The Board also contributes for disability benefits, death benefits and supplemental retirement benefits, all of which are pooled at the IMRF level. Contribution rates for disability and death benefits are set by the IMRF Board of Trustees, while the supplemental retirement benefits rate is set by statute.

## Fiduciary Net Position

Detailed information about the IMRF fiduciary net position as of December 31, 2022 is available in the separately issued DuPage County Annual Comprehensive Financial Report as of and for the year ended November 30, 2023.

## Net Pension Liability (Asset)

The net pension liabilities (assets) were measured as of December 31, 2022, and the total pension liabilities used to calculate the net pension liabilities (assets) were determined by an actuarial valuation as of that date.

Board's proportionate share of the collective net pension liability	\$ 472,617
County's proportionate share of the collective net pension liability	<u>137,741,894</u>
Total	<u>\$ 138,214,511</u>

The net pension liability was measured as of December 31, 2022. The Board's proportionate share of the net pension liability was based on the Board's share of contributions to IMRF for the fiscal year ended November 30, 2023, relative to the total contributions of the Board and County during that period. At November 30, 2023, the Board's proportionate share was 0.3419%. The Board's proportionate share at November 30, 2022 was 0.3100%.

## Summary of Significant Accounting Policies

For purposes of measuring the collective net pension liability, deferred outflows of resources and deferred inflows of resources related to pensions, and pension expense, information about the fiduciary net position of IMRF and additions to/deductions from IMRF fiduciary net position has been determined on the same basis as reported by IMRF. For this purpose, benefit payments (including refunds of employee contributions) are recognized when due and payable in accordance with the benefit terms. Investments are reported at fair value.

**Emergency Telephone System Board of DuPage County  
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Notes to Financial Statements  
November 30, 2023

**Actuarial Assumptions**

The assumptions used to measure the total pension liability in the December 31, 2022 annual actuarial valuation included a 7.25% investment rate of return, (b) projected salary increases from 2.85% to 13.75%, including inflation, and (c) price inflation of 2.25%. The retirement age is based on experience-based table of rates that are specific to the type of eligibility condition.

**Mortality**

For nondisabled retirees, the Pub-2010, Amount-Weighted, below-median income, General, Retiree, Male (adjusted for 106%) and Female (adjusted 105%) tables, and future mortality improvements projected using scale MP-2020. For disabled retirees, the Pub-2010, Amount-Weighted, below-median income, General, Disabled Retiree, Male and Female (both unadjusted) tables, and future mortality improvements projected using scale MP-2020. For active members, the Pub-2010, Amount-Weighted, below-median income, General, Employee, Male and Female (both unadjusted) tables, and future mortality improvements projected using scale MP-2020.

**Long-Term Expected Real Rate of Return**

The long-term expected rate of return on pension plan investments was determined using an asset allocation study in which best-estimate ranges of expected future real rates of return (net of pension plan investment expense and inflation) were developed for each major asset class. These ranges were combined to produce long-term expected rate of return by the target asset allocation percentage and by adding expected inflation. The target allocation and best estimates of arithmetic and geometric real rates of return for each major asset class are summarized in the following table:

Asset Class	Target Allocation	Projected Returns/Risks	
		One Year Arithmetic	Ten Year Geometric
Equities	35.50 %	7.82 %	6.50 %
International equities	18.00	9.23	7.60
Fixed income	25.50	5.01	4.90
Real estate	10.50	7.10	6.20
Alternatives:	9.50		
Private equity		13.43	9.90
Commodities		7.42	6.25
Cash equivalents	1.00	4.00	4.00

**Discount Rate**

The discount rate used to measure the total collective pension liability for IMRF was 7.25%, the same as the prior valuation. The projection of cash flows used to determine the discount rate assumed that member contributions will be made at the current contribution rate and that Board contributions will be made at rates equal to the difference between actuarially determined contribution rates and the member rate. Based on those assumptions, the fiduciary net position was projected to be available to make all projected future benefit payments of current plan members. Therefore, the long-term expected rate of return on investments was applied to all periods of projected benefits to determine the total pension liability.

**Emergency Telephone System Board of DuPage County  
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Notes to Financial Statements  
November 30, 2023

**Discount Rate Sensitivity**

The following is a sensitivity analysis of the Board's proportionate share of the net pension liability (asset) to changes in the discount rate. The table below presents the Board's proportionate share of the net pension liability calculated using the discount rate of 7.25% as well as what the Board's proportionate share of the net pension liability (asset) would be if it were to be calculated using a discount rate that is 1-percentage-point lower or 1-percentage-point higher than the current rate:

	<u>1% Decrease</u>	<u>Current Discount Rate</u>	<u>1% Increase</u>
Board's proportionate share of the collective net pension liability (asset)	\$ 742,054	\$ 472,617	\$ 257,685

**Pension Expense/Income and Deferred Outflows of Resources and Deferred Inflows of Resources Related to Pensions**

For the year ended November 30, 2023, the Board recognized pension expense of \$91,613. The Board reported deferred outflows and inflows of resources related to pension from the following sources:

	<u>Deferred Outflows of Resources</u>	<u>Deferred Inflows of Resources</u>
Difference between expected and actual experience	\$ 38,767	\$ -
Net difference between projected and actual earnings on pension plan investments	258,006	-
Contributions subsequent to the measurement date	37,663	-
Total	<u>\$ 334,436</u>	<u>\$ -</u>

The amount reported as deferred outflows of resources resulting from contributions subsequent to the measurement date in the above table will be recognized as a reduction in the net pension liabilities (assets) for the year ending November 30, 2024. The remaining amounts reported as deferred outflows and inflows of resources related to pensions of \$296,773 will be recognized in pension expense as follows:

Years ending November 30:	
2024	\$ 7,083
2025	54,638
2026	84,929
2027	150,123
Total	<u>\$ 296,773</u>

# Emergency Telephone System Board of DuPage County (A Component Unit of DuPage County, Illinois)

Notes to Financial Statements  
November 30, 2023

## Other Postemployment Benefits

The Board provides postemployment health insurance benefits for retired employees through a cost-sharing defined benefit plan administered by the County.

### Plan Description

The Board's cost-sharing defined benefit OPEB plan, the DuPage County Retirement Health Plan, provides group health insurance plan coverage to active employees and retirees (or other qualified terminated employees) at blended premium rates. The plan is funded on a pay-as-you go basis and no assets are accumulated in a trust that meets the criteria in paragraph 4 of Statement 75.

### Contributions and Benefits Provided

The Board provides continued healthcare and life insurance benefits for retirees and their dependents. Benefit provisions and contribution requirements are governed and may be amended through the County's personnel manual and union contracts. The plan provides coverage to active employees and retirees at blended premium rates, resulting in another postemployment benefit for retirees, commonly referred to as an implicit rate subsidy. Retired employees are required to pay 100% of the premiums for such coverage. Additionally, the plan provides an explicit premium subsidy to certain employees who meet eligibility conditions and other coverage to certain employees as a function of their early retirement agreements.

### Total OPEB Liability

At November 30, 2023, the Board reported a liability for its proportionate share of the total OPEB liability of \$60,267. The liability was measured as of November 30, 2023, and was determined by an actuarial valuation as of November 30, 2022. The Board's proportion of the total OPEB liability was based on the Board's share of OPEB cost, as determined by the independent actuary, for the measurement year ended November 30, 2023. At November 30, 2023, the Board's proportion was 0.4127%.

### Actuarial Assumptions and Other Inputs

The total OPEB liability in the November 30, 2023 actuarial valuation was determined using the following actuarial assumptions and other inputs, applied to all periods included in the measurement, unless otherwise specified:

Inflation	2.25%
Healthcare participation rate	30%
Healthcare cost trend rates	Initial rate of 7.50% in fiscal 2023, grading down to the ultimate trend rate of 4.00% in fiscal 2074.
Retiree's share of benefit-related costs	100%

The discount rate was based on the Bond Buyer 20-Bond GO Index rate.

Mortality rates were based on the PubG-2010 Study, with rates improved generationally using MP-2020 Improvement Rates.

**Emergency Telephone System Board of DuPage County  
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Notes to Financial Statements  
November 30, 2023

**Discount Rate**

At November 30, 2023, the discount rate used to measure the total OPEB Liability was a blended rate of 4.30%, which was a change from the November 30, 2022 rate of 4.19%. Since the plan is financed on a pay-as-you-go basis, the discount rate is based on the 20-year general obligation bond index.

**Sensitivity of the Total OPEB Liability to Changes in the Discount Rate**

The following presents the total OPEB liability of the Board, as well as what the Board's total OPEB liability would be if it were calculated using a discount rate that is 1-percentage-point lower or 1-percentage-point higher than the current discount rate:

	<u>1% Decrease</u>	<u>Discount Rate</u>	<u>1% Increase</u>
Total OPEB liability	\$ 65,199	\$ 60,267	\$ 55,799

**Sensitivity of the Total OPEB Liability to Changes in the Healthcare Cost Trend Rates**

The following presents the total OPEB liability of the Board, as well as what the Board's total OPEB liability would be if it were calculated using healthcare cost trend rates that is 1-percentage-point lower or 1-percentage-point higher than the current healthcare cost trend rates:

	<u>1% Decrease</u>	<u>Healthcare Cost Trend Rates</u>	<u>1% Increase</u>
Total OPEB liability	\$ 54,521	\$ 60,267	\$ 66,906

**OPEB Expense and Deferred Outflows of Resources and Deferred Inflows of Resources Related to OPEB**

For the year ended November 30, 2023, the Board recognized OPEB expense of \$7,830. At November 30, 2023, the Board reported deferred outflows of resources and deferred inflows of resources related to OPEB from the following sources:

	<u>Deferred Outflows of Resources</u>	<u>Deferred Inflows of Resources</u>
Difference between expected and actual experience	\$ 9,554	\$ -
Changes of assumptions or other inputs	2,150	1,928
Total	<u>\$ 11,704</u>	<u>\$ 1,928</u>

**Emergency Telephone System Board of DuPage County  
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Notes to Financial Statements  
November 30, 2023

Amounts reported as deferred outflows of resources and deferred inflows of resources related to OPEB will be recognized in OPEB expense as follows:

Years ending November 30:		
2024	\$	1,612
2025		1,612
2026		1,612
2027		1,712
2028		1,583
Thereafter		<u>1,645</u>
Total	\$	<u><u>9,776</u></u>

**Emergency Telephone System Board of DuPage County  
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Schedule of Revenues, Expenditures and Changes in Fund Balance - Budget and Actual -  
Equalization Fund  
Year Ended November 30, 2023  
With Comparative Actual Amounts for the Year Ended November 30, 2022

	<b>2023</b>			<b>Variance With Final Budget Positive (Negative)</b>	<b>2022</b>
	<b>Original Budget</b>	<b>Final Budget</b>	<b>Actual</b>		
<b>Revenues</b>					
Charges for services	\$ 14,100,000	\$ 14,100,000	\$ 16,885,137	\$ 2,785,137	\$ 16,726,711
Other governmental agency reimbursement	1,956,649	1,956,649	751,069	(1,205,580)	622,672
Other state reimbursement	1,635,244	1,635,244	-	(1,635,244)	59,837
Investment income	-	-	1,722,289	1,722,289	184,187
Miscellaneous	2,400	2,400	21,400	19,000	4,900
Total revenues	<u>17,694,293</u>	<u>17,694,293</u>	<u>19,379,895</u>	<u>1,685,602</u>	<u>17,598,307</u>
<b>Expenditures</b>					
Public safety:					
Personnel services:					
Salaries	957,422	957,422	829,119	128,303	681,915
Benefits	385,414	385,414	219,305	166,109	180,569
Total personnel services	<u>1,342,836</u>	<u>1,342,836</u>	<u>1,048,424</u>	<u>294,412</u>	<u>862,484</u>
Commodities:					
Equipment	121,500	121,500	31,259	90,241	29,702
Other commodities	67,750	137,750	123,046	14,704	78,937
Total commodities	<u>189,250</u>	<u>259,250</u>	<u>154,305</u>	<u>104,945</u>	<u>108,639</u>
Contractual services:					
Professional services	290,149	300,149	271,626	28,523	261,263
Insurance	106,794	106,794	91,796	14,998	93,190
Utilities	1,170,806	1,170,806	626,950	543,856	772,353
Repairs and maintenance	150,826	157,126	36,886	120,240	24,385
Rentals	35,580	35,580	20,141	15,439	21,497
Travel expenditure	102,000	102,000	38,049	63,951	26,594
Training and education	111,483	111,483	47,541	63,942	46,429
Other contractual services	9,115,904	9,549,030	8,153,525	1,395,505	5,088,593
Total contractual services	<u>11,083,542</u>	<u>11,532,968</u>	<u>9,286,514</u>	<u>2,246,454</u>	<u>6,334,304</u>
Total public safety	<u>12,615,628</u>	<u>13,135,054</u>	<u>10,489,243</u>	<u>2,645,811</u>	<u>7,305,427</u>
Capital outlay:					
Capital outlay	33,221,898	32,702,472	8,520,689	24,181,783	1,601,666
Total capital outlay	<u>33,221,898</u>	<u>32,702,472</u>	<u>8,520,689</u>	<u>24,181,783</u>	<u>1,601,666</u>
Debt service:					
Principal	-	-	77,866	(77,866)	-
Interest	-	-	17,406	(17,406)	-
Total debt service	<u>-</u>	<u>-</u>	<u>95,272</u>	<u>(95,272)</u>	<u>-</u>
Total expenditures	<u>45,837,526</u>	<u>45,837,526</u>	<u>19,105,204</u>	<u>26,732,322</u>	<u>8,907,093</u>
Net change in fund balance	<u>(28,143,233)</u>	<u>(28,143,233)</u>	<u>274,691</u>	<u>28,417,924</u>	<u>8,691,214</u>
<b>Fund Balance, Beginning</b>	<u>46,773,739</u>	<u>46,773,739</u>	<u>46,773,739</u>	<u>-</u>	<u>38,082,525</u>
<b>Fund Balance, Ending</b>	<u>\$ 18,630,506</u>	<u>\$ 18,630,506</u>	<u>\$ 47,048,430</u>	<u>\$ 28,417,924</u>	<u>\$ 46,773,739</u>

See note to required supplementary information

**Emergency Telephone System Board of DuPage County  
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Schedule of Revenues, Expenditures and Changes in Fund Balance - Budget and Actual -  
PRMS Operations Fund  
Year Ended November 30, 2023  
With Comparative Actual Amounts for the Year Ended November 30, 2022

	2023			Variance With Final Budget Positive (Negative)	2022
	Original Budget	Final Budget	Actual		
<b>Revenues</b>					
Other governmental agency reimbursement	\$ 1,721,200	\$ 1,721,200	\$ 1,056,068	\$ (665,132)	\$ 1,039,524
Total revenues	<u>1,721,200</u>	<u>1,721,200</u>	<u>1,056,068</u>	<u>(665,132)</u>	<u>1,039,524</u>
<b>Expenditures</b>					
Public safety:					
Contractual services:					
Professional services	579,084	579,084	425,639	153,445	448,497
Other contractual services	742,116	742,116	630,429	111,687	591,027
Total contractual services	<u>1,321,200</u>	<u>1,321,200</u>	<u>1,056,068</u>	<u>265,132</u>	<u>1,039,524</u>
Total public safety	<u>1,321,200</u>	<u>1,321,200</u>	<u>1,056,068</u>	<u>265,132</u>	<u>1,039,524</u>
Capital outlay:					
Capital outlay	815,215	815,215	-	815,215	-
Total capital outlay	<u>815,215</u>	<u>815,215</u>	<u>-</u>	<u>815,215</u>	<u>-</u>
Total expenditures	<u>2,136,415</u>	<u>2,136,415</u>	<u>1,056,068</u>	<u>1,080,347</u>	<u>1,039,524</u>
Excess (deficiency) of revenues over (under) expenditures	<u>(415,215)</u>	<u>(415,215)</u>	<u>-</u>	<u>(1,745,479)</u>	<u>-</u>
<b>Other Financing Sources (Uses)</b>					
Transfer in	815,215	815,215	-	815,215	-
Total other financing sources (uses)	<u>815,215</u>	<u>815,215</u>	<u>-</u>	<u>815,215</u>	<u>-</u>
Net change in fund balance	400,000	400,000	-	(400,000)	-
<b>Fund Balance, Beginning</b>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
<b>Fund Balance, Ending</b>	<u>\$ 400,000</u>	<u>\$ 400,000</u>	<u>\$ -</u>	<u>\$ (400,000)</u>	<u>\$ -</u>

See note to required supplementary information



**Emergency Telephone System Board of DuPage County  
(A Component Unit of DuPage County, Illinois)**

Schedule of Revenues, Expenditures and Changes in Fund Balance - Budget and Actual -  
PRMS Equipment Replacement Fund  
Year Ended November 30, 2023  
With Comparative Actual Amounts for the Year Ended November 30, 2022

	<b>2023</b>			<b>Variance With Final Budget Positive (Negative)</b>	<b>2022</b>
	<b>Original Budget</b>	<b>Final Budget</b>	<b>Actual</b>		
<b>Revenues</b>					
Other governmental agency reimbursement	\$ 400,000	\$ 400,000	\$ 400,000	\$ -	\$ 400,000
Investment income	-	-	70,036	70,036	4,258
Total revenues	<u>400,000</u>	<u>400,000</u>	<u>470,036</u>	<u>70,036</u>	<u>404,258</u>
<b>Expenditures</b>					
Total expenditures	-	-	-	-	-
Excess (deficiency) of revenues over (under) expenditures	<u>400,000</u>	<u>400,000</u>	<u>470,036</u>	<u>70,036</u>	<u>404,258</u>
<b>Other Financing Sources (Uses)</b>					
Transfer out	(815,215)	(815,215)	-	-	-
Total other financing sources (uses)	<u>(815,215)</u>	<u>(815,215)</u>	<u>-</u>	<u>-</u>	<u>-</u>
Net change in fund balance	(415,215)	(415,215)	470,036	70,036	-
<b>Fund Balance, Beginning</b>	<u>1,404,761</u>	<u>1,404,761</u>	<u>1,404,761</u>	<u>-</u>	<u>1,000,503</u>
<b>Fund Balance, Ending</b>	<u>\$ 989,546</u>	<u>\$ 989,546</u>	<u>\$ 1,874,797</u>	<u>\$ 70,036</u>	<u>\$ 1,404,761</u>

See note to required supplementary information

**Emergency Telephone System Board of DuPage County  
(A Component Unit of DuPage County, Illinois)**

Illinois Municipal Retirement Fund  
Schedule of Board's Proportionate Share of the Collective Net Pension Liability/(Asset) and Board Contributions  
Most Recent Nine Fiscal Years

	<u>2023</u>	<u>2022</u>	<u>2021</u>	<u>2020</u>	<u>2019</u>	<u>2018</u>	<u>2017</u>	<u>2016</u>	<u>2015</u>
Board's proportion of the net pension liability	0.3419%	0.3100%	0.2474%	0.2392%	0.2533%	0.2946%	0.2239%	0.2188%	0.2100%
Board's proportionate share of the net pension liability/(asset)	\$ 472,617	\$ (266,091)	\$ 39,138	\$ 185,057	\$ 397,748	\$ 128,408	\$ 270,792	\$ 258,848	\$ 153,126
County's proportionate share of the net pension liability/(asset)	<u>137,741,894</u>	<u>(85,581,002)</u>	<u>15,779,215</u>	<u>77,169,108</u>	<u>156,645,752</u>	<u>43,456,662</u>	<u>120,684,669</u>	<u>118,034,165</u>	<u>72,765,408</u>
Total net pension liability/(asset)	<u>\$ 138,214,511</u>	<u>\$ (85,847,093)</u>	<u>\$ 15,818,353</u>	<u>\$ 77,354,165</u>	<u>\$ 157,043,500</u>	<u>\$ 43,585,070</u>	<u>\$ 120,955,461</u>	<u>\$ 118,293,013</u>	<u>\$ 72,918,534</u>
Covered payroll	\$ 502,025	\$ 427,368	\$ 348,792	\$ 320,589	\$ 335,328	\$ 384,825	\$ 285,326	\$ 277,563	\$ 262,727
Board's proportionate share of the net pension liability/(asset) as a percentage of covered payroll	94.14%	-62.26%	11.22%	57.72%	118.61%	33.37%	94.91%	93.26%	58.28%
Plan fiduciary net position as a percentage of the total pension liability	87.04%	108.40%	98.41%	91.90%	82.92%	93.33%	84.95%	84.92%	90.58%
Contractually required contribution	\$ 42,798	\$ 37,438	\$ 41,157	\$ 40,839	\$ 32,219	\$ 40,575	\$ 45,217	\$ 35,157	\$ 30,100
Contributions in relation to the contractually required contribution	<u>(43,013)</u>	<u>(37,562)</u>	<u>(41,260)</u>	<u>(40,849)</u>	<u>(32,165)</u>	<u>(40,483)</u>	<u>(45,138)</u>	<u>(35,466)</u>	<u>(30,087)</u>
Contribution deficiency (excess)	<u>\$ (215)</u>	<u>\$ (124)</u>	<u>\$ (103)</u>	<u>\$ (10)</u>	<u>\$ 54</u>	<u>\$ 92</u>	<u>\$ 79</u>	<u>\$ (309)</u>	<u>\$ 13</u>
Contributions as a percentage of covered employee payroll	7.81%	10.23%	11.97%	12.07%	10.03%	12.07%	11.73%	12.43%	11.30%

Note: The Board implemented GASB 68 in 2015. Information for fiscal years prior to 2015 is not applicable.

**Notes to Schedule:**

Contractually required contribution amounts reported in 2022 reflect an investment rate of return of 7.25 percent, an inflation rate of 2.25 percent, and a salary increase assumption of 2.75 percent to 13.75 percent including inflation.

See note to required supplementary information

**Emergency Telephone System Board of DuPage County  
(A Component Unit of DuPage County, Illinois)**

DuPage County Retirement Health Plan  
Schedule of Board's Proportionate Share of the Collective Total OPEB Liability and Board Contributions  
Most Recent Six Fiscal Years

	<u>2023</u>	<u>2022</u>	<u>2021</u>	<u>2020</u>	<u>2019</u>	<u>2018</u>
Board's proportion of the total OPEB liability	0.4127%	0.3662%	0.3400%	0.3400%	0.3500%	0.3400%
Board's proportionate share of the total OPEB liability	\$ 60,267	\$ 53,227	\$ 46,569	\$ 46,274	\$ 40,240	\$ 35,592
County's proportionate share of the total OPEB liability	<u>14,541,795</u>	<u>14,480,279</u>	<u>13,474,029</u>	<u>13,632,860</u>	<u>11,500,013</u>	<u>10,558,402</u>
Total OPEB liability	<u>\$ 14,602,062</u>	<u>\$ 14,533,506</u>	<u>\$ 13,520,598</u>	<u>\$ 13,679,134</u>	<u>\$ 11,540,253</u>	<u>\$ 10,593,994</u>
Covered payroll	\$ 746,806	\$ 649,686	\$ 623,035	\$ 599,916	\$ 611,695	\$ 591,389
Board's proportionate share of the total OPEB liability as a percentage of covered payroll	8.07%	8.19%	7.47%	7.71%	6.58%	6.02%
Plan fiduciary net position as a percentage of the total pension liability	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

Note: The Board implemented GASB 75 in 2018. Information for fiscal years prior to 2018 is not applicable.

**Key Assumptions**

Long-term expected rate of return	N/A	N/A	N/A	N/A	N/A	N/A
Municipal bond index	4.30%	4.19%	2.23%	2.13%	2.77%	4.22%
Single equivalent discount rate	4.30%	4.19%	2.23%	2.13%	2.77%	4.22%
Inflation rate	2.25%	2.25%	2.25%	2.25%	2.50%	2.00%
Healthcare cost trend rates, initial	7.25%	7.50%	HMO - 5.00%; PPO - 6.00%	HMO - 5.00%; PPO - 6.00%	6.50%	6.50%
Healthcare cost trend rates, ultimate	4.00%	4.00%	HMO - 5.00%; PPO - 6.00%	HMO - 5.00%; PPO - 6.00%	5.00%	5.00%
Mortality	PubG-2010	PubG-2010	RP-2014 Tables	RP-2014	RP-2014	RP-2014

See note to required supplementary information

**Emergency Telephone System Board of DuPage County  
(A Component Unit of DuPage County, Illinois)**

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Note to Required Supplementary Information  
November 30, 2023

**1. Budgetary Information**

Budgetary information is derived from the annual operating budget and is presented using generally accepted accounting principles and the modified accrual basis of accounting as described in Note 1.

Appropriations lapse at year end unless specifically carried over. There were no carryovers to the following year. Budgets are adopted at the detail level of expenditure.



## ETSB Other Action Item

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

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**File #:** 24-1963

**Agenda Date:** 7/10/2024

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

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**EMERGENCY TELEPHONE SYSTEM BOARD OF DU PAGE COUNTY  
FY24 EXPENDITURE VS. BUDGET**

COMP	AU	Account	Description	ANNUAL	ACTUAL	YEAR TO DATE		REMAINING	% YTD	% YTD
				APPROPRIATION	BUDGET	EXPENDED	ENCUMBERED	AVAILABLE	EXPENDED	REMAINING
4000	5820	50000-0000	REGULAR SALARIES	\$ 1,004,362	\$ 1,004,362	\$ 529,661	\$ -	\$ 474,700.77	53%	47%
4000	5820	50050-0000	TEMPORARY SALARIES/ON CALL (new)	\$ 10,000	\$ 10,000	\$ 5,549	\$ -	\$ 4,451.50	55%	45%
4000	5820	51000-0000	BENEFIT PAYMENTS	\$ 13,525	\$ 13,525	\$ 1,691.55	\$ -	\$ 11,833.65	13%	87%
4000	5820	51010-0000	EMPLOYER SHARE I.M.R.F.	\$ 82,559	\$ 82,559	\$ 43,873.94	\$ -	\$ 38,684.62	53%	47%
4000	5820	51030-0000	EMPLOYER SHARE SOCIAL SECURITY	\$ 76,834	\$ 76,834	\$ 38,904.06	\$ -	\$ 37,929.64	51%	49%
4000	5820	51040-0000	EMPLOYEE MED & HOSP INSURANCE	\$ 220,480	\$ 220,480	\$ 66,093.42	\$ -	\$ 154,386.95	30%	70%
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	\$ 7,635.72	\$ 56,683.95	\$ 13,180.33	10%	17%
4000	5820	52200-0000	OPERATING SUPPLIES & MATERIALS	\$ 2,000	\$ 2,000	\$ 619.23	\$ -	\$ 1,380.77	31%	69%
4000	5820	52210-0000	FOOD AND BEVERAGE	\$ 750	\$ 750	\$ 247.09	\$ -	\$ 502.91	33%	67%
4000	5820	52250-0000	AUTO/MACHINERY EQUIPMENT/PARTS	\$ 153,819	\$ 153,819	\$ 29,952.15	\$ 90,709.54	\$ 33,157.19	19%	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	\$ 51.79	\$ -	\$ 448.21	10%	90%
4000	5820	53000-0000	AUDITING & ACCOUNTING SERVICES	\$ 108,800	\$ 108,800	\$ 31,800.00	\$ -	\$ 77,000.00	29%	71%
4000	5820	53020-0000	I.T. SERVICES	\$ -	\$ 46,800	\$ 46,800.00	\$ -	\$ -	0%	0%
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	\$ 10,959.26	\$ 9,845.94	\$ 3,194.80	46%	13%
4000	5820	53090-0000	TECHNICAL/PROFESSIONAL SERVICES	\$ 102,000	\$ 55,200	\$ 2,000.00	\$ 500.00	\$ 52,700.00	4%	95%
4000	5820	53130-0000	PUBLIC LIABILITY INSURANCE	\$ 122,813	\$ 122,813	\$ 110,265.00	\$ -	\$ 12,547.53	90%	10%
4000	5820	53200-0000	NATURAL GAS	\$ 3,700	\$ 3,700	\$ -	\$ -	\$ 3,700.00	0%	100%
4000	5820	53210-0000	ELECTRICITY	\$ 25,000	\$ 25,000	\$ 10,110.11	\$ -	\$ 14,889.89	40%	60%
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	\$ 290,592.01	\$ 881,738.28	\$ 75,056.31	23%	6%
4000	5820	53260-0000	WIRELESS COMMUNICATION SVC	\$ 1,815,152	\$ 1,815,152	\$ 773,615.18	\$ 859,609.28	\$ 181,927.54	43%	10%
4000	5820	53300-0000	REPAIR & MTCE FACILITIES	\$ 45,000	\$ 45,000	\$ 4,969.00	\$ -	\$ 40,031.00	11%	89%
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	\$ -	\$ 7,770.31	\$ 11,834.69	0%	60%
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	\$ 2,702.21	\$ -	\$ 97,297.79	3%	97%
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	\$ 9,060.00	\$ 24,000.00	\$ 76,940.00	8%	70%
4000	5820	53800-0000	PRINTING	\$ 5,000	\$ 5,000	\$ 158.00	\$ -	\$ 4,842.00	3%	97%
4000	5820	53800-0001	PRINTING (new)	\$ -	\$ 5,000	\$ 1,594.74	\$ 3,161.17	\$ 244.09		
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	\$ 475.35	\$ -	\$ 2,524.65	16%	84%
4000	5820	53805-0000	OTHER TRANSPORTATION CHARGES	\$ 1,000	\$ 1,000	\$ -	\$ -	\$ 1,000.00	0%	100%
4000	5820	53806-0000	SOFTWARE LICENSES (revised)	\$ 2,815,087	\$ 2,815,087	\$ 479,564.00	\$ 2,163,007.54	\$ 172,515.39	17%	6%
4000	5820	53807-0000	SOFTWARE MAINT AGREEMENTS (revised)	\$ 992,464	\$ 992,464	\$ 351,604.78	\$ 128,908.34	\$ 511,950.84	35%	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	\$ 534,650.17	\$ 370,778.83	\$ 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)	\$ -	\$ 12,000	\$ 3,697.50	\$ -	\$ 8,302.50		
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	\$ 6,739,599.48	\$ -	\$ 641,372.29	91%	9%
Total				\$ 14,577,602	\$ 21,246,002		\$ 4,651,555	\$ 6,386,955	0%	30%
<b>EXPENDITURES FOR PERIOD: July 10, 2024</b>						<b>\$ 297,633.62</b>	<b>Internal Transfer:</b>	<b>\$ 200.90</b>		
COMP	AU	Account	Description	ANNUAL	ACTUAL	YEAR TO DATE		REMAINING	% YTD	% YTD
				APPROPRIATION	BUDGET	TRANSFERRED	ENCUMBERED	BALANCE	EXPENDED	REMAINING
4000	5820	53828-0000	CONTINGENCIES (xfers to Personnel/Contracts/Commodities)	\$ 300,000.00	\$ 300,000.00	\$ (17,000.00)		\$ 283,000.00	-6%	94%
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%



## ETSB Other Action Item

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

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**File #:** 24-1909

**Agenda Date:** 7/10/2024

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

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# Emergency Telephone System Board of DuPage County Monthly Report

## July Board Meeting

Submitted for your consideration is the DuPage ETSB monthly report for activity June 1 through June 30. This report highlights the activities of the DuPage ETSB by ETSB and PSAP staff, work groups, committees, and consultants.

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

**High Tech** after months of preparation, the CAD upgrade has been completed. **CAD Administrator Krzysztof Cieplinski** led the ETSB team of **Jerry Furmanski, Brian Kopas, Prithvi “Peter” Bhatt**, under the direction of **Deputy Director Gregg Taormina**, assisted by **Deputy Director Matthew Theusch**. ETSB is thankful for the help and assistance of the technical staff of ACDC: **Keith Marc** and DU-COMM: **Scott Klein, Eric Roberts**. Hexagon was onsite for two weeks for the cutover. And as of June 26, all reported issues had been resolved.

**Thank you!** We appreciate the patience of the Telecommunicators and the Police and Fire personnel during the cutover and the administrative staff of the PSAPs and police and fire departments who worked with the technical staff to prepare for cutover.

**ETSB is growing!** We welcome **Ms. Avery Kopas** born in April to **Brian and Jamie Kopas**. And we welcome **Ms. Myra Bhatt** born in June to **Prithvi “Peter” and Namrata Bhatt**. Congratulations to both families on their beautiful daughters!

### **ADMINISTRATION and FINANCIAL**

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

All dates are Mondays unless otherwise noted:

July 15, 2024

August 19, 2024

September 16, 2024

October 28, 2024

November 18, 2024

December 16, 2024

The state meeting was held June 17. The ETS Board received a copy of the meeting notes along with the financial statements, minutes and presentation by Crowe on the preliminary revenue review. Additionally, the two strategic planning dates were pushed into the Fall so those meetings dates will be single days. There is a question of quorum for August.

#### **ETSB Plan Modification Sheriff Request to Migrate to DU-COMM**

All Sheriff's Office 9-1-1 calls have been transferred to DU-COMM. T-Mobile is still working to complete call routing in their coverage area. The PSAP and ETSB staff will continue to work to with T-Mobile. AT&T and Verizon have completed all their updates.

#### **Budget Kick Off:**

As a reminder, the Ad Hoc Finance Committee will meet at 9:30 am or immediately following the ETS Board meeting.





# Emergency Telephone System Board of DuPage County Monthly Report

## July Board Meeting

### Procurement / Major Contracts

#### Open Purchase Order Utilization

Purchase Order	Total	Year to Date	Remaining Balance
FY24 CDW-G	\$ 25,000.00	\$ 2,814.05	\$ 22,185.95
FY24 Dell	\$ 30,000.00	\$ 3,002.00	\$ 26,998.00
FY24 Motorola	\$ 50,000.00	\$ 19,426.46	\$ 30,573.54

#### Deccan International: Purchase Order 924021

LiveMUM is a software utilized by PSAPs Telecommunicators that interfaces with a live CAD system to display current emergency responder coverage and offer move-up recommendations based on real-time data. LiveMUM WallMap has the ability to project multiple resource types side-by-side allowing dispatchers to view the overall coverage of service in real-time. The recommendation is for a renewal of maintenance on the LiveMUM and LiveMUM WallMap software, originally procured in 2012 under PO 950726, in the DU-COMM and ACDC PSAPs (Public Safety Answering Points) for three (3) years with the option to renew annually. Outside vendor access to the source code to maintain the existing product being used within the PSAPs is not permitted. Total amount of request for three years: \$132,190.00.

#### CDW Government: Purchase Order 924022

Recommendation for approval of Purchase Order 924022 to CDW-G for a one (1) year renewal of ExaGrid maintenance and support, for a period of October 2, 2024 through October 1, 2025. ExaGrid is a network storage solution that works with Veeam to provide backups of CAD data in case of a primary system failure or ransomware attack. This renewal is being made utilizing the Sourcewell-3037653 State of IL Participating Agreement (081419-CDW). Total amount not to exceed: \$9,436.00.

#### Budget Transfers:

Requested transfer of funds for FY24 from 4000-5820-54199 (Capital Contingencies) to 4000-5820-54100 (Capital IT Equipment) for Milestone payments associated with the Intergraph Hexagon PO 1914-1. Total amount of requested transfer: \$169,918.00.

#### 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 July 10 meeting: \$297,633.62.

#### Revenue and Expenditures

Revenue: Equalization Revenue Reports are on the consent agenda: \$1,041,953.80.

The February 2024 surcharge was received on June 17 in the amount of \$1,041,953.80. In the June monthly report, it was reported there was an error with the January surcharge that would be adjusted



# Emergency Telephone System Board of DuPage County Monthly Report

## July Board Meeting

within February distribution. ISP has confirmed the difference was an additional \$100,593.02 received as part of the January distribution that has been subtracted from the February distribution.

### **Surplus Assets**

**Declaration of Surplus Assets:** On the agenda this month is a resolution declaring equipment, inventory, and/or property, as surplus. Five (5) CAD workstations purchased in 2020-2021, and were previously utilized in the PSAPs for CAD that have been replaced as part of the equipment replacement cycle. DU-COMM has requested five (5) workstations to replace their tone logger and disaster recovery PCs.

**Transfer of Inventory to County IT:** There are 59 CAD workstations that have been requested by County IT for various uses throughout the County including replacing Security, Care Center, and training PCs.

**Addendum to Resolution for Sale of Surplus Assets:** On the June agendas for County Board and the ETS Board there was a resolution the sale of surplus assets. 519 of the legacy APX7000 UHF portable radios were approved for purchase to the Illinois State University (ISU) Emergency Management at a cost of \$500.00 each. As part of the agreement, ISU was able to review the units and requested that fifteen radios be substituted for the fifteen other radios already declared surplus. Addendum A to Resolution ETS-R-0045-24 indicates which items have been substituted for the original items which were removed from the original list as demonstrated by a strikethrough.

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

### **Zendesk Integration Project with County:**

As previously reported, in a review of the ETSB contract, the Executive Director in conversation with County Finance, determined that transition to the county contract would be most appropriate at the term date of ETSB's contract in September 2024. The paperwork for this transition will be on a subsequent agenda prior to the September term date for the ETSB contract.

### **State of Illinois ISP/Circuits/NextGen 911 ESInet:**

**State of Illinois GIS NG 9-1-1:** As previously reported, the 9-1-1 Administrator conducted a call to review the current status of the GIS data in the NG 9-1-1 system. The State also hosted an AT&T training on June 20, 2024 to discuss the AT&T Public Safety Platform system of using ArcGIS to Geocode the ALI records. ALI records are the address that are sent with a 9-1-1 call to the PSAP when a person calls. County GIS continues to submit data to the Hub to work with our neighbors on bordering jurisdictions.

**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. DuPage has been contacted by Intrado to begin discussion for this implementation.

**NG9-1-1 Grant opportunity CAD to CAD interface:** The State 9-1-1 Administrator has indicated in an email that sufficient funds exist for this grant, and that \$6,802,958.37 has been awarded statewide. What costs remain to be funded, from the ETSB perspective, will be determined once the final award notification has been received.



# Emergency Telephone System Board of DuPage County Monthly Report

## July Board Meeting

**Customer Premise Equipment (CPE):**

Hardware/software and NG911 Migration: As of Monday, June 24, 2024 all four new IP Flex circuits and routers have been installed and IP scheme information has been provided to Motorola. Motorola is now scheduling the final installation of the software onto the servers at DU-COMM and is completing the configuration work with the IP Flex information at both ACDC and DU-COMM. A Motorola Field Engineer will be onsite in July to complete the work. Once the servers have been updated, configuration of the IP Flex circuits will be tested, and Telecommunicator, Admin and Mapping training will be scheduled.

**DuJIS CAD:**

Category	Year to Date		Past Month					
			Totals		Categories of Open Tickets			
	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
CAD	282	262	103	91	5	88	2	1
MPS	293	258	83	80	0	80	0	8
<b>Total</b>	<b>575</b>	<b>520</b>	<b>186</b>	<b>171</b>	<b>5</b>	<b>0</b>	<b>2</b>	<b>9</b>

*\*Ticket count for June is higher than normal because of the CAD cutover, 168 of 186 submitted were related to password and agency settings.*

**Projects:**

CAD/MPS Software Update: ETSB, along with the support of Hexagon, completed a successful CAD/MPS upgrade on June 11, 2024. The upgrade went smoothly, and minimal issues were experienced. The majority of the issues encountered were related to the MPS software agency host files not having the correct information. ETSB worked with each agency to correct the files and ensure they were able to properly connect to the environment. ETSB continues to monitor the application and address issues that arise.

**CAD Upgrade After Action Update:**

ETSB staff provided a detailed after-action document to the Board that outlined all the events that took place with the CAD/MPS upgrade on June 21, 2024. There were two outstanding items that remained open. Staff is pleased to report:

**Tow Rotation Data:** ETSB CAD Administrator performed a compare within the SQL DB and successfully updated the Tow Rotation Data on June 24, 2024. All associated tickets have been updated and closed out. No reoccurrences have been communicated.

**Common Place Data:** All common place data has been updated as of June 26, 2024. All associated tickets have been updated and closed out.

Fusus: (Oak Brook PD, Wheaton PD and Oakbrook Terrace PD) The Fusus EdgeFrontier (Xalt) Interface was deployed into production August 18, 2023 for Oak Brook PD. Oak Brook PD 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. As of the filing of this report, there has been no communication of confirmation from Oak Brook PD.

The EdgeFrontier (Xalt) Interface for Wheaton PD and Oakbrook Terrace PD was also available and was and deployed into production October 13, 2023 on the Hexagon/ETSB side of the interface.



# Emergency Telephone System Board of DuPage County Monthly Report

## July Board Meeting

FUSUS was not ready for these agencies at this time. FUSUS began implementing their software with these agencies February 9, 2024.

ProQA Upgrade Project: Priority released the .41 training on June 5, 2024. ETSB has provided communication to the PSAPs regarding the training being available and will work with the centers to get the documentation. Once the individuals have gone through the required training protocol, ETSB will be able to push the upgrade into the production environment.

LEADS 3.0 Interface (PSAP): ETSB continues to work with the State on the final testing of the LEADS 3.0 system with the new CAD upgraded system. The requested extension through July 31, 2024 was approved and ETSB is now preparing the final rollout schedule and plan. The plan and associated dates will be shared with the PSAPs to complete the final production rollout by the end of July. All testing within ETSB and PSAPs will be completed by July 19, 2024 in preparation for the final rollout.

MPS: Testing was completed for all agencies and the final rollout with the CAD/MPS upgrade was completed successfully. A few agencies ran into some issues after the rollout of the upgrade that included host file entries not having the proper updated file. These issues were addressed by the ETSB MPS support staff in the timely fashion to get all agencies up and running.

**Absolute Secure (NetMotion):**

Category	Year to Date		Past Month					
			Totals		Categories of Open Tickets			
	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
Absolute Secure	61	60	11	12	0	0	0	0

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

Comcast Maintenance/Trouble Tickets: ETSB experienced a network outage on June 27, 2024 at 12am central time. Comcast had a planned maintenance event scheduled. ETSB reached out to Comcast on June 6, 2024 to ensure this would not impact both circuits at the same time. It was confirmed by Comcast that they would not impact both circuits on June 10, 2024. During the scheduled maintenance period, the Comcast engineer performing the work inadvertently rebooted both devices at the same time causing the outage ETSB experienced. Due to this error in the maintenance event, ACDC experienced a CAD outage for a total of 4 minutes. DU-COMM was not impacted because the CAD configuration is not dependent on networking at the 420 location. The Executive Director has brought this to the attention of the Comcast executives to discuss what additional steps can be taken to ensure this does not happen again.

Network Tickets:

Printer Hardware Issue: (Ticket 12545) Toshiba 4525AC printer located in the DU-COMM center has been experiencing fax issues. The device seems to be taking a long time to process a fax. Toshiba tech support has been notified and they are looking into the issue.

VMware Maintenance: No maintenance is scheduled at this time.



# Emergency Telephone System Board of DuPage County Monthly Report

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

AQUA: System bug (Ticket 10240) ticket pending waiting for Priority to provide training for new version of AQUA. **Update:** Priority Dispatch has released training for the new version. The software was installed May 21. The training for the PSAPs was available June 18. Once the PSAPs have completed the training, ETSB will roll out the upgrade into the production system to correct this issue.

### Fire Station Alerting System (FSAS):

Category	Year to Date		Past Month				
			Categories of Open Tickets				
	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Open/Referred to Purvis
FSA	86	73	12	11	5	0	0

Purvis completed the yearly preventative maintenance for all stations.

Hanover Park new station: Hanover Park Station 16 has been completed and is scheduled to cut over in July. DU-COMM, ETSB, Hanover Park IT and Purvis technicians are completing final cutover testing prior to the move to the new station. On this month's bills list are the milestones for the installation and testing of both the optional and core equipment.

DU-COMM Fire West / Fire North Project: The final step in this DU-COMM project is to move the Glen Ellyn Volunteer Fire Company from Fire North to Fire East to operationally load balance the fire channels. This was originally scheduled to be completed in mid-July. DU-COMM recently received word that they would have access to complete another project at Downers Grove that has a higher priority and requested the timeline be delayed until the higher priority project is completed. There are no technical challenges with the current configuration for ETSB systems. DU-COMM will provide an update once the Downers Grove tower project is completed and an updated timeline will be developed.

### Geographic Information Systems (GIS):

Category	Year to Date		Past Month							
			Totals			Categories of Open Tickets				
	Opened	Closed	Total	Closed	Open Tickets	System Error Tickets	Configuration Tickets	Pending Refresh	Pending Closed/ Verification by PSAPS	Open/ Referred to Hexagon
GIS	282	262	61	29	32	0	0	31	0	0

NG911 GIS Mapping for Go-Live: County GIS is ready to push changes in August for ACDC. County GIS has set up a border data tool for other counties to use for NG911 submittal on the HUB for IL NG911 project and continues working with Cook and Will County for orphaned border overlaps.

### GIS Projects:

Addison Fire Response Districts Project: County GIS supplied Addison an updated shapefile of the ADF's new district polygons after a few corrections requested. ETSB and County GIS are waiting for Addison to review the new shapefile sent on June 25, 2024.



# Emergency Telephone System Board of DuPage County Monthly Report

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Oak Brook Police Beat and Sub-Beat Project: ESZs have been created in the test CAD and DU-COMM has confirmed the data for LiveMUM is ready. This has been scheduled for the July 10, 2024 production map roll.

Sheriff Map Updates (SOP): All SOP beat polygon adjustments from the second round have been completed. All changes have been tested and confirmed by SOP and DU-COMM. These updates are scheduled for the next production map roll.

Glen Ellyn Volunteer Fire Company Shapefile: Glen Ellyn VFC reached out to ETSB to configure four new districts. After additional discussions, County GIS had a misunderstanding on how to allocate the district polygon for the changes. This has since been adjusted and will be pushed into the new training CAD on July 2, 2024.

Lombard Fire Districts F450 & F470: ETSB and DU-COMM testing was successful and this was pushed into production on June 12, 2024. Project has been completed.

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

Total Memos	New Memos	Updated Memos	Closed Memos	Open Memos
126	0	0	0	5

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

**Closed Memos:** There were no closed memos this reporting period.

**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.

**DuJIS PRMS:**

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



# Emergency Telephone System Board of DuPage County Monthly Report

## July Board Meeting

### DU PAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM (DEDIRS)

#### **Motorola System Manager Report:**

This memorandum is located at the end of the monthly report.

#### **DEDIR System:**

CommandCentral Aware: Nothing to report for the previous month.

Encryption: As previously reported, ETSB staff received information from Motorola that the radio console enhancements have been completed. This puts the project timeline for installation at approximately 22 weeks. Motorola will be onsite July 8, 2024 to complete a site audit and to verify the installation process for the equipment at each PSAP.

APXNext and APX4000 Radios Firmware Update (Police):

Radio Firmware Update: The Motorola System Manager has completed 93 APX4000 firmware updates. The remaining agencies/radios are scheduled to be completed in July.

APX4000: Nothing further to report on the APX4000 radios.

APXNext / Police: The firmware release is available, but the changes made to the firmware for the APXNext XN in the software has created a conflict between the two firmware updates. Motorola is determining what needs to be adjusted to accommodate both updates. Once that is completed, the schedule for the Firmware update will be distributed to the DEDIR System Points of Contact.

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. ETSB staff has had discussion with Motorola production about possible paths forward. ETSB has asked Motorola to work on a presentation for these concepts for presentation to the DEDIR System Focus Groups.

NFPA Committee: Retired Deputy Chief Connolly reported that all the edits to the NFPA standard requested by the Radio Focus Group have been accepted. The standard will be finalized in 2025. Motorola has begun investigating the effort needed to update the radios.

APXNext XN: All Agencies have completed the XN/XE demo period. As of this writing, 18 agencies have elected to select the APXNext XN and 1 agency has elected to select the APXNext XE. ETSB has started a preliminary discussion with Motorola to prepare for the change order once all the agencies have turned in their selection form. Some agencies have verbally advised they need to wait for a fire board meeting to complete the sign off.

#### **Policy Advisory Committee (PAC):**

The PAC's next regular meeting is on Monday, July 1, 2024.

On the PAC July agenda are three items. The approval of the previous month's meeting minutes, the approval of the DEDIRS Motorola System Manager's June report and the resolution to recommend access to DEDIR System as requested by Hanover Township Emergency Services.



# Emergency Telephone System Board of DuPage County Monthly Report

## July Board Meeting

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### **STARCOM Wheaton Tower October 30-31 Outage:**

July Monthly Report Update: The final step for verification is the firmware update for the APXNext radios. ETSB and Motorola staff will complete the testing as soon as the firmware is deployed.

#### 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.
- 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.

#### 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:** June 26, 2024  
**SUBJECT:** STARCOM21 DEDIRS Monthly Report

**Projects:**

**DEDIR System Radio Replacement**

- APXNext Police: The firmware release is available, and a schedule is being developed. However, the changes to the firmware needed for the APXNext XN in the software that is used to deploy the firmware created a conflict between the two firmware updates. Motorola is determining what needs to be adjusted within the software to accommodate both firmware updates. Once that is completed the schedule for the APXNext Firmware will be distributed to the DEDIR Points of contact.
- APX 4000: A firmware update was released, and the deployment is in process. As of this writing, 93 APX 4000s have been updated. Each radio takes approximately 10 minutes to update. Including the time it took to prepare the software, the Motorola System Manager has invested approximately 20 hours into this project.
- APX8500: There is nothing additional to report this month.
- APXNext XN/XE Fire: Testing of the XE and XN Demo radios was completed the week of June 17, 2024. As of this writing, 15 agencies have turned in their selection to ETSB. 14 Agencies have selected the XN radio and 1 Agency has selected the XE Radio.
- PSAP Reports: Working with PSAPs and Command Central to create reports to replace Genwatch reports. A Monday.com dashboard has been created to share information on report requests.

**Programming – Projects**

**Code plug updates:** There were none last month.

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

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

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

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**Service Tickets**

Category	Year to Date		Past Month					
			Totals		Categories of Tickets			
	Opened	Closed	Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000XE	141	112	9	9	2	0	0	7
APX Next (police)	84	55	15	15	6	6	0	1
APX NextXN (fire)								
APX 8500 (mobiles)	20	20	1	1	0	0	0	0
APX4000	8	7	1	1	0	1	0	0
<b>Total</b>	253	194	26	26	8	7	0	8

**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 6/12 and 6/13. 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, 6/13/24

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 2024.05 – Patching 6/14/24 Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.
- Notification of planned maintenance to be performed affecting the MSO Downers Grove - Starcom Zone 1 system on 06-06-2024 at 08:00:00 AM Work performed: SZ01401 & SZ01405 - MTN-0036A-24 Upgrading the Fortinet FWs to the latest software version. z001telfirewall01,Z005intfw01,z005dmsfw01. Impact: There may be brief periods of service interruption while the technicians are working on the site

**Command Central Patches:**

- [Scheduled Maintenance] Command Central Aware (North America)  
The scheduled maintenance has been completed.  
Start: 3/June/2024 @ 9:00 AM CDT (UTC-5)  
End: 3/June/2024 @ 10:00 AM CDT (UTC-5)

**Radio Central Patches:** There were none last month.

**Radio Management CPS Patches:** There were none last month.

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SmartConnect Patches:

- [Scheduled Maintenance] SmartConnect (United States)  
The scheduled maintenance has been completed.  
Start: 12/Jun/2024 @ 12:00 AM CDT (GMT -5)  
End: 12/Jun/2024 @ 9:00 AM CDT (GMT -5)
- [ Scheduled Maintenance] SmartConnect (United States)  
The scheduled maintenance has been completed.  
Start: 19/Jun/2024 @ 8:00 AM CDT (GMT -5)  
End: 19/Jun/2024 @ 1:00 PM CDT (GMT -5)
- [ Scheduled Maintenance] SmartConnect (United States)  
The scheduled maintenance has been completed.  
Start: 20/Jun/2024 @ 12:00 AM CDT (GMT -5)  
End: 20/Jun/2024 @ 9:00 AM CDT (GMT -5)

Releases:

- APX NEXT Firmware APX NEXT R06.03.01 CPS R32.00.00 was released 5/13/24. It included new products and features. Defect repairs included. Firmware is a maintenance and repair release.
- APX Portables and Mobiles (APX 4000 and APX 8500) Firmware R33.03.01 2024.1 CPS R33.00.00 was released 5/13/24. It included new products and features. Defect repairs included. Firmware is a maintenance and repair release.

**STARCOM21 Unscheduled System Outages:**

- Users may experience an inability to access the Event Map in the CommandCentral Aware application. Events continue to process in the Event Monitor. Our team is currently working to restore normal performance levels. We apologize for any inconvenience.  
Jun 15, 15:16 CDT  
**Resolved** - This issue has been resolved. The Event Map in CommandCentral Aware can be accessed successfully by all customers after reloading the application in the browser.  
If you continue to experience unexpected behavior, please contact Motorola Solutions Technical Support at 1-800-MSI-HELP.  
Jun 15, 15:27 CDT

There was no operational impact to the DEDIR users.

**Meetings:**

- June PAC meeting 6/3/24
- Fire Focus 6/18/24

**Training**

- None at this time.



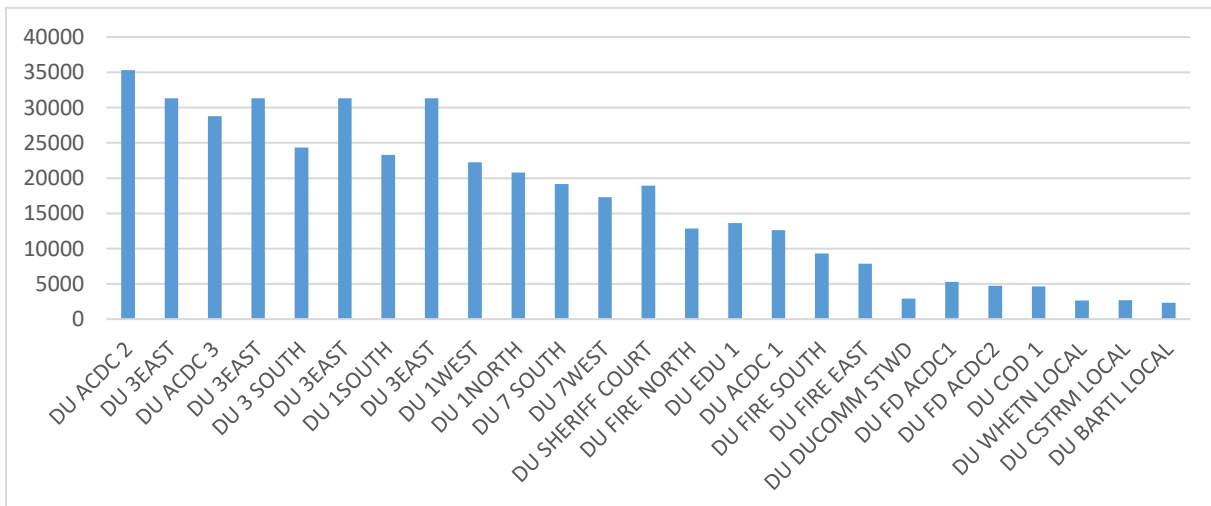
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Grade of service report:

May 2024 Starcom21 GoS Report											
	GoS Calculations					PTT and Busy Data					
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	23.15	3.93	6.47	31.00	2892.23	14164.77	4.90	0.00	0.00	0.00
1:00:00	0.00	19.67	3.34	7.06	31.00	2395.87	12037.35	5.02	0.00	0.00	0.00
2:00:00	0.00	16.37	2.78	7.62	31.00	1929.06	10016.39	5.19	0.00	0.00	0.00
3:00:00	0.00	12.69	2.16	8.24	31.00	1451.42	7766.61	5.35	0.00	0.00	0.00
4:00:00	0.00	12.22	2.08	8.32	31.00	1357.77	7478.84	5.51	0.00	0.00	0.00
5:00:00	0.00	13.59	2.31	8.09	31.00	1499.71	8319.55	5.55	0.00	0.00	0.00
6:00:00	0.00	15.58	2.65	7.75	31.00	1909.42	9536.71	4.99	0.00	0.00	0.00
7:00:00	0.00	23.59	4.01	6.39	31.00	2870.71	14434.42	5.03	0.10	6.19	64.00
8:00:00	0.00	29.72	5.05	5.35	31.00	3667.52	18188.16	4.96	0.03	3.26	101.00
9:00:00	0.00	33.08	5.62	4.78	31.00	4070.84	20247.65	4.97	0.19	3.16	16.33
10:00:00	0.01	35.45	6.03	4.37	31.00	4442.97	21696.77	4.88	0.52	7.23	14.00
11:00:00	0.00	34.08	5.79	4.61	31.00	4241.87	20859.23	4.92	0.19	9.81	50.67
12:00:00	0.01	34.84	5.92	4.48	31.00	4311.06	21322.19	4.95	0.26	2.10	8.13
13:00:00	0.02	36.33	6.18	4.22	31.00	4457.35	22234.61	4.99	0.97	11.48	11.87
14:00:00	0.06	35.85	6.09	4.31	31.00	4480.13	21937.77	4.90	2.65	23.68	8.95
15:00:00	0.06	37.18	6.32	4.08	31.00	4667.52	22754.39	4.88	3.03	29.68	9.79
16:00:00	0.02	37.28	6.34	4.06	31.00	4707.03	22813.35	4.85	0.87	11.58	13.30
17:00:00	0.00	36.19	6.15	4.25	31.00	4545.71	22145.68	4.87	0.06	1.32	20.50
18:00:00	0.00	34.18	5.81	4.59	31.00	4285.97	20920.84	4.88	0.13	0.10	0.75

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Group Alias	PTT Count
DU ACDC 2	35333
DU 3EAST	31326
DU ACDC 3	28776
DU 3EAST	31326
DU 3 SOUTH	24331
DU 3EAST	31326
DU 1SOUTH	23304
DU 3EAST	31326
DU 1WEST	22261
DU 1NORTH	20804
DU 7 SOUTH	19140
DU 7WEST	17317
DU SHERIFF COURT	18939
DU FIRE NORTH	12847
DU EDU 1	13631
DU ACDC 1	12614
DU FIRE SOUTH	9307
DU FIRE EAST	7880
DU DUCOMM STWD	2909
DU FD ACDC1	5258
DU FD ACDC2	4742
DU COD 1	4635
DU WHETN LOCAL	2657
DU CSTRM LOCAL	2687
DU BARTL LOCAL	2330



# Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 07/01/2024 11:21:17 AM

Grouping: Site & Call Origin

Date Range: 06/01/2024 12:00:00 AM - 06/30/2024 01:00:00 AM

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	21,229	7,405	13,824	0	346	6,443	571	0	45	0	330	00:00:04
	Internal	945	0	945	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	5,208	0	5,208	0	0	0	0	0	0	5,208	0	00:00:00
	<b>Total</b>	<b>27,382</b>	<b>7,405</b>	<b>19,977</b>	<b>0</b>	<b>346</b>	<b>6,443</b>	<b>571</b>	<b>0</b>	<b>45</b>	<b>5,208</b>	<b>330</b>	<b>00:00:04</b>
DU-COMM	Incoming	62,722	24,889	37,833	0	1,315	19,953	3,485	0	136	0	1,270	00:00:06
	Internal	11,725	0	11,725	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	16,063	0	16,063	0	0	0	0	0	0	16,063	0	00:00:00
	<b>Total</b>	<b>90,510</b>	<b>24,889</b>	<b>65,621</b>	<b>0</b>	<b>1,315</b>	<b>19,953</b>	<b>3,485</b>	<b>0</b>	<b>136</b>	<b>16,063</b>	<b>1,270</b>	<b>00:00:06</b>
<b>Total</b>		<b>117,892</b>	<b>32,294</b>	<b>85,598</b>	<b>0</b>	<b>1,661</b>	<b>26,396</b>	<b>4,056</b>	<b>0</b>	<b>181</b>	<b>21,271</b>	<b>1,600</b>	<b>00:00:05</b>

# Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 07/01/2024 11:23:59 AM

Grouping: Site & Call Origin

Date Range: 06/01/2024 12:00:00 AM - 06/30/2024 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	2,102	2,102	0	0	50	1,933	119	0	0	0	0	00:00:04
DU-COMM	3,521	3,521	0	0	46	3,314	161	0	0	0	0	00:00:06
<b>Total</b>	<b>5,623</b>	<b>5,623</b>	<b>0</b>	<b>0</b>	<b>96</b>	<b>5,247</b>	<b>280</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>00:00:05</b>

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

For (Call Origin)

Creation Date: 07/01/2024 11:18:53 AM

Grouping: Site & Call Origin

Date Range: 01/01/2024 12:00:00 AM - 05/30/2024 11:59:59 PM

Filter Criteria: Please, refer to the last page.

## Detail Information

Site	Call Origin	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non- Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
			Emergency	Non- Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
ACDC	Incoming	124,619	43,786	80,833	0	2,305	36,501	4,142	0	838	0	2,315	00:00:04
	Internal	7,397	0	7,397	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	31,645	0	31,645	0	0	0	0	0	0	31,645	0	00:00:00
	<b>Total</b>	163,661	43,786	119,875	0	2,305	36,501	4,142	0	838	31,645	2,315	00:00:04
DU-COMM	Incoming	270,843	103,688	167,155	0	5,110	80,543	17,249	0	786	0	5,080	00:00:05
	Internal	46,610	0	46,610	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	63,083	1	63,082	0	0	0	0	0	0	63,083	0	00:00:00
	<b>Total</b>	380,536	103,689	276,847	0	5,110	80,543	17,249	0	786	63,083	5,080	00:00:05
<b>Total</b>		544,197	147,475	396,722	0	7,415	117,044	21,391	0	1,624	94,728	7,395	00:00:05



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

For (Call Origin)

Creation Date: 07/01/2024 11:23:06 AM

Grouping: Site & Call Origin

Date Range: 05/01/2024 12:00:00 AM - 06/30/2024 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	5,215	5,215	0	0	88	4,832	295	0	0	0	0	00:00:04
DU-COMM	6,796	6,796	0	0	69	6,354	373	0	0	0	0	00:00:06
<b>Total</b>	<b>12,011</b>	<b>12,011</b>	<b>0</b>	<b>0</b>	<b>157</b>	<b>11,186</b>	<b>668</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>00:00:05</b>

In process/Testing
Implemented
Pending Research
Closed/Enhancement
Closed

911 System Design Standardization Memos

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 Verification 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	Eliminate the 2 or 3 digit code from Purvis	removing the 2 or 3 digit code from the Purvis announcement.	Closed	08/20/20	Consensus	N/A	Consensus	N/A	N/A	
7	03/17/20	CAD	Half addresses	presentation of two options for how to handle half-addresses.	Closed	03/16/20	Consensus	N/A	N/A	N/A	N/A	
8	04/03/20	CAD	Command Line Font size	the font size larger on the command lines- expanded to the multi-command line	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 expenses relating to changes in systems	Closed	01/23/20	N/A	N/A	Consensus	N/A	N/A	
13	12/19/19	FSA	Standardization of Recommends	Using Z units in CAD	Closed	03/02/20	Consensus	N/A	Consensus	N/A	N/A	
14	01/23/20	FSA	Activating New Tone	Adding a rules to Engines to facilitate tones	Closed	03/02/20	Consensus	N/A	Consensus	N/A	N/A	
15	01/05/20	FSA	Add Units to Calls	Add Unit to calls from mobiles without generating a tone	Closed	05/14/20	N/A	N/A	Consensus	N/A	N/A	
16	01/27/20	FSA	Optional Equipment Status	Optional equipment formatting options	Closed	05/14/20	N/A	N/A	Consensus	N/A	N/A	
17	02/28/20	FSA	Open Radio	Leaving the radio open for two minutes after the Purvis alert in the stations	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A	
18	03/05/20	FSA	Dead End Streets	Remove Dead End from the announcement	Closed	06/22/20	Consensus	N/A	Consensus	N/A	N/A	
19	02/26/20	FSA	LSI Data Into CAD	Add Hazardous Material data from the State into CAD	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A	
20	02/26/20	FSA	Flow MSP	The font size larger on the command lines- expanded to the multi-command line	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A	
21	03/02/20	FSA	Additional Goals	expand the goal to consider the time from call to responder arrival instead of from the time of call to dispatch	Closed	03/14/20	Consensus	N/A	Consensus	N/A	N/A	
22	03/01/20	FSA	Non-standard CAD programming	Creating CAD command that are unique to an agency or a small subset of agencies	Closed	06/22/20	Consensus	N/A	Consensus	N/A	N/A	
23	01/27/20	TECH	Purvis Proposal	Review of the proposal to address the back-up alerting solution	Closed	02/06/20	Consensus	Consensus	Consensus	N/A	N/A	
24	02/02/20	TECH	ICD from Hexagon for LEADS	review the Hexagon proposal for the LEADS ICD- Hexagon is re-working the proposal	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	VMware upgrade	Install upgrade to Vmware from 6.0-6.7	Closed	06/22/20		Consensus				
37	05/27/20	TECH	Software Review	Conduct a software review comparable to the cutover review	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	Infomrner 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 multiple 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					

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	Multiple 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	Multiple On units	Want the ONU command to work for multiple units	Closed	04/20/21		Consensus				
66	07/30/20	CAD	Unit Transport streamline	Get rid of the dashes in the command line for unit transport	In-Process Research			Consensus				
67	07/30/20	CAD	Adjust name and tx field	add field for alarm and to companies that doesn't impact LOI	Closed	08/18/20		Consensus				
68	07/30/20	CAD	Alias EMD codes	want the EMD numeric code entered as alias for event type	Closed	08/06/20		Consensus				
69	04/20/20	TECH	CISA request	Cybersecurity testing	10/12/2021			Consensus				
70	08/04/20		Monday.com	Online project management tool	Closed							
71	08/04/20	TECH	Vmware upgrade	upgrade to VMware version 6.7	Closed	02/22/22		Consensus				
72	08/03/20	CAD	Duplicate and Cancel	Attach the name of the TC that made the original ticket to remarks	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 supplies for switches etc	Closed	03/23/21						Pending
81	11/15/20	CAD	Retail Theft	Change the subtype to Retail-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 business 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 twofour 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	Analysis 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 rels	Add pre-planned rels into LiveMum	Closed	07/28/22			Consensus			
98	07/12/21	FSA	Unit Depletion	Program LiveMUM to make recommends based on unit depletion perctages	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 hours 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			Consensus			
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 Division 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		Consensus				
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 cybersecurity	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				
127	5/23/2024	CAD	MFA Command Central Aware	Decision to add MFA to Command Central Aware Website	New			Pending				



**DUPAGE  
COUNTY**

## INFORMATION TECHNOLOGY

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TO: PRMS Oversight Committee and ETS Board  
FROM: Don Ehrenhaft, PRMS Manager  
DATE: June 26, 2024  
RE: DuJIS RMS Monthly Update

### ***Accomplishments:***

- OCR 10.0/MFR project planning is ongoing.
  - County IT has completed necessary preliminary tasks.
  - Hexagon working on implementing a functional development environment.
- Leveraged PRMS communication channels to bolster cybersecurity alerting to agencies.
- Full extract of Addison RMS records provided to Addison.

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

- IGA
  - Continue working to develop new IGA.
  - Finalize exit agreement with Addison.
- Addison Axon project updates
  - Addison anticipates Go-live 07/08/2024.
  - Preparing to tender final extract of Addison's data after agency exit on 07/08/24.
- NetRMS
  - Move legacy system off of aging hardware to dedicated server
- RMS Usability
  - Assume responsibility for user management
    - Reduces the burden on agency personnel, simplifying the process of adding or changing employees.
    - Necessary to avoid operational issues associated with inconsistent user management.
    - Streamlines billing process and prevents overcharging.

### ***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.



# June Monthly Report

<b>Customer Name</b>	DuPage County, IL	<b>Alias</b>	DUPG2.00.11
<b>Customer PM</b>	Linda Zerwin/Mike Galvin	<b>Hexagon Sales</b>	TJ MCGEE
<b>Hexagon Support Manager</b>	Tony Capasso	<b>Project / Delivery Name</b>	DuPage ETSB
<b>New Change Requests</b>	None	<b>Reporting Period End</b>	June 30, 2024

Support Overview						
Open Tickets	SRs		CRDs		CREs	
On target <input checked="" type="checkbox"/>	P2	2	P2	0	P2	2
Below target <input type="checkbox"/>	P3	13	P3	8	P3	6
Above target <input type="checkbox"/>	P4	0	P4	0	P4	0

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

Support Performance - Period ending June 30, 2024	
<b>GREEN</b>	<p>Continue to have weekly CAD SR Review call with Dupage and Hexagon CAD team. Communication remains high and both sides stay engaged.</p> <p>RSAs from Hexagon are continuing to provide value added performance and operating hand in hand with Customer Support.</p>

Support Activities	
<b>Objectives Completed This Period</b>	
1. Weekly meetings were held. No Onsite meetings were held this month.	
2. <u>16</u> support tickets were resolved in the month of June 2024. (This does include some cases where licensing was requested)	
3. CAD Upgrade complete. Will work with RSA to confirm previous defects are resolved with new version	
<b>Objectives NOT Completed This Period - Mitigation tasks to align schedule are provided in the Notes Section with the corresponding #</b>	
<b>Objectives for Next Period Remaining Project Items (All Numbers are utilizing the DuPage Schedule DUPG2 Schedule)</b>	
1. Focus and continued resolution on existing support SRs.	

Change Orders	Date	Status	Description

**Notes From Above Activites:**



# RSA Weekly Status Report: RMS/CAD



**Date / Report / Author:** 06/14/2024 - 06/21/2024 **RSA Weekly Status Report - Steve Burrell, RSA**  
**Stakeholders for Distribution:**  
**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
<b>Closed Cases (06)</b>			
00143796	<b>Getting Error sending a message to a few Dynamic message groups in dispatcher.</b> - This issue has not arisen during the cutover to the CAD MR Upgrade.	RSA / Implementations	CLOSED
00062603	<b>DUC-CAD12 position 12 locked up.</b> This issue has not arisen during the cutover to the CAD MR Upgrade.	RSA / Implementations	CLOSED
CAD Upgrade	<b>CAD upgrade completed.</b> Assisted Implementations team	Assisted Implementations team	Completed
00224623	<b>MPS calls not populating when Avail Quarters - some units @ Oakbrook FD.</b> Agency Network environment issue.	RSA / Support / DuPage	SOLVED / CLOSED
00280047 P-1	<b>Calls for service not transferring from CAD to FBR has been updated.</b>	RSA / Support	Solved / Closed
00282953	<b>Geo Coding not working / AddressServer Stopping</b>	RSA / Support	Closed
<b>High Priority Items</b>			
00280047 P-1	<b>Calls for service not transferring from CAD to FBR has been updated.</b>	RSA / Support	Solved / Closed
<b>Summary of Additional Work Performed This Week</b>			
	Worked on open tickets and sent out follow up emails.	RSA	
<b>LEADS 3.0 Interface</b>	<b>LEADS 3.0 Interface</b> In Testing	RSA / Hexagon / DuPage	Waiting on Customer
00223623	IUCR Interface and Local Ordinance updates	RSA / DuPage	In-Progress
00242421	Retired / no-longer-employed users/names still appear in the Assisted By field in FBR	RSA / Support	In-Progress
<b>OCA</b>	OCA Upgrade planning	RSA	In-Progress
<b>BEAST Interface for OCR 10</b>	Discussions ref BEAST Interface for OCR 10. DuPage is having internal discussions regarding this and will inform us when they have arrived at a decision.	RSA / DuPage	Waiting on Customer



**Environment Versions & Discrepancies:**

*This section highlights program versions and any differences between the environments*

Production	Test
<b>FBR:</b> 03.07.2012.6 (build date: 05/18/2021)	<b>FBR:</b> 03.07.2012.6 (build date: 05/18/2021)
<b>SSRS:</b> n/a	<b>SSRS</b> 2017 (using 2103 rdl)
<b>OCA:</b> 2212 <i>(newest available ver. is 2309)</i>	<b>OCA:</b> n/a
<b>OCR:</b> Version: 03.07.2104 <i>(newest available ver. is 2310)</i>	<b>OCR</b> Version: 03.07.2104 <i>(newest available ver. is 2310)</i>
<b>NIBRS:</b> 02.03.2401.08955	<b>NIBRS:</b> 02.03.2404
<b>Address Server:</b> 2004.02	Address Server: 2004.02
<b>IFCADRMSLINK:</b> Version 09.04.0.50104	<b>IFCADRMSLINK:</b> Version 09.04.0.40121 <i>(Most recent refresh completed July 2023)</i>
<b>CAD:</b> 9.4.0.63255 (H2 2023)	<b>CAD:</b> 9.4.0.63255 (H2 2023)



## RSA Weekly Status Report: RMS/CAD



### 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
<b>New Approval Process</b>	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.
<b>00203010</b>	<b>Incident Numbers not showing in OCA</b> '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. <i>"mastlocation auto-combine job is causing data warehouse records to reference deleted locations"</i>	RSA / Support/ GTC	Waiting on Customer	<i>2309.1 is released and ready for install. Install date to be discussed with and determined by DuPage RMS Team.</i> DUPage has decided to wait for the next OCA update due MAY / June
<b>00006926</b> ( I/FRMS CADLINK)	<b>IFCADRMSLINK Configuration Event Sync the search bug</b>  <b>RC-A:</b> Software bug. Fixed in patch Q4 2109	Escalated (Dev)	<b>Solved</b> Waiting on Customer	3/22 – CR has filed. <b>CR# 319396</b> AZDO Bug 319396 01/12/2022 – Resolved with 2019 Q4 patch (see case 00007516) Need to deploy to TES env.
<b>00007516</b>	<b>IFCADRMSLink No Primary Officer coming over – API Failures</b>	RSA	<b>Solved</b> Waiting on Customer	<b>RC-A:</b> 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.





**RSA Weekly Status Report: RMS/CAD**



**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
<b>00005926</b> (OnCall Records)	P-3 MED	<b>WebRMS returns no longer have linkable fields</b>	MPS	Assigned	<b>09/28/2023</b> - On hold until LEADS 3.0 interface is in place.
<b>00006232</b> (OnCall Records)	P-3 MED	<b>Cancelled BOLOS show up in Informer returns</b>	Informer	Assigned	<b>12/01</b> - – Miguel/Mo to set up a session with DuPage.
<b>00006235</b> (OnCall Records)	P-3 MED	<b>There is a violation field in MPS informer WebRMS return that does not list the violation.</b>	Informer	Assigned	<b>09/28/2023</b> - On hold until LEADS 3.0 interface is in place.
<b>00006934</b>	P-3 MED	<b>Cross Agency Approving Supervisor</b>	FBR	Escalated	3/29 – CR has been filed. <b>CR# 321488</b> 10/21 – Gathering additional information for support.



**RSA Weekly Status Report: RMS/CAD**



(OnCall Records)		<b>Missing from all Merit Agency FBR Reports</b>			<b>12/01</b> – Gathering data.
<b>00006935</b> (OnCall Records) <b>AZDO 509323</b>	P-3 MED	<b>Reporting Officer not importing into Supplement Record.</b>  <b>RC-A:</b> Software bug. FBR not pulling data from needed customer field. Pending Development resolution.	FBR	RSA / Support	<b>10/21</b> – A new AZDO ticket ( <b>AZDO 509323</b> ) has been opened. Since this is still occurring in the newest version, it looks like it is currently waiting to be reviewed by development. <b>12/06/2023 - UPDATED CASE PROBLEM.</b> 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. The Officer name is being conveyed from FBR to OCR. OCR is not displaying it correctly.
<b>00089873</b> (Informer)	P3-MED	<b>Informer Does Not run VIN Correctly</b>	I/Dispatcher	GPC	<b>07/14/2023</b> – On hold until LEADS 3.0 interface is available. <b>09/28/2023</b> - On hold until LEADS 3.0 interface is in place.
<b>00097922</b> (Informer)	P3-MED	<b>When running (LEADS) a subject by NAME / DOB AND RACE, the DOB is not transmitted to the state LEADS system</b>	Informer	RSA / Support	<b>07/14/2023</b> – On hold until LEADS 3.0 interface is available
<b>00143821</b>	P-3	<b>'EX-DATING RELATIONSHIP' causes error in FBR validation</b>	FBR	RSA / Support	<b>06/14/2023</b> - error occurs in FBR. Invalid NIBRS code yet the NIBRS code is correct. <b>07/07/2023</b> – 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.
<b>00181622</b>	P-3	<b>Can a Drivers license field be added to the supplemental information page?</b>	I/Netviewer	RSA	<b>11/06/2023</b> - 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. <b>02/09/2024</b> - Escalated to GTC.



**RSA Weekly Status Report: RMS/CAD**



<b>00223623</b>	P-#	<b>IUCR Interface and Local Ordinance updates</b>	OCR / XALT	RSA/Support	<b>04/25/2024</b> – Currently in-process with DuPage RMS Team and DuPage County Clerk’s office.
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**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	



## ETSB Other Action Item

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

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**File #:** 24-1913

**Agenda Date:** 7/10/2024

**Agenda #:** 6.D.1.

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# ETSB PAC Other Action Item

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

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**File #:** 24-1912

**Agenda Date:** 7/1/2024

**Agenda #:** 6.E.1.

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# DU PAGE COUNTY

## ETSB - Policy Advisory Committee

### Draft Summary

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

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**Monday, June 3, 2024**

**8:15 AM**

**Room 3500A**

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#### Join Zoom Meeting

<https://us02web.zoom.us/j/85889401053?pwd=Fa5U0Zk0k87m2bsS3BP9v1vcRGTxs.1>

**Meeting ID: 858 8940 1053**

**Passcode: 895336**

#### 1. CALL TO ORDER

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

#### 2. ROLL CALL

Attendees:

Matt Theusch, DuPage Emergency Telephone System Board  
Gregg Taormina, DuPage Emergency Telephone System Board  
Eve Kraus, DuPage Emergency Telephone System Board  
Bill Srejma, ACDC  
Jan Barbeau, SAO (Remote)  
Eric Fors, Hanover Park Fire (Remote)  
Tom Gallahue, ILEAS (Remote)  
Jeffery Keefe, West Chicago Fire (Remote)  
Jim McGreal, Downers Grove PD (Remote)  
Bob Murr, College of DuPage (Remote)

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

<b>PRESENT</b>	Dina, Burmeister, Rivas, and Selvik
<b>ABSENT</b>	Johl, and Benjamin

#### 3. CHAIRMAN'S REMARKS - CHAIR DINA

There were no remarks from Chair Dina.

#### 4. MEMBERS' REMARKS

There were no Members' remarks.

#### 5. PUBLIC COMMENT

There was no public comment.

**6. CONSENT ITEMS**

6.A.1. [24-1562](#)

DEDIR System May Maintainer Report

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

**Attachments:** [Motorola System Manager Report 5-28-24.pdf](#)

<b>RESULT:</b>	ACCEPTED AND PLACED ON FILE
<b>MOVER:</b>	Roy Selvik
<b>SECONDER:</b>	Michael Rivas

6.A.2. [24-1560](#)

ETSB PAC Minutes - Regular Meeting - Monday, May 6, 2024

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

**Attachments:** [2024-05-06 PAC Minutes Summary.pdf](#)

<b>RESULT:</b>	ETSB RECEIVED AND PLACED ON FILE
<b>MOVER:</b>	Eric Burmeister
<b>SECONDER:</b>	Roy Selvik

**7. DEDIR SYSTEM PORTABLES AND MOBILES**

**7.A. Police**

7.A.1. Encryption Update

Member Rivas had nothing to report.

**7.B. Fire**

7.B.1. Radio Demonstration and Testing Update

Chair Dina said he could speak to Fire South, that Warrenville Fire completed their week of testing as has Downers Grove and the radios are being transferred to Darien-Woodridge. Chair Dina said there had been a lot of positive feedback on all the radios and that zero issues had been reported to him.

Chair Dina did not have an update to provide on the APX8500 mobile radios and asked if Mr. Theusch had anything to report from Motorola, to which Mr. Theusch responded he did not.

Chair Dina said the Fire Focus Group would be meeting on June 18 to discuss the templates, the Intergovernmental Agreements, and to clean up some channels on the template, specifically SWIT and ITTF, to be ready for radios to roll out.



Mr. Theusch reminded agencies to submit a Zendesk ticket if they would like the Remote Speaker Microphones (RSMs) with the channel selector to allow for an accurate count for negotiations with Motorola. He also reminded agencies to submit their sign off with the selection of their APXNext XN or APXNext XE radio model once they have completed testing. Chair Dina asked to clarify that agencies who submit a ticket requesting the RSMs with channel selector would not be held to that request if they find the RSMs to be cost prohibitive. Mr. Theusch confirmed that as correct.

**8. OLD BUSINESS**

There was no old business.

**9. NEW BUSINESS**

There was no new business.

**10. ADJOURNMENT**

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

Member Rivas made a motion to adjourn the meeting at 8:20am, seconded by Member Selvik. On voice vote, motion carried.

Respectfully submitted,

Eve Kraus



## ETSB Other Action Item

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

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**File #:** 24-1910

**Agenda Date:** 7/10/2024

**Agenda #:** 6.F.1.

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# DU PAGE COUNTY

## ETSB - Emergency Telephone System Board

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

### Draft Summary

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Wednesday, June 12, 2024

9:00 AM

Room 3500B

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#### Join Zoom Meeting

<https://us02web.zoom.us/j/83059734117?pwd=iAvArlfzcl1Fk2TPyWhQjyywLb2sME.1>

Meeting ID: 830 5973 4117

Passcode: 634826

#### 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

Eve Kraus

Prithvi Bhatt (Remote)

##### COUNTY CLERK:

Adam Johnson, Chief Deputy Clerk

##### STATE'S ATTORNEY:

Mark Winistorfer

##### ATTENDEES:

Tyler Benjamin, DU-COMM

Andy Dina, Warrenville Fire

Nick Kottmeyer, County Board Office

Anthony McPhearson, County CIO

Jessica Robb, DU-COMM

Pat Tanner, West Chicago Fire

Matt Beyer, Bloomingdale Fire (Remote)

Alison Murphy, DMMC (Remote)

Jason Norton, Darien PD (Remote)

Thomas Packard, County Finance (Remote)

Richard Sanborn, Jr, York Center Fire (Remote)

Will Sperling, Citizen (Remote)

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

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

**3. PUBLIC COMMENT**

There was no public comment.

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

Chair Schwarze, on behalf of the ETS Board and staff, extended his condolences to the family, friends and DU-COMM family on the unexpected passing of Telecommunicator Kirsten Monigold on May 9, 2024. He asked for a moment of silence.

Chair Schwarze then congratulated TC Abigail Medina of ACDC for providing medical instructions through the use of medical protocols for the delivery of a breech baby. This care continued with CPR instructions when the caller reported the baby was not breathing until paramedics arrived. It was reported that mother and baby were both fine.

**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 June 12; B/Revenue Report; C/Minutes Approval Policy Advisory Committee for May 6; D/Minutes Approval ETS Board for May 8. Vice Chair Franz motioned, seconded by Member Guttman. On voice vote, all Members voted "Aye", motion carried.

Chairman Schwarze asked for a motion to approve Consent Agenda Items A/Monthly Report for June 12; B/Revenue Report; C/Minutes Approval Policy Advisory Committee for May 6; D/Minutes Approval ETS Board for May 8. Vice Chair Franz motioned, seconded by Member Srejma. On voice vote, all Members voted "Aye", motion carried.

**6.A. Monthly Staff Report**

6.A.1. [24-1558](#)

Monthly Report for June 12 Regular Meeting

**Attachments:** [June 10 Meeting Monthly Report.pdf](#)

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

6.B.1. [24-1561](#)

ETSB Revenue Report for June 12 Regular Meeting for Fund 5820/Equalization

**Attachments:** [Revenue Report Regular Meeting 6.12.24.pdf](#)

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

6.C.1. [24-1560](#)

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ETSB PAC Minutes - Regular Meeting - Monday, May 6, 2024

**Attachments:** [2024-05-06 PAC Minutes Summary.pdf](#)

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

6.D.1. [24-1559](#)

ETSB Minutes - Regular Meeting - Wednesday, May 8, 2024

**Attachments:** [2023-05-08 ETSB Minutes Summary.pdf](#)

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

**7. VOTE REQUIRED BY ETS BOARD**

**7.A. Payment of Claims**

7.A.1. [24-1557](#)

Payment of Claims for June 12, 2024 for FY24 - Total for 4000-5820 (Equalization): \$336,477.48.

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

**Attachments:** [Payment of Claims 6.12.24 FY24.pdf](#)

<b>RESULT:</b>	APPROVED
<b>MOVER:</b>	Yeena Yoo
<b>SECONDER:</b>	William Srejma

**7.B. Change Orders**

7.B.1. [24-1697](#)

2016AB-16 - Amendment to Resolution 2016-16, issued to Intergraph Corporation, d.b.a. Hexagon Safety & Infrastructure, a Delaware Corporation, PO 950900/1914-1, to document an exchange in licensing for OnCall Records, for no change in contract total amount of \$22,571,747.06.

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

**Attachments:** [Hexagon 950900 Change Order 28.pdf](#)  
[Hexagon 950900 Decision Memo.pdf](#)  
[DUP11 - CO 1 OCR License Upgrade to V10 Change Order Package \(05-2024\) \(1\) \(SIG executed 05-15-24\) Redacted.pdf](#)

<b>RESULT:</b>	APPROVED
<b>MOVER:</b>	Michael Guttman
<b>SECONDER:</b>	Yeena Yoo

7.B.2. [24-1594](#)

ETS-R-0003E-17 - Amendment to Resolution ETS-R-0003-17, to AT&T, Inc. to extend the CAMA trunks length of service by one (1) year and adjust the expiration date in the County Finance software, for no change in contract total amount of \$81,057.15.

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

**Attachments:** [ATT 917107 2277-1 Change Order 5.pdf](#)  
[ATT 917107 2277-1 Decision Memo.pdf](#)

<b>RESULT:</b>	APPROVED
<b>MOVER:</b>	Michael Tillman
<b>SECONDER:</b>	Mark Franz

7.B.3. [24-1700](#)

ETS-R-0087D-22 - Amendment to ETS-R-0087-22, issued to Motorola Solutions, Inc. PO 922031/6149-1, to provide an additional twelve (12) months of Advanced Plus Support and System Upgrade Agreement (SUA II) on the MCC7500 consoles at the DU-COMM and ACDC PSAPs, to increase the funding in the amount of \$439,823.50, resulting in an amended contract total of \$13,587,196.86, an increase of 3.35%.

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

**Attachments:** [Motorola 922031 Change Order 4.pdf](#)  
[Motorola 922031 Requisition.pdf](#)  
[Motorola 922031 Decision Memo.pdf](#)  
[DuPage24-25.pdf](#)  
[DuPageExtension2.0 .pdf](#)

<b>RESULT:</b>	APPROVED
<b>MOVER:</b>	Yeena Yoo
<b>SECONDER:</b>	Mark Franz

**7C. Purchase Resolutions**

**7.C.1. [ETS-R-0042-24](#)**

Recommendation for the approval of a contract purchase order to Lilly Counseling and Consultation, PO 924017, for trainings courses in the Addison Consolidated Dispatch Center (ACDC) and DU-COMM PSAPs for the period July 1, 2024 through June 30, 2026, for an amount not to exceed \$67,000. Other Professional Services not suitable for competitive bid per 55 ILCS 5/5-1022(c). Vendor selected pursuant to DuPage County Procurement Ordinance 2-353(1)(b).

Member Yoo commented positively towards the training for the PSAPs and asked for a history of the item.

At 09:07:02, ETSB experienced network issues within the conference room and the Zoom connection was offline to remote attendees until 09:09:53.

Member Srejma provided a summary of the courses. Member Yoo asked if this was a renewal. Ms. Zerwin replied, yes for additional funds for training hours. Chair Schwarze asked DU-COMM Director Robb if she had any comments, to which she said she had nothing to add to Member Srejma's summary.

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

**Attachments:** [Lilly 924017 PRCC\\_Redacted.pdf](#)  
[ETSB.Peer Support.Proposal.2024 to 2026.pdf](#)  
[ETSB.Protect 911 Proposal.2024 to 2026.pdf](#)  
[Lilly 924017 Vendor Ethics\\_Redacted.pdf](#)

<b>RESULT:</b>	APPROVED
<b>MOVER:</b>	Michael Guttman
<b>SECONDER:</b>	Yeena Yoo

**7.C.2. [ETS-R-0046-24](#)**

Recommendation for the approval of a contract purchase order to Insight Public Sector, PO 924018, to provide an Absolute Secure Access subscription for 1,000 users, for the period of August 14, 2024 through August 13, 2027; for a contract total not to exceed \$110,440; Per lowest responsible bid 24-052-ETSB.

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

**Attachments:** [Insight 924018 PRCC\\_Redacted.pdf](#)  
[Quotation #0227334070 - DuPage County ETSB.pdf](#)  
[Absolute Secure Access 24-052-ETSB BID TAB.pdf](#)  
[Absolute Secure Access 24-052-ETSB BID FORM PRICING\\_Redacted.pdf](#)

<b>RESULT:</b>	APPROVED
<b>MOVER:</b>	Michael Guttman
<b>SECONDER:</b>	Eric Swanson

**7.D. Resolutions**

7.D.1. [ETS-R-0043-24](#)

Resolution declaring equipment, inventory, and/or property on Attachment A, legacy APX7000 portable radios and CAD workstations, purchased by the Emergency Telephone System Board of DuPage County, as surplus equipment.

A motion was made by Member Yoo, seconded by Member Kramer. Chair Schwarze asked for any discussion.

Ms. Zerwin said the Members had received an email regarding this item. She said, typically, before inventory is declared as surplus it is offered to departments within the County as the County owns the equipment purchased with surcharge per Ordinance. Ms. Zerwin said that there had not been any requests until after the paperwork for the agenda was prepared and posted. Ms. Zerwin said the change would remove the 41 Computer Aided Dispatch (CAD) workstations from this surplus declaration to give County IT time to determine how many workstations they would like to utilize. Any remaining workstations would be brought forward on a future surplus resolution. A revised Attachment A was provided for the Members' review.

Member Srejma made a motion to amend Agenda Item 7D1, a resolution declaring equipment, inventory, and/or property on Attachment A as surplus equipment, to remove 41 Computer Aided Dispatch (CAD) workstations from the list of equipment on Attachment A, seconded by Vice Chair Franz. There was no further discussion.

Vice Chair Franz motioned to approve the item as amended, seconded by Member Guttman. On voice vote, all Members voted "Aye", motion carried.

**Attachments:** [Surplus Attachment A.pdf](#)

<b>RESULT:</b>	APPROVED AS AMENDED
<b>MOVER:</b>	Mark Franz
<b>SECONDER:</b>	Michael Guttman



7.D.2. [ETS-R-0044-24](#)

Resolution approving the transfer of inventory, five (5) CAD workstations, from the County of DuPage on behalf of the Emergency Telephone System Board of DuPage County to the Addison Consolidated Dispatch Center (ACDC).

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

**Attachments:**     [Transfer Attachment A.pdf](#)

<b>RESULT:</b>	APPROVED
<b>MOVER:</b>	Michael Guttman
<b>SECONDER:</b>	Yeena Yoo

7.D.3. [ETS-R-0045-24](#)

Resolution approving the sale of surplus items, legacy APX7000 portable radios, from the County of DuPage on behalf of the Emergency Telephone System Board of DuPage County to the Board of Trustees of Illinois State University on behalf of Illinois State University, Emergency Management.

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

**Attachments:**     [ISU Sales Contract 2024.06.06\\_Redacted.pdf](#)  
                          [ISU Attachment A.pdf](#)

<b>RESULT:</b>	APPROVED AND SENT TO FINANCE
<b>MOVER:</b>	Yeena Yoo
<b>SECONDER:</b>	William Srejma

**8. DEDIR SYSTEM PORTABLES AND MOBILES**

**8.A. Police**

PAC Chair Dina said there was nothing report from the Police Focus Group.

**8.B. Fire**

PAC Chair Dina provided an update on the demo of the fire radios. His update included a review of the models, the status of the schedule, and the form for agency signoff. PAC Chair Dina reported that six (6) signoff forms had been returned to ETSB and that of the six, five (5) agencies had chosen the APXNext XN and one (1) agency the APXNext XE.

PAC Chair Dina then said that Motorola had come out with a Remote Speaker Microphone (RSM) with a channel select knob. He said this model RSM was popular with the agencies and that if an agency wanted the channel select RSMs for their radios, they would only need to pay the difference in cost for a standard RSM. Chair Dina added that agencies who choose the APXNext XE would also have an option of an extended life battery.

PAC Chair Dina did not have an update from Motorola regarding the mobile radios.

Vice Chair Franz asked for clarification on the models of the fire portable radios. PAC Chair Dina clarified there are two (2) models, the APXNext XN and the APXNext XE. He said that with the APXNext XN model, agencies would have the choice of whether the hazard zone is turned on within the programming. Agencies were provided with two XN radios, one with the hazard zone enabled, and one with the current configuration that they could see the operational difference.

Chair Schwarze asked if the agencies who had returned their signoff form and had chosen the APXNext XN had opted for the hazard zone. PAC Chair Dina said that the form was only the choice of radio model. He said will meet with ETSB and the Radio System Manger to choose their programming options for programming and deployment.

Vice Chair Franz inquired into the cost differential of an APXNext XE radio versus the APXNext XN. Ms. Zerwin said the APXNext XE should cost less. Ms. Zerwin then referred back to the RSMs with channel select and said that cost difference is only around \$35-\$40 per mic whereas in the past it was over \$100 difference. She said she would come back to the Board with the overall cost of the channel select RSMs to determine whether that difference would be reimbursed by the agencies. Vice Chair Franz asked whether there would be a change order on the agenda next month to which Ms. Zerwin replied she hoped so. Ms. Zerwin said when the demos are completed, there could be a change order for the portables to keep this portion of the project moving as lead time for radios was eight (8) weeks or so. Ms. Zerwin also said that there have been reports of increased headcount for police requiring additional portables and mobiles for fire vehicles. She said that staff has asked agencies to open a ticket for any additional equipment so costs can be negotiated at the current contract pricing.

Chair Schwarze mentioned the meeting held last month by members of the Fire Focus Group, Motorola, and ETSB staff in which every fire agency had at least one representative in attendance. He thanked the Fire Focus Group for the information presented regarding the portable fire radio models and for answering all the agencies' questions.

Member Tillman questioned how the agencies' decisions regarding the hazard zone would be tracked and who would be responsible for the programming of those radios. PAC Chair Dina answered that the Radio System Manager, Andy Saucedo, assigned to the ETSB would program the radios. Ms. Zerwin said that ETSB staff would meet with each agency to review their template and the checklist of configurations, which includes the hazard zone. Member Tillman asked if the agencies would sign off on that acceptance. Ms. Zerwin answered, yes, that that is the procedure ETSB follows now.

There were no further questions.

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

Ms. Zerwin provided a preliminary summary of the Computer Aided Dispatch (CAD) upgrade that took place the previous day. She said that in a system this large, there would always be a

few issues. Ms. Zerwin said she felt the CAD portion rolled out very nicely, that there were a few hiccups with the integrations and with creating CAD tickets for the Sheriff's Office and Itasca Fire which were resolved quickly, and that most of these items had been resolved as of yesterday. Ms. Zerwin asked Deputy Director Theusch to provide an update.

Mr. Theusch said the integrations that took some time to bring back up were LiveMum, PURVIS Fire Station Alerting, and the LEADS Informer, which is the State's criminal database. He said by the end of the day yesterday, they were all back online and operational. Mr. Theusch said there were some lingering GPS issues being addressed within the software and a few CAD workstations on which the application was freezing. He said Hexagon is still onsite and that they, and ETSB staff, were working on the open tickets.

Ms. Zerwin said this was a significant lift during which the entire system was taken offline. She thanked the PSAPs for their efforts in serving a million citizens and writing it all on an orange card, which was why the process was started at 4am when, in theory, it is a slower time. She said staff and Hexagon had been up working since 3-4am to begin the rollout. Ms. Zerwin said all the police and fire agencies had to log completely off and back in and that the upgrade affected everybody. She said she appreciated everyone's patience with the rollout, and that overall, the preparation and teamwork between the PSAPs, ETSB and Hexagon was substantial and overcame almost everything. Ms. Zerwin asked the PSAP Directors if they wanted to weigh in.

Member Srejma said from ACDC's perspective, everything went fine. He said there was one call right after the system was shut down and that the backup procedures went as planned. DU-COMM Director Robb said there was a significant map rollout that was projected to happen this morning and asked if that was still happening. Mr. Theusch answered yes that the intent was to potentially address some of the lingering GPS issues with the rollout. He said to be clear, the open issues are not with the CAD system itself, but with some of the applications.

The second remote connection drop occurred at 09:24:20 and upon review, it was discovered that while the video remained connected, there was no audio, and at 09:25:06, the entire connection was lost. While these technical issues affected the Zoom broadcast of the ETSB meeting, the meeting remained open to the public for physical attendance at all times.

Ms. Zerwin said the next significant lift would be the Customer Premise Equipment (CPE) upgrade scheduled for July. She said coming down the road would be encryption on the police radios and the upgrade of the consoles which were on order and approximately 30 weeks out.

Ms. Zerwin said it was discovered that staff need to ask the Members if they anticipate attending the ETSB meetings remotely, as well as if they may be absent, and that it affects the Ordinance changes Ms. Zerwin and ASA Winistorfer were working on. Ms. Zerwin said there was legislation in Springfield involving the Sheriffs that had originated downstate. She said that the initial language may have had an effect on the Ordinance changes but that the issue downstate was internally resolved, and the final language is such that it does not affect how DuPage ETSB is set up. She said she and ASA Winistorfer could continue their review and that they could have some Ordinance language changes within a few meetings. Ms. Zerwin said the opinion regarding some of the portable and mobiles radios was outstanding and affects how agencies will

be invoiced in terms of allowable expenses, and that once that is received, the Ordinance would then be brought forward.

There were no further questions.

**10. OLD BUSINESS**

Chair Schwarze reminded the Members who had expressed interest in being part of the ETSB Ad Hoc Finance Committee meeting there would be a meeting on July 10, 2024 at 9:30am or immediately following the adjournment of the ETS Board meeting.

At 09:25:33, it was announced within the room that the connection had again gone down, and at that point no further business was discussed on the remainder of the agenda, with the exception of a motion to adjourn, which passed at 09:26am.

**11. NEW BUSINESS**

There was no new business.

**12. EXECUTIVE SESSION**

There was no 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, July 10 at 9:00am in 3-500B**

Chair Schwarze asked for a motion to adjourn. Member Yoo motioned, seconded by Member Tillman. The meeting of the ETSB was adjourned at 9:26am.

Respectfully submitted,

Jean Kaczmarek



## ETSB Resolution

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

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**File #:** ETS-R-0053-24

**Agenda Date:** 7/10/2024

**Agenda #:** 7.A.1.

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**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 : \$169,918.00

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

To Fund/Object Code : 4000-5820-54100: Capital IT Equipment

Purpose: Budget transfer for FY24 to move funds from 4000-5820-54199 (Capital Contingencies) to 4000-5820-54100 (Capital IT Equipment) for payment and accounting of contractual obligations related to Milestones associated with the Hexagon PO 1914-1.

NOW, THEREFORE BE IT RESOLVED, by the DUPAGE ETS Board that the transfer amount of \$169,918.00 from object code 4000-5820-54199 (Capital Contingencies) to 4000-5820-54100 (Capital IT Equipment) be, and is hereby approved to be made within the indicated object codes.

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

---

GREG SCHWARZE, CHAIR

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

JEAN KACZMAREK, COUNTY CLERK

DuPage County, Illinois  
**BUDGET ADJUSTMENT**  
 Effective January 22, 2024

From: 4000  
 Company #

ETSB-EQUALIZATION  
 From: Company/Accounting Unit Name

Accounting Unit	Account	Sub-Account	Title	Amount	Finance Dept Use Only Available Balance		Date of Balance
					Prior to Transfer	After Transfer	
5820	54199		<b>CAPITAL CONTINGENCY</b>	\$ 169,918.00			
Total				\$ 169,918.00			

To: 4000  
 Company #

ETSB-EQUALIZATION  
 To: Company/Accounting Unit Name

Accounting Unit	Account	Sub-Account	Title	Amount	Finance Dept Use Only Available Balance		Date of Balance
					Prior to Transfer	After Transfer	
5820	54100		<b>IT EQUIPMENT</b>	\$ 169,918.00			
Total				\$ 169,918.00			

Reason for Request:

Budget transfer for FY24 to move funds from 4000-5820-54199 (Capital Contingencies) to 4000-5820-54100 (Capital IT Equipment) for payment and accounting of contractual obligations associated with the Hexagon PO 1914-1 [Total Transfer Amount: \$169,918.00]

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

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

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

Finance Department Use Only

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

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



## ETSB Other Action Item

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

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**File #:** 24-1911

**Agenda Date:** 7/10/2024

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

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## EMERGENCY TELEPHONE SYSTEM BOARD OF DU PAGE COUNTY

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

### BOARD MEMBERS:

**Mr. Greg Schwarze**

Chairman  
DuPage County Board  
Representative

**Mr. Mark Franz**

Vice Chairman  
Village of Glen Ellyn  
DuPage Mayors & Managers  
Conference Representative

**Mrs. Gwen Henry, Ex-Officio**

DuPage County Treasurer

**Ms. Jean Kaczmarek, Ex-Officio**

Secretary - DuPage County Clerk

**Mr. Grant Eckhoff**

DuPage County Board  
Representative

**Mr. Michael Guttman**

DuPage Public Safety  
Communication  
(DU-COMM) Representative

**Chief Erik Kramer**

Addison Fire Protection District  
DuPage County Fire Chiefs  
Association Representative

**Mr. Joseph Maranowicz**

Village of Addison  
DuPage Mayors & Managers  
Conference Representative

**Chief David Schar**

Village of Winfield  
DuPage County Police Chief  
Association Representative

**Mr. William Srejma**

Addison Consolidated Dispatch  
Center  
(ACDC) Representative

**Deputy Chief Eric Swanson**

DuPage Sheriff's Office  
Representative

**Mr. Michael G. Tillman, RPL**

Superior Air-Ground Ambulance  
Services Inc.  
Emergency Services Representative

**Mr. Robert Toerpe**

Public Representative

**Ms. Yeena Yoo**

DuPage County Board  
Representative

**Ms. Linda Zerwin**

Executive Director  
9-1-1 System Coordinator

TO: DuPage County Finance Department

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

DATE: July 10, 2024

SUBJECT: ETSB Inter-department Claims FY24 July 10, 2024

The Inter-fund transfer for Payment of Claims as detailed on the following page has been approved by the ETS Board at a meeting held on July 10, 2024.

FY 2024 Total Inter-fund Payment of Claims: \$200.90

APPROVED BY:

\_\_\_\_\_  
Greg Schwarze, Chairman

ATTEST:

\_\_\_\_\_  
Secretary



DUPAGE EMERGENCY TELEPHONE SYSTEM BOARD | 9-1-1

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<u>Object Code</u>	<u>Services</u>	<u>Department</u>	<u>Amount</u>	<u>PO/Resolution</u>
5820-52210	Catering Services	DPCC Support Services	\$200.90	Invoice #8565



# 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

## BOARD MEMBERS:

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DuPage County Fire Chiefs  
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Village of Addison  
DuPage Mayors & Managers  
Conference Representative

**Chief David Schar**

Village of Winfield  
DuPage County Police Chief  
Association Representative

**Mr. William Srejma**

Addison Consolidated Dispatch  
Center  
(ACDC) Representative

**Deputy Chief Eric Swanson**

DuPage Sheriff's Office  
Representative

**Mr. Michael G. Tillman, RPL**

Superior Air-Ground Ambulance  
Services Inc.  
Emergency Services Representative

**Mr. Robert Toerpe**

Public Representative

**Ms. Yeena Yoo**

DuPage County Board  
Representative

**Ms. Linda Zerwin**

Executive Director  
9-1-1 System Coordinator

TO: DuPage County Treasurer's Office  
FROM: Greg Schwarze, Chairman  
Emergency Telephone System Board of DuPage County  
DATE: July 10, 2024  
SUBJECT: ETSB Payment of Claims List FY24 – July 10 2024

The payment of the below listed accounts has been approved by the ETS Board at a meeting held on July 10, 2024. You are hereby authorized to pay the invoices as listed on the attached DuPage County Payment Listing Transaction report dated June 28, 2024.

<u>FY2024 Equalization Fund (4000-5820):</u>	\$	<u>297,633.62</u>
Total:	\$	297,633.62

APPROVED BY:

\_\_\_\_\_  
Greg Schwarze, Chairman

ATTEST:

\_\_\_\_\_  
Secretary

**EMERGENCY TELEPHONE SYSTEM BOARD OF DU PAGE COUNTY  
FY24 EXPENDITURE VS. BUDGET**

COMP	AU	Account	Description	ANNUAL	ACTUAL	YEAR TO DATE		REMAINING	% YTD	% YTD
				APPROPRIATION	BUDGET	EXPENDED	ENCUMBERED	AVAILABLE	EXPENDED	REMAINING
4000	5820	50000-0000	REGULAR SALARIES	\$ 1,004,362	\$ 1,004,362	\$ 529,661	\$ -	\$ 474,700.77	53%	47%
4000	5820	50050-0000	TEMPORARY SALARIES/ON CALL (new)	\$ 10,000	\$ 10,000	\$ 5,549	\$ -	\$ 4,451.50	55%	45%
4000	5820	51000-0000	BENEFIT PAYMENTS	\$ 13,525	\$ 13,525	\$ 1,691.55	\$ -	\$ 11,833.65	13%	87%
4000	5820	51010-0000	EMPLOYER SHARE I.M.R.F.	\$ 82,559	\$ 82,559	\$ 43,873.94	\$ -	\$ 38,684.62	53%	47%
4000	5820	51030-0000	EMPLOYER SHARE SOCIAL SECURITY	\$ 76,834	\$ 76,834	\$ 38,904.06	\$ -	\$ 37,929.64	51%	49%
4000	5820	51040-0000	EMPLOYEE MED & HOSP INSURANCE	\$ 220,480	\$ 220,480	\$ 66,093.42	\$ -	\$ 154,386.95	30%	70%
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	\$ 7,635.72	\$ 56,683.95	\$ 13,180.33	10%	17%
4000	5820	52200-0000	OPERATING SUPPLIES & MATERIALS	\$ 2,000	\$ 2,000	\$ 619.23	\$ -	\$ 1,380.77	31%	69%
4000	5820	52210-0000	FOOD AND BEVERAGE	\$ 750	\$ 750	\$ 247.09	\$ -	\$ 502.91	33%	67%
4000	5820	52250-0000	AUTO/MACHINERY EQUIPMENT/PARTS	\$ 153,819	\$ 153,819	\$ 29,952.15	\$ 90,709.54	\$ 33,157.19	19%	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	\$ 51.79	\$ -	\$ 448.21	10%	90%
4000	5820	53000-0000	AUDITING & ACCOUNTING SERVICES	\$ 108,800	\$ 108,800	\$ 31,800.00	\$ -	\$ 77,000.00	29%	71%
4000	5820	53020-0000	I.T. SERVICES	\$ -	\$ 46,800	\$ 46,800.00	\$ -	\$ -	0%	0%
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	\$ 10,959.26	\$ 9,845.94	\$ 3,194.80	46%	13%
4000	5820	53090-0000	TECHNICAL/PROFESSIONAL SERVICES	\$ 102,000	\$ 55,200	\$ 2,000.00	\$ 500.00	\$ 52,700.00	4%	95%
4000	5820	53130-0000	PUBLIC LIABILITY INSURANCE	\$ 122,813	\$ 122,813	\$ 110,265.00	\$ -	\$ 12,547.53	90%	10%
4000	5820	53200-0000	NATURAL GAS	\$ 3,700	\$ 3,700	\$ -	\$ -	\$ 3,700.00	0%	100%
4000	5820	53210-0000	ELECTRICITY	\$ 25,000	\$ 25,000	\$ 10,110.11	\$ -	\$ 14,889.89	40%	60%
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	\$ 290,592.01	\$ 881,738.28	\$ 75,056.31	23%	6%
4000	5820	53260-0000	WIRELESS COMMUNICATION SVC	\$ 1,815,152	\$ 1,815,152	\$ 773,615.18	\$ 859,609.28	\$ 181,927.54	43%	10%
4000	5820	53300-0000	REPAIR & MTCE FACILITIES	\$ 45,000	\$ 45,000	\$ 4,969.00	\$ -	\$ 40,031.00	11%	89%
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	\$ -	\$ 7,770.31	\$ 11,834.69	0%	60%
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	\$ 2,702.21	\$ -	\$ 97,297.79	3%	97%
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	\$ 9,060.00	\$ 24,000.00	\$ 76,940.00	8%	70%
4000	5820	53800-0000	PRINTING	\$ 5,000	\$ 5,000	\$ 158.00	\$ -	\$ 4,842.00	3%	97%
4000	5820	53800-0001	PRINTING (new)	\$ -	\$ 5,000	\$ 1,594.74	\$ 3,161.17	\$ 244.09		
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	\$ 475.35	\$ -	\$ 2,524.65	16%	84%
4000	5820	53805-0000	OTHER TRANSPORTATION CHARGES	\$ 1,000	\$ 1,000	\$ -	\$ -	\$ 1,000.00	0%	100%
4000	5820	53806-0000	SOFTWARE LICENSES (revised)	\$ 2,815,087	\$ 2,815,087	\$ 479,564.00	\$ 2,163,007.54	\$ 172,515.39	17%	6%
4000	5820	53807-0000	SOFTWARE MAINT AGREEMENTS (revised)	\$ 992,464	\$ 992,464	\$ 351,604.78	\$ 128,908.34	\$ 511,950.84	35%	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	\$ 534,650.17	\$ 370,778.83	\$ 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)	\$ -	\$ 12,000	\$ 3,697.50	\$ -	\$ 8,302.50		
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	\$ 6,739,599.48	\$ -	\$ 641,372.29	91%	9%
Total				\$ 14,577,602	\$ 21,246,002	\$ 6,739,599.48	\$ 4,651,555	\$ 6,386,955	0%	30%
<b>EXPENDITURES FOR PERIOD: July 10, 2024</b>						<b>\$ 297,633.62</b>	<b>Internal Transfer:</b>	<b>\$ 200.90</b>		
COMP	AU	Account	Description	ANNUAL	ACTUAL	YEAR TO DATE		REMAINING	% YTD	% YTD
				APPROPRIATION	BUDGET	TRANSFERRED	ENCUMBERED	BALANCE	EXPENDED	REMAINING
4000	5820	53828-0000	CONTINGENCIES (xfers to Personnel/Contracts/Commodities)	\$ 300,000.00	\$ 300,000.00	\$ (17,000.00)		\$ 283,000.00	-6%	94%
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](http://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  
#24-33

Date: July 1, 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 three exceptions that required correction by the Finance Department.

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

## **Results**

My Office has performed voucher pre-audit procedures for the invoices submitted for approval by the ETSB at the July 10, 2024, Board Meeting. The invoices listed on the Bank Account Payment History Report dated June 28, 2024, have been examined and are recommended for payment. The total amount of the expenditures is \$297,633.62:

- FY2024 Equalization Fund (4000-5820) \$297,633.62

Three exceptions were identified by the County Auditor or the Finance Department.

An AT&T invoice for \$999.34 for customer premise equipment network link was entered by the Finance Department into the MHC system with an incorrect handling code. The County Auditor disapproved the invoice on June 18, 2024. The Finance Department corrected the handling code and resubmitted the invoice to the County Auditor for approval on June 20, 2024. The County Auditor recommended the invoice for payment on June 21, 2024.

A Purvis Systems Incorporated invoice for \$31,000 for delivery and installation of FSAS hardware was entered by the Finance Department into the MHC system with an incorrect handling code. The County Auditor disapproved the invoice on June 20, 2024. The Finance Department corrected the handling code and resubmitted the invoice to the County Auditor for approval that same day. The County Auditor recommended the invoice for payment on June 21, 2024.

An AT&T invoice for \$1,005.96 for long-distance service was entered by the Finance Department into the MHC system with an incorrect service agreement number in the base PO number field. The Finance Department identified the error and corrected the PO number on June 26, 2024.

### **Objective**

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

### **Background/Audit Scope**

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

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

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

### **Audit Findings and Recommendations**

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The County Auditor audited 32 invoices submitted for payment, three exceptions were identified.

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

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

Thank you for your continued assistance.

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

# Bank Account Payment History

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AP255 Date: 06/28/24  
Time: 11:50

JOB SUBMISSION PARAMETERS

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

Pay Group: 4000  
Cash Code: 1414          Class C Accounts Payable  
Payment Date: 062824 -    062824  
Payment Numbers:            -  
Payment Code:

# Bank Account Payment History

AP255 Date 06/28/24  
Time 11:50

Pay Group 4000 ETSB PAY GROUP  
Bank Account Payment History

USD

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Cash Code 1414 Bank 071923909 Payment Date Range 06/28/24 thru 06/28/24  
Payment Code ACH Payment Currency USD

Vendor	Invoice	Voucher	Auth PL	Due Date	Dsc Date	Scheduled Amount	Discount Amount	Net Payment Amount
Payment Number	531995	Payment Date	06/28/24	Vendor	10667	CDW GOVERNMENT INC	Status Issued	
10667 RV21850				IX 102	07/14/24	472.45	0.00	472.45
10667 RW32491				IX 102	07/18/24	18.44	0.00	18.44
				*** Payment Total		490.89	0.00	490.89
Payment Number	531996	Payment Date	06/28/24	Vendor	28678	PURVIS SYSTEMS INCORPORATED	Status Issued	
28678 41696				IX 102	06/20/24	31,000.00	0.00	31,000.00
28678 41697				IX 102	06/20/24	13,100.00	0.00	13,100.00
				*** Payment Total		44,100.00	0.00	44,100.00
Payment Number	531997	Payment Date	06/28/24	Vendor	20971	VOIANCE LANGUAGE SERVICES, LLC	Status Issued	
20971 2024029375				IX 102	05/30/24	2,047.23	0.00	2,047.23
				*** Payment Total		2,047.23	0.00	2,047.23
				*** Payment Code ACH Total		46,638.12	0.00	46,638.12
				Payment Count		3		



# Bank Account Payment History

AP255 Date 06/28/24  
Time 11:50

Pay Group 4000 ETSB PAY GROUP  
Bank Account Payment History

USD

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Cash Code 1414 Bank 071923909  
Payment Code CHK

Payment Date Range 06/28/24 thru 06/28/24  
Payment Currency USD

Vendor	Invoice	Voucher	Auth PL	Due Date	Dsc Date	Scheduled Amount	Discount Amount	Net Payment Amount
Payment Number 44109 2693940	1193815	Payment Date 06/28/24	Vendor 44109			ALLIANT INSURANCE SERVICES INC	Status Issued	
			IX 102 07/10/24			2,000.00	0.00	2,000.00
			*** Payment Total			2,000.00	0.00	2,000.00
Payment Number 10008 630495190205 2024	1193816	Payment Date 06/28/24	Vendor 10008			AT&T	Status Issued	
			IX 102 06/15/24			290.40	0.00	290.40
			*** Payment Total			290.40	0.00	290.40
Payment Number 10008 630495190206 2024	1193817	Payment Date 06/28/24	Vendor 10008			AT&T	Status Issued	
			IX 102 07/16/24			289.88	0.00	289.88
			*** Payment Total			289.88	0.00	289.88
Payment Number 10008 630665711306 2024	1193818	Payment Date 06/28/24	Vendor 10008			AT&T	Status Issued	
			IX 102 07/04/24			1,005.96	0.00	1,005.96
			*** Payment Total			1,005.96	0.00	1,005.96
Payment Number 10008 630R06015905 2024	1193819	Payment Date 06/28/24	Vendor 10008			AT&T	Status Issued	
			IX 102 06/15/24			1,824.69	0.00	1,824.69
			*** Payment Total			1,824.69	0.00	1,824.69
Payment Number 10008 630R06015906 2024	1193820	Payment Date 06/28/24	Vendor 10008			AT&T	Status Issued	
			IX 102 07/16/24			1,824.69	0.00	1,824.69
			*** Payment Total			1,824.69	0.00	1,824.69
Payment Number 10008 S667122122-24142	1193821	Payment Date 06/28/24	Vendor 10008			AT&T	Status Issued	
			IX 102 06/20/24			999.34	0.00	999.34
			*** Payment Total			999.34	0.00	999.34
Payment Number 10009 287316512139X06082024	1193822	Payment Date 06/28/24	Vendor 10009			AT&T MOBILITY	Status Issued	
			IX 102 06/30/24			402.39	0.00	402.39
			*** Payment Total			402.39	0.00	402.39
Payment Number 13111 BT2784221 13111 BT2828943	1193823	Payment Date 06/28/24	Vendor 13111			BAKER TILLY US, LLP	Status Issued	
			IX 102 05/30/24			16,297.50	0.00	16,297.50
			IX 102 06/30/24			9,611.55	0.00	9,611.55
			*** Payment Total			25,909.05	0.00	25,909.05
Payment Number 10023 6819698000 052324 10023 8713843000 061824	1193824	Payment Date 06/28/24	Vendor 10023			COM ED	Status Issued	
			IX 102 06/22/24			208.50	0.00	208.50
			IX 102 07/18/24			1,271.72	0.00	1,271.72
			*** Payment Total			1,480.22	0.00	1,480.22
Payment Number 12382 204749684	1193825	Payment Date 06/28/24	Vendor 12382			COMCAST	Status Issued	
			IX 102 07/15/24			38,404.91	0.00	38,404.91
			*** Payment Total			38,404.91	0.00	38,404.91
Payment Number 10850 10750590430 10850 10753129529	1193826	Payment Date 06/28/24	Vendor 10850			DELL MARKETING LP	Status Issued	
			IX 102 06/23/24			270.00	0.00	270.00
			IX 102 07/07/24			2,754.71	0.00	2,754.71

# Bank Account Payment History

AP255 Date 06/28/24  
Time 11:50

Pay Group 4000 ETSB PAY GROUP  
Bank Account Payment History

USD

Page 3

Cash Code 1414 Bank 071923909  
Payment Code CHK

Payment Date Range 06/28/24 thru 06/28/24  
Payment Currency USD

Vendor	Invoice	Voucher	Auth PL	Due Date	Dsc Date	Scheduled Amount	Discount Amount	Net Payment Amount
Payment Number	1193826	Payment Date	06/28/24	Vendor	10850	DELL MARKETING LP	Status Issued	
				*** Payment Total		3,024.71	0.00	3,024.71
Payment Number	1193827	Payment Date	06/28/24	Vendor	10809	INSIGHT PUBLIC SECTOR INC	Status Issued	
10809	1101169832			IX 102	06/29/24	1,310.00	0.00	1,310.00
				*** Payment Total		1,310.00	0.00	1,310.00
Payment Number	1193828	Payment Date	06/28/24	Vendor	10115	MOTOROLA SOLUTIONS INC	Status Issued	
10115	8281900798			IX 102	06/27/24	2,496.60	0.00	2,496.60
10115	8281910222			IX 102	07/07/24	662.16	0.00	662.16
				*** Payment Total		3,158.76	0.00	3,158.76
Payment Number	1193829	Payment Date	06/28/24	Vendor	10115	MOTOROLA SOLUTIONS - STARCOM21	Status Issued	
10115	8433020240501			IX 102	07/01/24	121,731.00	0.00	121,731.00
10115	8433320240501			IX 102	07/01/24	7,772.00	0.00	7,772.00
				*** Payment Total		129,503.00	0.00	129,503.00
Payment Number	1193830	Payment Date	06/28/24	Vendor	10115	MOTOROLA SOLUTIONS INC	Status Issued	
10115	1187122173			IX 102	06/08/24	37,486.77	0.00	37,486.77
				*** Payment Total		37,486.77	0.00	37,486.77
Payment Number	1193831	Payment Date	06/28/24	Vendor	39549	ODP BUSINESS SOLUTIONS, LLC	Status Issued	
39549	368901819001			IX 102	06/27/24	83.25	0.00	83.25
39549	368963591001			IX 102	06/27/24	35.12	0.00	35.12
				*** Payment Total		118.37	0.00	118.37
Payment Number	1193832	Payment Date	06/28/24	Vendor	31613	THEUSCH, MATTHEW	Status Issued	
31613	EXP20240526			IX 102	06/25/24	1,481.00	0.00	1,481.00
				*** Payment Total		1,481.00	0.00	1,481.00
Payment Number	1193833	Payment Date	06/28/24	Vendor	11201	UNITED STATES POSTAL SERVICE	Status Issued	
11201	34855593 043024	ETSB		IX 102	05/30/24	26.07	0.00	26.07
				*** Payment Total		26.07	0.00	26.07
Payment Number	1193834	Payment Date	06/28/24	Vendor	10597	VERIZON	Status Issued	
10597	9964672913			IX 102	06/19/24	432.12	0.00	432.12
				*** Payment Total		432.12	0.00	432.12
Payment Number	1193835	Payment Date	06/28/24	Vendor	18942	ZERWIN, LINDA	Status Issued	
18942	EXP20240617			IX 102	07/17/24	23.17	0.00	23.17
				*** Payment Total		23.17	0.00	23.17
				*** Payment Code CHK Total		250,995.50	0.00	250,995.50
				Payment Count		21		
				*** Cash Code 1414 Total		297,633.62	0.00	297,633.62
				Payment Count		24		

# Bank Account Payment History

AP255 Date 06/28/24  
Time 11:50

Pay Group 4000 ETSB PAY GROUP  
Bank Account Payment History

USD

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*** Pay Group 4000 USD Total	297,633.62	0.00	297,633.62
Payment Count	24		



## ETSB Resolution

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

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**File #:** ETS-R-0048-24

**Agenda Date:** 7/10/2024

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

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AWARDING RESOLUTION TO CDW GOVERNMENT PO 924022 FOR A ONE (1) YEAR RENEWAL OF EXAGRID MAINTENANCE AND SUPPORT FOR THE PERIOD OF OCTOBER 2, 2024 THROUGH OCTOBER 1, 2025 (TOTAL AMOUNT NOT TO EXCEED: \$9,436.00)

WHEREAS, the DuPage County Emergency Telephone System Board (“DU PAGE ETSB”) is an emergency telephone system board, established pursuant to Section 15.4 of the Local Government Emergency Telephone System Act, 50 ILCS 750/15.4 (“Act”); and

WHEREAS, the DU PAGE ETSB is authorized and empowered, pursuant to Section 15.4 (b) of the Act to plan, implement, upgrade, and maintain an Emergency 9-1-1 System for citizens of the County of DuPage and portions of Cook, Kane and Will counties; and

WHEREAS, the DU PAGE ETSB is authorized by law and local ordinance to make disbursements from the 9-1-1 surcharge funds it receives pursuant to law for costs related to products and services necessary for the implementation, upgrade and maintenance of the emergency telephone system; and

WHEREAS, an agreement has been negotiated in accordance with the DU PAGE ETSB by ordinance; and

WHEREAS, the 9-1-1 System Coordinator recommends DU PAGE ETS Board approval of Purchase Order 924022 to CDW Government for a one (1) year renewal of ExaGrid maintenance and support, for the period of October 2, 2024 through October 1, 2025. The total amount of the request is \$9,436.00.

NOW, THEREFORE BE IT RESOLVED, that DU PAGE ETSB Requisition 924022, dated June 17, 2024, covering said, a one (1) year renewal of ExaGrid maintenance, be, and it is hereby approved by the DU PAGE ETSB to CDW Government, 230 N. Milwaukee Avenue, Vernon Hills, IL 60061, for an amount not to exceed \$9,436.00.

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

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GREG SCHWARZE, CHAIR

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

JEAN KACZMAREK, COUNTY CLERK



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

<b>SECTION 1: DESCRIPTION</b>			
<i>General Tracking</i>		<i>Contract Terms</i>	
FILE ID#:	RFP, BID, QUOTE OR RENEWAL #: NXNX091	INITIAL TERM WITH RENEWALS: OTHER	INITIAL TERM TOTAL COST: \$9,436.00
COMMITTEE: ETSB	TARGET COMMITTEE DATE: 07/10/2024	PROMPT FOR RENEWAL: 3 MONTHS	CONTRACT TOTAL COST WITH ALL RENEWALS: \$9,436.00
	CURRENT TERM TOTAL COST: \$9,436.00	MAX LENGTH WITH ALL RENEWALS: ONE YEAR	CURRENT TERM PERIOD: INITIAL TERM
<i>Vendor Information</i>		<i>Department Information</i>	
VENDOR: CDW-Government	VENDOR #: 10667	DEPT: ETSB	DEPT CONTACT NAME: Eve Kraus
VENDOR CONTACT: Meagan McKone	VENDOR CONTACT PHONE: 866.245.8102	DEPT CONTACT PHONE #: 630-550-7743	DEPT CONTACT EMAIL: etsb911@dupagecounty.gov
VENDOR CONTACT EMAIL: meaganm@cdwg.com	VENDOR WEBSITE: <a href="https://www.cdwg.com">https://www.cdwg.com</a>	DEPT REQ #: 924022	
<b>Overview</b>			
DESCRIPTION Identify scope of work, item(s) being purchased, total cost and type of procurement (i.e., lowest bid, RFP, renewal, sole source, etc.). Recommendation for approval of Purchase Order 924022 to CDW-G for a one (1) year renewal of ExaGrid maintenance and support. Total amount of \$9,436.00.			
JUSTIFICATION Summarize why this procurement is necessary and what objectives will be accomplished ExaGrid is a network storage solution that works with Veeam to provide backups of CAD data in case of a primary system failure or ransomware attack.			

<b>SECTION 2: DECISION MEMO REQUIREMENTS</b>	
DECISION MEMO NOT REQUIRED	Select an item from the following dropdown menu to identify why a Decision Memo (Section 3) is not required. PER 55 ILCS 5/5-1022 'COMPETITIVE BIDS' (D) IT/TELECOM PURCHASES UNDER \$35,000.00
DECISION MEMO REQUIRED	Select an item from the following dropdown menu to identify why a Decision Memo (Section 3) is required. COOPERATIVE (DPC2-352), GOVERNMENT JOINT PURCHASING ACT (30ILCS525) OR GSA SCHEDULE PRICING

<b>SECTION 3: DECISION MEMO</b>	
<b>SOURCE SELECTION</b>	Describe method used to select source. This renewal is being made utilizing the Sourcewell-3037653 State of IL Participating Agreement (081419-CDW).
<b>RECOMMENDATION AND TWO ALTERNATIVES</b>	Describe staff recommendation and provide justification. Identify at least 2 other options to accomplish this request, including status quo, (i.e., take no action). 1. Approve Purchase Order 924022 to allow for maintenance and support on the ExaGrid enclosure and fiber module. 2. Deny Purchase Order 924022 and the equipment will not be supported.

### SECTION 4: SOLE SOURCE MEMO/JUSTIFICATION

<b>JUSTIFICATION</b>	Select an item from the following dropdown menu to justify why this is a sole source procurement.
<b>NECESSITY AND UNIQUE FEATURES</b>	Describe the product or services that are not available from other vendors. Explain necessary and unique features or services. Attach letters from manufacturer, letters from distributor, warranties, licenses, or patents as needed. Be specific.  N/A
<b>MARKET TESTING</b>	List and describe the last time the market has been tested on the applicability of the sole source. If it has not been tested over the last 12 months, explain why not.  N/A
<b>AVAILABILITY</b>	Describe steps taken to verify that these features are not available elsewhere. Included a detailed list of all products or services by brand/manufacturer examined and include names, phone numbers, and emails of people contacted.  N/A

### SECTION 5: Purchase Requisition Information

<i>Send Purchase Order To:</i>		<i>Send Invoices To:</i>	
Vendor: CDW-Government	Vendor#: 10667	Dept: ETSB	Division:
Attn: Meagan McKone	Email: meaganm@cdwg.com	Attn: 9-1-1 Coordinator	Email: etsb911@dupagecounty.gov
Address: 230 N. Milwaukee Avenue	City: Vernon Hills	Address: 421 N. County Farm Road	City: Wheaton
State: IL	Zip: 60061	State: IL	Zip: 60187
Phone:	Fax:	Phone: 630-550-7743	Fax:
<i>Send Payments To:</i>		<i>Ship to:</i>	
Vendor: CDW-Government	Vendor#: 10667	Dept: ETSB	Division:
Attn:	Email:	Attn: 9-1-1 Coordinator	Email: etsb911@dupagecounty.gov
Address: 230 N. Milwaukee Avenue	City: Vernon Hills	Address:	City:
State: IL	Zip: 60061	State:	Zip:
Phone:	Fax:	Phone:	Fax:
<b>Shipping</b>		<b>Contract Dates</b>	
Payment Terms: PER 50 ILCS 505/1	FOB: Destination	Contract Start Date (PO25): Oct 2, 2024	Contract End Date (PO25): Oct 1, 2025

**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	7081105	ExaGrid Standard Customer Support and Maintenance - extended service agreement	FY24	4000	5820	53806		9,436.00	9,436.00
2	1	EA	6702762	ExaGrid Standard Customer Support and Maintenance - extended service agreement	FY24	4000	5820	53806		0.00	0.00
										Requisition Total \$	9,436.00

**FY is required, ensure the correct FY is selected.**

*Comments*

HEADER COMMENTS	Provide comments for P020 and P025. This is for maintenance and support, nothing will be shipped.
SPECIAL INSTRUCTIONS	Provide comments for Buyer or Approver (not for P020 and P025). Comments will not appear on PO. Please return PO to ETSB to send to the vendor.
INTERNAL NOTES	Provide comments for department internal use (not for P020 and P025). Comments will not appear on PO.
APPROVALS	Department Head signature approval for procurements under \$15,000. Procurement Officer Approval for ETSB. LMZ 6/17/24



Thank you for choosing CDW. We have received your quote.

# QUOTE CONFIRMATION

**JERRY FURMANSKI,**

Thank you for considering CDW•G for your technology needs. The details of your quote are below. **If you are an eProcurement or single sign on customer, please log into your system to access the CDW site.** You can search for your quote to retrieve and transfer back into your system for processing.

For all other customers, click below to convert your quote to an order.

**Convert Quote to Order**

QUOTE #	QUOTE DATE	QUOTE REFERENCE	CUSTOMER #	GRAND TOTAL
NXX091	6/11/2024	EXAGRID SUPPORT	9183548	<b>\$9,436.00</b>

QUOTE DETAILS				
ITEM	QTY	CDW#	UNIT PRICE	EXT. PRICE
<a href="#">ExaGrid Standard Customer Support and Maintenance - extended service agreem</a> Mfg. Part#: EX-52-1YRMS-S-RNWL 10/2/2024 - 10/1/2025 Serial AVTA213605057 Electronic distribution - NO MEDIA Contract: Sourcewell-3037653-State of IL Participating Agrmt (081419-CDW)	1	7081105	\$9,436.00	\$9,436.00
<a href="#">ExaGrid Standard Customer Support and Maintenance - extended service agreem</a> Mfg. Part#: EX-10S2PA-1YRMSRNWL 10/2/2024 - 10/1/2025 Electronic distribution - NO MEDIA Contract: Sourcewell-3037653-State of IL Participating Agrmt (081419-CDW)	1	6702762	\$0.00	\$0.00

<b>SUBTOTAL</b>	\$9,436.00
<b>SHIPPING</b>	\$0.00
<b>SALES TAX</b>	\$0.00
<b>GRAND TOTAL</b>	<b>\$9,436.00</b>

PURCHASER BILLING INFO	DELIVER TO
<b>Billing Address:</b> DUPAGE COUNTY ETSB 421 N COUNTY FARM RD WHEATON, IL 60187-3978 <b>Phone:</b> (630) 550-7743 <b>Payment Terms:</b> Net 30 Days-Govt State/Local	<b>Shipping Address:</b> DUPAGE COUNTY ETSB 421 N COUNTY FARM RD WHEATON, IL 60187-3978 <b>Phone:</b> (630) 550-7743 <b>Shipping Method:</b> ELECTRONIC DISTRIBUTION
<b>Please remit payments to:</b>	





## Sales Contact Info

**Meagan McKone** | (866) 245-8102 | [meaganm@cdwg.com](mailto:meaganm@cdwg.com)

### Need Help?



My Account



Support



Call 800.800.4239

### Apple Terms and Conditions

Customer's use of iCloud, the Products or either of their incumbent software or functionality is subject to compliance with all end user licenses agreements ("EULAs"), Product terms and conditions, and iCloud terms and conditions (available at [www.apple.com/legal/internet-services/icloud/en/terms.html](http://www.apple.com/legal/internet-services/icloud/en/terms.html)) and any other terms and conditions provided by Apple. Customer shall not use the Products, iCloud Storage APIs and iCloud service, or any component or function thereof, (i) to create, receive, maintain, or transmit protected health information (as defined at 45 C.F.R § 160.103); or (ii) in any manner that would make Apple or any other third-party distributor, supplier, or provider of those technologies a business associate, as defined under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") at 45 C.F.R. § 160.103, of the Reseller or any third party. If Customer is purchasing AppleCare, Customer agrees to the following terms and conditions: (i) Service Plan Terms and Conditions. Customer agrees to the Service Plan Terms and Conditions available at [www.apple.com/legal/sales-support/applecare/os-reseller-support/](http://www.apple.com/legal/sales-support/applecare/os-reseller-support/); (ii) Customer Responsibilities. Customer must be actively enrolled in AppleCare for Enterprise in order to purchase a Support Incident and receive Support Services thereunder. Customer will cooperate with Reseller when seeking Support Services by providing information necessary to assist Reseller in diagnosing an issue. Customer is responsible for any and all restoration or reconstruction of lost or altered files, data or programs. Customer will maintain and implement a complete data backup and disaster recovery plan. Customer is solely responsible for any and all security of confidential, proprietary or classified information of Customer and any third parties whose data Customer possesses or processes. Customer will not disclose to Reseller confidential, proprietary or any information that is subject to intellectual property rights that may expose Reseller to liability; and (iii) Data Protection. Customer agrees and understands that it is necessary for Reseller to collect, process and use Customer data in order to perform the service and support obligations under the Support Incident. This may include transferring Customer data to affiliated companies, service providers, and/or Apple.

[About Us](#) | [Privacy Policy](#) | [Terms and Conditions](#)

This order is subject to CDW's Terms and Conditions of Sales and Service Projects at

<http://www.cdw.com/content/terms-conditions/product-sales.aspx>

For more information, contact a CDW account manager.

© 2024 CDW•G LLC, 200 N. Milwaukee Avenue, Vernon Hills, IL 60061 | 800.808.4239



**CONTRACT EXTENSION**

**Contract Number: #081419-CDW**

Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 (Sourcewell) and CDW Government LLC (Vendor), 230 N. Milwaukee Ave., Vernon Hills, IL 60061 have entered into Contract #081419-CDW for the procurement of Technology Catalog Solutions. The Contract has an expiration date of October 30, 2023, but the parties may extend the Contract by mutual consent.

Sourcewell and Vendor acknowledge that extending the Contract benefits the Vendor, Sourcewell and Sourcewell's Members. Vendor and Sourcewell agree to extend the Contract listed above for an additional period, with a new Contract expiration date of October 30, 2024. All other terms and conditions of the Contract remain in full force and effect.

Sourcewell

CDW Government LLC

By: \_\_\_\_\_

Jeremy Schwartz

Title: Chief Procurement Officer

Date: 11/15/2022 | 3:27 PM CST  
\_\_\_\_\_

By: \_\_\_\_\_

David Hutchins

Title: Vice President, Strategic Programs

Date: 11/16/2022 | 2:44 PM CST  
\_\_\_\_\_

**Solicitation Number: RFP#081419****CONTRACT**

This Contract is between Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 (Sourcewell) and **CDW Government LLC**, 230 N. Milwaukee Ave., Vernon Hills, IL 60061 (Vendor).

Sourcewell is a State of Minnesota local government agency and service cooperative created under the laws of the State of Minnesota (Minnesota Statutes Section 123A.21) that offers cooperative procurement solutions to its members. Participation is open to all levels of governmental entity, higher education, K-12 education, nonprofit, tribal government, and other public entities located in the United States and Canada.

Vendor desires to contract with Sourcewell to provide equipment, products, or services to Sourcewell and its Members (Members).

**1. TERM OF CONTRACT**

- A. **EFFECTIVE DATE.** This Contract is effective December 1, 2019, or upon the date of last signature, whichever is later.
- B. **EXPIRATION DATE AND EXTENSION.** This Contract expires October 30, 2023, unless it is cancelled sooner pursuant to Article 24. This Contract may be extended up to one additional one-year period upon request of Sourcewell and with written agreement by Vendor.
- C. **SURVIVAL OF TERMS.** Articles 11 through 16 survive the expiration or cancellation of this Contract.

**2. EQUIPMENT, PRODUCTS, OR SERVICES**

- A. **EQUIPMENT, PRODUCTS, OR SERVICES.** Vendor will provide the Equipment, Products, or Services as stated in its Proposal submitted under the Solicitation Number listed above. Vendor's Equipment, Products, or Services Proposal (Proposal) is attached and incorporated into this Contract.

All Equipment and Products provided under this Contract must be new/current model. Vendor may offer close-out or refurbished Equipment or Products if they are clearly indicated in

Vendor's product and pricing list. Unless agreed to by the Member in advance, Equipment or Products must be delivered as operational to the Member's site.

This Contract offers an indefinite quantity of sales, and while substantial volume is anticipated, sales and sales volume are not guaranteed.

B. **LAWS AND REGULATIONS.** All Equipment, Products, or Services must comply fully with applicable federal laws and regulations, and with the laws of the state or province in which the Equipment, Products, or Services are sold.

C. **WARRANTY.**

1. *Product Warranty:* Sourcewell and its Members understand that Vendor is not the manufacturer of the Products purchased by Sourcewell or its Members hereunder and that the only warranties offered are those of the manufacturer not Vendor or its Affiliates. In purchasing the Products Sourcewell and its Members rely on the manufacturer's specifications only and not on any statements or images that may be provided by Vendor or its Affiliates. VENDOR HEREBY EXPRESSLY DISCLAIM ALL WARRANTIES EITHER EXPRESS OR IMPLIED RELATED TO PRODUCTS INCLUDING BUT NOT LIMITED TO ANY WARRANTY OF TITLE ACCURACY MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WARRANTY OF NON-INFRINGEMENT OR ANY WARRANTY RELATING TO THIRD PARTY SERVICES. THE DISCLAIMER CONTAINED IN THIS PARAGRAPH DOES NOT AFFECT THE TERMS OF ANY MANUFACTURER'S WARRANTY.

2. *Services Warranty:* Vendor warrants that the Services will be performed in a good and workmanlike manner. Members' sole and exclusive remedy with respect to this warranty will be at the sole option of Vendor to either (a) use its reasonable commercial efforts to reperform any Services not in substantial compliance with this warranty or (b) refund amounts paid by the Member related to the portion of the Services not in substantial compliance; provided in each case Member notifies Vendor in writing within thirty (30) business days after performance of the applicable Services. This warranty is voided if the Services are altered by anyone other than Vendor or any of its affiliates or its or their personnel.

3. *Cloud Warranty:* Sourcewell and its Members acknowledge that Vendor is not the provider of the Cloud Services purchased hereunder and the only warranties offered are those of the Cloud Service Provider not Vendor. In purchasing the Cloud Services Sourcewell and its Members rely only on the Cloud Service Provider's service descriptions and the terms and conditions set forth in the Cloud Services Terms and Conditions (defined below). Sourcewell and its Members further acknowledge and agree that Vendor makes no representations warranties or assurances that the Cloud Services are designed for or suitable for use in any high risk environment including but not limited to aircraft or automobile safety devices or navigation life support systems or medical devices nuclear facilities or weapon systems. Sourcewell and its Members further agree to review and comply with the Cloud Service Provider's disclaimers and restrictions if any regarding the use of the Cloud Services in high risk environments. VENDOR DOES NOT WARRANT THAT THE CLOUD SERVICES WILL BE TIMELY UNINTERRUPTED OR ERROR FREE OR THAT THE CLOUD SERVICES WILL MEET SOURCEWELL OR MEMBER'S REQUIREMENTS. THIS DISCLAIMER AND EXCLUSION SHALL APPLY EVEN IF THE EXPRESS

WARRANTY AND LIMITED REMEDY SET FORTH HEREIN FAILS OF ITS ESSENTIAL PURPOSE. THE TERMS OF THIS PARAGRAPH DO NOT AFFECT THE TERMS OF ANY WARRANTIES FROM THE CLOUD SERVICES PROVIDER. SOURCEWELL AND ITS MEMBERS ACKNOWLEDGE THAT NO REPRESENTATIVE OF VENDOR IS AUTHORIZED TO MAKE ANY REPRESENTATION OR WARRANTY THAT IS NOT IN THIS AGREEMENT.

D. DEALERS AND DISTRIBUTORS. Upon Contract execution, Vendor will make available to Sourcewell a means to validate or authenticate Vendor's authorized Distributors/Dealers relative to the Equipment, Products, and Services related to this Contract. This list may be updated from time-to-time and is incorporated into this Contract by reference. It is the Vendor's responsibility to ensure Sourcewell receives the most current version of this list.

### 3. PRICING

All Equipment, Products, or Services under this Contract will be priced as stated in Vendor's Proposal.

Regardless of the payment method chosen by the Member, the total cost associated with any purchase option of the Equipment, Products, or Services must always be disclosed in the pricing quote to the applicable Member at the time of purchase.

When providing pricing quotes to Members, all pricing quoted must reflect a Member's total cost of acquisition. This means that the quoted cost is for delivered Equipment, Products, and Services that are operational for their intended purpose, and includes all costs to the Member's requested delivery location.

A. SHIPPING AND SHIPPING COSTS. All delivered Equipment and Products must be properly packaged. Damaged Equipment and Products may be rejected. If the damage is not readily apparent at the time of delivery, Vendor must permit the Equipment and Products to be returned within a reasonable time at no cost to Sourcewell or its Members in accordance with Vendor's Return Policy, which is available from the Vendor upon request. Members reserve the right to inspect the Equipment and Products at a reasonable time after delivery where circumstances or conditions prevent effective inspection of the Equipment and Products at the time of delivery.

Vendor must arrange for and pay for the return shipment on Equipment and Products that arrive in a defective or inoperable condition.

Sourcewell may declare the Vendor in breach of this Contract if the Vendor intentionally delivers substandard or inferior Equipment or Products. In the event of the delivery of nonconforming Equipment and Products, the Member will notify the Vendor as soon as possible and the Vendor will replace nonconforming Equipment and Products with conforming Equipment and Products that are acceptable to the Member.

B. SALES TAX. Each Member is responsible for supplying the Vendor with valid tax-exemption certification(s). When ordering, Members must indicate if it is a tax-exempt entity.

C. HOT LIST PRICING. At any time during this Contract, Vendor may offer a specific selection of Equipment, Products, or Services at discounts greater than those listed in the Contract. When Vendor determines it will offer Hot List Pricing, it must be submitted electronically to Sourcewell in a line-item format. Equipment, Products, or Services may be added or removed from the Hot List at any time through a Sourcewell Price and Product Change Form as defined in Article 4 below.

Hot List program and pricing may also be used to discount and liquidate close-out and discontinued Equipment and Products as long as those close-out and discontinued items are clearly identified as such. Current ordering process and administrative fees apply. Hot List Pricing must be published and made available to all Members.

#### **4. PRODUCT AND PRICING CHANGE REQUESTS**

Vendor may request Equipment, Product, or Service changes, additions, or deletions at any time. All requests must be made in writing by submitting a signed Sourcewell Price and Product Change Request Form to the assigned Sourcewell Contract Administrator. This form is available from the assigned Sourcewell Contract Administrator. At a minimum, the request must:

- Identify the applicable Sourcewell contract number
- Clearly specify the requested change
- Provide sufficient detail to justify the requested change
- Individually list all Equipment, Products, or Services affected by the requested change, along with the requested change (e.g., addition, deletion, price change)
- Include a complete restatement of pricing documentation in Microsoft Excel with the effective date of the modified pricing, or product addition or deletion. The new pricing restatement must include all Equipment, Products, and Services offered, even for those items where pricing remains unchanged.

A fully executed Sourcewell Price and Product Request Form will become an amendment to this Contract and be incorporated by reference.

#### **5. MEMBERSHIP, CONTRACT ACCESS, AND MEMBER REQUIREMENTS**

A. MEMBERSHIP. Membership in Sourcewell is open to public and nonprofit entities across the United States and Canada; such as municipal, state/province, K-12 and higher education, tribal government, and other public entities.

The benefits of this Contract should be available to all Members that can legally access the Equipment, Products, or Services under this Contract. A Member's authority to access this

Contract is determined through its cooperative purchasing, interlocal, or joint powers laws. Any entity accessing benefits of this Contract will be considered a Service Member of Sourcewell during such time of access. Vendor understands that a Member's use of this Contract is at the Member's sole convenience and Members reserve the right to obtain like Equipment, Products, or Services from any other source.

Vendor is responsible for familiarizing its sales and service forces with Sourcewell membership requirements and documentation and will encourage potential members to join Sourcewell. Sourcewell reserves the right to add and remove Members to its roster during the term of this Contract.

B. PUBLIC FACILITIES. Vendor's employees may be required to perform work at government-owned facilities, including schools. Vendor's employees and agents must conduct themselves in a professional manner while on the premises, and in accordance with Member policies and procedures, and all applicable laws.

## **6. MEMBER ORDERING AND PURCHASE ORDERS**

A. PURCHASE ORDERS AND PAYMENT. To access the contracted Equipment, Products, or Services under this Contract, Member must clearly indicate to Vendor that it intends to access this Contract; however, order flow and procedure will be developed jointly between Sourcewell and Vendor. Typically a Member will issue a purchase order directly to Vendor. Members may use their own forms for purchase orders, but it should clearly note the applicable Sourcewell contract number. Members will be solely responsible for payment and Sourcewell will have no liability for any unpaid invoice of any Member.

B. ADDITIONAL TERMS AND CONDITIONS. Additional terms and conditions to a purchase order may be negotiated between a Member and Vendor, such as job or industry-specific requirements, legal requirements (such as affirmative action or immigration status requirements), or specific local policy requirements. Any negotiated additional commercial terms and conditions must never be less favorable to the Member than what is contained in Vendor's Proposal.

C. PERFORMANCE BOND. If requested by a Member, Vendor will provide a performance bond that meets the requirements set forth in the Member's purchase order.

D. SPECIALIZED SERVICE REQUIREMENTS. In the event that the Member requires service or specialized performance requirements (such as e-commerce specifications, specialized delivery requirements, or other specifications and requirements) not addressed in this Contract, the Member and the Vendor may enter into a separate, standalone agreement, apart from this Contract. Sourcewell, including its agents and employees, will not be made a party to a claim for breach of such agreement.

E. **TERMINATION OF PURCHASE ORDERS.** Members may terminate a purchase order, in whole or in part, immediately upon notice to Vendor in the event of any of the following events:

1. The Member fails to receive funding or appropriation from its governing body at levels sufficient to pay for the goods to be purchased;
2. Federal or state laws or regulations prohibit the purchase or change the Member's requirements; or
3. Vendor commits any material breach of this Contract or the additional terms agreed to between the Vendor and a Member.

F. **GOVERNING LAW AND VENUE.** The governing law and venue for any action related to a Member's purchase order will be determined by the Member making the purchase.

## **7. CUSTOMER SERVICE**

A. **PRIMARY ACCOUNT REPRESENTATIVE.** Vendor will assign an Account Representative to Sourcwell for this Contract and must provide prompt notice to Sourcwell if that person is changed. The Account Representative will be responsible for:

- Maintenance and management of this Contract;
- Timely response to all Sourcwell and Member inquiries; and
- Business reviews to Sourcwell and Members, if applicable.

B. **BUSINESS REVIEWS.** Vendor must perform a minimum of one business review with Sourcwell per contract year. The business review will cover sales to members, pricing and contract terms, administrative fees, supply issues, customer issues, and any other necessary information.

## **8. REPORT ON CONTRACT SALES ACTIVITY AND ADMINISTRATIVE FEE PAYMENT**

A. **CONTRACT SALES ACTIVITY REPORT.** Each calendar quarter, Vendor must provide a contract sales activity report (Report) to the Sourcwell Contract Administrator assigned to this Contract. A Report must be provided regardless of the number or amount of sales during that quarter (i.e., if there are no sales, Vendor must submit a report indicating no sales were made).

The Report must contain the following fields:

- Customer Name (e.g., City of Staples Highway Department);
- Customer Physical Street Address;
- Customer City;
- Customer State;
- Customer Zip Code;



- Customer Contact Name;
- Customer Contact Email Address;
- Customer Contact Telephone Number;
- Sourcwell Assigned Entity/Member Number;
- Item Purchased Description;
- Item Purchased Price;
- Sourcwell Administrative Fee Applied; and
- Date Purchase was invoiced/sale was recognized as revenue by Vendor.

B. ADMINISTRATIVE FEE. In consideration for the support and services provided by Sourcwell, the Vendor will pay an administrative fee to Sourcwell on all Equipment, Products, and Services provided to Members. The Vendor will submit a check payable to Sourcwell for the percentage of administrative fee stated in the Proposal multiplied by the total sales of all Equipment, Products, and Services purchased by Members under this Contract during each calendar quarter. Payments should note the Sourcwell-assigned contract number in the memo and must be mailed to the address above "Attn: Accounts Receivable." Payments must be received no later than forty-five (45) calendar days after the end of each calendar quarter.

Vendor agrees to cooperate with Sourcwell in auditing transactions under this Contract to ensure that the administrative fee is paid on all items purchased under this Contract.

In the event the Vendor is delinquent in any undisputed administrative fees, Sourcwell reserves the right to cancel this Contract and reject any proposal submitted by the Vendor in any subsequent solicitation. In the event this Contract is cancelled by either party prior to the Contract's expiration date, the administrative fee payment will be due no more than thirty (30) days from the cancellation date.

## **9. AUTHORIZED REPRESENTATIVE**

Sourcwell's Authorized Representative is its Chief Procurement Officer.

Vendor's Authorized Representative is the person named in the Vendor's Proposal. If Vendor's Authorized Representative changes at any time during this Contract, Vendor must promptly notify Sourcwell in writing.

## **10. ASSIGNMENT, AMENDMENTS, WAIVER, AND CONTRACT COMPLETE**

A. ASSIGNMENT. Neither the Vendor nor Sourcwell may assign or transfer any rights or obligations under this Contract without the prior consent of the parties and a fully executed assignment agreement. Such consent will not be unreasonably withheld.

B. AMENDMENTS. Any amendment to this Contract must be in writing and will not be effective until it has been fully executed by the parties.

C. **WAIVER.** If either party fails to enforce any provision of this Contract, that failure does not waive the provision or the right to enforce it.

D. **CONTRACT COMPLETE.** This Contract contains all negotiations and agreements between Sourcewell and Vendor. No other understanding regarding this Contract, whether written or oral, may be used to bind either party.

E. **RELATIONSHIP OF THE PARTIES.** The relationship of the parties is one of independent contractors, each free to exercise judgment and discretion with regard to the conduct of their respective businesses. This Contract does not create a partnership, joint venture, master-servant, principal-agent, or any other relationship.

## **11. LIABILITY**

Vendor must indemnify save and hold Sourcewell and its Members including their agents and employees harmless from any third party claims or causes of action including reasonable attorneys' fees arising out of the performance of this Contract by the Vendor or its agents or employees which results in injury or death to person(s) or tangible personal property alleged to have been caused by some defect in the Services under this Contract to the extent the Service has been used according to its specifications.

Vendor shall pass through all indemnity protections provided by the Equipment and/or Product manufacturer to the extent intended for the end user of such Equipment and/or Products. UNDER NO CIRCUMSTANCES AND NOTWITHSTANDING THE FAILURE OF ESSENTIAL PURPOSE OF ANY REMEDY SET FORTH HEREIN WILL EITHER PARTY ITS AFFILIATES OR ITS OR THEIR SUPPLIERS SUBCONTRACTORS OR AGENTS BE LIABLE FOR ANY INCIDENTAL INDIRECT SPECIAL PUNITIVE OR CONSEQUENTIAL DAMAGES INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS BUSINESS REVENUES OR SAVINGS AND LOSS DAMAGE OR CORRUPTION OF DATA OR SOFTWARE EVEN IF SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITIES OF SUCH DAMAGES OR IF SUCH DAMAGES ARE OTHERWISE FORESEEABLE.

## **12. AUDITS**

No more than one (1) time per twelve (12) month period during the term of this Contract, upon thirty (30) days advance written notice, Sourcewell reserves the right to review the books, records, documents, and accounting procedures and practices of the Vendor relevant to this Contract to verify the amounts paid hereunder. Such rights shall extend for a minimum of six (6) years from the end of this Contract. This clause extends to Members as it relates to business conducted by that Member under this Contract.

### **13. GOVERNMENT DATA PRACTICES**

Vendor and Sourcewell must comply with the Minnesota Government Data Practices Act, Minnesota Statutes Chapter 13, as it applies to all data provided by or provided to Sourcewell under this Contract and as it applies to all data created, collected, received, stored, used, maintained, or disseminated by the Vendor under this Contract.

If the Vendor receives a request to release the data referred to in this article, the Vendor must immediately notify Sourcewell and Sourcewell will assist with how the Vendor should respond to the request.

### **14. INTELLECTUAL PROPERTY**

As applicable, Vendor agrees to pass through to Sourcewell or its Members any indemnity intended for the end user of the Products on account of the use of any Equipment or Products by Sourcewell or its Members supplied by Vendor in violation of applicable patent or copyright laws.

Member's rights to Work Product (meaning materials and other deliverables to be provided or created individually or jointly in connection with the Services, including but not limited to all inventions, discoveries, methods, processes, formulae, ideas, concepts, techniques, know-how, data, designs, models, prototypes, works of authorship, computer programs, proprietary tools, methods of analysis, and other information whether or not capable of protection by patent, copyright, trade secret, confidentiality, or other proprietary rights, or discovered in the course of performance of this Contract, that are embodied in such work or materials) will be upon payment in full a non-transferable, non-exclusive, royalty-free license to use such Work Product solely for Member's internal use. Member obtains no ownership or other property rights thereto. Member agrees that Vendor may incorporate intellectual property created by third parties into the Work Product and that Member's right to use such Work Product may be subject to the rights of and limited by agreements with such third parties.

As applicable, Vendor agrees to indemnify and hold harmless Sourcewell and its Members against any and all third party suits, claims, judgments, and costs, instituted or recovered against Sourcewell or Members by any person on account of the use of any Services or Work Product by Sourcewell or its Members supplied by Vendor in violation of applicable U.S. patent or copyright laws.

### **15. PUBLICITY, MARKETING, AND ENDORSEMENT**

A. **PUBLICITY.** Any publicity regarding the subject matter of this Contract must not be released without prior written approval from the Authorized Representatives. Publicity includes notices, informational pamphlets, press releases, research, reports, signs, and similar public notices

prepared by or for the Vendor individually or jointly with others, or any subcontractors, with respect to the program, publications, or services provided resulting from this Contract.

B. **MARKETING.** Any direct advertising, marketing, or offers with Members must be approved by Sourcewell. Materials should be sent to the Sourcewell Contract Administrator assigned to this Contract.

C. **ENDORSEMENT.** The Vendor must not claim that Sourcewell endorses its Equipment, Products, or Services.

## **16. GOVERNING LAW, JURISDICTION, AND VENUE**

Minnesota law governs this Contract. Venue for all legal proceedings out of this Contract, or its breach, must be in the appropriate state court in Todd County or federal court in Fergus Falls, Minnesota.

## **17. FORCE MAJEURE**

Neither party to this Contract will be held responsible for delay or default caused by acts of God or other conditions that are beyond that party's reasonable control. A party defaulting under this provision must provide the other party prompt written notice of the default.

## **18. SEVERABILITY**

If any provision of this Contract is found to be illegal, unenforceable, or void then both Sourcewell and Vendor will be relieved of all obligations arising under such provisions. If the remainder of this Contract is capable of performance, it will not be affected by such declaration or finding and must be fully performed.

## **19. PERFORMANCE, DEFAULT, AND REMEDIES**

A. **PERFORMANCE.** During the term of this Contract, the parties will monitor performance and address unresolved contract issues as follows:

1. *Notification.* The parties must promptly notify each other of any known dispute and work in good faith to resolve such dispute within a reasonable period of time. If necessary, Sourcewell and the Vendor will jointly develop a short briefing document that describes the issue(s), relevant impact, and positions of both parties.
2. *Escalation.* If parties are unable to resolve the issue in a timely manner, as specified above, either Sourcewell or Vendor may escalate the resolution of the issue to a higher level of management. The Vendor will have thirty (30) calendar days to cure an outstanding issue.
3. *Performance while Dispute is Pending.* Notwithstanding the existence of a dispute, the Vendor must continue without delay to carry out all of its responsibilities

under the Contract that are not affected by the dispute. If the Vendor fails to continue without delay to perform its responsibilities under the Contract, in the accomplishment of all undisputed work, any additional costs incurred by Sourcewell and/or its Members as a result of such failure to proceed will be borne by the Vendor.

B. **DEFAULT AND REMEDIES.** Either of the following constitutes cause to declare this Contract, or any Member order under this Contract, in default:

1. Nonperformance of contractual requirements, or
2. A material breach of any term or condition of this Contract.

Written notice of default and a reasonable opportunity to cure must be issued by the party claiming default. Time allowed for cure will not diminish or eliminate any liability for liquidated or other damages. If the default remains after the opportunity for cure, the non-defaulting party may:

- Exercise any remedy provided by law or equity, or
- Terminate the Contract or any portion thereof, including any orders issued against the Contract.

## **20. INSURANCE**

A. **REQUIREMENTS.** At its own expense, Vendor must maintain insurance policy(ies) in effect at all times during the performance of this Contract with insurance company(ies) licensed or authorized to do business in the State of Minnesota having an "AM BEST" rating of A- or better, with coverage and limits of insurance not less than the following:

1. *Workers' Compensation and Employer's Liability.*

Workers' Compensation: As required by any applicable law or regulation.

Employer's Liability Insurance: must be provided in amounts not less than listed below:

Minimum limits:

- \$500,000 each accident for bodily injury by accident
- \$500,000 policy limit for bodily injury by disease
- \$500,000 each employee for bodily injury by disease

2. *Commercial General Liability Insurance.* Vendor will maintain insurance covering its operations, with coverage on an occurrence basis, and must be subject to terms no less broad than the Insurance Services Office ("ISO") Commercial General Liability Form CG0001 (2001 or newer edition). At a minimum, coverage must include liability arising from premises, operations, bodily injury and property damage, independent contractors, products-completed operations including construction defect, contractual liability, blanket contractual liability, and personal injury and advertising injury. All required limits, terms and conditions of coverage must be maintained during the term of this Contract.

Minimum Limits:

\$1,000,000 each occurrence Bodily Injury and Property Damage  
\$1,000,000 Personal and Advertising Injury  
\$2,000,000 aggregate for Products-Completed operations  
\$2,000,000 general aggregate

3. *Commercial Automobile Liability Insurance.* During the term of this Contract, Vendor will maintain insurance covering all owned, hired, and non-owned automobiles in limits of liability not less than indicated below. The coverage must be subject to terms no less broad than ISO Business Auto Coverage Form CA 0001 (2010 edition or newer).

Minimum Limits:

\$1,000,000 each accident, combined single limit

4. *Umbrella Insurance.* During the term of this Contract, Vendor will maintain umbrella coverage over Workers' Compensation, Commercial General Liability, and Commercial Automobile.

Minimum Limits:

\$2,000,000

5. *Professional/Technical, Errors and Omissions, and/or Miscellaneous Liability.* During the term of this Contract, Vendor will maintain coverage for all claims the Vendor may become legally obligated to pay resulting from any actual or alleged negligent act, error, or omission related to Vendor's professional services required under this Contract.

Minimum Limits:

\$2,000,000 per claim or event  
\$2,000,000 – annual aggregate

6. *Network Security and Privacy Liability Insurance.* During the term of this Contract, Vendor will maintain coverage for network security and privacy liability. The coverage may be endorsed on another form of liability coverage or written on a standalone policy. The insurance must cover claims which may arise from failure of Vendor's security resulting in, but not limited to, computer attacks, unauthorized access, disclosure of not public data – including but not limited to, confidential or private information, transmission of a computer virus, or denial of service.

Minimum limits:

\$2,000,000 per occurrence  
\$2,000,000 annual aggregate

Failure of Vendor to maintain the required insurance will constitute a material breach entitling Sourcewell to immediately terminate this Contract for default.

B. **CERTIFICATES OF INSURANCE.** Prior to commencing under this Contract, Vendor must furnish to Sourcewell a certificate of insurance, as evidence of the insurance required under this Contract. Prior to expiration of the policy(ies), renewal certificates will be emailed to the Sourcewell Contract Administrator assigned to this Contract. The certificates must be signed by a person authorized by the insurer(s) to bind coverage on their behalf. All policies must include there will be no cancellation, suspension, non-renewal, or reduction of coverage without prior written notice to the Vendor.

Upon request, Vendor must provide to Sourcewell copies of certificates of insurance, within ten (10) days of a request. Failure to request certificates of insurance by Sourcewell, or failure of Vendor to provide certificates of insurance, in no way limits or relieves Vendor of its duties and responsibilities in this Contract.

C. **ADDITIONAL INSURED ENDORSEMENT AND PRIMARY AND NON-CONTRIBUTORY INSURANCE CLAUSE.** Vendor agrees to include Sourcewell and its Members, including their officers, agents, and employees, as an additional insured under the Vendor's commercial general liability insurance policy with respect to liability arising out of activities, "operations," or "work" performed by or on behalf of Vendor, and products and completed operations of Vendor. The policy provision(s) or endorsement(s) must further provide that coverage is primary and not excess over or contributory with any other valid, applicable, and collectible insurance or self-insurance in force for the additional insureds.

D. **WAIVER OF SUBROGATION.** Vendor waives and must require (by endorsement or otherwise) all its insurers to waive subrogation rights against Sourcewell and other additional insureds for losses paid under the insurance policies required by this Contract or other insurance applicable to the Vendor or its subcontractors. The waiver must apply to all deductibles and/or self-insured retentions applicable to the required or any other insurance maintained by the Vendor or its subcontractors. Where permitted by law, Vendor must require similar written express waivers of subrogation and insurance clauses from each of its subcontractors.

E. **UMBRELLA/EXCESS LIABILITY.** The limits required by this Contract can be met by either providing a primary policy or in combination with umbrella/excess liability policy(ies).

F. **SELF-INSURED RETENTIONS.** Any self-insured retention in excess of \$10,000 is subject to Sourcewell's approval.

## **21. COMPLIANCE**

A. **LAWS AND REGULATIONS.** All Equipment, Products, or Services provided under this Contract must comply fully with applicable federal laws and regulations, and with the laws in the states and provinces in which the Equipment, Products, or Services are sold.

B. LICENSES. Vendor must maintain a valid status on all required federal, state, and local licenses, bonds, and permits required for the operation of the business that the Vendor conducts with Sourcewell and Members.

## **22. BANKRUPTCY, DEBARMENT, OR SUSPENSION CERTIFICATION**

Vendor certifies and warrants that it is not in bankruptcy or that it has previously disclosed in writing certain information to Sourcewell related to bankruptcy actions. If at any time during this Contract Vendor declares bankruptcy, Vendor must immediately notify Sourcewell in writing.

Vendor certifies and warrants that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from programs operated by the State of Minnesota, the United States federal government, or any Member. Vendor certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this Contract. Vendor further warrants that it will provide immediate written notice to Sourcewell if this certification changes at any time.

## **23. PROVISIONS FOR NON-UNITED STATES FEDERAL ENTITY PROCUREMENTS UNDER UNITED STATES FEDERAL AWARDS OR OTHER AWARDS**

Members that use United States federal grant or FEMA funds to purchase goods or services from this Contract may be subject to additional requirements including the procurement standards of the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, 2 C.F.R. § 200. Members may also require additional requirements based on specific funding specifications. Within this Article, all references to “federal” should be interpreted to mean the United States federal government. The following list only applies when a Member accesses Vendor’s Equipment, Products, or Services with United States federal funds.

A. EQUAL EMPLOYMENT OPPORTUNITY. Except as otherwise provided under 41 C.F.R. § 60, all contracts that meet the definition of “federally assisted construction contract” in 41 C.F.R. § 60-1.3 must include the equal opportunity clause provided under 41 C.F.R. §60-1.4(b), in accordance with Executive Order 11246, “Equal Employment Opportunity” (30 FR 12319, 12935, 3 C.F.R. §, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, “Amending Executive Order 11246 Relating to Equal Employment Opportunity,” and implementing regulations at 41 C.F.R. § 60, “Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor.” The equal opportunity clause is incorporated herein by reference.

B. DAVIS-BACON ACT, AS AMENDED (40 U.S.C. § 3141-3148). When required by federal program legislation, all prime construction contracts in excess of \$2,000 awarded by non-federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. § 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 C.F.R. § 5,



“Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction”). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week. The non-federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-federal entity must report all suspected or reported violations to the federal awarding agency. The contracts must also include a provision for compliance with the Copeland “Anti-Kickback” Act (40 U.S.C. § 3145), as supplemented by Department of Labor regulations (29 C.F.R. § 3, “Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States”). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-federal entity must report all suspected or reported violations to the federal awarding agency. Vendor must be in compliance with all applicable Davis-Bacon Act provisions.

C. CONTRACT WORK HOURS AND SAFETY STANDARDS ACT (40 U.S.C. § 3701-3708). Where applicable, all contracts awarded by the non-federal entity in excess of \$100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. § 3702 and 3704, as supplemented by Department of Labor regulations (29 C.F.R. § 5). Under 40 U.S.C. § 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. § 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence. This provision is hereby incorporated by reference into this Contract. Vendor certifies that during the term of an award for all contracts by Sourcewell resulting from this procurement process, Vendor must comply with applicable requirements as referenced above.

D. RIGHTS TO INVENTIONS MADE UNDER A CONTRACT OR AGREEMENT. If the federal award meets the definition of “funding agreement” under 37 C.F.R. § 401.2(a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that “funding agreement,” the recipient or subrecipient must comply with the requirements of 37 C.F.R. § 401, “Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements,” and any implementing regulations issued by the awarding agency. Vendor

certifies that during the term of an award for all contracts by Sourcewell resulting from this procurement process, Vendor must comply with applicable requirements as referenced above.

E. CLEAN AIR ACT (42 U.S.C. § 7401-7671Q.) AND THE FEDERAL WATER POLLUTION CONTROL ACT (33 U.S.C. § 1251-1387). Contracts and subgrants of amounts in excess of \$150,000 require the non-federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. § 7401- 7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. § 1251- 1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA). Vendor certifies that during the term of this Contract will comply with applicable requirements as referenced above.

F. DEBARMENT AND SUSPENSION (EXECUTIVE ORDERS 12549 AND 12689). A contract award (see 2 C.F.R. § 180.220) must not be made to parties listed on the government wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 C.F.R. §180 that implement Executive Orders 12549 (3 C.F.R. § 1986 Comp., p. 189) and 12689 (3 C.F.R. § 1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549. Vendor certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency.

G. BYRD ANTI-LOBBYING AMENDMENT, AS AMENDED (31 U.S.C. § 1352). Vendors must file any required certifications. Vendors must not have used federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any federal contract, grant, or any other award covered by 31 U.S.C. § 1352. Vendors must disclose any lobbying with non-federal funds that takes place in connection with obtaining any federal award. Such disclosures are forwarded from tier to tier up to the non-federal award. Vendors must file all certifications and disclosures required by, and otherwise comply with, the Byrd Anti-Lobbying Amendment (31 U.S.C. § 1352).

H. RECORD RETENTION REQUIREMENTS. To the extent applicable, Vendor must comply with the record retention requirements detailed in 2 C.F.R. § 200.333. The Vendor further certifies that it will retain all records as required by 2 C.F.R. § 200.333 for a period of three (3) years after grantees or subgrantees submit final expenditure reports or quarterly or annual financial reports, as applicable, and all other pending matters are closed.

I. ENERGY POLICY AND CONSERVATION ACT COMPLIANCE. To the extent applicable, Vendor must comply with the mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act.

J. **BUY AMERICAN PROVISIONS COMPLIANCE.** To the extent applicable, Vendor must comply with all applicable provisions of the Buy American Act. Purchases made in accordance with the Buy American Act must follow the applicable procurement rules calling for free and open competition.

K. **ACCESS TO RECORDS (2 C.F.R. § 200.336).** Vendor agrees that duly authorized representatives of a federal agency must have access to any books, documents, papers and records of Vendor that are directly pertinent to Vendor's discharge of its obligations under this Contract for the purpose of making audits, examinations, excerpts, and transcriptions. The right also includes timely and reasonable access to Vendor's personnel for the purpose of interview and discussion relating to such documents.

L. **PROCUREMENT OF RECOVERED MATERIALS (2 C.F.R. § 200.322).** A non-federal entity that is a state agency or agency of a political subdivision of a state and its contractors must comply with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. The requirements of Section 6002 include procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 C.F.R. § 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds \$10,000 or the value of the quantity acquired during the preceding fiscal year exceeded \$10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

## **24. CANCELLATION**

Sourcewell or Vendor may cancel this Contract at any time, with or without cause, upon sixty (60) days' written notice to the other party. However, Sourcewell may cancel this Contract immediately upon discovery of a material defect in any certification made in Vendor's Proposal. Termination of this Contract does not relieve either party of financial, product, or service obligations incurred or accrued prior to termination.

## **25. THIRD PARTY CLOUD SERVICES**

"Personal Data" means data which relate to a living individual who can be identified (a) from that data or (b) from that data and other information which is in the possession of or is likely to come into the possession of the controller and includes any expression of opinion about the individual and any indication of the intentions of the controller or any other person in respect of the individual.

Cloud Services. It is acknowledged that Sourcewell and its Members are receiving the Cloud Services directly from the Cloud Service Provider pursuant to the Cloud Service Provider's standard terms and conditions, or such other terms as agreed upon by Sourcewell and its

Members and the Cloud Service Provider (“Cloud Services Terms and Conditions”). Accordingly, it shall consider the Cloud Service Provider to be the contracting party and the Cloud Service Provider shall be the party responsible for providing the Cloud Services to Sourcewell and its Members and shall look solely to the Cloud Service Provider for any loss claims or damages arising from or related to the provision of such Cloud Services.

Sourcewell and its Members shall be solely responsible for daily back-up and other protection of its data and software against loss damage or corruption. Sourcewell and its Members shall be solely responsible for reconstructing data (including but not limited to data located on disk files and memories) and software that may be lost damaged or corrupted during the performance of Cloud Services. VENDOR AND ITS AND THEIR SUPPLIERS, SUBCONTRACTORS, AND AGENTS ARE HEREBY RELEASED AND SHALL CONTINUE TO BE RELEASED FROM ALL LIABILITY IN CONNECTION WITH THE LOSS, DAMAGE, OR CORRUPTION OF DATA AND SOFTWARE AND SOURCEWELL AND ITS MEMBERS ASSUME ALL RISK OF LOSS, DAMAGE, OR CORRUPTION OF DATA AND SOFTWARE IN ANY WAY RELATED TO OR RESULTING FROM THE CLOUD SERVICES.

**Sourcewell**

**CDW Government LLC**

By: \_\_\_\_\_  
Jeremy Schwartz  
Title: Director of Operations &  
Procurement/CPO  
Date: 11/9/2019 | 5:53 AM CST

By: \_\_\_\_\_  
Robert F. Kirby  
Title: President  
Date: 11/21/2019 | 3:07 PM CST

Approved:

By: \_\_\_\_\_  
Chad Coauette  
Title: Executive Director/CEO  
Date: 11/8/2019 | 3:33 PM CST

# RFP#081419 - Technology Catalog Solutions

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## Vendor Details

Company Name: CDW Government LLC  
230 N. Milwaukee Ave  
Address: Vernon Hills, IL 60061  
Contact: John Moss  
Email: johnmos@cdw.com  
Phone: 312-547-2453  
HST#: 36-4230110

## Submission Details

Created On: Thursday June 27, 2019 08:11:44  
Submitted On: Tuesday August 13, 2019 13:11:20  
Submitted By: John Moss  
Email: johnmos@cdw.com  
Transaction #: 3bee9b55-c457-4fdb-b721-f488e24ba2bb  
Submitter's IP Address: 165.225.57.75

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## Specifications

### Proposer Identity & Authorized Representatives

Line Item	Question	Response *
1	Proposer Legal Name (and applicable d/b/a, if any):	CDW Government LLC
2	Proposer Address:	230 N. Milwaukee Ave. Vernon Hills, IL 60061
3	Proposer website address:	www.cdwg.com
4	Proposer's Authorized Representative (name, title, address, email address & phone) (The representative must have authority to sign the "Proposer's Assurance of Compliance" on behalf of the Proposer):	Name: Robert F. Kirby Title: President, CDW Government LLC Address: 75 Tri-State International Lincolnshire, IL 60069 Email Address: bobkir@cdwg.com Phone: 847.968.9898
5	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Name: John Moss Title: Proposal Specialist Address: 120 S. Riverside Plaza Chicago, IL 60625 Email Address: johnmos@cdwg.com Phone: 312.547.2453
6	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Name: Mark Ellis Title: Manager, Program Management Address: 74 Reading Ave, Hillside, MI 49242 Email Address: markeli@cdwg.com Phone: 732.982.0390

### Company Information and Financial Strength

Line Item	Question	Response *
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7	<p>Provide a brief history of your company, including your company's core values, business philosophy, and industry longevity related to the requested equipment, products or services.</p>	<p>An influential Walker survey once predicted that by 2020 customer experience will overtake price as the key differentiator for organizations. At CDW, we've always felt that to be true. From our earliest days as a classified ad for a 512K memory personal computer in the back of the newspaper in search of a customer (yes, we date all the way back to 1984, when classified ads in the newspaper were a thing) to the supplier today of integrated IT solutions for our 250,000 customers, the U.S. Census Bureau to Bemidji Area Schools. Everything we do revolves around meeting the needs of our customers. It's tied into our core values, our business philosophy, our industry longevity, our culture, everything. It's always been that way and it will always be that way. From our front-line sales to backbone support, what brings us together as a company of 9,400 coworkers is our focus on our customers and the CDW Experience they receive no matter their size or location. For any who aren't familiar with us, what's the CDW Experience? No, it's not a musical act featuring mop top haircuts and matching suits, though you might say it involves a kind of harmony.</p> <ul style="list-style-type: none"> <li>- It's first listening to our customers to find out what they need, what they want, and what they wish could be, rather than merely overwhelming them with our technology catalog of 100,000 products.</li> <li>- It's removing barriers to efficient procurement so that our customers can select technology solutions online or by phone at a price they can afford.</li> <li>- It's being a true trusted advisor to our customers, making them aware not only of available technology but of technology roadmaps so they can make the most informed purchases, or non-purchases as the case may be, to maximize investment at every critical decision point in the IT lifecycle.</li> <li>- It's offering our customers stability and security through rigorous quality control standards, such as our five ISO certifications, in procuring and delivering their IT investments to ensure their investment arrives on time, is what they ordered, and works.</li> <li>- It's installing and managing our customers' solution with certified technical and solution experts, either using in-house professionals with more than 6,700 technical certifications or a Trusted Partner Network of more than 1,200 partners of various size, demographic and geography.</li> <li>- It's responding to our customers' requests for support and management after we've already made the sale, ensuring their purchases work for them and meet all applicable standards, verifiable through custom reporting.</li> <li>- It's meeting our customers' demands for diversity, equality, and environmental responsibility in the supply chain by partnering with small, local, and diverse businesses, contributing to overall diverse spend in 2018 exceeding \$2B.</li> </ul> <p>From our founding to now, we've been offering the latest technology and technology solutions, keeping pace with trends every step of the way so that our customers don't have to. In the 80s it was PCs, VCRs, painter pants, and Miami Vice, and today it's integrated IT solutions, cloud technology, eSports, and avocado toast. But none of this would be possible without our incredible coworkers. The way we make it great for our customers is by making it great for our coworkers. Meaning, the reason we can commit ourselves so thoroughly to our customers is because of the culture we've built at CDW that sustains us, and the relationships we form that constantly uplift us, motivating us to try harder in delivering the CDW Experience. We empower our coworkers to be everyday bold in their careers through many programs and initiatives. Here's a select group:</p> <p><b>Commitment to Diversity</b> CDW understands the importance of recruiting and retaining a diverse internal workforce. It starts at the top. On January 1, 2019, Christine Leahy, formerly CDW's Chief Revenue Officer and with the company since 2002, succeeded Thomas Richards as CEO, making her one of the fewer than 10% of all female Fortune 500 CEOs. We enable all of our coworkers to make solid, dependable connections in the workplace, with our customers, our supplier partners, and in the communities we serve. We encourage coworkers to take an active role in their own personal and professional development through our many mentoring, technical, and professional development groups, including African Heritage Network, Hispanic Organization for Leadership and Achievement, Women's Opportunity Network, Alliance for Business Leading Equality, and Military &amp; Allies Resource Council networks.</p> <p><b>Community Involvement</b> As a Fortune 500 company with resources on a global scale, and a widespread presence at the local-level, we recognize our responsibility as citizens of our local communities and the world. CDW provides coworkers volunteer opportunities, including paid volunteer time off, and organizes many charitable events, including our annual Fun Drive each July. Last year CDW and our coworkers raised nearly \$700,000 for Children's Miracle Network (CMN) Hospitals, helping children in our communities throughout the United States and Canada, and bringing our 30-year total to more than \$8.3 million. Beyond our ongoing charitable work, when extraordinary catastrophes have occurred, CDW and our coworkers have been there to support the recovery. We have given our time and support to support those in need, including during the Indian Ocean Earthquake and Tsunami, Hurricane Katrina, the Haiti Earthquake, the Japan Earthquake and Tsunami, and Hurricane Sandy.</p> <p><b>Environmental</b> Environmental Responsibility is a big part of our culture. Though CDW does not manufacture products, we continually work to be mindful of our carbon footprint by developing internal efficiencies and policies for waste reduction, and complying with ISO 14001 standards, all of</p>
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<p>8</p>	<p>Provide a detailed description of the products and services that you are offering in your proposal.</p>	<p>Sourcewell's 50,000 members are made up of public sector agencies and not-for-profits with diverse needs and compliance requirements: classroom technology, public safety equipment, implementation services for secure infrastructure that stores public data, HIPAA, FERPA. CDW Government LLC (CDW•G) offers 100,000 products and has more than 1,000 services coworkers, with a deep bench of preferred partners available to meet Sourcewell members' (Members) diverse needs. As the market for IT continues to mature, our experience is that more and more customers are seeking integrated technology solutions. CDW•G delivers these solutions—with advice, support, ideas, technology and the experience of thousands of experts. So whether it's a quick pick off the shelf, or something a little more involved, our full solution capabilities range from discrete hardware and software products and services to complex technology implementations::</p> <ul style="list-style-type: none"> <li>• Hardware. Cables, collaboration and IP telephony, computers (including notebooks, tablets, thin clients), data storage, monitors and projectors, networking products, power, cooling and racks, printers, scanners, and print supplies.</li> <li>• Software. Backup/archive/storage, business, database and business intelligence, desktop/web publishing, management, operating systems, security, and virtualization.</li> <li>• Solutions. Business intelligence, cloud solutions, data center, digital signage, document management, managed print services, mobility, networking, point of sale, security, 3D printing, total software management, unified communications.</li> <li>• Services:             <ul style="list-style-type: none"> <li>o IT Consulting Services: Our consultants have years of experience in IT direction, process improvement, governance and technology for cloud, IT operations and business continuity as well as mergers and acquisitions.</li> <li>o Security Services: We prioritize security in everything we do, but we also specialize in security assessments and overhauls to safeguard one of your most precious assets — your data.</li> <li>o Networking Services: Our professional services team will assess the impact on your network bandwidth and recommend upgrades as needed</li> <li>o Cloud Services: Our IT consulting team can assess your needs and help you select the right SaaS or IaaS apps and cloud solutions for your business.</li> <li>o Data Center Services: Our engineers help you cut costs by replacing high-maintenance hardware with converged infrastructure and virtualized network and storage resources, on-premises or in the cloud.</li> <li>o Digital Workspace Services: Our team will help you optimize your network for mobile workspaces and collaboration while prioritizing efficiency and security.</li> </ul> </li> </ul> <p>With over 1,000 original equipment manufacturers (OEMs), Members have the choice of the usual heavyweights such as HPI, Lenovo, Cisco, Microsoft, Acer, Dell EMC, HPE. We also offer hundreds of other vendors making very cool products and providing very specific services that may be the precise technology for a Member in, say, public safety, such as Getac's rugged laptops, or Havis' mounting solutions.</p> <p>But at CDW•G we know just offering solutions, services, and products doesn't answer the mail. A critical factor for Members in their procurement goals is the delivery and implementation of the solutions, services, and products to ensure their needs are met. As our company has amassed this impressive portfolio of solutions, products, and services, our leadership foresaw the potential hazards of onboarding newer to market OEMs for our customers and built uncompromising oversight into our process as a result. Sourcewell members benefit from the following steps CDW•G built into our procurement process to ensure risk management on the solutions, products, and services we deliver:</p> <ul style="list-style-type: none"> <li>- Requesting our OEM partners put in place supply chain risk management plans to control components sourcing and ensure that no gray market or counterfeit materials are incorporated into their products.</li> <li>- Vetting to ensure that only OEMs that produce genuine, quality equipment are added to CDW•G's manufacturer portfolio.</li> <li>- Acquiring equipment only from manufacturer-authorized sources.</li> <li>- Selling only equipment that we are authorized to sell.</li> <li>- Maintaining redundancy in our manufacturer portfolio, such that if one manufacturer is having trouble with counterfeit parts being introduced to its supply chain, the customer has the option of purchasing an alternative manufacturer from CDW•G.</li> <li>- Purchasing additional stock, when commercially reasonable, to provide customers access to replacement products should a recall be issued for products they have purchased.</li> <li>- Conducting quarterly business reviews with our major OEM partners where any counterfeit/gray market issues are addressed.</li> </ul>
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<p>9</p>	<p>What are your company's expectations in the event of an award?</p>	<p>Whether it's the internal expectations we set for ourselves, or external expectations financial analysts place on us every three months when it comes time to publicly report our financials, CDW•G has a history of exceeding expectations. We are successful in exceeding expectations in part due to discipline and a forward-thinking approach. We think carefully about what the future will look like and use internal metrics to make sure we are tracking our forecasts (Please see Question 65 for sample metrics). This process makes us confident going on the record with our projections, knowing we will be held to these standards and expected to deliver. A highlight of the Sourcwell and CDW•G relationship over the years has been the alignment of expectations and the roadmap to meeting and often exceeding those. Before we dive in to our expectations upon award of this contract, we'd like to revisit our financial expectations set forth in the last Technology Solutions proposal and how we performed against those: Expected peak growth for 2018 as described in CDW•G 2014 Sourcwell/NJPA Technology Solutions proposal: \$350,000,000                  Actual growth for 2018: \$550,000,000 For the next five years of this contract, we project the following revenue targets under a sole source award:                  2020: \$594,930,000                  2021: \$624,680,000                  2022: \$655,910,000                  2023: \$688,710,000                  2024: \$723,140,000                  Here are five big ideas on how CDW•G and Sourcwell will get there together: 1) We expect Canadian performance on this contract will be a key differentiator. We have more than 400 coworkers in Canada to support Sourcwell members across the country. Our recent acquisition of Scalar Decisions Inc., a leading IT solutions provider in Canada, enhances the value that we can deliver to customers. Scalar's expertise is in professional and managed services, infrastructure, and security.                  2) We expect to further diverse partnerships to continue ongoing focus on all communities Sourcwell serves. We do this in a number of ways. Externally, such as in 2018 when we were invited to join the New York City Mayor's Corporate Alliance Program, which provides diverse businesses direct access to select partner corporations. And internally, with diverse supplier trainings for our sales force that enable better understanding of customers' diversity goals and initiatives, and CDW•G's diverse spend solutions.                  3) We expect collaboration on marketing to drive increased contract usage and growth. We will generate a spotlight media piece detailing the exclusivity of the CDW•G &amp; Sourcwell agreement that can be shared through various channels, participate in cobranding marketing opportunities, continue sales enablement and training activities, and generate awareness of the agreement through key events and collateral primarily distributed electronically but also with printed releases. 4) We expect to continue our effective partnerships with the Sourcwell organization and other valued Sourcwell vendors. As one of the longest-tenured Sourcwell vendors and one of the largest in terms of sales volume, CDW•G brings tremendous resources to the relationship. We have actively participated in support of Sourcwell leadership and its annual vendor conference for fifteen years. Mark Ellis, from CDW•G's Program Management team, has been an active participant on Sourcwell's Vendor Advisory Board, collaborating on past initiatives, such as collecting data from the vendor community on ideas for improved collaboration with Sourcwell, and in Sourcwell's recent transition from NJPA, connecting Sourcwell to CDW•G marketing leaders and executives to review and solicit feedback. 5) We expect regular strategy meetings with Sourcwell to achieve the following goals: a. Align Sourcwell goals with CDW•G business development and sales leadership to create targeted lists of customers based on membership status, which we're already serving but with less activity than expected, and which we're not serving but should be. For example, CDW•G and Sourcwell's joint success in leveraging our strong public safety offerings to establish a relationship with the National Sheriff's Association is a blueprint for the future. b. Contribute research on key legislation that impacts cooperative purchasing. For example, we know recently Utah and Illinois passed legislation that should benefit cooperative purchasing initiatives in those states.</p>
<p>10</p>	<p>Demonstrate your financial strength and stability with meaningful data. This could include such items as financial statements, SEC filings, credit and bond ratings, letters of credit, and detailed reference letters. Upload supporting documents (as applicable) in the document upload section of your response.</p>	<p>Sourcwell can be confident of CDW•G's financial stability. We are a subsidiary of CDW, LLC, which is a subsidiary of CDW Corporation, a publicly-owned Fortune 500 company. As a government agency, Sourcwell is familiar with the trust established through transparency. Four times a year our CEO, Christine Leahy, and CFO make public the results of our recent financial performance and the overall health of our company. We are very proud of our financial record. Selected current financial data:                  • Current CDW corporate credit ratings are all stable:                  o Moody's: Ba2 o                  Standard and Poor's: BB+ o                  Moody's Outlook: Positive o                  S&amp;P Outlook: Stable                  o Our cash plus revolver availability (open agreements to borrow) is at \$1.2B as of June 30, 2019, demonstrating strong financial credit.                  • Over the past decade our net sales have almost doubled U.S. IT spending as measured by Compound Annual Growth Rate ("CAGR")                  • CDW has been steadily increasing revenue for each year since we went public in 2013, reaching our highest-ever net sales at \$16.2B We have also uploaded CDW's past three annual reports to provide Sourcwell with a thorough accounting of CDW's financial health. Our complete financial portfolio is available at <a href="https://investor.cdw.com/">https://investor.cdw.com/</a></p>

11	What is your US market share for the solutions that you are proposing?	We estimate that our total Net sales of approximately \$17 billion (on a trailing twelve-month basis) represents approximately 5% of our addressable market, which is estimated at ~\$325 billion.
12	What is your Canadian market share, if any?	We do not break out Canada separately; we have reported \$1.98B sales in Canada and U.K. in 2018.
13	Has your business ever petitioned for bankruptcy protection? If so, explain in detail.	As of the date of submission, CDW•G has never filed a petition for bankruptcy protection.
14	How is your organization best described: is it a manufacturer or a distributor/dealer? Please provide your written authorization to act as a distributor/dealer for your sales and service force and with your dealer.	<p>a) CDW•G can best be described as a reseller. As part of our Additional Documents zip file upload, we have included written authorization to act as a reseller for the wholesale distributor Tech Data in both the U.S. and Canada. We feel partnering with a reseller like CDW•G over a manufacturer for your contract provides greater benefits to Sourcewell members. Sourcewell is looking for a vendor that can support a catalog that offers both depth and breadth to members. Manufacturers often default to promoting their own products, rather than the solution that best meets the Member's need. In fact, this can be true for a number of competing resellers as well. Some resellers can generate a substantial portion of their sales from one manufacturer partner, in some cases as much as 50%. This can also be a risky business model. CDW•G is uniquely unbiased. Proof is in our sales; our 2018 company revenue mix did not include a single OEM making up more than 10% of our total. One of the benefits of our vetted portfolio of 1,000 leading brands is that it insulates us, and our customers, from the events of any one company. OEMs and resellers relying heavily on one manufacturer partner can mean a cloudy future for contract success when a business-altering event takes place.</p> <p>Please visit our easy-to-search website for a list of the OEMs CDW•G is authorized to resell: <a href="http://www.cdwg.com/brands">www.cdwg.com/brands</a> And please visit CDW Canada's website for a list of 1,000 authorized OEMs: <a href="http://www.cdw.ca/brands">www.cdw.ca/brands</a> Another advantage of our reseller status is we have a captive sales audience, which means we can educate our internal sales force on contracts such as Sourcewell, how to sell on Sourcewell, and how to align sales messaging with the contract's needs. This process leads to contract adoption by CDW•G account managers and that has led to contract adoption by their customers. Together, we have increased new Member usage over the past five years by more than 20%. For our U.S. operations, in 2018 we purchased approximately 50% of the products we sold as discrete products or as components of a solution directly from our vendor partners and the remaining 50% from wholesale distributors. Additionally, we are authorized and do buy direct when economically advantageous. As one of the largest direct market resellers, CDW•G has established great working relationships with the major manufacturers in the technology industry. Our buying power attracts the industry's top manufacturers-and their best prices and rebates. Most manufacturers send us daily Electronic Data Interchange (EDI) downloads with pricing and product availability information. Also, we receive timely notification regarding product changes and lifecycles. In a recent calendar quarter documented by one of our comprehensive Sourcewell sales reports submitted under the current contract, products and services sourced from 663 manufacturers were purchased by the Membership via the contract. These represent the entire range of the technology market from wires, cables and connected classroom furniture to advanced networking/data center solutions.</p> <p>Effective purchasing and inventory management are key elements of our business strategy that result in safe and secure IT hardware and software for our customers. Our management information systems, purchasing systems, radio frequency-based cycle counting system, and use of vendor stock balancing allow us to minimize our investment in inventory and to reduce inventory discrepancies and the risk of obsolescence.</p> <p>We conduct quarterly business reviews with our top suppliers and distribution partners to communicate any outstanding issues. We have developed supplier scorecards for our suppliers to drive service expectations and accountability, which directly relates to the customer buying experience. These scorecards have greatly improved service levels and are driving process improvement initiatives throughout the supply chain with many partners. CDW•G has a replenishment program with specific criteria for each manufacturer that takes lead-time into consideration when placing orders as well as monitors return rates to look for quality issues. CDW•G purchases products in volume when practical and stores the oversupply in our overstock locations. In this way, we can pass along volume discount savings to our customers, and the products are available for immediate shipment. We also offer staging options in which we can warehouse specific items, release them on a rollout schedule, and guarantee stocking position.</p> <p>b) Although CDW•G is best described as a reseller, we are also recognized as a service provider. CDW•G's sales force, including both inside and field-based personnel in customer-facing sales roles, are employed directly by our company. We do not use dealers, partners, or subcontractors in this role. Our business model offers Sourcewell members the advantage of leading manufacturers paired with strategic, integrated, comprehensive services. We know that accelerating changes in technology mean that customers require more than just a product to satisfy many of their IT needs. Most customers expect a security component built in to their purchase, which often means implementation, monitoring, and more. CDW•G has transformed from primarily a technology products reseller to include services as part of our integrated technology solutions catalog to keep pace with our customers' needs. We have built a services practice that supports more than 35,000 customers in 140 countries. Please visit our website for a video on how CDW•G services deliver innovation.</p>

		<p>www.cdw.com/services One example of how Sourcewell members benefit from our innovative services is in K-12. CDW•G provides broad and diverse services such as large volume Chromebook rollouts with White Glove Services, networking implementation under the e-Rate program, onsite deployment of whiteboards/video solutions, physical security upgrades, and Blueprint to Design™, a value-added design service that includes classrooms, media centers, cafeteriums, and STEM/STEAM labs. We can deliver all of the services requested in this RFP by means of our internal coworkers, which includes engineers with precise technical expertise, as well as through a network of trusted service providers with whom we have long-term, ongoing relationships. Many of the services we offer are scoped on a custom basis to meet the customer's specific needs. The ability to use our own coworkers as well as our network of service providers gives us flexibility and deep resources to meet changing workload demands. To make sure we are meeting our customers' needs, we have built a deep services practice that goes above and beyond OEM requirements. For example, Cisco's minimum requirement to be a Gold-Certified Partner is to have 4 Cisco Certified Internetwork Experts (CCIEs) on staff. While other vendors may be able to meet Cisco's minimum threshold to gain the designation, CDW•G takes it further to ensure we are meeting our customers' requirements by staffing our services team with 63 CCIEs.</p>
15	<p>If applicable, provide a detailed explanation outlining the licenses and certifications that are both required to be held, and actually held, by your organization (including third parties and subcontractors that you use) in pursuit of the business contemplated by this RFP.</p>	<p>We recognize that Sourcewell members are made up of government, education, tribal nations, and non-profit members. In our years of experience working with Members we've found they themselves don't require many licenses or certifications from IT vendor partners. Separate from this, there are unique state business licenses and tax certificates found at the state, county, and local level. CDW•G holds the applicable licenses and certifications to do business in every state on this contract.</p> <p>When it happens a local agency we haven't worked with before requires a license or certification we may not hold, our account managers work with our Finance or Program Sales team (depending on the requirement) to apply for the license. If the requirement is one we do not qualify for, like a small business certification, we work with our vendor partners to meet the customer's need. We also follow all applicable laws, such as prevailing wage legislation.</p> <p>For the licenses and certifications that are held by CDW•G, these reflect a commitment to stability and security through rigorous quality control standards. Our business succeeds in part due to an understanding with our partners that we can safely procure and implement their IT investments, and protect their critical information. Select quality control and technical certifications held by CDW•G are as follows: International Organization for Standardization (ISO). ISO certified since 2001, CDW•G has a mature, well-defined Quality Management Systems (QMS) that includes continued compliance to the following ISO Standards:</p> <ul style="list-style-type: none"> <li>- ISO 9001 – Quality Management System: Sales, configuration and support of computer and related technology within both of CDW•G's Configuration Centers.</li> <li>- ISO 28000 – Supply Chain Security Management System: The planning, delivery and oversight of secure supply chain management and supporting activities in the US.</li> <li>- ISO 27001 – Information Security Management System: Provision of product sales to CDW•G customers, including all backbone functions and support of computer and related technology.</li> <li>- ISO/IEC 20243 – Information Technology: Complies with the requirements in the Open Trusted Technology Provider Standard (O-TTPS).</li> <li>- ISO 14001 – Environmental Management System: The environmental activities related to product/service management, inventory control, shipping, returns management, and receiving for computers and related technologies, excluding the office, cafeterias and the lessee area.</li> </ul> <p>HIPAA - Health Insurance Portability and Accountability Act: CDW•G complies with all applicable HIPAA regulations, including those related to auditing.</p> <p>SSAE16 Service Organization Controls (SOC) 1 Type 2 – CDW•G Managed Services has had clean, annual PCI and SAS70 Type II (and now Statement on Standards for Attestation Engagements No. 16 (SSAE16)) audits since 2004. PCI Level 1 Compliance – CDW•G Managed Services is audited annually for Level 1 Payment Card Industry (PCI) compliance which attests to the fact that our Managed Services operations and services meet requirements to comply with the standards of the PCI Security Standards Council.</p> <p>Additionally, CDW•G's certifications and knowledge-depth extend to the individual level. Our coworkers hold many technical certifications to support the diverse technology solutions in our catalog. Please find these in Question 69.</p>
16	<p>Provide all "Suspension or Disbarment" information that has applied to your organization during the past ten years.</p>	<p>As of the date of this submittal, and for the prior ten years, CDW•G certifies that to the best of its knowledge and belief, CDW•G has not been listed by any federal or state authority as debarred or suspended, where such debarment or suspension would have a material and adverse ability on our ability to perform hereunder.</p>

17	Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.	Accessories Power, Cooling & Racks Desktop Computers Data Storage/Drives Enterprise Storage Point of Sale/Data Capture Servers & Server Management Notebook/Mobile Devices NetComm Products Carts and Furniture Printing & Document Scanning Services (Partner Delivered) Software Collaboration Hardware Video & Audio Cables Warranties-Product Protection Video Hardware Interactive Whiteboards Interactive Flat Panel Display Chromebooks Google Chrome Management SaaS
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**Industry Recognition & Marketplace Success**

Line Item	Question	Response *
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18	Describe any relevant industry awards or recognition that your company has received in the past five years	<p>Sourcewell is committed to building valued relationship and delivering innovative solutions with integrity, exceeding the expectations of its members. Offering its members the opportunity to purchase the best IT at a competitive discount is an important part of Sourcewell's commitment, but so is the character and quality of the vendor that Sourcewell provides as a business partner.</p> <p>Over our decades of doing business, our company has been recognized as creating the sort of environment that empowers its coworkers to be successful. We make it great for our customers by making it great for our coworkers. Here we highlight five recent workplace awards and recognitions that speak to our company and culture. One of the Best Places to Work in IT 2019</p> <p>Computerworld This year, which marks the 19th time our company has won the Computerworld for Women in 2019</p> <p>Fairygodboss Fairygodboss named us one of the Best Companies for Women in 2019 for our commitment to gender diversity and both recruiting and retaining female talent. Fairygodboss is the largest career community for women.</p> <p>Best for Vets Employer 2019 Military Times</p> <p>Military Times named our company one of its Best for Vets Employers in 2019, placing us among the top employers for veterans based on culture, recruiting, policies, and resources related to veterans, service members, and military families. Perfect Score in Corporate Equality Index 2019</p> <p>Human Rights Campaign We were recognized with a perfect score of 100 percent on the Human Rights Campaign's 2019 Corporate Equality Index (CEI) and the distinction as a Best Place to Work for LGBTQ Equality.</p> <p>Top 100 Solution Providers Computer Dealer News (CDN)</p> <p>Every year CDN compiles a list of the Top 100 IT Solution Providers in Canada based on company revenue. CDW Canada ranked No. 2 in 2019 (based on 2018 revenue). Above are select awards from 2019. Over the past few years we have received many awards and recognition, and those include the following list:</p> <ul style="list-style-type: none"> <li>- 100 Best Places to Work in Chicago</li> <li>- Best Places to Work in Connecticut</li> <li>- Top Companies to Work for in Arizona</li> <li>- Tampa Bay Business Journal Best Places to Work</li> <li>- Dallas Business Journal Best Places to Work</li> <li>- Forbes' America's Best Employers</li> <li>- Military Friendly Employer Award</li> <li>- Business Equality Network LGBTQ Business Equality Excellence Award</li> <li>- Workforce 100 and Human Capital Media Research recognized CDW as one of the 2018 Workforce 100</li> <li>- Canada's Channel Daily News named CDW Canada the No. 2 Solution Provider of the Year, and Scalar, a CDW Company, the Top Storage Provider of the Year. Workplace honors are only part of what makes our company special. We also commit to excellence in the eyes of our OEM partners in order to further our partnerships in delivering best-value solutions to our customers. A sample of our partner recognition over recent years is as follows:</li> <li>- Aruba Top Channel Partner Award</li> <li>- Citrix U.S. Public Sector Partner of the Year</li> <li>- Cisco Collaboration Partner of the Year</li> <li>- Dell President's Circle Award</li> <li>- HP Partner of the Year</li> <li>- HPE North America Network Service Provider (NSP) Partner of the Year Award</li> <li>- HPI largest partner in Direct Reseller Channel</li> <li>- IBM North America Top Strategic Business Partner Leadership Award</li> <li>- Intel North America Public Sector Partner of the Year</li> <li>- Lenovo's largest Global Direct Response Channel Partner</li> <li>- Microsoft Partner of the Year</li> <li>- Nutanix Global Partner of the Year</li> <li>- Sophos National Partner of the Year</li> <li>- VMware Partner Innovation Award</li> </ul>
19	What percentage of your sales are to the governmental sector in the past three years	2018: 34% 2017: 28% 2016: 34%
20	What percentage of your sales are to the education sector in the past three years	2018: 38% 2017: 36% 2016: 36%
21	List any state or cooperative purchasing contracts that you hold. What is the annual sales volume for each of these contracts over the past three years?	CDW•G holds numerous state or cooperative purchasing contracts, including AEPA, TIPS, PEPPM, E&I. Unlike Sourcewell, however, most of our cooperatives that we work with are not public agencies, a decided disadvantage to transparency. While we cannot provide the sales volumes, Sourcewell can find a full list of our publicly available agreements at <a href="http://www.cdwg.com/contracts">www.cdwg.com/contracts</a> .

22	List any GSA contracts that you hold. What is the annual sales volume for each of these contracts over the past three years?	CDW•G holds the GSA Schedule Contract: 47QTCA18D004K, open to all federal and civilian agencies, state and local agencies, and public schools. Annual sales volume for the past three full years: 2018: \$142,600,688 2017: \$133,866,901 2016: \$142,939,903
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### References/Testimonials

Line Item 23.

Entity Name *	Contact Name *	Phone Number *
Elk Grove Unified School District	Todd Barber	916.686.7710 ext.68051
City of Chattanooga	Matthew McDarmont	423.643.6339
University of Colorado	Duane Tucker	303.764.3453
Queen's University, Kingston, Ontario	Andy Green	613.533.6000 ext. 32175
City of Swift Current, Saskatchewan	Dwayne Levoie	306.778.2708

### Top Five Government or Education Customers

Line Item 24. Provide a list of your top five government, education, or non-profit customers (entity name is optional), including entity type, the state or province the entity is located in, scope of the project(s), size of transaction(s), and dollar volumes from the past three years.

Entity Name	Entity Type *	State / Province *	Scope of Work *	Size of Transactions *	Dollar Volume Past Three Years *
Georgia Institute of Technology	Education	Georgia - GA	1. Software 2. Netcom Products 3. Notebooks/Mobile Devices	19,107 orders ranging in size from large to small invoiced at various dates throughout contract year	\$23,575,763
Florida International University	Education	Florida - FL	1. NetComm Products 2. Desktop Computers 3. Software	5,701 orders ranging in size from large to small invoiced at various dates throughout contract year	\$18,026,658
University of Washington	Education	Washington - WA	1. Software 2. Services (partner delivered) 3. NetComm Product	2,936 orders ranging in size from large to small invoiced at various dates throughout contract year	\$17,731,256
Clarksville- Montgo County Schools	Education	Tennessee - TN	1. Notebook/Mobile Devices 2. NetComm Products 3. Video and Audio	331 orders ranging in size from large to small invoiced at various dates throughout contract year	\$17,569,029
Valverde Unified School District	Education	California - CA	1. Notebooks/Mobile Devices 2. Desktop Computers 3. Software	1,992 orders ranging in size from large to small invoiced at various dates throughout contract year	\$13,029,947

### Ability to Sell and Deliver Service Nationwide

Describe your company's capability to meet the needs of Sourcewell Members across the US, and Canada if applicable. Your response should address in detail at least the following areas: locations of your network of sales and service providers, the number of workers (full-time equivalents) involved in each sector, whether these workers are your direct employees (or employees of a third party), and any overlap between the sales and service functions.

Line Item	Question	Response *
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<p>25</p>	<p>Sales force.</p>	<p>As Sourcewell's member base continues to grow in the U.S. and Canada, its ideal partner on this contract will be able to keep up as a valued provider to your diverse membership. But beyond blanketing Members with sheer numbers, Sourcewell's ideal partner should also be aligned with the nuances of your members' industry sectors and procurement environments; able to offer specialized support to help Members meet their goals; and to fulfill this contract's full potential.</p> <p>As part of the CDW Experience, we organize our sales force differently from other companies in order to best serve our customers. First, we form account teams knowledgeable about the unique public sector customers they support. These account teams serve customers exclusively within their sector, which closely match up with Sourcewell's member base: K-12 Education, Higher Education, State and Local Government, Federal Government, and Healthcare. The advantage to CDW•G's model is that our account managers become experts within their sector, able to respond to the very specific needs of each. For example, our account managers in education are knowledgeable in FERPA and other privacy laws, our account managers in State and Local Government track applicable laws to the states they serve, Healthcare teams understand HIPAA. Within each sector, CDW•G's sales force is then divided into eleven geographic regions across the United States. To support this model, we have office locations all across the country. This combines our vast resources as a Fortune 500 company with a personalized presence right in the neighborhood. As a result, the CDW•G sales force is aware of and prepared to support the local landscape in a way that is unmatched by personnel at both small local companies and national companies. Our full listing of 25 U.S. sales offices is as follows, including a new location in the Nashville area, a 5,000-square-foot-office enabling us to better support Sourcewell members in Tennessee and the South: Chandler, AZ; Glendale, CA; Shelton, CT; Tampa, FL; Chicago, IL; Lincolnshire, IL; Vernon Hills, IL; Evansville, IN; Indianapolis, IN; Detroit, MI; Grand Rapids, MI; Minneapolis, MN; Las Vegas, NV; Cherry Hill, NJ; Eatontown, NJ; Cincinnati, OH; Cleveland, OH; Nashville, TN; Dallas, TX; Reston, VA; Bellevue, WA; Appleton, WI; Madison, WI; Milwaukee, WI; Wausau, WI. Sourcewell members receive expertise, experience, and strength in numbers with CDW•G. They will have access to the following specialized sales account managers in each sector:</p> <ul style="list-style-type: none"> <li>- Higher Education: ~200</li> <li>- K-12 Education: ~350</li> <li>- Healthcare: ~250</li> <li>- Federal Government: ~200</li> <li>- State and Local Government: ~225</li> </ul> <p>Each Sourcewell member will receive an account team that maintains overall responsibility for making certain we deliver the unique CDW Experience. One part of the team is made up of the account manager, who listens to develop in-depth knowledge of Member values, technical environment, and financial objectives, to then offer ways in which CDW•G can cut costs, increase productivity, and simplify procurement. Supporting the account manager, Members also have a field account executive, who will arrange to visit Member sites for business reviews, solution and services consultation, white board sessions and other meetings, on a regular basis or as needed. And, of course, Sourcewell receives your own dedicated account manager, who ensures Sourcewell pricing is applied to Members' quotation or order, and affirms that the sale and subsequent fulfillment and invoicing is conducted in accordance with the requirements of the Sourcewell contract. In addition to our U.S. presence, we will support Sourcewell's members in Canada through our mature presence there. Since establishing Canadian headquarters in 2003, CDW Canada has grown significantly, adding coworkers across the country to better serve customers in their regions. Public Sector sales teams are organized by vertical: education, government, healthcare. With a recent strategic acquisition of Scalar Decisions, CDW Canada has coworkers located in most of the major cities across Canada including Ottawa, Calgary, Edmonton, Montreal, and Vancouver. CDW Canada's head office is in Toronto, ON, employing more than 400 coworkers and supporting customers and partners across the country. The number of specialized sales support Sourcewell members in Canada will have access to in each sector:</p> <ul style="list-style-type: none"> <li>- Education: ~20</li> <li>- Government: ~20</li> <li>- Healthcare: ~15</li> </ul> <p>All of CDW•G and CDW Canada's salesforce are direct employees.</p> <p>Where our sales and services overlap, Sourcewell members will benefit from yet another unique advantage of CDW•G's business model. We provide access to incomparable value-added resources and technical expertise while simplifying the process through a single, dedicated point of contact. Sourcewell members' CDW•G account managers function as the quarterback here to engage our value-added resources, which include sector-specific support specialists, such as our Public Safety team (law enforcement, fire rescue, emergency medical services, and emergency management organizations) and Education Strategists and Learning Environment Advisors. Also, highly trained presales specialists who are experts in particular areas of technology, and for specific partner solutions, including more than 100 systems engineers who assist with evaluating products based on unique operational requirements and budgetary constraints.</p>
<p>26</p>	<p>Dealer network or other distribution methods.</p>	<p>CDW•G doesn't use dealers. We resell directly.</p>

<p>27</p>	<p>Service force.</p>	<p>As Sourcewell's member base continues to grow in the U.S. and Canada, its ideal partner on this contract will offer thorough, localized service coverage to meet the high standards of responsiveness that members have to come to expect on the current contract. Supporting CDW•G's sales force in providing value to Sourcewell members is an extensive service force, made up of in-house service professionals and a Trusted Partner Network that span coast to coast. Technology procurement goals have evolved since Sourcewell and CDW•G both came into existence decades ago, moving from box pushing to complex solutions made up of different specializations. To make sure we are close-by, responsive, and able to understand our customers' evolving needs, CDW•G has built a local services presence across 32 cities in the U.S.. Our full listing of U.S. services locations is as follows: Phoenix, AZ; Los Angeles, CA; San Diego, CA; San Francisco, CA; Denver, CO; Miami, FL; Tampa, FL; Atlanta, GA; Chicago, IL; Evansville, IN; Indianapolis, IN; Boston, MA; Detroit, MI; Grand Rapids, MI; Minneapolis, MN; St. Louis, MO; Raleigh, NC; Las Vegas, NV; New York City, NY; Cincinnati, OH; Cleveland, OH; Philadelphia, PA; Pittsburgh, PA; Nashville, TN; Dallas, TX; Houston, TX; Seattle, WA; Washington D.C.; Appleton, WI; Madison, WI; Milwaukee, WI; Wausau, WI Here's a further services coverage breakdown, by services area and resource type.</p> <ul style="list-style-type: none"> <li>- Professional Services Engineers and Project Managers (CDW•G coworkers) across 25 cities in the U.S.</li> <li>- Partner Services network resources across 32 cities in the U.S.</li> <li>- Professional Services-National Team Engineers and Project Managers (CDW•G coworkers) across the U.S.</li> <li>- Configuration Center Technicians (CDW•G coworkers) in Chicago and Las Vegas.</li> <li>- Managed Services-Network Operations Center Engineers and Project Managers in Madison, WI, Minneapolis, MN and Chicago, IL.</li> <li>- Aggregation Services third-party hosting centers across the U.S. CDW•G delivers service by means of our Partner Network with whom we have collaborative, ongoing relationships.</li> </ul> <p>Our Engineers We have over 1,000 services professionals. Instead of breaking our services professionals into sector, with the exception of the federal sector, which has its own unique clearance requirements, our services professionals are deployed into all segments. We are always thinking about what provides the best value for our customers and the optimal solution outcome, and in services we believe expertise exists within a particular technology, not sector. For instance, when implementing a Unified Communications solution or monitoring an IBM mainframe, it matters more that the engineer knows those technologies, not whether it's for a school or a county office. And our engineers know those technologies, and a whole lot more. Our commitment to this ideal has led to nearly 6,700 coworker technical certifications. For a more detailed listing of technical certifications, please see Question 69.</p> <p>Trusted Partner Network CDW•G has strong alliances with approximately 1,200 services providers, which includes minority, women-owned, and other small, disadvantaged businesses, who provide consultants and engineers to complement CDW services projects. When we feel that a partner can provide the best-value on a given project, we select one based upon their ability to meet the needs of the customer, using such criteria as price, responsiveness, quality, geographic reach, available skill-set, length of project and overall customer satisfaction. We choose our service providers carefully, enabling us to focus on developing strong relationships with only the most competent providers. A majority of our partners are organizations Sourcewell members will recognize: Cisco, Microsoft, IBM, Google, Fujitsu, Oracle, Adobe, MP Integrated Solutions, Atomic Data, Twin City Hardware, and many more. By partnering with these companies, CDW•G brings our customers best-value solutions. In addition to our U.S. presence, we will support Sourcewell members across Canada. We have services coworkers in the following major cities: Calgary, AB; Edmonton, AB; Vancouver, BC; Winnipeg, MB; Toronto, ON; Ottawa, ON; and Montreal, QC. These are supported by partner network resources nationwide. A further services coverage breakdown, by services area and resource type.</p> <ul style="list-style-type: none"> <li>- Configuration Center Technicians leveraging our distribution partnerships in the following major Canadian metropolitan cities: Greater Vancouver, Calgary, Greater Toronto and Guelph, Montreal and Halifax.</li> <li>- Aggregation Services and partner hosting center in Toronto</li> </ul>
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28	Describe in detail the process and procedure of your customer service program, if applicable. Include your response-time capabilities and commitments, as well as any incentives that help your providers meet your stated service goals or promises.	<p>CDW•G's goal is to minimize lapses in performance fulfillment, and there are many controls in place to ensure customer satisfaction is continually met. For example, we are proud of our historical percentage of Dead-On-Arrival units being less than .6%, against an exceptionally high output—the number of units shipped daily in recent years is at nearly 150,000. Still, we continually strive to improve the customer experience as part of the CDW Experience.</p> <p>If due to unforeseen circumstances there is a lapse, we have a support plan in place to listen, evaluate, correct, and understand. To simplify the customer service process, we recommend Sourcewell members bring any issues or inquiries to the attention of their account manager. Members' CDW•G account managers should be the center of their customer service and support experience. Barring unforeseen circumstances, account managers respond between 30 minutes and four business hours. They will work to resolve the incident, taking the necessary steps to ensure a best outcome. Or if the account manager is unavailable that day, a backup is assigned. Members' full account support team is available through their online account. It shows the live status of their representatives' availability. Please see Question 52 for more information related to online account capabilities. CDW•G account managers' first step is always to listen. Then they evaluate and determine the best next steps. If the account manager cannot correct the issue, they will escalate it to their sales manager. If the sales manager cannot correct the issue, they will escalate it to the director. Escalation continues until we provide a suitable solution to the performance issue. A word of note: beware of proposed incident escalation paths that go no further than issue resolution. Because Sourcewell members will likely get very familiar with these escalation paths. Vendors that correct the problem but acknowledge it no further than incident escalation/resolution will be able to offer only temporary fixes. They won't understand the causes of where they failed to meet member expectations. A follow-up step in our incident escalation process involves taking the incident resolution process one step further. Our sales teams work hand-in-hand with our Program Management team to ensure that for issues requiring significant escalation, we determine proactive measures to prevent the problem from recurring. We want to understand why it happened to make sure it doesn't happen again. This is one of the reasons we are consistently lauded for outstanding customer service.</p> <p>As a back-up support option, Sourcewell members can always choose to contact a customer relations representative. CDW•G has representatives available to resolve post-sales inquiries from 7:00 a.m. until 9:00 p.m. CT, Monday through Friday, or via email at <a href="mailto:customerrelationsreturns@cdw.com">customerrelationsreturns@cdw.com</a>, with a reply back within 24 hours. As part of our focus on listening in providing customers the CDW Experience, we regularly measure customer satisfaction to find out how we can even better meet our customer needs. Because we know that what worked for our customers in 2010 may not be the best method in 2020. That's why since 2000 our Customer Feedback Program has run via our Market Research Team. The program measures customer satisfaction, thoughts about CDW•G, and problem areas. The primary methodology is a semi-annual survey which gathers information on customer-facing departments including shipping, customer relations, and the customer's sales team. Customers assess key touch points and high-level company characteristics. Customers are selected on a random basis to participate in the surveys. If a customer provides a response that is ranked poor or fair, then a specialist from our Quality Assurance team contacts the customer to determine the reason for their unsatisfactory response and offers additional action to rectify the problem. Notices including customer contact information and feedback are sent to CDW•G sales managers so they can follow up. However, the majority of end users supply favorable survey comments. As a testament to our dedication to customer service, CDW is a past winner of the Forrester Groundswell Award for B2B Listening. Below are the results from CDW's semi-annual Customer Relationship Survey in June 2019.  Overall Performance Account Manager – 91%  Customer Service Staff – 90% Delivery Process – 91%</p> <p>But of all the statistics we track, measure, and apply to our company, we feel the statistic that best measures our customer service is our industry longevity and that customers keep returning to us for their IT needs. For example, of the almost 14,000 Sourcewell members from all market segments who purchased via Sourcewell in 2017, nearly 70% purchased from CDW•G again in 2018.</p>
29	Identify any geographic areas of the United States that you will NOT be fully serving through the proposed contract.	None. Sourcewell members in all geographic areas will be fully served by CDW•G on this contract.
30	Identify any Sourcewell Member sectors (i.e., government, education, not-for-profit) that you will NOT be fully serving through the proposed contract. Explain in detail. For example, does your company have only a regional presence, or do other cooperative purchasing contracts limit your ability to promote another contract?	None. All Sourcewell member sectors will be fully served by CDW•G on this contract.
31	Define any specific contract requirements or restrictions that would apply to our Members in Hawaii and Alaska and in US Territories.	None. We are shipping to Members in Hawaii, Alaska, and in the US Territories. In 2018, we processed 1,139 orders for Members in these states and territories.

**Marketing Plan**

Line Item	Question	Response *
32	Describe your marketing strategy for promoting this contract opportunity. Upload representative samples of your marketing materials (if applicable) in the document upload section of your response.	<p>Industry awareness is critical in establishing a successful cooperative contract and growing its use. In a competitive cooperative landscape, with the very same vendors aspiring to be named to Sourcewell that are already holders of multiple other cooperatives, Sourcewell's ideal partner needs to fully understand the uniqueness of Sourcewell and how to showcase it, using thoughtful resources and creativity.</p> <p>CDW•G and our marketing team are very familiar with the Sourcewell brand. We participated in Sourcewell's successful rebranding effort from NJPA, connecting Sourcewell to CDW•G marketing leaders and executives to review and solicit feedback. Our marketing team is also recognized industry-wide for its campaigns. We were recently named a finalist for Content Marketing Project of the Year by the Content Marketing Institute, the largest and longest-running international content marketing awards program in the world. Added to these distinctions, Sourcewell's CDW•G Program Management team, who know Sourcewell inside and out through the current contract on a day-to-day basis, collaborate with CDW•G's marketing department to create awareness campaigns to disseminate key contract information to potential end users. Taking into account our experience and familiarity from more than 15 years of successfully working together, CDW•G has a forward-looking, 10-step strategy that maximizes our wide-reach to create awareness of Sourcewell in the U.S. and Canada, driving further adoption and spurring increased growth on the next contract.</p> <p>1. Member Transition. To begin, upon award CDW•G will transition Members using the current contract to the new contract. After contract launch, we can add any Member who requests being added to this contract by linking them to the contract within 5 business days of request. CDW•G's marketing plan begins with continuing to market this agreement to all eligible Sourcewell members.</p> <p>2. Agreement Transition Plan. Possibly the most important step is a well-oiled transition plan from CDW•G's current agreement to the newly awarded agreement. We've already created a sample contract landing page that is ready to go live on Day 1. Please access it at <a href="http://www.cdwg.com/Sourcewell">www.cdwg.com/Sourcewell</a>. We'll keep this site up to date with all the latest contract information. Products and pricing are available right now. We will also collaborate with Sourcewell marketing to create an email awareness campaign to explain how CDW•G and Sourcewell will make the transition seamless for the Sourcewell membership. For all piggyback agreements that are currently set up between CDW•G and Sourcewell, David White, Sourcewell's program manager, will work with the local sales team to build a transition plan for each agreement to ensure continuous use of the Sourcewell and CDW•G agreements.</p> <p>3. Customer Facing Collateral. In an effort to drive awareness of the Sourcewell agreement through CDW•G, collateral will be distributed electronically, on the Sourcewell landing page, and printed for Sourcewell customers. Collateral will communicate the benefits of purchasing through the agreement from CDW•G as well as showcase products, services, and solutions offered to customers. As a part of this proposal, CDW•G has created customer-facing collateral that is ready for immediate distribution upon award. Our strategy is twofold. First, to ensure business continuity for our current Sourcewell customers, making sure they are promptly aware of the new contract so that we transition smoothly into the next agreement. Second, we want to increase awareness and adoption for current nonmembers in order to promote net new growth for Sourcewell. These sample documents can be viewed as part of our document uploads in this section, as well as at <a href="http://www.cdwg.com/Sourcewell">www.cdwg.com/Sourcewell</a>.</p> <p>4. Sales Enablement/Training. A Sourcewell member's first point of contact with CDW•G is typically their dedicated account manager. Correspondingly, it is critical that our account managers understand the scope and benefits of the Sourcewell agreement. In conjunction with the technical trainings offered to our CDW•G account teams, our Program Management team will also train our sales teams regarding the Sourcewell agreement with CDW•G. Training won't be a one-time thing— David White and the CDW•G Program Management team continuously train and provide information to educate the sales force on updates or changes to our program with Sourcewell. Having multiple touch points throughout the year helps provide additional ways for the team to gain information that directly relates to launching the program, maintaining compliance, and promoting growth of the Sourcewell agreement. The range of the CDW•G training program allows our account teams to support Sourcewell members through the entire sales cycle from project inception, purchase, solution deployment, and post-sale support. Moreover, our account teams then propagate the value of the Sourcewell agreement to non-members helping to drive increased adoption and contract growth.</p> <p>5. Monthly Email. CDW•G produces and distributes a Sourcewell specific email monthly to approximately 11,000 CDW•G Sourcewell customers. Emails have been designed to highlight monthly rotating solutions topics for the Sourcewell members such as Hyper-Converged Infrastructure (HCI), Mobility and Networking, along with direct links to the CDW•G/Sourcewell landing page. Please see a sample email we recently sent out included in our marketing materials document uploads.</p> <p>6. Corporate Communications. Upon award, CDW•G will generate a spotlight media piece at the CDW Newsroom site detailing the exclusivity of the CDW•G Sourcewell Agreement. These can be shared with select media publications. We also encourage both corporate and individual coworker social media channels to share releases at CDW Newsroom. Finally, it will be a part of a daily, internal newsletter that reaches CDW•G coworkers.</p> <p>7. Sourcewell Branding Logo. A CDW•G and Sourcewell branding logo will be created to include on the email auto signatures of sellers with applicable customers. The logo will direct customers to the Sourcewell landing page.</p> <p>8. Ability to Collaborate on Co-Marketing Efforts. CDW•G is able and willing to participate in cobranding marketing opportunities for all future proposals from Sourcewell. We are actively working to expand the Sourcewell footprint into strategic industries, opening up new channels of membership to Sourcewell. A sample document upload in this section includes the successful LE Supply Pro/National Sherriff's Association and CDW•G promotional effort.</p> <p>9. Social Media. CDW's marketing team has many advanced tactics to reach Sourcewell customers in the US and Canada. Please see Question 33 for information on how our social media presence can generate and increase awareness.</p> <p>10. Executive Sponsorship. Part of CDW•G's commitment to our customer base is constantly</p>

		<p>seeking out opportunities to strengthen our national partner relationships. We view executive alignment as a key part of a successful contract strategy. Our Program Management team conducts quarterly business reviews with CDW•G executive leadership and a significant portion of this agenda is devoted to Sourcewell, including usage statistics and growth trends. The Sourcewell contract continues to be of great interest at CDW•G's executive level because of our successful growth strategies.</p>
<p>33</p>	<p>Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.</p>	<p>To advance Sourcewell's message in the crowded public cooperative landscape, Sourcewell's ideal partner will need to go beyond the slicks, glossy one-pagers, and email blasts of a traditional marketing campaign to reach future Members who don't today, and won't ever respond to information presented that way. In 2019, many go to social media for their news and information. It's been reported the U.S. and Canada have a combined 50 million Twitter users. So ask yourself what sort of technology solutions company is not making use of one of the largest technology platforms to reach customers and future customers in these countries? We've been on Twitter since 2012 and as of this submission have more than 46,000 followers. Using technology to promote and sell technology —seems smart. At least it does to our company. In fact, CDW•G leverages an employee advocacy tool that spans social media. It's called Social Squad, and it allows employees across the company to access curated social media content to share to their personal social media networks, including LinkedIn, Twitter, and Facebook. The platform has 2,248 registered members and gains more every day. In July, our employees shared 9,400 times and generated 26,700 clicks and 14,514,910 impressions. The platform also has an app available for iOS and Android. Social Squad members share content on a number of topics, including CDW news, products and deals, emerging technologies, product launches, featured partners, and more. In order for this contract to be used to the fullest extent, it needs to be embraced by both the IT teams and the procurement departments of eligible users. Other than first-hand experience, we think the best way to making a last impression on our customers' IT teams is storytelling. For this reason, we suggest a series of customer success stories, either written or potentially delivered as webinars. We envision a CIO or CTO to highlight how they worked with CDW•G and used the Sourcewell contract to solve a problem. The target audience for these webinars will be other CIOs and the engineers who work for them. We would ask Sourcewell to help develop this concept and eventually co-promote the message with the membership.</p>
<p>34</p>	<p>In your view, what is Sourcewell's role in public contracts, Sourcewell understands effective messaging. Sourcewell's ideal partner on this contract will make sure Sourcewell is an active partner in spreading the word of this new contract's benefits and features. We expect that following the RFP process and a continued partnership with CDW•G, Sourcewell will announce the new contract award to its 50,000 members. We expect Sourcewell and CDW•G will collaborate on contract launch and marketing material for the Sourcewell membership. And additionally collaborate and build an announcement program to the Sourcewell team. We expect Sourcewell and CDW•G will build strategic partnerships under the agreement with an effort focusing on target customers who require a contract for purchasing. We expect Sourcewell will continue to attend influencing trade shows for the procurement community and include CDW•G in Sourcewell's awareness campaign at those shows. We expect Sourcewell will be a trusted advisor and partner in designing a contract training program for CDW•G internal and field sellers with a contract training program. Which transitions into contract integration. For our part, tenured CDW•G account managers are actively marketing the current Sourcewell contract to customers and are very familiar with its benefits, including special product categories, a unique administrative fee structure, and flexibility, such as CDW•G's augmentation of the prior contract to include Dell EMC products and AWS. Transitioning to the new contract with CDW•G will be seamless and avoid the predictable sales dip of other scenarios. Sourcewell does not have to worry about member confusion or orders held up during training and setup time. Business will continue to flourish, and training time will be used as a refresher, providing contract updates and focusing on strategies to increase adoption. Each year, as CDW•G continues to grow, we do hire a significant number of new account managers. To inform and enhance our sales force's understanding of the Sourcewell contract and its nuances, within the first 30 days post award we will conduct a 'refresh' training with all account managers and Sourcewell staff should be present to impart your passion for cooperative purchasing as well as answer questions.</p>	<p>Having grown from a small, local purchasing cooperative to its status today as a national leader in public contracts, Sourcewell understands effective messaging. Sourcewell's ideal partner on this contract will make sure Sourcewell is an active partner in spreading the word of this new contract's benefits and features. We expect that following the RFP process and a continued partnership with CDW•G, Sourcewell will announce the new contract award to its 50,000 members. We expect Sourcewell and CDW•G will collaborate on contract launch and marketing material for the Sourcewell membership. And additionally collaborate and build an announcement program to the Sourcewell team. We expect Sourcewell and CDW•G will build strategic partnerships under the agreement with an effort focusing on target customers who require a contract for purchasing. We expect Sourcewell will continue to attend influencing trade shows for the procurement community and include CDW•G in Sourcewell's awareness campaign at those shows. We expect Sourcewell will be a trusted advisor and partner in designing a contract training program for CDW•G internal and field sellers with a contract training program. Which transitions into contract integration. For our part, tenured CDW•G account managers are actively marketing the current Sourcewell contract to customers and are very familiar with its benefits, including special product categories, a unique administrative fee structure, and flexibility, such as CDW•G's augmentation of the prior contract to include Dell EMC products and AWS. Transitioning to the new contract with CDW•G will be seamless and avoid the predictable sales dip of other scenarios. Sourcewell does not have to worry about member confusion or orders held up during training and setup time. Business will continue to flourish, and training time will be used as a refresher, providing contract updates and focusing on strategies to increase adoption. Each year, as CDW•G continues to grow, we do hire a significant number of new account managers. To inform and enhance our sales force's understanding of the Sourcewell contract and its nuances, within the first 30 days post award we will conduct a 'refresh' training with all account managers and Sourcewell staff should be present to impart your passion for cooperative purchasing as well as answer questions.</p>

35	Are your products or services available through e-procurement system and how governme	<p>Sourcewell members already procuring technology through e-procurement, and for those who might like to, benefit from a mature e-procurement practice, with a deep understanding of integrations and resources dedicated to driving customer adoption. In our experience, customers can save anywhere from \$30-65 per transaction by using a reliable, secure e-Procurement system that automates their process from procurement to payment.</p> <p>As a company, CDW has completed more than 9,000 e-Procurement integrations. Our in-house staff of over 200 IT personnel are dedicated solely to our web, internal, and e-commerce IT systems. Sourcewell members who would like to explore an integration, benefit from our best practices and lessons learned from nearly 20 years of integration experience. We've pretty much seen it all. We'll advise on what works and what doesn't. For example, we find that the best user experience is a mix of both eProcurement and EDI (Electronic Data Interchange) for invoicing and asset management. Or that government and education customers often realize significant benefits due to decentralized procurement structures. One of our largest education customers has 6,000 authorized buyers across 350 unique departments. CDW•G's e-procurement solution has helped them simplify procurement by using one system and leveraging the Sourcewell agreement. However, experience has also taught us that each customer requirement is different. Therefore we offer a wide range of systems to support member needs, including cXML, OCI, as well as EDI. Through CDW•G integrations, members are able to leverage their preferred e-procurement system or to visit our website that is custom designed for compliance and strict adherence to the Sourcewell contract. We've created a sample landing page that can be accessed here:  <a href="http://www.cdwg.com/Sourcewell">www.cdwg.com/Sourcewell</a></p> <p>Our mature e-procurement practice also means members won't have long to wait to begin using their system. By integrating quicker than our competitors, CDW•G simplifies procurement for Sourcewell members, allowing them to buy IT the way they need based on their specific requirements. We can set up member credentials within 24 hours, with most integrations taking fewer than 45 days depending on the needs of the customer. If invoicing is needed, that can mean additional time depending on complexity and testing with the customer.</p> <p>Beyond saving Sourcewell members time, CDW•G saves Sourcewell members money both through the aforementioned transaction savings and by charging no fees to set up their e-procurement punchout, EDI setup, creation of the portal, or a Purchase Authorization System setup. The only fees come from Members' own e-procurement software solution, as applicable. Outside of providing integrations at no charge, CDW•G also has resources in e-commerce and business development to train end users on how to leverage CDW•G's punch-out catalog or customized e-commerce portal for ordering. Training may be offered on-site, virtually via WebEx, or through recorded sessions that can be accessed on demand. Training generally consists of a walk-through of the customer's customized portal, an overview of the most commonly leveraged tools, and Q&amp;A. The training is optional and offered at no additional charge to the customer. We understand some Sourcewell members won't choose to procure this way, or maybe it's not currently available to them. That's okay, too. CDW•G offers our own Purchase Authorization System. PAS is a way to help customers control rogue orders and promote centralized billing with approval processes through our website. It is yet another way CDW•G maintains rigorous quality control standards on our procurement process.</p> <p>As part of our integrated solution capabilities, we work with both p-cards as well as invoicing and leasing through our site, to fit the different needs of Sourcewell members.</p>
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**Value-Added Attributes**

Line Item	Question	Response *
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<p>36</p>	<p>Describe any product, equipment, maintenance, or operator training programs that you offer to Sourcewell Members. Include details, such as whether training is standard or optional, who provides training, and any costs that apply.</p>	<p>Training and knowledge share empower customers in an increasingly complex and diverse technology environment. On prem, off prem, hybrid, as-a-service, mobility, virtual reality...there is much to grasp and understand. We're in awe of the autodidacts in Sourcewell's member base, but we also suspect many Members don't have the time to learn the nuances of every product they purchase, or would like to purchase, in CDW•G's catalog. For a contract of this size—most vendors competing for this Sourcewell contract offer technology catalogs featuring upward of 100,000 products—Sourcewell's ideal partner must have the resources in place to help Members fully understand their options in order to maximize investments.</p> <p>CDW•G supports Sourcewell members in a number of different ways. Members should work with their CDW•G account manager to take advantage of all our programs. Sourcewell members have access to CDW•G's deep value-added technology enablement resources. We have a team of more than 100 systems engineers in manufacturer-funded positions who provide pre- purchase support for their particular manufacturer's solutions. We also offer general technology learning services. For instance, CDW•G's Cloud Planning Services, hosted by our cloud team, combines workshops, diagnostic services, and consulting engagements to help Sourcewell members determine which applications and workloads are ideal for the cloud. We offer similar services related to nearly everything we sell in our Tech Solutions Library. From choosing a keyboard to modernizing a classroom, our experts provide thoughtful recommendations. Please visit our Tech Solutions Library for more than 400 entries:  <a href="https://www.cdw.com/content/cdw/en/articles/tech-solutions-library.html">https://www.cdw.com/content/cdw/en/articles/tech-solutions-library.html</a></p> <p>For Sourcewell's many K-12 members, CDW•G offers specialized support. Our team of educational strategists assist in aligning teaching and learning with individualized technology roadmaps. Past topics have included effectively using technology in the classroom, designing digital curriculum, and furthering digital literacy and citizenship for staff and students. Please see our response to Question 41 for full details on this value-added resource. Another way CDW•G supports Sourcewell members is to enhance user experience through our close OEM relationships. For example, in partnership with the Cisco we recently hosted a Cisco Threat Hunting Workshop for customers in Nebraska. The workshop uncovered best practices for threat hunting, demonstrated how to incorporate threat hunting into daily workflow, and enabled participants to execute four real-world lab scenarios. And we offer device-specific support. CDW•G's Microsoft Surface Hub Deployment and Adoption Services helps customers get the most out of their investment by delivering enablement activities that cover the Surface Hub journey from unboxing and setup, all the way through targeted adoption and teamwork training for end users. These training features are often included as part of a deployment package, but do vary on a case-by-case basis. We also leverage our OEM partnerships, including Lenovo and HPI, for self-maintainer programs. Many notebook and desktop manufacturers offer options for customers' IT teams to become self-maintainers. This typically includes a short test and a fee to gain the certification. These programs allow IT staff to perform equipment repairs in-house, saving time and money. Finally, we serve Members' technology training and development needs using CDW•G partners such as Directions Training. Together we have been offering excellent information technology and professional development training for nearly ten years. Our comprehensive training has been provided to many large commercial and government organizations, to include the City of Chicago, Ingredion Corporation, AutoNation, Kimberly-Clark, and multiple branches within the US Department of Defense. Trainings include custom fit solutions for all major technology categories, in addition to technical training programs for Microsoft, Cisco, Citrix, CompTIA, VMWare and many others. Our professional development sessions help private and government employees enhance their skills in communication, public speaking and presentations, project management, and more. This training also includes flexible options, state-of-the-art delivery, dynamic leadership, and an infallible dedication to students. Students can attend live, instructor-led training at multiple learning centers located across the country, virtually from the comfort of their home or office, or we are able to provide certified staff to conduct onsite training at a local facility. Additionally, Members have the ability to work with their dedicated CDW•G account manager to create a custom course at the time of your choosing or select from an array of times and dates for virtual training that are offered on a regular basis to many of our customers nationwide.</p>
<p>37</p>	<p>Describe any technological advances that your proposed products or services offer.</p>	<p>As a leader in technology solutions, we witness the "The Law of Accelerating Returns" in real-time. And while we're always looking for a partner to nerd out with on the latest tech (how about Tello, this terrific drone made by DJI that helps teach STEAM in schools to the next generation of programmers; check it out here: <a href="https://www.cdw.com/product/dji-tello-edu-720p-hd-programmable-drone/5557972">https://www.cdw.com/product/dji-tello-edu-720p-hd-programmable-drone/5557972</a>), we also know there's so much else for Sourcewell and its members to do in serving the public interest. That is why Sourcewell's ideal partner will need to have its ear to the ground to be aware of all technological advances and cool new products that are out there, and also the practical understanding of how they benefit Sourcewell members.</p> <p>Here are a few select technology advances in CDW•G's catalog and how they benefit Sourcewell members:</p> <p>VR</p> <p>VR (Virtual Reality) at CDW•G has evolved quickly to keep pace with this rapidly changing market in order to provide the most current and up to date technology available today. VR is being used as a training application for Sourcewell members charged with educating and keeping us safe and healthy. In education, VR is used to engage children by taking them on an exploration or showing content in 3d with animations. Law enforcement uses VR in training to increase empathy in officers. Military applications are providing safer ways to train troops in a variety of situations. And this immersive technology is rapidly finding new use cases in medicine for evaluating tumors in 3d and even performing surgeries remotely.</p> <p>CDW Blueprint to Design™</p> <p>We offer a value-added modern learning environment design service to help make sure educators' technology investments work together for a full learning experience. Our design service includes classrooms, media centers, cafeteriums, and STEM/STEAM labs, and comes from our experts in classroom and spatial design. Since it began in September 2017, CDW Blueprint to Design™ service has had more nearly 800 K-12 and Higher Education institutions sign up for the value-added service</p>

while delivering approximately 450 completed design packages for our customers.

#### Drones

Sourcwell members in law enforcement, education, and federal government can benefit from CDW•G's drone solutions, along with high tech imaging solutions such as thermal, recognition and infrared. We recently saved a large railroad customer time and money by replacing their manual approach of photographing miles and miles of railroad track by horseback (really, still horseback!) with a drone technology solution.

Cloud In the classroom, the right cloud solution can improve innovation. Out of the classroom, the right cloud solution can deliver cost savings, enhanced performance, and, if deployed effectively, increased security. A recent survey showed 59% of IT professionals say they would make more use of cloud, but the complexity is holding them back. CDW•G's cloud experts help customers understand and efficiently procure this elusive technology by answering such questions as: What are we buying? Where is our data going? How is it helping us? CDW•G currently partners with more than 150 cloud providers to deliver SaaS, IaaS, and PaaS solutions. And if those acronyms seem a little odd or unfamiliar, we've got that covered, too. Our expert cloud team, nearly a decade old, includes solution specialists to explain how cloud works, and assess the benefits and risks of each solution for Sourcwell members' particular needs and environments. Additionally, to make sure we are keeping up on "The Law of Accelerating Returns," CDW•G has resources in place dedicated specifically to monitoring IT trends, technical roadmaps, and emerging technologies. We combine this knowledge with the feedback customers provide to stay ahead of the curve on emerging technologies. Our OEM partners recognize us as a trusted partner when it comes to innovation. VMware recently awarded us with a Partner Innovation Award for the Empower Digital Workspace global award.

We ensure we offer state of the art technologies, and that we also vet the benefits and the risks of new solutions, and their operability in the Member's environment. CDW•G has several forums and encourages customers to share knowledge and best practices regarding the solutions we provide. The CDW Customer Advisory Board is a private, online community where we research IT topics and find out about technology usage to aide in marketing material development. These community members do engage with one another on relevant topics that they face in their environments. Sourcwell members have the opportunity to join this community if they desire. Highlights of the Customer Advisory Board include:

- 1,250 customers in a variety of industries
  - Members are primarily: IT Managers, IT Directors, IT Executives/C-Level
  - Weekly Topics include: IT Spending budgets, Tech conferences, Customer service, Social Media, Green
- The following are various other forums in which customers review CDW•G solutions and
- LinkedIn: <https://www.linkedin.com/company/cdw>
  - Facebook: <https://www.facebook.com/CDWCorporation/>
  - Spiceworks: <http://community.spiceworks.com/pages/CDW>
  - Twitter: <https://twitter.com/CDWCorp>
  - YouTube: <https://www.youtube.com/user/CDWPeopleWhoGetIT>

<https://www.youtube.com/user/CDWTEchvision>

- Reviews on CDW.com: [http://www.cdw.com/content/about/cdwreviews.aspx?cm\\_sp=Footer\\_-\\_](http://www.cdw.com/content/about/cdwreviews.aspx?cm_sp=Footer_-_HowWeDolt_-_Customer+Reviews)

HowWeDolt\_-\_Customer+Reviews As a testament to our efforts, we are also regularly asked to participate in OEM advisory board and product beta-testing initiatives. We have been participants in such programs for Microsoft, Adobe, Symantec, IBM, Trend Micro, McAfee, CommVault, Quest, VMware, Cisco, Juniper, Sonicwall, and Riverbed. These organizations have relied on the input and feedback of our staff to ensure their products are market-ready, prior to their public release. For example, CDW•G participates in the majority of Microsoft Rapid Deployment Programs (RDPs) and Technology Adoption Programs (TAPs). This early exposure to Microsoft solutions enables us to bring solutions to our customers in a timely fashion and ensures successful implementations. And CDW•G was one of two partners worldwide who participated in the Early Field Trial (EFT) of Cisco's UC 8.0 rollout. We were developing on the software nine months prior to public release. When 8.0 was released to the public, all CDW•G engineers were already trained to deploy the solution and were familiar with known differences from prior versions. Added to our OEM expertise and advanced solutions, CDW Technology Support is our branded offering backed by the OEM collaborative warranty support service. CDW•G will take the first call for Members to help resolve their issue and, if needed, provide an engineer onsite to perform a hardware replacement. If escalation to the OEM is required, CDW•G will do that on the Member's behalf. Because of CDW•G's depth and breadth of expertise, in the case of a Cisco solution, we are able to get a top-level TAC engineer more quickly than a Member can, resulting in quicker incident resolution.

For more information, please see our Additional Documentation uploads.

<p>38</p>	<p>Describe any "green" initiatives that relate to your company or to your products or services, and include a list of the certifying agency for each.</p>	<p>As an IT reseller we do not build the products we sell (though we make green technology solutions clearer, and for more information on this please see our response to Question 39). We do recognize our part in responsible environmental management and conservation of resources. One of the ways we demonstrate our commitment to environmental management and the principles of sustainable development is through our beGreen program. The beGreen program, which has been around more than 10 years, provides CDW•G coworkers with a platform to reduce, reuse and recycle in an effort to make our operations leaner, more efficient, and more environmentally responsible. We continually develop these efforts to comply with ISO 14001 standards.</p> <p>Since we kicked off beGreen, CDW•G has seen overwhelming coworker participation. Coworkers have the improved environmental efficiency led to these two actions: 1. Our Las Vegas Distribution center has 2. Our Vernon Hills Distribution Center updated the warehouse and parking lot with LED lights containing motion sensors. This allows us to reduce our power usage while minimizing our impact to the environment. beGreen is a consideration in everything we do. Our downtown Chicago office is moving in the next few years to accommodate our growing company. Similar to the products we sell, we don't build the buildings we work in. But we do recognize our part in environmental responsibility and that is why we our future office location is LEED certified for its design and construction. Select beGreen program highlights are below. For our full environmental policy and commitment, please see "CDW•G Commitment to the Environment 2019" in the Additional Documentation uploads section. ISO 14001:2015 Certification CDW•G's distribution centers are ISO 14001 certified, which is the internal standard for environmental management systems. This certification has been awarded to CDW•G's distribution centers located in Vernon Hills, IL, and North Las Vegas, NV.</p> <p>Sustainability at CDW Lighting &amp; Energy Management. Our offices and Distribution Centers are outfitted w waste power after hours.</p> <p>Eco-friendly Alternatives. Our cleaning crews also use natural and vinegar-based cleaners in place of chemical cleaners that can be harmful to the environment.</p> <p>Coworker Engagements. CDW•G Illinois locations are past winners of the Illinois Governor's Sustainability Award, recognizing private and public Illinois organizations who have implemented outstanding and innovative sustainable techniques or technologies, demonstrating a commitment to sustaining our environmental, social and economic health.</p> <p>Recycling Our Distribution Centers employ programs that are designed to recycle corrugate, shrink wrap, y from a peak of three times a week to only twice a year. Packaging and Transportation Over 95% of o manufacturer packaging, instead of being repackaged in new boxes. We have also redesigned our box e maximize the amount of product put into each box.</p>
<p>39</p>	<p>Identify any third-party issued eco-labels, ratings or certifications that your company has received for the equipment or products included in your Proposal related to energy efficiency or conservation, life-cycle design (cradle-to-cradle), or other green/sustainability factors.</p>	<p>Sourcwell members in the public sector have a responsibility to procure sustainably. As stated in Question 38, none of the products we sell are manufactured by CDW•G. Which is a benefit to Sourcwell members. This allows us to be more objective about what's right for each Member's initiatives. Since green products, energy efficiency, life-cycle design, and other sustainability factors are important to Sourcwell members, our account managers compare the various OEMs we sell and determine equipment and products that support their goals. We do try to help where we can. For example, though CDW•G has our own internal policies regarding recycling, we do not take back old equipment from customers. However, we can direct Sourcwell members to trade-in and asset disposal programs through partners to help properly dispose of or recycle hardware.</p> <p>These are some of the programs we offer Sourcwell members:</p> <ul style="list-style-type: none"> <li>- NEC Program: <a href="https://www.necdisplay.com/communications/0418_TradeIn_TradeUp_Program.html">https://www.necdisplay.com/communications/0418_TradeIn_TradeUp_Program.html</a></li> <li>- Panasonic: <a href="http://panasonic.anythingit.com/">http://panasonic.anythingit.com/</a></li> <li>- ClearCube: <a href="https://www.clearcube.com/upgrade">https://www.clearcube.com/upgrade</a></li> <li>- PlanITROI: <a href="https://planitroi.com/">https://planitroi.com/</a></li> </ul>

<p>40</p>	<p>Describe any Women or Minority Business Entity (WMBE), Small Business Entity (SBE), or veteran owned business certifications that your company or hub partners have obtained. Upload documentation of certification (as applicable) in the document upload section of your response.</p>	<p>Sourcewell members in the public sector promote diversity and local business initiatives through their procurement requirements. There are many types of diverse supplier requirements, including minority- and woman-owned, small business, veteran-owned businesses, and LGBT-owned businesses. Sourcewell's ideal partner on this contract will empower all types of diverse suppliers in the marketplace, not just one or two.</p> <p>CDW•G does not hold any WMBE, SBE, or veteran-owned business certifications. Our focus lies in creating a meaningful sourcing plan with minority, small, local, veteran-owned, and other diverse suppliers. By not being a diverse prime, we have the privilege, opportunity, and responsibility to partner with diverse suppliers and bring them with us to the Sourcewell opportunity. That's part of the CDW Experience. Through data extracted from the BLS Quarterly Census of Employment and Wages, we estimate the economic impact from our U.S. supply chain supported over 6,800 Diverse and 3,600 Diverse Small Business Enterprise American jobs in 2018. Also, in our experience customer diversity initiatives are not always met by one or two specific certifications. Each customer has different goals and CDW•G is an ideal partner because our diverse supplier network contains partners with the following certifications:</p> <ul style="list-style-type: none"> <li>- Minority Business Enterprise (MBE)</li> <li>- Women Business Enterprise (WBE)</li> <li>- Lesbian Gay Bisexual Transsexual Business (LGBT)</li> <li>- Veteran Business Enterprise (VBE)</li> <li>- Disability Business (USBLN)</li> <li>- Women Owned Small Business (WOSB)</li> <li>- Small Disadvantaged Business (SDB)</li> <li>- Veteran-Service Disabled Veteran</li> <li>- Small Business</li> </ul> <p>HUBZone We launched our Supplier Diversity program over a decade ago. Our leader in Supplier Diversity, Kristin Malek, was named one of DiversityPlus Magazine's Top 25 Women in Power Impacting Diversity 2019. Kristin and CDW•G coworkers participate in workshops designed to help diverse suppliers learn about contracting opportunities. Recently they attended an event with the City of New York that attracted over 60 diverse suppliers. In recent years, CDW•G has seen continued increases in diverse spend since the program's inception. 2018 overall reported diversity spend exceeded \$2B, equating to 12% of our organization total spend with suppliers. In the same year, we were named a Finalist by the National Minority Supplier Development Council for Corporation of the Year. In 2019, we were named US Veterans Magazine Best of the Best Supplier Diversity Program. Please see a letter of recommendation from QnA Tech, a small minority owned firm focusing on IT solutions, as further, real-world evidence of our commitment to working with diverse suppliers.</p> <p>CDW•G can offer Sourcewell members partnerships in one of two ways: The Tier I Program</p> <p>CDW is continuously developing other diverse partnerships to meet customers' Tier I needs, which is where customer spend goes directly to the diverse firm. In fact, we offer an online registration tool where businesses can register for future opportunities with CDW. Our growing list of suppliers means that customers can count on CDW to deliver against their diversity spending targets. CDW has also partnered with MBE/WBE leasing companies that can support customers' Tier I spend requirements.</p> <p>The Tier II Program In an effort to foster even more opportunities for small, diverse businesses, CDW launched a Tier II Supplier Diversity Program in 2009 for its key manufacturing, distribution and logistics partners. The program's goal is simple: to further opportunities for competitive diverse companies to supply goods and services to CDW and deliver them to our customers. CDW also provides Tier II reporting to customers that track their spending (typically for tax incentives), ensuring that suppliers meet contract compliance and obligations. Our Tier II reports show the items that CDW purchased from diverse suppliers, all items that our customers purchased from CDW, and all items that CDW purchased from diverse suppliers to fulfill customer orders directly.</p> <p>One more important aspect of the CDW Supplier Diversity program is our support and participation in various organizations and events focused on developing relationships and business opportunities within diverse communities. CDW is a National Corporate Member of the National Minority Supplier Development Council, Inc. and The Women's Business Enterprise National Council. CDW supports other organizations, such as the Chicago Minority Business Development Council, Inc., the Women's Business Development Center of Chicago, the Minority Business Development Agency of Chicago, the National Veteran Owned Business Association, and the National Gay &amp; Lesbian Chamber of Commerce. Not only does CDW contribute financially to these organizations, we also engage on advisory councils, attend and host events, and provide resources to support the organizations' focus on continued growth and success.</p>
<p>41</p>	<p>What unique attributes does your company, your products, or your services offer to Sourcewell Members? What makes your proposed solutions unique in your industry as it applies to Sourcewell members?</p>	<p>When Sourcewell evaluates vendors for this next Technology Solutions Catalog contract, we suspect many of the product and services catalogs will overlap. That's life at the top of the IT solutions market, we suppose. But how many of these vendors can stand apart and point to unique solutions? Unique in the true sense of the word. CDW•G stands apart with the following unique attributes we offer Sourcewell members: Sales Support CDW•G's Sales Academy equips new sales coworkers with the skills and knowledge necessary to be effective, successful, and consultative extensions of your IT staff. The Sales Academy is a five-and-a-half-month curriculum for Public sector, Corporate, and Small Business sales account representatives consisting of three phases: Phase I: offers a classroom environment focused on immersing account representatives into the CDW•G culture, systems, technology and professional selling skills Phase II: provides an opportunity for account representatives to immerse themselves into CDW•G segment specific training as well as practice their skills. Phase III: account representatives work with CDW•G customers while continuing their development with dedicated coaching and trainings from a top performing sales leadership and coaching team</p>



Our experiential learning curriculum uses a complete blended delivery model including classroom activities, eLearnings, one-on-one coaching and roundtables, and the Sales Academy delivers that and more. Sales team shadowing and real-world assignments prepare account representatives for the reality of day one on-the-job. In addition, account representatives are provided cutting-edge resources such as a searchable online help tool. CDW•G has implemented a measurement strategy to ensure that any account representative graduating from the Sales Academy is able to perform job tasks and responsibilities skillfully. This strategy includes exercises, assessments, and tests. Throughout each phase of the Sales Academy, account representatives are coached to understand and address the unique challenges within their focus segment: K12, Higher Education, State & Local Government, or Federal Government. We understand that each customer and segment are unique and feel that our training should mirror those nuances. All of these components—technology training, system training, on-the-job immersion, and segment focused coaching—combine to create an onboarding experience for new account managers that has the right balance of technology acumen and real-world skill development and practice. Our goal is that each account representative is able to serve as a valuable asset to our customers—helping them to address their challenges and meet their goals through technology. Our salesforce is trained to understand and support the broad portfolio of products and solutions that CDW•G offers. We also understand our customers' need for deep expertise on particular products and solutions. That is why our account teams are supported by a large team of more than 100 presales systems engineers, both CDW•G-badged and vendor-funded positions, who provide presales support for specific lines of business and particular partner's products. These experts assist with evaluating products based on your unique operational requirements and budgetary constraints. They review quotes for product compatibility, functionality, and compliance. Your account representative will still serve as your main point of contact and quarterback the project to make sure that the process is simple and seamless for members.

#### E-Rate

CDW•G is proud to have participated in E-Rate Projects for Category 2 since 1998, when our company was founded. During that time, we have been awarded over 14,000 E-Rate projects totaling over \$200M in total internet connectivity solutions to schools throughout the United States. Due to our streamlined and best-practice system of checks and balances, we ensure our E-Rate customers have a collaborative and positive experience when working with us on their E-Rate projects, including our dedicated E-Rate invoice team who ensures expert handling of both BEAR and SPI E-Rate invoicing. Mark Ellis, Manager, Program Management, David White, Program Manager, and Amy Passow, E-Rate Specialist, offer schools their knowledge, assistance, and advisement on E-Rate matters, including but not limited to Program compliance and adherence. David prepares contract deliverable reports and makes modifications, as necessary, including price reductions, additions, discontinued products, replacements, and version changes. He ensures that price and supply agreements are in place from award through completion and that the E-Rate bidding, ordering, invoicing, and funding are all seamless and easy for entities to complete. Amy advises on the appropriate engagement before and after Form 470 filings and works with our operations teams to ensure E-Rate ordering, invoicing, and delivery are compliant; additionally, Amy assists applicants with PIA reviews and preparation of Item 21 Forms as part of the Form 471 process.

eSports We know the world of eSports is growing fast. The estimated annual total revenue that will be generated by the eSports industry is expected to reach \$1.5 billion by 2018. CDW•G has extensive experience with gaming laptops and desktops, gaming monitors, mice and keyboards, gaming headsets, graphics cards, and furniture. We feature key manufacturers for this burgeoning industry such as iBuyPower, Logitech G, Micro-Star International (MSI), PNY.

Public Safety In 2007, CDW•G's Public Safety Team was chartered with the mission of aligning the IT industry around the unique challenges of law enforcement, fire, and emergency medical customers. We are proud of its history within the public safety community and long-standing relationships achieved through partnership, membership, leadership and sponsorship with local, regional and national associations. CDW•G participates in public safety focused conferences and events, helps deliver training and education, and works together with organizations including the International Association of Chiefs of Police (IACP), the International Association of Fire Chiefs (IAFC), and the National Sheriffs Association (NSA). Our relationships and targeted expertise afford us with a unique platform to expand Sourcewell's reach into previously untapped markets.

One such relationship is with the National Sheriffs' Association (NSA) that support over 3,100 Sheriffs offices nationally. In 2018, NSA wanted to provide an on-line marketplace portal for everyday goods and services to its members. They solicited the industry to develop the portal, and selected LESupplyPro (LESP), a law enforcement focused cooperative, as a partner, and began development of the marketplace. While working with NSA, the CDW•G Public Safety team noticed there was no technology category in the NSA-LESP portal offering. The team was able to educate NSA on the value and benefits of the Sourcewell agreement, and through these efforts, NSA and LESP named CDW•G as the exclusive technology partner on their NSA-LESP contract. This customized Sourcewell agreement has expanded Sourcewell adoption and membership into a new market while also providing a tailored contract structure that gives back to local law enforcement agencies and helps them further support their mission—serving and protecting citizens. Looking forward, CDW•G envisions continuing to increase the number of members accessing Sourcewell's CDW•G contract by using our unparalleled reach and segment focus to penetrate new markets and maximize Sourcewell's overall contract adoption.

#### K-12 Education Strategy Team

In response to the increasing complexities that schools face scaling digital learning, CDW•G has

		<p>created a K-12 specific Education Team made of former educators and experts.</p> <p>Collective Previous Experience</p> <ul style="list-style-type: none"> <li>- Chief Information Officer</li> <li>- Certified Project Management Professional</li> <li>- Google Certified Innovator and Trainers</li> <li>- Google Certified Level 1 &amp; 2 Educators</li> <li>- Google Apps Certified Administrator</li> <li>- Google Apps Certified Deployment Specialist</li> <li>- Teacher of the Year</li> <li>- Instructional Technologist</li> <li>- Learning Environment Advisor</li> <li>- Microsoft Innovative Educator Trainer</li> <li>- Microsoft Expert Educator</li> <li>- Classroom Teacher</li> <li>- District Superintendent</li> <li>- Developmental Reading Specialist</li> </ul> <p>Our K-12 strategy team analyzes research from multiple experts in the education technology industry such as ISTE, CoSN, Future Ready Schools and the 1:1 Institute (The Project Red Report) in order to develop an internal tool for guiding school districts through curriculum, professional development and device implementations. On a recent past project CDW•G assisted an eastern school district with setting up a STEM Academy for the following school year—resources, materials, products, lesson resources. As a no-cost program, Sourcewell CDW•G saved the district between \$2,000-4,000.</p>
42	<p>Identify your ability and willingness to provide your products and services to Sourcewell member agencies in Canada.</p>	<p>CDW's significant presence in Canada, detailed in Question 25, allows us to focus on providing products, services, and local support to our Canada customers. CDW has a large Product &amp; Marketing organization in Canada. This team comprises mainly Partner Managers, who support 1000+ vendor relationships, including their new technology launches and associated promotions. We have coworkers dedicated to meeting with, evaluating, and onboarding new Sourcewell members. Similar to in the United States, we also have onsite vendor specialists for larger partners such as Adobe, Cisco, HPI, HPE, Lenovo, Microsoft, and more.</p> <p>Our business model in Canada provides exceptional product availability and quick turnaround from the largest inventories of top brand-name manufacturers in the industry. We attribute this to our strategic relationships with the industry's top distributors. There are several main distribution partners in Canada, including Tech Data and Ingram Micro, all of which CDW Canada has a direct line of communication with through a dedicated CDW resource. CDW Canada strives to ship all in-stock, credit approved, non-configured orders within 24 business hours of P.O. receipt. Historically, our same-day order fill rate has been 97%-99%.</p> <p>Our recent acquisition of Scalar Decisions Inc., one of Canada's largest technology solutions providers, enhances the value that we deliver in Canada in the following areas: professional services, security, infrastructure, and cloud technology.</p>

**Warranty**

**Describe in detail your manufacturer warranty program, including conditions and requirements to qualify, claims procedure, and overall structure. You may upload representative samples of your warranty materials (if applicable) in the document upload section of your response in addition to responding to the questions below.**

Line Item	Question	Response *
43	<p>Do your warranties cover all products, parts, and labor?</p>	<p>CDW•G does not manufacture products, but Sourcewell members' IT investments are covered by the manufacturer's standard warranty for all purchases. This means that terms of warranty coverage can and do vary with each OEM purchase. Details for each product warranty are on <a href="http://www.cdwg.com">www.cdwg.com</a> or available through members' dedicated account manager. In our experience, most often the manufacturer coverage does just fine. But for those times where some added support is desired, CDW•G offers additional warranty coverage options for products whose standard warranty alone does not meet members' needs. In order to understand all of our best-value options, we recommend members work with their trusted account manager to navigate the options in our extensive catalog and determine the best fit warranty solution for each product and circumstance. For example, CDW•G and most resellers offer a whole lot of different OEMs—we understand that's one of the features customers and cooperative agencies like best about doing business with large IT resellers. But a whole lot of different OEMs and a whole lot of different warranties could lead to a significant time investment for Sourcewell members when left to manage this part of the technology lifecycle on their own. Imagine for a minute Sourcewell members with small IT staffs left to analyze and track dozens of programs and expirations to gain the most value from their portfolio of warranties. In these instances, CDW•G can offer Maintenance Contracts to simplify warranty coverage for members bogged down with a collection of warranties from different manufacturers for different lengths of time and each with a different end date. Maintenance Contracts are an easily manageable service contract that covers all IT equipment, regardless of manufacturer, with just one expiration date and a single point of contact for repairs. Please refer to our document upload in this section for more information on Maintenance Contracts.</p>

44	Do your warranties impose usage restrictions or other limitations that adversely affect coverage?	<p>Rather than imposing usage restrictions or other limitations on our warranty services, CDW•G enhances coverage options for Sourcewell members through our warranty extensions and uplifts. As stated in Question 43, our experience is that many customers choose the standard OEM warranty for their purchase. Which is fine. In instances where the OEM warranty isn't sufficient, CDW•G offers competitive solutions to augment the OEM's warranty to minimize risk and ensure ongoing performance.</p> <p>Included in our portfolio:</p> <ul style="list-style-type: none"> <li>- Warranty extensions and upgrades</li> <li>- Post warranty support</li> <li>- Accidental damage protection</li> <li>- Maintenance Contracts</li> <li>- Post-sale technical support</li> <li>- Product and certification training</li> <li>- Onsite repair</li> <li>- Help desk services</li> </ul> <p>Additionally, understanding best-value procurement does not stop at the sale, CDW•G keeps the communications lines open with our customers to be sure the warranties they hold continue to meet their needs. For instance, shortly after award on a U.S. Marine Corps (USMC) BPA, CDW•G recognized the warranty provided was not offering the level of service required for USMC. We replaced this warranty without any impact to the customer, indicative of the reliability of our quality approach and our focus on upholding our commitments.</p>
45	Do your warranties cover the expense of technicians' travel time and mileage to perform warranty repairs?	<p>Some do and others do not; it depends on the warranty coverage selected. Any incremental warranty costs for technicians' travel time and mileage to perform warranty repairs are disclosed at time of quote. Both standard manufacturer warranties and extensions of OEM warranties are typically inclusive of all warranty repair services being purchased. In some instances, services may fall outside of the OEM warranty options stated above. In these specific cases, services performed need to be outlined within a statement of work (SOW) and mutually agreed upon by all parties. If so, there will be very specific language around such warranties, travel time, and mileage for any on-site work. However, in our experience SOW-based services are not typically warrantied.</p>
46	Are there any geographic regions of the United States (and Canada, if applicable) for which you cannot provide a certified technician to perform warranty repairs? How will Sourcewell Members in these regions be provided service for warranty repair?	<p>As mentioned, it depends on the warranty coverage selected. In most cases, warranty support is fulfilled directly by the manufacturer and coverage will vary on a case-by-case basis. Where Sourcewell members opt to enhance the standard manufacturer warranty, we have access to certified technician resources through in-house technicians and strategic local partnerships that cover the United States and Canada. We will work with Sourcewell members to identify the best-value solution. Response times and SLAs can vary by location. A commitment we make to Members is that they will always know what they are buying and have clear instructions on the coverage and how to activate warranty claims, whether they be on-site, depot repair or mail-back programs, we believe in complete transparency of the service.</p>
47	Will you cover warranty service for items made by other manufacturers that are part of your proposal, or are these warranties issues typically passed on to the original equipment manufacturer?	<p>In those instances where Sourcewell members choose the standard manufacturer warranty, the responsibility for warranty services on those items is with the manufacturer. To ensure manufacturer warranty expectations are met, CDW•G has defined escalation processes with our partners to ensure technical support is provided by the manufacturers according to the agreed upon SLAs.</p> <p>In those instances where CDW•G enhances the standard manufacturer warranty, we take responsibility for meeting SLAs and delivering the full customer experience.</p>

48	What are your proposed exchange and return programs and policies?	<p>Should Sourcewell members need an exchange or return, CDW•G requires a Return Merchandise Authorization (RMA) number for all returned merchandise. All products must be returned one hundred percent (100%) complete, including all original boxes, packing materials, manuals, blank warranty cards, and other accessories provided by the manufacturer. All returns should be initiated within 30 days. For returns initiated after 30 days, fees may apply. However, in all instances when CDW•G makes an error, we will cover return costs. Credit is issued the following day after the product is received into our warehouse. Credit form is based on the initial method of payment. Credit card refunds will be issued back to the credit card. Net terms refunds will be placed on the account for the customer to use towards invoices or they can request a check be sent to them. For full information on our return programs and policies, see CDW's full Product Return Policy at the following link: <a href="https://webojects.cdw.com/webojects/docs/PDFs/Return_Policy.pdf">https://webojects.cdw.com/webojects/docs/PDFs/Return_Policy.pdf</a> For all questions, issues, and concerns, Sourcewell members' CDW•G account manager continue to be at the center of the customer service and support experience. By contacting their account manager to initiate the return process, Sourcewell members will receive individualized support that ensures the best outcome. CDW•G account managers—and our customer support teams—facilitate and track all returns. These coworkers deal with RMAs on a daily basis. And when returns cannot be made to CDW, Members in need of advocacy with manufacturers regarding exchanges, returns, or any aspect of their IT investment can count on their CDW•G account manager to advocate for them with the OEM. CDW•G also offers Customer Relations service at 866-SVC-4CDW or via email at <a href="mailto:customerrelationsreturns@cdw.com">customerrelationsreturns@cdw.com</a> for customers to obtain a Return Merchandise Authorization (RMA) before shipping product back to CDW•G. Added to our programs and policies, Sourcewell members can trust that they are receiving the approved OEM warranty with each purchase through CDW•G's secure supply chain. 99% of our products come from authorized sources, with the other 1% customer requested sources. Once products are received at our distribution center they are investigated and tracked according to the return merchandise authorization number assigned to each order. The end user/customer is then notified that receipt has been confirmed. All of CDW•G's shipping and quality processes are based on the ISO 9001:2008 certification standards.</p>
49	Describe any service contract options for the items included in your proposal.	<p>In addition to services included with purchase, Sourcewell members may choose from a range of service options available through CDW•G (fees may apply), including the following:</p> <ul style="list-style-type: none"> <li>- We offer a collaborative warranty support service backed by select valued OEMs for faster resolution and a more personal experience. For Sourcewell members' software, licensing and hardware devices, CDW•G takes the first call to resolve the issue and, if needed, provides an onsite break/fix replacement. If escalation to the manufacturer is needed, CDW•G does that on the members' behalf.</li> <li>- We offer through our strategic partners an extended service/help desk, where a phone number is provided and we can take calls and provide support. This option is useful for Members who may not have a robust IT support program and seek a 3rd party solution.</li> <li>- We offer tech support (U.S.-based help) for five years from purchase through either phone or chat (M-F, 7am-6pm CT), or email (reply within 24 hours).</li> <li>- We offer CDW Product Protection through Safeware, a fully licensed insurance agency as well as a Third Party Administrator. Services feature extended warranty and service plan solutions, covering many types of hardware products, including laptops, tablets, and printers/scanners.</li> <li>- We offer Cisco SMARTnet Service, an award-winning technical support service that give members' IT staff direct, anytime access to Cisco experts and online self-help resources required to resolve issues with most Cisco products. Our dedicated Cisco SMARTnet team has 50 specialists with years of experience working with SMARTnet contracts. We have in-depth knowledge of Cisco's internal SMARTnet tools. And CDW•G's exclusive web portal, SMARTtracker, will streamline the management of your SMARTnet Total Care contracts 24x7x365, not just at renewal time. SMARTtracker is a key strength of our offering that provides value-added benefits when combined with the expertise and support of our SMARTnet Total Care Specialist Team.</li> <li>- We offer a Software Asset Management (SAM) solution powered by Snow Software hosted in our cloud through a subscription. This productivity enhancing tool is an advanced and user-friendly SAM solution that empowers customers to reduce their licensing expenditure while mitigating the various compliance risks associated with the administration of software agreements.</li> </ul>

**Payment Terms and Financing Options**

Line Item	Question	Response *
50	What are your payment terms (e.g., net 10, net 30)?	CDW•G's standard payment terms are net 30 days from the date the invoice is issued.

<p>51</p>	<p>Do you provide leasing or financing options, especially those options that schools and governmental entities may need to use in order to make certain acquisitions?</p>	<p>Yes, Members have access to a diverse portfolio of financial companies that can help them secure the leasing terms that best fit their specific needs and budget requirements. CDW•G offers 16 premier and preferred leasing partners, including Arrow Capital Solutions, Cisco Capital, Dell Financial Services, HP Financial Services, and VAR Technology Finance. While we always view our deep set of options as a boon to our customers, we also understand our customers and their IT departments might have better things to do than evaluate multiple leasing constructs to select the right one. CDW•G's approach to leasing and financing solutions mirrors our approach to technology solutions in this way: listen, advise, assist, and present the best options. For example: Apple Financial Services almost always makes sense for Apple products. Our account managers, as the trusted first point of contact, work with members to identify those options. This collaborative process includes the following specific steps: 1. An initial discovery session to understand member goals, requirements, and budget 2. An assessment review of members' existing environment and definition of project requirements 3. Detailed vendor evaluations, recommendations, future design, and proof of concept 4. Procurement, configuration, and deployment of the final solution Our diverse portfolio offers Sourcewell members the option to lease virtually any IT product at favorable rates and terms. These options can be available on a per-deal-basis, or in many cases, as a primary billing option. If a member has a preferred leasing company that is not currently one of our 16 partners, the account manager can work to set that partner up. For example, we have partnered with National Cooperative Leasing (NCL) by onboarding them as a leasing option for our Sourcewell members and continue to develop this partnership. We have begun the plans of putting together a Leasing Planning Meeting strategy for our customers asking for leasing in relation to this Sourcewell agreement. Sourcewell members will also receive a value-added resource in CDW•G's Financial Solutions Team. This is an internal team of unbiased financing experts that work in conjunction with the account manager to align payment options with the Member's financial goals. For example, we know a recent trend for our education and government customers is to adopt mobile devices for their employees and students. However, recent research suggests IT managers believe they spend too much money and time managing devices, including ones that go unused when an end user transfers out of the agency. Our team can recommend an innovative solution for these customers through device-as-a-service (DaaS). While not a traditional leasing or financing option, DaaS satisfies many of those objectives, and includes warranty support, device management, real-time monitoring, and at the end of the lifecycle the devices will be available for reuse or recycling. Less knowledgeable, specialized resources may not consider an option such as this, or—shudder—even be aware it is an option.</p>
<p>52</p>	<p>Briefly describe your proposed order process. Include enough detail to support your ability to report quarterly sales to Sourcewell as described in the Contract template. For example, indicate whether your dealer network is included in your response and whether each dealer (or some other entity) will process the Sourcewell Members' purchase orders.</p>	<p>Sourcewell's 50,000 members are a diverse bunch and should be able to procure IT in the way that suits them individually. As part of the CDW Experience, we strive to make this possible. Members can place an order through the custom premium contract page we set up unique to each Member organization; Members can place an order through their account center feature at <a href="http://www.cdwg.com">www.cdwg.com</a>; or, because we know IT can get a little complex at times and it may seem we have a bajillion options, Members can pick up the phone and dial their dedicated account manager, who is always happy to chat and place an order that way. There are benefits to each method. For example, in Members' premium page, they will see the contract price in real-time as it takes into account market discounts and other factors. For online ordering, we can set up a demonstration to make sure that Members are familiar with the functions and benefits of their customized system. By placing a phone call, Members can bounce their needs, wish lists, concerns, or heck, even ideas for a home improvement project off their dedicated account manager trained in CDW•G's products and services. Once the order is placed through any of the above methods, it goes through a number of quality control steps to ensure what's received is what was ordered. First, the order is reviewed for accuracy by Members' CDW•G account team. Once confirmed, it is sent to our Credit Department for approval and credit-release. The member will receive immediate confirmation via email. In addition, real-time order status information is available 24 hours a day on Members' CDW•G Account Center. The order status feature enables Sourcewell members to sort orders by status: open, completed, backordered, and cancelled. After the order is credit-released, it is sent to the Purchasing Department to have the product pulled from stock, or, if the Member has a Staging Agreement or planned roll-out, it comes from the Members' dedicated inventory. Members benefit from the fact that CDW•G has two strategically-</p>

		<p>located distribution centers that hold \$220M of inventory, on average. At any given time, we maintain 1-4 weeks of stock supply ensuring items are consistently in stock for rapid deployment.</p> <p>CDW•G's distribution centers are designed for continuous commitment to accuracy, quality, and speed. Each step in the product movement process is verified with a barcode scan, from receiving through shipping. We ship 40,000 to 50,000 boxes per day depending on the time of year. Our facilities have multiple levels of storage, miles of high-speed conveyors and sorters, UPC bar code scanning, product serial number capture, and—well, so this is one of those times where things in the technology procurement process get a little complex. Should we just leave it at our shipment accuracy rounds up to 100%? Or, we invite you to take our nifty virtual tour:</p> <p><a href="https://www.cdw.com/webcontent/hubs/services/CDW_DistributionOverview_g.html">https://www.cdw.com/webcontent/hubs/services/CDW_DistributionOverview_g.html</a></p> <p>As one of the largest direct marketing resellers in the U.S., CDW•G has positioned itself very closely with the major shipping companies and other delivery service companies to provide standard or expedited product delivery. Due to the extensive carrier worldwide service capabilities, excellent record for on-time delivery, and competitive pricing, we ship the majority of our products via UPS or FedEx. Both companies have onsite employees at our distribution centers, individuals with a track record of supporting CDW•G with sophisticated capabilities to leverage their intermodal transport options. We also have contracts with truck load (TL) and less than truck load (LTL) carriers for large orders and heavy products.</p> <p>For orders using the Sourcwell contract's terms and conditions, the Sourcwell contract is identified at the line item level or on the Statement of Work, and this triggers our Contract Editor system (Please see our response to Question 63) to ensure the sale is captured as a contract sale and our internal controls go to work. The Sourcwell Member receives invoice detailing Sourcwell contract has been used and this leads into reporting.</p> <p>For managing the contract and providing quarterly sales reports, Sourcwell handles the post- award process. Other companies often leave contract management to the outside of the scope of the RFP erroneously being purchased through this contract. The reports that our contract management professionals currently generate run the gamut from quarterly sales reports for Sourcwell to highly manual, daily federal reports. We have been sending these for the past 20-some quarters on the current contract, and are available to meet with Sourcwell to review any details and answer questions, as needed. Sourcwell and its members will continue to benefit from CDW•G's exacting, on-time reporting standards.</p> <p>CDW•G will not be using a dealer network as part of our response.</p>
53	Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcwell Members for using this process?	<p>Yes, Sourcwell members can use P-cards in both eProcurement and non-eProcurement orders. There is no additional cost for using this process. However, Members who opt for payment terms (e.g. Net 30) are not then allowed to settle terms by invoice with a P-card. As an added capability at no additional cost, CDW•G is capable of providing level 3 information on P-Cards for Visa, MasterCard or American Express. This service provides line item detail remittance of the transaction on member cardholders' statements. Level 3 allows the member agency to track expenses and to ensure that the products purchased on its card were in fact legitimate purchases.</p>

**Pricing and Delivery**

Provide detailed pricing information in the questions that follow below. Keep in mind that reasonable price and product adjustments can be made during the term of an awarded Contract as described in the RFP, the template Contract, and the Sourcwell Price and Product Change Request Form.

Line Item	Question	Response *
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54	Describe your pricing model (e.g., line-item discounts or product-categories materials (if applicable) in the document upload section of your response	<p>To ensure Sourcewell Members can easily procure technology products and services at competitive discounts, CDW•G offers pricing in the same simplified model that Sourcewell members are familiar with on the current contract: Percentage discount off CDW•G Nationally Advertised Price (Advertised) for technology products and services categories, available at <a href="http://www.cdwg.com">www.cdwg.com</a> We believe the best solutions are simple to price, simple to sell, and simple to implement. Though Sourcewell members will be able to choose from over 100,000-strong technology product catalog, CDW•G makes understanding the discount and pricing Members will receive simplified by organizing our diverse catalog into 25 commonly recognized item categories: Accessories, Power, Cooling &amp; Racks, Desktop Computers, Data Storage/Drives, Enterprise Storage, Point of Sale/Data Capture, Servers &amp; Server Management, Notebook/Mobile Devices, NetComm Products, Carts and Furniture, Printing &amp; Document Scanning, Services (Partner Delivered), Software, Collaboration Hardware, Video &amp; Audio, Cables, Warranties-Product Protection, Video Hardware, Interactive Whiteboards, Interactive Flat Panel Display, Chromebooks, Google Chrome Management SaaS, Apple products, and Amazon Web Services. Special pricing and extra discounts we have secured through our close OEM partnerships are reflected in the percentage discounts calculated off Advertised. CDW•G publishes, maintains, and provides access to Advertised at <a href="http://www.cdwg.com">www.cdwg.com</a> as we do for other large-scale contracts and all of the open market business we transact. While we've seen some public sector customers prefer to use a discount off MSRP (Manufacturer's Suggested Retail Pricelists), the unique cost-savings Sourcewell members have come to expect from the current contract cannot be realized on the next contract with that type of structure. Using Advertised allows members to realize greater cost-savings due to a better dynamic price baseline driven by current market conditions and pricing trends. In general, there is a downward trend in IT hardware and software cost over time, and CDW•G's Advertised is benchmarked against current market demand as well as live pricing on our competitor's websites; it is then adjusted to remain competitive in the marketplace. One of the benefits of using CDW•G's Advertised is that it is available 24/7, and Sourcewell members can feel confident that pricing is both up-to-date and competitive, rather than a static number that does not accurately reflect the true market. A well-recognized example of volatility is when a new iPhone releases for \$699 and the one bought just yesterday suddenly drops in value from \$399 to \$99. A number of unique factors contribute to CDW•G's ability in setting a competitive price point:</p> <p>Volume CDW•G processes one order transaction nearly every three seconds. This volume makes us the largest multi-brand IT provider, giving members the broadest look at market trends – especially pricing. We know quickly when our pricing needs to be adjusted to remain competitive, and CDW•G's staff of pricing specialists and Product Management teams adjust accordingly.</p> <p>Sales Data Our sales systems show ordering trends by product, indicating slow evaluate our prices.</p> <p>Supplier Relationship CDW•G's strong supplier relationships provide aggressive pricing and forward-looking analysis. Our relationships with multiple providers give us a real-time look at 'alternate path' pricing. CDW•G's Advertised tracks and adjusts the prices on a large set of products on a weekly basis.</p> <p>Competitive Price Analysis Sourcewell can trust that contract pricing is competitive with other large-scale contracts. As stated above, by tying your discounts to the CDW•G's Advertised reference point, we ensure real-time competitive pricing for purchases over the life of the agreement. All of the products we expect Sourcewell to consider as part of this offer can be found at <a href="http://www.cdwg.com/sourcewell">www.cdwg.com/sourcewell</a>.</p> <p>Additionally, we have provided sales for Sourcewell members in Canada through our CDW Canada affiliate. The discounts are off CDW Canada Advertised price and are quoted in local currency (CAD). Categories of Canadian catalog are similar though not identical. Please refer to our Canadian pricing offer in the required Pricing document uploads for more information.</p>
55	Quantify the pricing discount represented by the pricing proposal in this response. For example, if the pricing in your response represents a percentage discount from MSRP or list, state the percentage or percentage range.	<p>CDW•G: 0% to 13% Discount off Advertised Price CDW Canada: 0% to 7.75% Discount off Advertised Price</p>

56	Describe any quantity or volume discounts or rebate programs that you offer.	<p>Sourcwell prices and percentage off discounts listed in our proposal are the ceiling price at QTY 1. It is our experience, both on the Sourcwell contract and across the broader scope of our business, that few purchases are made for QTY 1 and that often we can share additional discounts with customers through our close relationships with key OEMs. On the current contract, we advocated for Sourcwell members and secured volume discounts on a number of OEMs, including HP and Nutanix. By purchasing in volume or as part of a larger project, approximately 20% of Members enjoyed discounts between 10-20% below the contract ceiling price throughout 2018. Additionally, CDW•G maintains our two distribution facilities with over one million square feet of inventory space available. While our competition tries to paint these facilities as an unnecessary expense, they miss out on one of the key benefits of our model. CDW•G can regularly take action on strategic buy-in programs offered by distributors and OEMs as they feel pressure of product accumulating in their supply chain or need to attain a certain sales threshold for a financial milestone, such as their end-of- quarter or fiscal year. When these opportunities arise, CDW•G has adequate space available to buy in hundreds of units at a reduced cost—and we choose to blend that cost with the general inventory, driving down prices for Sourcwell members in the process. And let us say the ways and means of discount/rebate programs offered from competing vendors on this contract will certainly all sound appealing. But take note that without a team dedicated to tracking and managing purchases, and applying those special discounts appropriately, any resulting oversights will be as inexcusable as letting a puck slip through the five- hole. As part of the CDW Experience, we have a team of program management professionals, including a contract manager and contract analyst dedicated to Sourcwell, who ensure that Sourcwell members receive all program benefits.</p>
57	Propose a method of facilitating “sourced” products or related services, which may be referred to as “open market” items or “nonstandard options”. For example, you may supply such items “at cost” or “at cost plus a percentage,” or you may supply a quote for each such request.	<p>Due to our routine partner reviews, we rarely run into having to onboard new vendors or products for specific requests. When we do, our scrupulous process ensures that new partners work with us in delivering the CDW Experience. This process features collaboration with customers, sales teams, distribution coworkers, internal analysts, Product and Partner Management teams, and our legal department. Again, this is one of those components of technology procurement that is extremely complex behind the curtain, but for Sourcwell members the benefit of working with CDW•G is simple: security. When sourced products or related services are needed, CDW•G can easily facilitate this process for Sourcwell members. In instances where an entirely new product or related service becomes available through our catalog, such as when we began selling AWS on the current contract, our Program Management team works with Sourcwell to add it to the contract at a reasonable percentage discount for Members, taking into account relative category discounts already established on the contract. As for facilitating related services, CDW•G has the resources to develop and deliver services that require nonstandard options, or unique scopes of work, pricing and specific terms. We work with our solution architects and partners to create these project scopes and provide a wide range of services. We then have a team of service contract specialists and service contract negotiators dedicated to drafting, editing, reviewing, and negotiating service contracts to meet the specific needs of our customers. In addition, CDW•G has legal resources to negotiate customer-specific terms and project-specific terms for our customers. The contracts team handles service contracts from initial drafting to full execution of a statement of work, ensuring the Sourcwell members’ experience is streamlined and services can begin in a timely manner.</p>
58	Identify any element of the total cost of acquisition that is NOT included in the pricing submitted with your response. This includes all additional charges associated with a purchase that are not directly identified as freight or shipping charges. For example, list costs for items like pre-delivery inspection, installation, set up, mandatory training, or initial inspection. Identify any parties that impose such costs and their relationship to the Proposer.	<p>All costs to serve Sourcwell members are included in the pricing. Services are quotes as designed by the Member and may include training or implementation costs, which are included at the time of quote and never ‘tacked on’ after purchase.</p>
59	If freight, delivery, or shipping is an additional cost to the Sourcwell Member, describe in detail the complete freight, shipping, and delivery program.	<p>Free ground shipping is for the cheapest ground option. For all other options, we offer Members a freight difference option. An example of this is our Discounted Overnight Shipping program. Members can elect a faster delivery method and receive a discount from our standard overnight price equivalent to the standard ground shipping benefit they would have received for the same items. For example, if standard ground freight would have cost \$10 and the 2-day air option costs \$25, then the Member is asked to pay \$15 for 2-day air – the difference. In this methodology, the Member retains the benefit of the ‘free ground’ consideration.</p>



60	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	<p>For Sourcewell members placing orders in Alaska and Hawaii, freight options are Ground, Express, and Priority, though these options can vary depending on shipping address. Once an order is entered all available options to that shipping address will be shown. Specific carrier options are UPS, USPS, CEVA, and UPS Freight. Transit Time are Ground 3-5, Express 2-3 Day, Priority 1-2 Day, though these can also vary depending on when the shipments leave on the truck.</p> <p>For Sourcewell members placing orders in Canada, standard terms for Shipping are: F.O.B. Destination, Freight prepaid, and added. All products are shipped from one of CDW Canada's partners' distribution centers in Toronto, Mississauga, Calgary and Vancouver. CDW Canada partners with numerous distributors including Ingram Micro and Tech Data within Canada to complement our purchasing model. That's why over 95% of all credit approved, in-stock orders are shipped the same day and are received the next business day. In most instances, Sourcewell members can expect purchases to be delivered the next day or within an average of 3 days by standard ground transportation. CDW Canada through distribution partners uses UPS, Purolator, FedEx, and many other freight carriers for larger shipments.</p>
61	Describe any unique distribution and/or delivery methods or options offered in your proposal.	<p>While most of our industry is down-sizing and drop-shipping, CDW•G maintains a unique blend of operating our own distribution centers with drop-ship capabilities, where sensible. We have distribution centers in Nevada and Illinois that are a combined 1,000,000 square feet. Though the Illinois center primarily serves the eastern United States and the North Las Vegas center the western U.S., our two distribution center model allows us to ship based on availability and at a historical accuracy of 99.7%. More than 460 distribution coworkers work a 24x5 work schedule and we have the ability to scale up during busy seasons. Our capacity to ship is at 54,000 boxes daily, though our single day record is 37,000 boxes, leaving us plenty of capacity for this growing contract. Our customers appreciate the trickle-down value these distribution centers provide, which also allow us to offer better service on imaging, staging services for large roll-outs, and White Glove Services on the millions of Chromebooks we sell each year. We provided customers, many of them Sourcewell members, over several million Chromebooks in 2018 and performed White Glove Services on upward of 30%. Where customer projects don't require configuration or custom services, our drop-ship capabilities allow us to keep costs down.</p> <p>As further evidence of the unique level of service we can deliver, CDW•G was selected to be the sole mobile device provider for the 2020 U.S. Census, scheduled to deploy nearly 500,000 devices over the life of the contract to United States Census Bureau Headquarters, Census Offices (250+), and selected 2020 Decennial Census employee homes. This year, CDW•G has successfully deployed over 65,000 devices for the project. Due to our capabilities mentioned above, we are currently delivering on orders with the same exceptional service with no disruption to our normal business.</p>

**Pricing Offered**

Line Item	The Pricing Offered in this Proposal is: *	Comments
62	c. better than the Proposer typically offers to GPOs, cooperative procurement organizations, or state purchasing departments.	*Generally and in aggregate, the pricing to Sourcewell members is lower than that offered to other cooperatives or state purchasing departments.

**Audit and Administrative Fee**

Line Item	Question	Response *
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63	<p>Specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed Contract with Sourcewell. This process includes ensuring that Sourcewell Members obtain the proper pricing, that the Vendor reports all sales under the Contract each quarter, and that the Vendor remits the proper administrative fee to Sourcewell.</p>	<p>With respect to CDW•G's compliance strategy, we are unique in how we approach managing and maintaining our contracts. Our process begins very early in the sales lifecycle by training our sales force on the Sourcewell agreement to make sure they are selling the right products at the right discounts for Sourcewell members. We can only imagine what a mess it would be for all parties should an uninformed seller transact, say, a 3rd party managed services deal on this Sourcewell agreement.</p> <p>After a sale has gone through, rather than putting the burden of reporting and compliance checks on the sales teams like other companies, CDW•G dedicates a highly specialized Program Management team led by Mark Ellis and David White for our K-12 Education and State and Local Government contracts. Mark, David, and their team are experts in general contract management, and specialized in the Sourcewell agreement. Mark is very familiar with Sourcewell's unique place in the cooperative contract space, drawing on lessons learned and historical data dating back to CDW's first contract with Sourcewell in 2004. Mark and his team are tightly integrated into the contract requirements and how compliance matters to the Sourcewell Membership.</p> <p>The next element of CDW•G's compliance process is a defined self-audit process. The Program Management team is solely responsible for ensuring that only Sourcewell members are able to access the Sourcewell agreement, utilizing the Sourcewell membership list online at <a href="https://www.sourcewell-mn.gov/member-lookup">https://www.sourcewell-mn.gov/member-lookup</a> or via regular updates provided to CDW•G from Sourcewell's contract administrator Lindsey Meech.</p> <p>Additionally, our transparent partnership with the Sourcewell membership team allows our Sourcewell program to be nimble and use real-time information to ensure members have access to the agreement to drive both sales and compliance. The CDW•G Program Management team uses a custom contract management tool called Contract Editor. Only the Program Management team has access to the tool, which streamlines the process and positions us to strictly adhere to the agreement. The Contract Editor tool is a major differentiator for CDW•G. It is a custom-built application that integrates with our internal tools to manage the following items:</p> <ul style="list-style-type: none"> <li>- Customer access to contract</li> <li>- Contract pricing</li> <li>- Contract shipping commitments</li> <li>- Contract fee compliance</li> </ul> <p>The tool matches Sourcewell's unique contract code from a data pool of all CDW•G sales. We access this information to ensure our reports are submitted quarterly and on time, just as we've done for nearly 20 quarters on the current contract. For example, during one recent quarter, CDW•G reported \$187M total sales to a total of 6,123 individual Sourcewell members representing all of the public sector segments, as well as non-profit agencies in all 50 states. These sales included products and services sourced from 663 individual manufacturing partners. Any vendor hoping to be successful in executing this contract should clearly demonstrate the ability to manage a report of this size and scope with all of the necessary detail, cross referenced to Sourcewell's membership database and in compliance with all of the contract's pricing rules. Before we submit our contract sales report to Sourcewell, the CDW•G Program Management team quality checks the report. Because we are committed to accuracy, our team goes through the entire report line-by-line to ensure membership access to the agreement, which confirms only Sourcewell members are accessing the agreement, providing any data we need to follow up on something that doesn't look right. During the recent quarter, a total of 226,639 individual notebook computers were sold during that three-month period—the report consisted of 83,000 lines, each representing an individual transaction. Good thing we hire only the biggest contract nerds out there.</p> <p>This thorough review also ensures pricing is sold at or below the agreed upon contract price, the proper administrative fee is remitted to Sourcewell, and confirms all of the available value-adds we've negotiated for Sourcewell members, such as free freight on orders using the cheapest ground shipping options.</p> <p>After we've submitted the report, we meet with Sourcewell to review the pricing and reporting to discuss any price discrepancies or numbers that look amiss to ensure we are meeting all of Sourcewell's requirements.</p>
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64	<p>Identify a proposed administrative fee that you will pay to Sourcwell for facilitating, managing, and promoting the Sourcwell Contract in the event that you are awarded a Contract. This fee is typically calculated as a percentage of Vendor's sales under the Contract or as a per-unit fee; it is not a line-item addition to the Member's cost of goods. (See the RFP and template Contract for additional details.)</p>	<p>CDW•G is proposing the same general administrative fee which led to more than \$2,500,000,000 in sales over the term of the current contract: 1.00%. At CDW•G, we think simplicity and continuity is a good thing. Sourcwell and CDW•G both experienced record growth on the current contract at this administrative fee, and we expect even greater results on the next contract as our partnership grows (please see Question 9 for our expectations). For select product categories in our offer, to best meet Sourcwell member needs we propose these fees:</p> <ul style="list-style-type: none"> <li>- Software: 0.25%</li> <li>- Chromebooks: 0.00%</li> <li>- Google Chrome Management SaaS: 0.25%</li> <li>- Amazon Web Services: 0.25%</li> </ul> <p>To best serve Sourcwell's growth, we propose 1.50% for select product categories in our offer, to best meet Sourcwell's needs:</p> <ul style="list-style-type: none"> <li>- Desktop Computers: 1.00%</li> <li>- Notebook/Mobile Devices: 1.00%</li> <li>- Chromebooks: 0.00%</li> <li>- Google Chrome Management SaaS: 0.00%</li> <li>- Amazon Web Services: 0.00%</li> <li>- Microsoft Azure: 0.00%</li> <li>- Apple: 1.00%</li> </ul> <p>We are confident in our fee structure due to our track record of success, and a mutual understanding between CDW•G and Sourcwell that the highest fees don't lead to the highest growth. CDW•G has alternate cooperative contracts in our portfolio—it's worth noting any company with the resources necessary to provide on a contract of Sourcwell's size will in all likelihood hold numerous cooperatives—yet our sellers consistently choose Sourcwell because of its unique advantages: member focus, flexibility, and fair administration fees.</p>
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**Industry Specific Questions**

Line Item	Question	Response *
65	<p>If you are awarded a contract, provide a few examples of internal metrics that will be tracked to measure whether you are having success with the contract.</p>	<p>Sourcwell needs a partner with the insight to identify internal metrics that matter, and then the discipline to track them. A representative sample of internal metrics we've found to be good indicators for a successful partnership are the following:</p> <ul style="list-style-type: none"> <li>- Customer Utilization ("spend" - breaking down by segment: State &amp; Local Government, K-12 Education, Higher Education, Federal Government)</li> <li>- Technology Category penetration</li> <li>- New members brought into contract</li> <li>- # of opportunities</li> <li>- Customer Satisfaction survey responses</li> <li>- Repeat customers</li> <li>- Customer % that grows</li> </ul> <p>As Sourcwell knows from the quarterly reports CDW•G's Program Management team sends, we can track many, many more internal metrics than this. And to make certain the internal metrics we track match up with Sourcwell's vision for success, we intend to meet upon award to set mutually agreed upon metrics/key performance indicators for the next five years.</p>
66	<p>Describe your capability to report Sourcwell member eco-labels</p>	<p>For Sourcwell members concerned with the environmental impact of their procurements, we track industry-recognized data to help them understand their footprint. Sourcwell members can receive from CDW•G both EPEAT reporting, which is the leading global ecolabel for the IT sector, and Energy Star, a government-backed energy efficiency measure. For these reports we provide quarterly, calendar year, or fiscal year reporting, depending on members' needs. Sourcwell members with custom time-frame reporting requests typically are honored as well. As a value-add to presenting the raw data, upon request CDW•G's Program Management team will save time for members with a summary tab that provides a snapshot of their spend by EPEAT/Energy Star versus all spend, for products we have collected this information on. If Sourcwell members have further specific requests, such as category breakouts in an easy-to-read summary, CDW•G can work with them to provide that as well. Finally, CDW•G's account managers help Sourcwell members understand and meet green initiatives. Our sales force will guide Sourcwell members toward solutions with environmentally preferred attributes at the pre-sale stage, and also make this a part of quarterly business reviews so that members are aware of our green offerings.</p>

67	Describe your capability to identify third-party issued eco-labels, ratings or certifications for the equipment or products within your catalog related to energy efficiency or conservation, life-cycle design (cradle-to-cradle), or other green/sustainability factors.	With new environmental legislation being proposed at all levels of government, Sourcewell members require a partner that can help them understand their purchases and remain compliant. Eco-labels, ratings, and certifications for solutions in our catalog can be found on CDW•G's website at www.cdwg.com. CDW•G can also help Sourcewell members in determining environmentally preferable solutions through a number of ways, including training our sales force on the changing requirements of environmental legislation at all government levels, and offering solutions that meet the evolving standards associated with the Environmentally Preferable Purchasing Program (EPP) and the IEEE Standard for the Environmental Assessment of Personal Computer Products.
68	Describe your strategy related to the implementation and management of multiple cooperative purchasing contract awards, if applicable.	Any reseller that believes it has the size, resources, and capabilities to meet the high standards established in recent years on the Sourcewell contract will in all likelihood hold multiple cooperative agreements. CDW•G has partnered with multiple coops for 20 years, and we are proud to say all of our historic partners have grown. Similar to our successful approach in offering competing brands of technology, we have a well-formed group of core coop partnerships that offer different benefits to their membership base. CDW•G does its sincere best to provide clear information to customers and help them in choosing both the right technology as well as the right contract for their needs. By working with CDW•G's Program Management team who are experts on each contract, our account managers are kept up-to-date on contract benefits and requirements, along with any changes to programs, which they pass along to their customers for a complete procurement picture. Each cooperative has a unique Program Manager to avoid any conflict of interest as the team works on marketing plans together. CDW•G's organizational structure supports this contract specialization, ensuring each contract partner receives the individualized attention it deserves and that allows it to grow and be successful. Sourcewell will have two trusted members of CDW•G's Program Management team who handle all reporting, who are experts on Sourcewell's unique benefits and requirements, and are responsive to Sourcewell's needs. Our strategy is not to pit cooperatives—or technology brands for that matter—against each other, but to have individualized growth plans and objectives. After the evaluation committee has read through our proposal, we hope ours for Sourcewell is clear and inviting. Please remember, as Sourcewell's primary IT contract partner on the current Technology Solutions contract, CDW•G has furthered our history of alignment, trust, and accelerated contract adoption. Due to a disciplined organizational strategy, we have collectively grown the Sourcewell contract revenue by 44% over the last 5 years and increased the number of members accessing Sourcewell's CDW•G contract by 23%. Keeping a similar alignment in the future, we expect growth to continue from our ongoing dedication to serving Sourcewell's membership at the highest level.
69	Identify any reseller certification(s) (or similar third-party validation of technical expertise) that your organization has attained, if any.	<p>Out of respect for the Sourcewell evaluation committee's time, to allow space in your schedules Reseller CDW•G has been an Acer America Authorized Reseller for over 17 years, and is currently an Apple – Premium Corporate Reseller CDW and Apple have a very successful, established relationship.</p> <ul style="list-style-type: none"> <li>- Apple's Largest Corporate Channel Partner in the US</li> <li>- Apple's only reseller with the designation Premium Corporate Reseller We are an Authorized including mobile device management, carrier activations, and application development.</li> </ul> <p>Cisco Gold Certified Partner There is no other Cisco Gold Partner in the world that offers CDW's expertise across multiple technologies.</p> <ul style="list-style-type: none"> <li>- In 2018, CDW achieved the newest of Cisco's Master Specializations, in networking, making CDW the first Cisco channel partner in the Americas to hold all five Master Specializations that Cisco offers. The other Cisco Master Specializations are security, collaboration, data center and hybrid cloud, and cloud and managed services. Master Specializations are Cisco's highest and most exclusive level of partner certification.</li> <li>- At the 2018 Cisco Partner Summit, CDW was recognized as Architectural Excellence Partner of the Year: Security. In addition to this global award, CDW received 13 geography and theater/area awards.</li> </ul> <p>Dell EMC Titanium Black Partner In 2017, Dell EMC named CDW a Titanium Black Partner, an exemplary commitment to Dell EMC.</p> <ul style="list-style-type: none"> <li>- CDW is Dell's #1 Partner Worldwide.</li> <li>- CDW is the only channel partner that stocks Dell EMC hardware.</li> <li>- CDW has dedicated Dell EMC account managers. HPE Platinum Business Partner</li> </ul> <p>CDW has had a partnership with HP/HPE for the past 30 years. CDW is an HPE Platinum Partner and was honored with Hewlett Packard Enterprise's 2016 North America Network Service Provider (NSP) Partner of the Year Award at HPE's Global Partner Conference. HP Inc. Platinum Business Partner CDW is an HP Inc. (HPI) Platinum Business Partner and HPI's #1 partner worldwide. We are authorized to sell HP's full suite of products and field a large onsite team that provides expert</p>

guidance and support. Lenovo

- Largest Global Partner

CDW is Lenovo's largest Global Direct Response Channel Partner. Microsoft Gold Certified Partner CDW is a Microsoft Gold Certified Partner, #1 ranked Licensing Solution Provider (LSP) and ESA (Enterprise Software Advisor). CDW is also a Microsoft Software Asset Management (SAM) Partner and an Authorized Direct Reseller (ADR) for Open Value licensing programs in all 50 states and Canada. We are the worldwide leader in Microsoft Enterprise Agreements as well as Server and Cloud Enrollments. CDW ranks as Microsoft's #1 LSP in the following areas:

- CSP – Cloud Solution Provider

- Surface ADR – Authorized Device Reseller CDW is one of only a handful of Cloud Solution Providers to work with Microsoft. As a testament to our expertise and differentiation, CDW ranks as Microsoft's #1 LSP in the following areas:

- Reseller of Microsoft Cloud Solutions

- Office 365 customers deployed

- U.S. Partner in Azure

- Open Value Agreement CDW is an authorized Microsoft National Systems Integrator Partner offering award-winning services around all of Microsoft's key solution areas. CDW is one of only a handful of Cloud Solution Providers to work with Microsoft.

At the individual level, CDW•G coworkers hold nearly 6,700 technical certifications, with the highest number for leading OEMs such as Cisco, Microsoft, and Dell EMC. Cisco. CDW has over 1,700 Cisco-certified presales engineers, technical specialists, solution architects, and professional services engineers who are available to provide expert guidance and support. We hold over 90 Cisco Expert certifications.

CDW has the highly qualified resources to stay current with Cisco technologies and continue to meet the standards for all of our specializations. CDW has almost 1,900 Cisco certified presales engineers, technical specialists, solution architects, and professional services engineers who are available to provide expert guidance and support. Certifications include:

- ~100 CCIE/CCDE (includes 1 Quintuple, 6 Triple, 16 Double)

- ~350 Cisco Certified Professionals (CCNP/CCDP/CCSP/CCVP/CCIP)

- ~650 Cisco Certified Associates (CCNA/CCDA)

- ~700 Cisco Certified Sales Experts  
Microsoft. As a testament to our expertise and differentiation, we have approximately 300 Microsoft-focused engineers, technical specialists, presales consultants, and project managers dedicated exclusively to our customers' Microsoft engagements. Our team has completed more than 6,000 Microsoft services engagements and 750 joint Microsoft-CDW engagements to date.

Dell EMC. We have the following certified Dell-EMC engineers at CDW•G

- ~40 EMC certified technology architects

- ~10 Dell EMC Enterprise technical pre-sales specialists

- ~10 Dell EMC client solution specialists

- ~10 EMC certified cloud architects

- 1 EMC certified data scientist

- ~10 EMC certified implementation engineers

One of the reasons we've been so successful in receiving technical certifications and validation from our partners is through organizational investment. CDW employs a dedicated vendor accreditations coordinator (VAC) who takes responsibility for monitoring coworkers' technical and vendor sales certifications in line with our manufacturer partner accreditations. The VAC is part of our Vendor Alliances department, which comprises Vendor Managers for all major hardware manufacturers including HPE/I, Dell, IBM, Lenovo, HDS, Cisco, NetApp, and EMC. We have the highest-level reseller partnerships (Platinum or Gold) with these vendors, which are usually contingent on CDW maintaining minimum numbers of accredited resources at all levels from sales, pre-sales, field and systems engineer to architect. However, we tend to exceed these. Four CCIEs are required for a company to maintain its Cisco Gold Certified Partner status. CDW has more than 10x the required number with 63 CCIEs in our company.

Each of the partner vendors has designated an Account Manager and Systems Engineer to CDW, who communicates product developments to our Vendor Managers, as well as the associated technical training courses available. Some vendors also have Partner Education Managers specializing in training and certification guidance for CDW. The Vendor Managers then work with the VAC to identify the staff impacted by the development and make bookings for training and exams.

Finally, CDW•G has coworkers that hold various levels of project management related certifications including the following.

- Certification: American Society for Quality - Certified Six Sigma Green Belt

- Certification: CCIE

- Certification: CCNP/CCDP

- Certification: Certified ScrumMaster {CSM}

- Certification: Cisco Telepresence PM Certification

- Certification: CISSP

- Certification: CSM

- Certification: CSM {Certified Scrum Master}

- Certification: ITIL Foundation

- Certification: ITIL Foundation

- Certification: ITIL Foundation

		<ul style="list-style-type: none"> <li>- Certification: ITIL Foundation, MBA</li> <li>- Certification: ITIL Practitioner</li> <li>- Certification: ITIL Service Operation</li> <li>- Certification: Lean Six Sigma Black Belt</li> <li>- Certification: Master Certificate in Project Management</li> <li>- Certification: Master of Science in Project Management</li> <li>- Certification: MBA</li> <li>- Certification: MCSE</li> <li>- Certification: PMI CAPM</li> <li>- Certification: PMI PgMP</li> <li>- Certification: PMI PMP</li> <li>- Certification: PMI-RMP</li> <li>- Certification: Project +</li> <li>- Certification: Six Sigma Yellow Belt</li> <li>- Certification: Six Sigma Black Belt</li> <li>- Certification: Six Sigma DMAIC Green Belt</li> </ul>
70	Summarize your current approach to serving Sourcewell (not-for-profit) and plans to grow utilization of your Sourcewell account.	<p>Currently, we serve Members in each vertical with a specialized sales team dedicated to similarly situated accounts (government, education, or not-for-profit) to promote familiarity with the common technology trends for each vertical as well as gain expertise in handling various regulations or contracting norms for that part of the Member base. In addition to the specialized sales team, we segment our marketing along these verticals—creating special landing pages on cdwg.com and publishing magazines for each vertical, such as <a href="http://www.EdTechMagazine.com">www.EdTechMagazine.com</a> to give focus to the discreet issues facing Members which might be solved by technology. This platform has been a valuable resource for feedback to CDW•G from the community we serve; though we obviously need to feature some advertisement to fund the investment, we try to keep that activity to a minimum to showcase the message of solutions in the forefront.</p> <p>We intend to continue our sales team segmentation approach to serving Members because it works us closer to the customer, increases understanding of their unique challenges and amplifies our value. Additionally, CDW•G is experiencing a transformation from a VAR into a solutions provider including robust services to compliment the products we have traditionally sold and enable better outcomes through a completely implemented and supported solution. Our logistics capabilities remain top-notch and we do not intend to cede any ground to the competition on our unmatched reputation for smooth transactions and reliable delivery. We are building atop that foundation with the same intense focus on bringing exceptional value, reliability and customer-focus to the service portfolio as it expands. Engineering talent will continue to mostly be arranged by technology—a wireless network requires deep understanding of the nuances of the connectivity and access point specifications for number of users, area served, materials used in the building—less knowledge about the customer segment. Our design specialists are trained to surface segment specific considerations, while the engineers maintain their expertise in the technology itself.</p> <p>Specific to the growth of Sourcewell, CDW•G will continue to work closely with Sourcewell to present the Sourcewell contract to new Members as an alternative to going through a time and resource-consuming RFP process. As demonstrated in the past, CDW•G can customize the Sourcewell agreement to meet the unique needs of each customer vertical. For example, we onboarded AWS with customer specific terms and conditions for K-12 Education. And we will work with Sourcewell to identify low-spend CDW•G customers that have successfully adopted other Sourcewell contracts. We've begun efforts like this before, and feel we have a good blueprint for CDW•G to build a plan with Sourcewell and leverage other Sourcewell contract partners, such as Grainger, to increase the number of members accessing the technology contract. CDW•G will reciprocate efforts with any non-competing Sourcewell contract partner to maximize Sourcewell's overall contract adoption, regardless of commodity.</p>

**Exceptions to Terms, Conditions, or Specifications Form**

Only those Proposer Exceptions to Terms, Conditions, or Specifications that have been accepted by Sourcewell have been incorporated into the contract text.

## Documents

### Ensure your submission document(s) conforms to the following:

1. Documents in PDF format are preferred. Documents in Word, Excel, or compatible formats may also be provided.
2. Documents should NOT have a security password, as Sourcewell may not be able to open the file. It is your sole responsibility to ensure that the uploaded document(s) are not either defective, corrupted or blank and that the documents can be opened and viewed by Sourcewell.
3. Sourcewell may reject any response where any document(s) cannot be opened and viewed by Sourcewell.
4. If you need to upload more than one (1) document for a single item, you should combine the documents into one zipped file. If the zipped file contains more than one (1) document, ensure each document is named, in relation to the submission format item responding to. For example, if responding to the Marketing Plan category save the document as "Marketing Plan."

- [Financial Strength and Stability](#) - Financial Strength and Stability.zip - Tuesday August 13, 2019 07:37:56
- [Marketing Plan/Samples](#) - Marketing Plan Samples.zip - Tuesday August 13, 2019 07:38:08
- [WMBE/MBE/SBE or Related Certificates](#) - WMBEMBSBE or Related Certificates\_CDW QNA Letter.pdf - Tuesday August 13, 2019 07:38:18
- [Warranty Information](#) - Warranty Information.zip - Tuesday August 13, 2019 07:38:32
- [Pricing](#) - Pricing.zip - Tuesday August 13, 2019 10:00:57
- [Supplemental Pricing Documentation \(if needed\)](#) - Supplemental Pricing Documentation.zip - Tuesday August 13, 2019 10:10:00
- [Additional Document](#) - Additional Documentation.zip - Tuesday August 13, 2019 11:47:45

**Proposers Assurance of Comp**

**PROPOSER ASSURANCE OF COMPLIANCE**

**PROPOSER'S AFFIDAVIT**

The undersigned, authorized representative of the entity submitting the foregoing proposal (the "Proposer"), swears that the following statements are true to the best of his or her knowledge.

1. The Proposer is submitting its proposal under its true and correct name, the Proposer has been properly originated and legally exists in good standing in its state of residence, the Proposer possesses, or will possess before delivering any products and related services, all applicable licenses necessary for such delivery to Sourcewell member agencies. The undersigned affirms that he or she is authorized to act on behalf of, and to legally bind the Proposer to the terms in this Contract.
2. The Proposer, or any person representing the Proposer, has not directly or indirectly entered into any agreement or arrangement with any other vendor or supplier, any official or employee of Sourcewell, or any person, firm, or corporation under contract with Sourcewell, in an effort to influence the pricing, terms, or conditions relating to this RFP in any way that adversely affects the free and open competition for a Contract award under this RFP.
3. The contents of the Proposer's proposal have not been communicated by the Proposer or its employees or agents to any person not an employee or agent of the Proposer and will not be communicated to any such persons prior to the official opening of the proposals.
4. The Proposer has examined and understands the terms, conditions, scope, contract opportunity, specifications request, and other documents in this solicitation and affirms that any and all exceptions have been noted and included with the Proposer's Proposal.
5. The Proposer will, if awarded a Contract, provide to Sourcewell Members the /products and services in accordance with the terms, conditions, and scope of this RFP, with the Proposer-offered specifications, and with the other documents in this solicitation.
6. The Proposer agrees to deliver products and services through valid contracts, purchase orders, or means that are acceptable to Sourcewell Members. Unless otherwise agreed to, the Proposer must provide only new and first-quality products and related services to Sourcewell Members under an awarded Contract.
7. The Proposer will comply with all applicable provisions of federal, state, and local laws, regulations, rules, and orders.
8. The Proposer understands that Sourcewell will reject RFP proposals that are marked "confidential" (or "nonpublic," etc.), either substantially or in their entirety. Under Minnesota Statute §13.591, Subd. 4, all proposals are considered nonpublic data until the evaluation is complete and a Contract is awarded. At that point, proposals generally become public data. Minnesota Statute §13.37 permits only certain narrowly defined data to be considered a "trade secret," and thus nonpublic data under Minnesota's Data Practices Act.

The Proposer understands that it is the Proposer's duty to protect information that it considers nonpublic, and it agrees to defend and indemnify Sourcewell for reasonable measures that Sourcewell takes to uphold such a data designation.

By checking this box I acknowledge that I am bound by the terms of the Proposer's Affidavit, have the legal authority to submit this Proposal on behalf of the Proposer, and that this electronic acknowledgment has the same legal effect, validity, and enforceability as if I had hand signed the Proposal. This signature will not be denied such legal effect, validity, or enforceability solely because an electronic signature or electronic record was used in its formation.  
- Robert Kirby, President, CDW Government LLC

The Proposer declares that there is an actual or potential Conflict of Interest relating to the preparation of its submission, and/or the Proposer foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the bid.

Yes  No

The Bidder acknowledges and agrees that the addendum/addenda below form part of the Bid Document.

Check the box in the column "I have reviewed this addendum" below to acknowledge each of the addenda.



**AMENDMENT #1  
TO  
SOURCEWELL CONTRACT #081419-CDW**

This Amendment is by and between **Sourcewell** (Sourcewell) and **CDW Government LLC** (Vendor). Sourcewell and Vendor will be collectively known hereinafter as “Parties.”

Vendor was awarded a Sourcewell Contract for Technology Catalog Solutions effective December 1, 2019, relating to the provision of services by Vendor and to Sourcewell and its Members.

The parties agree that certain terms within the Agreement shall be updated and amended and only to the extent as hereunder provided.

In consideration of the mutual covenants and agreements described in this Amendment, the parties agree as follows:

1. This Amendment is effective upon the date of the last signature below.
2. Article 8 B. Administrative Fee is amended to add, “Upon written request of Vendor, Sourcewell will consider a reduction in Administrative Fees. The following Administrative Fee Reductions are approved through this amendment and remain in effect through the term of this Contract:

<b>Affected Member:</b>	<b>Approved Administrative Fee Reduction Through the Term of this Contract:</b>
National Sheriff's Association, Alexandria, Virginia	0.25%
State of Ohio Department Administrative Services	0.25%
Suffolk County Community College, New York	0.25%
Mansfield, Texas Independent School District	0.50%
All Florida State Universities Statewide	0.50%
University of Idaho	0.50%
All K-12 and HED in New York State	0.50%
University of Oregon	0.50%
All Oklahoma State Universities Statewide	0.50%
Tarrant County College District, Texas	0.50%
University of Maryland	0.50%

3. Notwithstanding the above, for all Sourcewell members, the Administrative Fee for Software shall be 0.25% and there shall be no fee for Chromebook hardware and Google Chrome License.

4. The Agreement and any previous amendments are incorporated into this Amendment by reference.

Except as amended by this Amendment, the Agreement remains in full force and effect.

**Sourcewell**

**CDW Government LLC**

By: \_\_\_\_\_  
Authorized Signature

By: \_\_\_\_\_  
Authorized Signature

Jeremy Schwartz  
Name – Printed

Robert F Kirby  
Name – Printed

Title: Director of Operations & Procurement/CPO

Title: President, CDW Government LLC

Date: 2/25/2020 | 8:56 PM CST

Date: 2/25/2020 | 11:27 AM CST

APPROVED:

By: \_\_\_\_\_  
Authorized Signature

Chad Coauette  
Name – Printed

Title: Executive Director/CEO

Date: 2/25/2020 | 9:00 PM CST



## ETSB Resolution

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

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**File #:** ETS-R-0049-24

**Agenda Date:** 7/10/2024

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

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AWARDING RESOLUTION TO DECCAN INTERNATIONAL PO 924021 FOR A RENEWAL OF MAINTENANCE FOR THREE (3) YEARS OF THE LIVEMUM AND LIVEMUM WALLMAP SOFTWARE IN THE ACDC AND DU-COMM PSAPS (TOTAL AMOUNT: \$132,190.00)

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 924021 to Deccan International for a renewal of maintenance on the LiveMum and LiveMum WallMap software in the ACDC and DU-COMM PSAPs. The contract will cover the period from September 1, 2024 through August 31, 2027, with annual options to renew. The total amount for three years is \$132,190.00.

NOW, THEREFORE BE IT RESOLVED, that DU PAGE ETSB Requisition 924021, dated June 17, 2024, covering said, a three (3) year renewal of software maintenance, be, and is hereby approved by the DU PAGE ETSB to Deccan International, 9810 Scripps Lake Drive, Suite H, San Diego, CA 92131 for a total amount of \$132,190.00.

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

GREG SCHWARZE, CHAIR

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



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

<b>SECTION 1: DESCRIPTION</b>			
<i>General Tracking</i>		<i>Contract Terms</i>	
FILE ID#:	RFP, BID, QUOTE OR RENEWAL #:	INITIAL TERM WITH RENEWALS: OTHER	INITIAL TERM TOTAL COST: \$42,768.00
COMMITTEE: ETSB	TARGET COMMITTEE DATE: 07/10/2024	PROMPT FOR RENEWAL: 3 MONTHS	CONTRACT TOTAL COST WITH ALL RENEWALS: \$132,190.00
	CURRENT TERM TOTAL COST: \$42,768.00	MAX LENGTH WITH ALL RENEWALS: THREE YEARS	CURRENT TERM PERIOD: INITIAL TERM
<i>Vendor Information</i>		<i>Department Information</i>	
VENDOR: Deccan International	VENDOR #: 10500	DEPT: ETSB	DEPT CONTACT NAME: Eve Kraus
VENDOR CONTACT: Pang Moua	VENDOR CONTACT PHONE: 888-DECCAN9	DEPT CONTACT PHONE #: 630-550-7743	DEPT CONTACT EMAIL: etsb911@dupagecounty.gov
VENDOR CONTACT EMAIL: pangm@deccanintl.com	VENDOR WEBSITE: https://deccanintl.com	DEPT REQ #: 924021	
<i>Overview</i>			
DESCRIPTION Identify scope of work, item(s) being purchased, total cost and type of procurement (i.e., lowest bid, RFP, renewal, sole source, etc.). Recommendation for approval of Purchase Order 924021 to Deccan International for a renewal of maintenance on the LiveMUM and LiveMUM WallMap software in the DU-COMM and ACDC PSAPs (Public Safety Answering Points) for three (3) years with the option to renew annually.			
JUSTIFICATION Summarize why this procurement is necessary and what objectives will be accomplished LiveMUM is an existing software tool that interfaces with a live CAD system to display current coverage and offer move-up recommendations to the Telecommunicators.			

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

<b>SECTION 3: DECISION MEMO</b>	
SOURCE SELECTION	Describe method used to select source. N/A
RECOMMENDATION AND TWO ALTERNATIVES	Describe staff recommendation and provide justification. Identify at least 2 other options to accomplish this request, including status quo, (i.e., take no action). N/A

### SECTION 4: SOLE SOURCE MEMO/JUSTIFICATION

<b>JUSTIFICATION</b>	Select an item from the following dropdown menu to justify why this is a sole source procurement. SOFTWARE MANUFACTURER AND SOLE MAINTENANCE/UPDATE PROVIDER
<b>NECESSITY AND UNIQUE FEATURES</b>	Describe the product or services that are not available from other vendors. Explain necessary and unique features or services. Attach letters from manufacturer, letters from distributor, warranties, licenses, or patents as needed. Be specific. LiveMUM is a software utilized by PSAPs Telecommunicators that interfaces with a live CAD system to display current emergency responder coverage and offer move-up recommendations based on real-time data. LiveMUM WallMap has the ability to project multiple resource types side-by-side allowing dispatchers to view the overall coverage of service in real-time. Outside vendor access to the source code to maintain the existing product being used within the PSAPs is not permitted. ETSB is not aware of any other vendor providing this suite of products.
<b>MARKET TESTING</b>	List and describe the last time the market has been tested on the applicability of the sole source. If it has not been tested over the last 12 months, explain why not.  No other products like LiveMUM and LiveMUM WallMap have been identified for sourcing.
<b>AVAILABILITY</b>	Describe steps taken to verify that these features are not available elsewhere. Included a detailed list of all products or services by brand/manufacturer examined and include names, phone numbers, and emails of people contacted. This contract was brought to the Fire Standardization Focus Group for discussion and it was concluded that LiveMUM is a valuable tool and there was consensus was to recommend renewal the maintenance of the software licensing for LiveMUM and LiveMUM WallMap originally procured in 2012 under PO 950726.

### SECTION 5: Purchase Requisition Information

<i>Send Purchase Order To:</i>		<i>Send Invoices To:</i>	
Vendor: Deccan International	Vendor#: 10500	Dept: ETSB	Division:
Attn: Pang Moua	Email: pangm@deccanintl.com	Attn: 9-1-1 Coordinator	Email: etsb911@dupagecounty.gov
Address: 9810 Scripps Lake Drive, Suite H	City: San Diego	Address: 421 N. County Farm Road	City: Wheaton
State: CA	Zip: 92131	State: IL	Zip: 60187
Phone:	Fax:	Phone: 630-550-7743	Fax:
<i>Send Payments To:</i>		<i>Ship to:</i>	
Vendor: Deccan International	Vendor#: 10500	Dept: ETSB	Division:
Attn:	Email:	Attn: 9-1-1 Coordinator	Email: etsb911@dupagecounty.gov
Address: 9810 Scripps Lake Drive, Suite H	City: San Diego	Address:	City:
State: CA	Zip: 92131	State:	Zip:
Phone:	Fax:	Phone:	Fax:
Shipping		Contract Dates	
Payment Terms: PER 50 ILCS 505/1	FOB: Destination	Contract Start Date (PO25): Sep 1, 2024	Contract End Date (PO25): Aug 31, 2025

**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		LiveMUM and LiveMUM WallMap Maintenance FY24-25	FY24	4000	5820	53806		42,768.00	42,768.00
2	1	EA		LiveMUM and LiveMUM WallMap Maintenance FY25-26	FY25	4000	5820	53806		44,050.00	44,050.00
3	1	EA		LiveMUM and LiveMUM WallMap Maintenance FY26-27	FY26	4000	5820	53806		45,372.00	45,372.00
										Requisition Total	\$ 132,190.00

*FY is required, ensure the correct FY is selected.*

<i>Comments</i>	
HEADER COMMENTS	Provide comments for P020 and P025. This is for maintenance and support, nothing will be shipped.
SPECIAL INSTRUCTIONS	Provide comments for Buyer or Approver (not for P020 and P025). Comments will not appear on PO. Please return PO to ETSB to send to the vendor.
INTERNAL NOTES	Provide comments for department internal use (not for P020 and P025). Comments will not appear on PO.
APPROVALS	Department Head signature approval for procurements under \$15,000. Procurement Officer Approval for ETSB. LMZ 6/17/24



June 14, 2024

County of DuPage  
421 N County Farm Road  
Wheaton, IL 60187

Re: Deccan International – Sole Source Letter

To Whom It May Concern:

The LiveMUM computer software product that DuPage County has licensed for use from Deccan International is highly proprietary and is considered a trade secret of Deccan International.

No other party is **capable or permitted** to perform the various maintenance duties (i.e. code corrections, product updates, and technical support). There is no outside access to the source code for the product. Deccan International is the sole source for building and maintaining the software application.

Additionally, the software provided by Deccan International would not function as proprietarily designed and built by Deccan International should outside 3rd party staff attempt to modify, support, or alter the software. The software and agency specific configuration work performed by Deccan International uses proprietary means, methods and algorithms. Consequently, Deccan International is the sole provider of maintenance and support for all our products.

Should you have any questions, or if we may be of further assistance, please do not hesitate to contact me.

Sincerely,

Jonathan Elson  
President/CEO



June 11, 2024

County of DuPage  
421 N County Farm Road  
Wheaton, IL 60817  
Attn: Eve Kraus

RE: Maintenance Renewal Notification

Dear Eve Kraus,

To assist your department in planning for maintenance renewal, please accept this letter as a notification of the LiveMUM Maintenance Fees for three years with the option to renew yearly:

Maintenance Period	Amount
9/1/2024-8/31/2025	\$42,768
9/1/2025-8/31/2026	\$44,050
9/1/2026-8/31/2027	\$45,372
<b>TOTAL</b>	<b>\$132,190</b>

If you have any questions, please contact me by phone at 858-732-1562 or by e-mail at [pangm@deccanintl.com](mailto:pangm@deccanintl.com). We greatly value our relationship with the department and look forward to many more years of serving all your support and maintenance needs. Thank you for giving us the opportunity to continue to support your department!

Best Regards,

Pang Moua  
Director of Administration





# 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: \_\_\_\_\_

Bid/Contract/PO #: \_\_\_\_\_

Company Name: Deccan International	Company Contact: Pang Moua
Contact Phone: 858-732-1562	Contact Email: pangm@deccanintl.com

### 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, 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**

Recipient	Donor	Description (e.g. cash, type of item, in-kind services, etc.)	Amount/Value	Date Made

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**

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

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.dupagecounty.gov/government/county\\_board/ethics\\_at\\_the\\_county/](http://www.dupagecounty.gov/government/county_board/ethics_at_the_county/)

**I hereby acknowledge that I have received, have read, and understand these requirements.**

Authorized Signature \_\_\_\_\_

Printed Name

Pang Moua

Title

Director of Administration

Date

Jun 11, 2024

**Attach additional sheets if necessary. Sign each sheet and number each page. Page \_\_\_\_\_ of \_\_\_\_\_ (total number of pages)**



## ETSB PAC Resolution

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

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**File #:** ETS-R-0047-24

**Agenda Date:** 7/1/2024

**Agenda #:** 7.D.1.

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**RESOLUTION TO APPROVE MODIFIED 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 HANOVER TOWNSHIP EMERGENCY SERVICES**

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, Hanover Township Emergency Services has requested modified 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, Hanover Township Emergency Services’ application has previous been recommended for approval by the DU PAGE ETSB Policy Advisory Committee (“PAC”) on August 14, 2018 in accordance with policy; and

WHEREAS, the DU PAGE ETS Board has received and reviewed the modified application of Hanover Township Emergency Services as detailed in Attachment A of this resolution.

NOW, THEREFORE BE IT RESOLVED, that DuPage ETSB hereby grants modified access to DEDIRS by Hanover Township Emergency Services 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 July, 2024 at Wheaton, Illinois.

---

GREG SCHWARZE, CHAIR

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

JEAN KACZMAREK, COUNTY CLERK



## Hanover Township Emergency Services

DuPage County ETSB,

Hanover Township Emergency Services is an Emergency Services Agency made up of sworn personnel authorized under the Illinois Emergency Management Act. We serve multiple police and fire agencies and are dispatched by DUCOMM on the Fire North Channel. Hanover Township Emergency Services has mutual aid agreements with the agencies for the talk groups we are requesting to access. Access to these talk groups would allow Hanover Township Emergency Services to better integrate with the day-to-day activities of these agencies when we are requested to assist at incidents and major disasters.



## DuPage ETSB DEDIRS Access Application

AGENCY INFORMATION	
<b>Type of Application:</b>	<input type="checkbox"/> New <input checked="" type="checkbox"/> Modification
<b>NAME OF AGENCY:</b>	Hanover Township Emergency Services
<b>POINT OF CONTACT:</b>	Michael Brauer
<b>BUSINESS ADDRESS:</b>	300 South Route 59, Bartlett, IL, 60103
<b>EMAIL ADDRESS:</b>	mbrauer@hanover-township.org
<b>BUSINESS TELEPHONE:</b>	630-372-3971
<b>MOBILE TELEPHONE:</b>	630-532-7713

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:	32
The total number of radios which will be affiliated during any daily operational shift is:	10
Do the portable radios have encryption: <input type="checkbox"/> No <input checked="" type="checkbox"/> AES encryption	
Type of radios to be programmed with a DEDIRS talk group: <div style="text-align: right;">APX 8500, APX 8000, APX 7500</div>	
The Applicant is requesting use of: <input checked="" type="checkbox"/> InterOp Groups 1-8, <input checked="" type="checkbox"/> 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	<input type="checkbox"/> Yes <input type="checkbox"/> No
Vendor Technical Review of Application Complete	
14 Day Notice to Members via PSAPs is complete	<input type="checkbox"/> Yes <input type="checkbox"/> No
Posted on Committee Agenda Date: _____	<input type="checkbox"/> Yes <input type="checkbox"/> No
Vote of Committee: Ayes _____ Opposed _____ Abstain _____ Absent _____	Approved
Action or Direction Based on Vote: [ie TOT ETSB, request additional information, denied]	<input type="checkbox"/> Yes <input type="checkbox"/> No
Posted on ETSB Agenda Date: _____	<input type="checkbox"/> Yes <input type="checkbox"/> No
Vote of ETSB Board: Ayes _____ Opposed _____ Abstain _____ Absent _____ Resolution No: _____	Approved
	<input type="checkbox"/> Yes <input type="checkbox"/> No

Additional Talkgroups:

- 1 West and Bartlett Local
  - Daily Mutual Aid with Bartlett Police
- 1 North and Hanover Park Local
  - Daily Mutual Aid with Hanover Park Police and Fire
- Fire North and FD Ops 3 and 5
  - Our Main Dispatch Channel and Daily Mutual Aid
- All other Fire Channels
  - We host Decon 12 and Transport it to scenes for MABAS Division 12 and it would allow smother communications with ACDC and DUCOMM

# DU-COMM

## DuPage Public Safety Communications

420 N. County Farm Road, Wheaton, IL 60187  
(630) 260-7500 Main  
www.ducomm.org



June 14, 2024

Linda Zerwin  
Executive Director  
DuPage County ETSB

RE: Hanover Township ESU- DEDIRS Application

Dear Director Zerwin,

Please accept this letter as support for the Hanover Township Emergency Services Unit's application to use the DEDIRS system. DU-COMM has provided alerting services to the Township team since 2013.

Given the important role they play in supporting our police and fire entities, DU-COMM thinks it appropriate to grant access. They respond to a wide range of emergency and non-emergency events with first responders. Hanover Township is also the only emergency service unit in the state of Illinois certified by the Cook County Department of Homeland Security and Emergency Management Department.

If you need any additional information, please do not hesitate to reach out.

Sincerely,

Jessica Robb, ENP  
Executive Director



## ETSB Resolution

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

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**File #:** ETS-R-0050-24

**Agenda Date:** 7/10/2024

**Agenda #:** 7.D.2.

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**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 workstation items on Attachment A were purchased in 2016-2021 for a combined cost of \$5,330.05, 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 life/end of support DEDIRS replacement radio project, and the 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 July, 2024 at Wheaton, Illinois.

---

GREG SCHWARZE, CHAIR

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

JEAN KACZMAREK, COUNTY CLERK

**Emergency Telephone System Board of DuPage County**  
**Attachment A Equipment List for Resale**  
**10-Jul-24**

<b>Item</b>	<b>Type</b>	<b>Serial Number</b>	<b>Asset Tag #</b>
1	CAD Workstation	1LKJ243	010056
2	CAD Workstation	GK18K93	020026
3	CAD Workstation	1LKB243	010054
4	CAD Workstation	3X98KD3	004865
5	CAD Workstation	1LJJ243	010062





## ETSB Resolution

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

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**File #:** ETS-R-0051-24

**Agenda Date:** 7/10/2024

**Agenda #:** 7.D.3.

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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-COMM PSAP

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 five (5) workstations (Surplus Items) on Attachment A were procured in 2020-2021 for Computer Aided Dispatch (CAD) within the Public Safety Answering Points (PSAPs) for an amount of \$5,330.05; 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 the DU-COMM PSAP; 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 approve the transfer of the five (5) workstations (Surplus Items) on Attachment A to the DU-COMM PSAP.

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

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GREG SCHWARZE, CHAIR

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

JEAN KACZMAREK, COUNTY CLERK

**Emergency Telephone System Board of DuPage County**  
**Attachment A Equipment List for Resale**  
**10-Jul-24**

<b>Item</b>	<b>Type</b>	<b>Serial Number</b>	<b>Asset Tag #</b>	<b>Transfer to</b>
1	CAD Workstation	1LKJ243	010056	DU-COMM
2	CAD Workstation	GK18K93	020026	DU-COMM
3	CAD Workstation	1LKB243	010054	DU-COMM
4	CAD Workstation	3X98KD3	004865	DU-COMM
5	CAD Workstation	1LJJ243	010062	DU-COMM



## ETSB Resolution

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

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**File #:** ETS-R-0052-24

**Agenda Date:** 7/10/2024

**Agenda #:** 7.D.4.

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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 COUNTY IT 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 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 59 workstations (Items) on Attachment A were procured in 2016-2021 for Computer Aided Dispatch (CAD) within the Public Safety Answering Points (PSAPs) for an amount of \$83,376.30; and

WHEREAS, the 9-1-1 Coordinator recommends DU PAGE ETS Board approval for the transfer of the Items listed on Attachment A of this resolution to the County IT Department; 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 approve the transfer of the 59 workstations (Items) on Attachment A to the County IT Department.

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

---

GREG SCHWARZE, CHAIR

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

**Emergency Telephone System Board of DuPage County**  
**Attachment A Equipment List for Resale**  
**10-Jul-24**

<b>Item</b>	<b>Type</b>	<b>Serial Number</b>	<b>Asset Tag #</b>	<b>Transfer to</b>
1	CAD Workstation	3VXLSD2	004662	County IT
2	CAD Workstation	1LLD243	010042	County IT
3	CAD Workstation	GK0SK93	020039	County IT
4	CAD Workstation	1LMD243	004953	County IT
5	CAD Workstation	1LLG243	010048	County IT
6	CAD Workstation	GK1FK93	020032	County IT
7	CAD Workstation	GK1CK93	020022	County IT
8	CAD Workstation	1LLH243	010059	County IT
9	CAD Workstation	1LLF243	005023	County IT
10	CAD Workstation	GK0NK93	020023	County IT
11	CAD Workstation	1LKC243	010055	County IT
12	CAD Workstation	1LLB243	010049	County IT
13	CAD Workstation	1LJG243	010058	County IT
14	CAD Workstation	1LLC243	010045	County IT
15	CAD Workstation	1LKD243	020050	County IT
16	CAD Workstation	1LJC243	010057	County IT
17	CAD Workstation	1LJF243	010053	County IT
18	CAD Workstation	1LKF243	010041	County IT
19	CAD Workstation	Unknown	004836	County IT
20	CAD Workstation	1LMF243	010050	County IT
21	CAD Workstation	1LJB243	010060	County IT
22	CAD Workstation	GK0PK93	020098	County IT
23	CAD Workstation	3X94KD3	004857	County IT
24	CAD Workstation	Unknown	004856	County IT
25	CAD Workstation	3X83KD3	004851	County IT
26	CAD Workstation	3TH7CP2	010162	County IT
27	CAD Workstation	3THTMN3	010161	County IT
28	CAD Workstation	BCZKBM2	004847	County IT
29	CAD Workstation	COMJBM2	004958	County IT
30	CAD Workstation	3TKVMN2	010163	County IT
31	CAD Workstation	CONJBM2	004822	County IT
32	CAD Workstation	3VTHSD2	004667	County IT
33	CAD Workstation	3VVLS2	004680	County IT
34	CAD Workstation	3VTFSD2	004666	County IT
35	CAD Workstation	3VVJSD2	004669	County IT

36	CAD Workstation	3VVKSD2	004678	County IT
37	CAD Workstation	3VVFSD2	004675	County IT
38	CAD Workstation	3TL7CP2	010165	County IT
39	CAD Workstation	BD0FBM2	004959	County IT
40	CAD Workstation	HVM6332	004527	County IT
41	CAD Workstation	8NM6332	004531	County IT
42	CAD Workstation	DHH29Z1	002647	County IT
43	CAD Workstation	BD1FBM2	004957	County IT
44	CAD Workstation	BCZHBM2	020042	County IT
45	CAD Workstation	3TJVMN2	010160	County IT
46	CAD Workstation	CONFBM2	004825	County IT
47	CAD Workstation	BD0LBM2	010159	County IT
48	CAD Workstation	BD0GBM2	Unknown	County IT
49	CAD Workstation	C0QJBM2	Unknown	County IT
50	CAD Workstation	3X92KD3	Unknown	County IT
51	CAD Workstation	C0QKBM2	Unknown	County IT
52	CAD Workstation	C0MDBM2	Unknown	County IT
53	CAD Workstation	BCZGBM2	Unknown	County IT
54	CAD Workstation	C0PJBM2	Unknown	County IT
55	CAD Workstation	CONDBM2	Unknown	County IT
56	CAD Workstation	C0PDBM2	Unknown	County IT
57	CAD Workstation	CONKBM2	Unknown	County IT
58	CAD Workstation	18193W2	Unknown	County IT
59	CAD Workstation	219DX12	Unknown	County IT



## ETSB Resolution

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

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**File #:** 24-1946

**Agenda Date:** 7/10/2024

**Agenda #:** 7.D.5.

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RESOLUTION AMENDING THE SALE OF SURPLUS ITEMS TO INCORPORATE AN ADDENDUM A FROM THE COUNTY OF DU PAGE ON BEHALF OF THE EMERGENCY TELEPHONE SYSTEM BOARD OF DU PAGE COUNTY TO THE BOARD OF TRUSTEES OF ILLINOIS STATE UNIVERSITY ON BEHALF OF ILLINOIS STATE UNIVERSITY 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 DU PAGE ETS Board approved the sale of five hundred nineteen (519) portable radios listed on Attachment A on June 12, 2024, and the DuPage County Board approved the sale of said radios on June 25, 2024, under Resolution ETS-R-0045-24, to the Board of Trustees of Illinois State University on behalf of Illinois State University Emergency Management; and

WHEREAS, per the agreement, Illinois State University reviewed the units and requested that fifteen radios be substituted, and are hereby stricken as shown on Addendum A; and

WHEREAS, the fifteen alternate radios have been selected by Illinois State University and Attachment A of the original agreement has been adjusted to add these radios to this agreement as Addendum A.

NOW THEREFORE, BE IT RESOLVED, that DU PAGE ETS BOARD approves Addendum A of the Sales Agreement of five hundred nineteen (519) portable radios to the Board of Trustees of Illinois State University on behalf of Illinois State University Emergency Management.

Enacted and approved this 11th day of July, 2024 at Wheaton, Illinois.

---

GREG SCHWARZE, CHAIR

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

JEAN KACZMAREK, COUNTY CLERK

## SALES AGREEMENT

Contract No.: **24DEDIRS003**

Dated: **June 12, 2024**

This is an Agreement by and between The County of DuPage and Emergency Telephone System Board of DuPage County, hereafter called SELLER, and The Board of Trustees of Illinois State University on behalf of Emergency Management, Normal, Illinois, a public safety entity, hereafter called BUYER.

In consideration of the mutual undertakings herein contained, the parties hereto agree as follows:

1. **SALE:** SELLER agrees to sell to BUYER and BUYER agrees to purchase from SELLER portable radios and accessories listed in Attachment A (referred to as the "Equipment") in accordance with the terms and conditions specified herein.

2. **SALE PRICE:** The Sale Price of the Equipment:

**\$500.00** per APX7000 dual band 7/800 UHF portable radio in "as is condition".

Radio mics and chargers will be provided one per portable also in "as is condition" at no charge if SELLER has available functioning stock. Chargers will be provided in a 1:1 relationship including multi-chargers. (For Example: 6 portables = 1 multi-charger unit).

3. **PAYMENT:** BUYER agrees to pay SELLER pursuant to the Illinois Prompt Payment Act (30 ILCS 540). The SELLER will invoice BUYER upon delivery of equipment as shown in Attachment A. The BUYER may remit all costs at any time during the payment period.

4. **CALIBRATION EQUIPMENT:** Under this sale contract beginning on the day of delivery of the Equipment to ninety (90) days thereafter, SELLER will allow BUYER to calibrate the Equipment using SELLER'S calibration device. Thereafter, from the date of the execution of this contract until June 30, 2032, the SELLER will allow the BUYER to rent a calibration device to calibrate the APX7000 radios for a cost of \$2000.00 per calibration session. The SELLER hereby notifies the BUYER that the SELLER will not pay to update any software required to maintain the calibration equipment for use with the APX7000 series. The SELLER will, however, advise the BUYER of such requirements and discuss options for upgrades at such time.

BUYER must provide SELLER 30 days notice of request to reserve and use calibration equipment. BUYER agrees that the BUYER is responsible for any damage other than normal wear and tear sustained to the unit while in BUYER'S possession and will make proper restitution for repairs or replacement of parts and equipment to make the calibration equipment whole.

BUYER has expressed an interest in purchasing calibration equipment should SELLER decide to surplus equipment. SELLER agrees to notify BUYER if such equipment becomes available for sale according to DuPage County ordinance and state statute. BUYER will also advise SELLER of the fair market value of such equipment for purchase.

5. **DELIVERY:** BUYER shall be responsible for the pickup at 420 County Farm Road, Winfield, Illinois of all items on Attachment A.
6. **WARRANTY: SELLER MAKES NO OTHER WARRANTY, EXPRESS OR IMPLIED, AS TO THE DESIGN, OPERATION, OR AS TO THE QUALITY OF THE MATERIAL OR WORKMANSHIP IN, THE EQUIPMENT AND ALL WARRANTIES INCLUDING WARRANTIES OF, MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE OF THE EQUIPMENT ARE HEREBY EXCLUDED. BUYER AGREES THAT SELLER WILL IN NO EVENT BE LIABLE FOR DAMAGES ARISING IN STRICT LIABILITY OR FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, HOWEVER ARISING. SELLER'S LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE PURCHASE PRICE OF SUCH ITEM OF EQUIPMENT SET FORTH IN THIS AGREEMENT.**

Upon pick up of the items listed in Attachment A, both parties will observe the functional operation of the equipment. If any radio is found not to be in functional operation, SELLER will provide a replacement radio if one is available or will subtract that unit from the total number sold and final price if not available. Functional Operation will consist of the ability of the unit to power on at the time of sale.

7. **TITLE:** Title to the Equipment free and clear of all liens, claims and encumbrances of any kind shall vest in BUYER upon final payment by BUYER to SELLER of the full Sale Price required to be paid pursuant to Paragraph 3 hereof.
8. **NOTICES:** Any notice hereunder shall be in writing and shall be deemed to be given when delivered, including but not limited to overnight courier or electronic transmission or, if mailed, on the third day after mailing by registered or certified mail, postage prepaid and addressed to BUYER or SELLER at its respective address shown on the preamble to this Agreement, or to either party at such other address it has designated as its address for purposes of notice hereunder.
9. **FORUM SELECTION, CHOICE OF LAW, AND INDEMNITY:**
  - A. The venue for all disputes arising out of this contract will be exclusively in the circuit court for the Eighteenth Judicial Circuit in DuPage County, Illinois;
  - B. This contract shall be governed by the law of the State of Illinois including all matters of construction, validity, performance, and enforcement; and
  - C. It is understood and agreed by the Parties that, except as otherwise provided within this Agreement, neither SELLER nor BUYER shall be liable for any negligent or wrongful acts, either of commission or omission, chargeable to the other, unless such liability is imposed by law, and that this agreement shall not be construed as seeking to either enlarge or diminish any obligation or duty owed by one party against the other or against a third party. Notwithstanding this agreement nothing contained herein shall be deemed a waiver of the SELLER or the County of DuPage's defenses under the Illinois Local Government and Governmental Employees Tort Liability Act.

#### **10. MISCELLANEOUS**

- A. This Agreement constitutes the entire agreement between SELLER and BUYER with respect to the sale and purchase of the Equipment on Attachment A and supersedes all



prior and concurrent offers, promises, representations, negotiations, discussions, and agreements that may have been made in connection with the sale of the Equipment. No representation or statement not contained herein shall be binding upon SELLER or BUYER as a warranty or otherwise unless in writing and executed by the party to be bound thereby. If BUYER does not sign this Agreement and return the signed copy of this Agreement to SELLER within sixty (60) days of the receipt of the Agreement, this Agreement may be voided at SELLER'S election.

- B. BUYER shall not assign its rights under this Agreement unless it has obtained the prior written consent of SELLER. This Agreement shall be binding upon and inure to the benefit of the parties hereto and their respective successors and permitted assigns.
- C. This Agreement shall be governed by construed in accordance with the internal laws of the State of Illinois including all matters of construction, validity, performance, and enforcement.
- D. This Agreement is subject to acceptance by SELLER at its offices referred to in the preamble and shall only become effective on the date thereof.
- E. No revision or modification of this Agreement shall be effective unless it is in writing and signed by duly authorized officers of BUYER and SELLER.
- F. BUYER is responsible for arranging for the installation of used equipment and for notifying BUYER'S maintenance provider that used equipment has been installed.

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed and do each hereby warrant and represent that its signatory whose signature appears below has been and is on the date of this Agreement duly authorized by all necessary and appropriate corporate action to execute this Agreement.

If this Agreement is not executed by both parties and returned to SELLER within sixty (60) days of receipt, SELLER may terminate this Agreement without notice.

**Emergency Telephone System Board  
Of DuPage County**

**BUYER: The Board of Trustees of  
Illinois State University**

By: \_\_\_\_\_  
Greg Schwarze, Chair

By: \_\_\_\_\_

Title: Director of Purchases

Date: \_\_\_\_\_

Date: 6/6/24

**DuPage County Board**

By: \_\_\_\_\_  
Deborah A. Conroy, Chair

Date: \_\_\_\_\_

Emergency Telephone System Board of DuPage County  
Attachment A DEDIRS Equipment List for Resale

Item	Type	Serial Number	Asset Tag #
1	APX7000 7/800 UHF Dual Band	655CMB0224	000749
2	APX7000 7/800 UHF Dual Band	655CMB0312	000794
3	APX7000 7/800 UHF Dual Band	655CMB0317	000795
4	APX7000 7/800 UHF Dual Band	655CMB0460	000768
5	APX7000 7/800 UHF Dual Band	655CMB0273	000658
6	APX7000 7/800 UHF Dual Band	655CMB0369	000738
7	APX7000 7/800 UHF Dual Band	655CMB0497	000690
8	APX7000 7/800 UHF Dual Band	655CMB0525	001023
9	APX7000 7/800 UHF Dual Band	655CMB0453	000767
10	APX7000 7/800 UHF Dual Band	655CLZ8343	001512
11	APX7000 7/800 UHF Dual Band	655CLZ8245	001444
12	APX7000 7/800 UHF Dual Band	655CMB0489	000691
13	APX7000 7/800 UHF Dual Band	655CMB0268	000657
14	APX7000 7/800 UHF Dual Band	655CMB0387	000743
15	APX7000 7/800 UHF Dual Band	655CMB0219	000751
16	APX7000 7/800 UHF Dual Band	655CMB0464	000770
17	APX7000 7/800 UHF Dual Band	655CLZ8344	001508
18	APX7000 7/800 UHF Dual Band	655CMB0288	000638
19	APX7000 7/800 UHF Dual Band	655CMB0289	000637
20	APX7000 7/800 UHF Dual Band	655CMB0463	000769
21	APX7000 7/800 UHF Dual Band	655CMB0271	000663
22	APX7000 7/800 UHF Dual Band	655CMB0316	000788
23	APX7000 7/800 UHF Dual Band	655CMB0370	000737
24	APX7000 7/800 UHF Dual Band	655CMB0462	000774
25	APX7000 7/800 UHF Dual Band	655CMB0465	000771
26	APX7000 7/800 UHF Dual Band	655CMB0509	001019
27	APX7000 7/800 UHF Dual Band	655CMB0523	001024
28	APX7000 7/800 UHF Dual Band	655CLZ8350	001507
29	APX7000 7/800 UHF Dual Band	655CMB0319	000793
30	APX7000 7/800 UHF Dual Band	655CMB0459	000773
31	APX7000 7/800 UHF Dual Band	655CLZ8240	001439
32	APX7000 7/800 UHF Dual Band	655CMB0313	000789
33	APX7000 7/800 UHF Dual Band	655CLZ8342	001510
34	APX7000 7/800 UHF Dual Band	655CMB0490	000694
35	APX7000 7/800 UHF Dual Band	655CNM2912	004125
36	APX7000 7/800 UHF Dual Band	655CLZ8251	001446
37	APX7000 7/800 UHF Dual Band	655CMB0308	000787
38	APX7000 7/800 UHF Dual Band	655CMB0521	001017
39	APX7000 7/800 UHF Dual Band	655CLZ8248	001438
40	APX7000 7/800 UHF Dual Band	655CMB0314	000790
41	APX7000 7/800 UHF Dual Band	655CLZ8244	001441
42	APX7000 7/800 UHF Dual Band	655CMB0383	000739
43	APX7000 7/800 UHF Dual Band	655CMB0311	000792
44	APX7000 7/800 UHF Dual Band	655CMB0280	000661
45	APX7000 7/800 UHF Dual Band	655CMB0495	000695
46	APX7000 7/800 UHF Dual Band	655CLZ8235	001440

47	APX7000 7/800 UHF Dual Band	655CMB0292	000639
48	APX7000 7/800 UHF Dual Band	655CLZ8336	001515
49	APX7000 7/800 UHF Dual Band	655CMB0374	000741
50	APX7000 7/800 UHF Dual Band	655CMB0526	001018
51	APX7000 7/800 UHF Dual Band	655CMB0269	000664
52	APX7000 7/800 UHF Dual Band	655CMB0270	000659
53	APX7000 7/800 UHF Dual Band	655CLZ8242	001442
54	APX7000 7/800 UHF Dual Band	655CMB0375	000745
55	APX7000 7/800 UHF Dual Band	655CMB0318	000791
56	APX7000 7/800 UHF Dual Band	655CMB0277	000660
57	APX7000 7/800 UHF Dual Band	655CMB0156	000627
58	APX7000 7/800 UHF Dual Band	655CMB0189	000976
59	APX7000 7/800 UHF Dual Band	655CMB0654	002223
60	APX7000 7/800 UHF Dual Band	655CMB0131	000671
61	APX7000 7/800 UHF Dual Band	655CLZ8010	001465
62	APX7000 7/800 UHF Dual Band	655CLZ8011	001463
63	APX7000 7/800 UHF Dual Band	655CMB0234	001012
64	APX7000 7/800 UHF Dual Band	655CMB0187	000807
65	APX7000 7/800 UHF Dual Band	655CMB0174	000814
66	APX7000 7/800 UHF Dual Band	655CMB0151	000635
67	APX7000 7/800 UHF Dual Band	655CMB0179	000811
68	APX7000 7/800 UHF Dual Band	655CMB0245	001016
69	APX7000 7/800 UHF Dual Band	655CMB0144	000670
70	APX7000 7/800 UHF Dual Band	655CMB0154	000632
71	APX7000 7/800 UHF Dual Band	655CMB0201	000971
72	APX7000 7/800 UHF Dual Band	655CLZ8006	001461
73	APX7000 7/800 UHF Dual Band	655CMB0638	002221
74	APX7000 7/800 UHF Dual Band	655CMB0133	000680
75	APX7000 7/800 UHF Dual Band	655CMB0134	000681
76	APX7000 7/800 UHF Dual Band	655CMB0136	000682
77	APX7000 7/800 UHF Dual Band	655CMB0138	000684
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417	APX7000 7/800 UHF Dual Band	655CLZ8420	001837
418	APX7000 7/800 UHF Dual Band	655CLZ8409	001839
419	APX7000 7/800 UHF Dual Band	655CMT7489	002507
420	APX7000 7/800 UHF Dual Band	655CMT7490	002508
421	APX7000 7/800 UHF Dual Band	655CMB0472	000710
422	APX7000 7/800 UHF Dual Band	655CMT7314	002565
423	APX7000 7/800 UHF Dual Band	655CMT7492	002514
424	APX7000 7/800 UHF Dual Band	655CMT6683	002553
425	APX7000 7/800 UHF Dual Band	655CLZ8411	001838
426	APX7000 7/800 UHF Dual Band	655CMT7313	002566
427	APX7000 7/800 UHF Dual Band	655CMT6677	002559
428	APX7000 7/800 UHF Dual Band	655CMT6685	002554
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433	APX7000 7/800 UHF Dual Band	655CMT6678	002552
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435	APX7000 7/800 UHF Dual Band	655CMT6687	002551
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437	APX7000 7/800 UHF Dual Band	655CLZ8421	001843
438	APX7000 7/800 UHF Dual Band	655CMT6684	002556
439	APX7000 7/800 UHF Dual Band	655CLZ8407	001845
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442	APX7000 7/800 UHF Dual Band	655CMT7484	002510
443	APX7000 7/800 UHF Dual Band	655CMT7316	002569
444	APX7000 7/800 UHF Dual Band	655CMB1128	000547
445	APX7000 7/800 UHF Dual Band	655CLZ8270	001301
446	APX7000 7/800 UHF Dual Band	655CMB0258	000648

447	APX7000 7/800 UHF Dual Band	655CMB1066	000604
448	APX7000 7/800 UHF Dual Band	655CMB1125	000543
449	APX7000 7/800 UHF Dual Band	655CMB0260	000652
450	APX7000 7/800 UHF Dual Band	655CMB0212	000988
451	APX7000 7/800 UHF Dual Band	655CMB1117	000565
452	APX7000 7/800 UHF Dual Band	655CMB1123	000542
453	APX7000 7/800 UHF Dual Band	655CMB1061	000603
454	APX7000 7/800 UHF Dual Band	655CMB1112	000587
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457	APX7000 7/800 UHF Dual Band	655CMB1115	000562
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462	APX7000 7/800 UHF Dual Band	655CMB0252	000654
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465	APX7000 7/800 UHF Dual Band	655CMB1106	000589
466	APX7000 7/800 UHF Dual Band	655CMB1109	000586
467	APX7000 7/800 UHF Dual Band	655CMB0225	000991
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472	APX7000 7/800 UHF Dual Band	655CMB0391	000934
473	APX7000 7/800 UHF Dual Band	655CLZ8423	001314
474	APX7000 7/800 UHF Dual Band	655CLZ8272	001297
475	APX7000 7/800 UHF Dual Band	655CMB1064	000601
476	APX7000 7/800 UHF Dual Band	655CLZ8416	001309
477	APX7000 7/800 UHF Dual Band	655CMB0261	000655
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494	APX7000 7/800 UHF Dual Band	655CMB0211	000990
495	APX7000 7/800 UHF Dual Band	655CLZ8274	001305
496	APX7000 7/800 UHF Dual Band	655CMB0266	000656

497	APX7000 7/800 UHF Dual Band	655CMB0218	000987
498	APX7000 7/800 UHF Dual Band	655CMB1120	000568
499	APX7000 7/800 UHF Dual Band	655CMB0259	000647
500	APX7000 7/800 UHF Dual Band	655CMB0209	000994
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502	APX7000 7/800 UHF Dual Band	655CMB0257	000650
503	APX7000 7/800 UHF Dual Band	655CMB1119	000570
504	APX7000 7/800 UHF Dual Band	655CLZ8041	001351
505	APX7000 7/800 UHF Dual Band	655CMB1065	000602
506	APX7000 7/800 UHF Dual Band	655CMB0223	000996
507	APX7000 7/800 UHF Dual Band	655CMB1118	000581
508	APX7000 7/800 UHF Dual Band	655CMB1101	000582
509	APX7000 7/800 UHF Dual Band	655CMB1105	000584
510	APX7000 7/800 UHF Dual Band	655CMB0396	003055
511	APX7000 7/800 UHF Dual Band	655CMX2972	002898
512	APX7000 7/800 UHF Dual Band	655CMB1135	000595
513	APX7000 7/800 UHF Dual Band	655CMB0240	003034
514	APX7000 7/800 UHF Dual Band	655CMB0431	003087
515	APX7000 7/800 UHF Dual Band	655CMB0803	000436
516	APX7000 7/800 UHF Dual Band	655CMB0166	003045
517	APX7000 7/800 UHF Dual Band	655CMX2960	002897
518	APX7000 7/800 UHF Dual Band	655CMX2981	002891
519	APX7000 7/800 UHF Dual Band	655CMB0510	003102

Emergency Telephone System Board of DuPage County  
 Addendum A DEDIRS Equipment List for Resale

Item	Type	Serial Number	Asset Tag #
1	APX7000 7/800 UHF Dual Band	655CMB0224	000749
2	APX7000 7/800 UHF Dual Band	655CMB0312	000794
3	APX7000 7/800 UHF Dual Band	655CMB0317	000795
4	APX7000 7/800 UHF Dual Band	655CMB0460	000768
5	APX7000 7/800 UHF Dual Band	655CMB0273	000658
6	APX7000 7/800 UHF Dual Band	655CMB0369	000738
7	APX7000 7/800 UHF Dual Band	655CMB0497	000690
8	APX7000 7/800 UHF Dual Band	655CMB0525	001023
9	APX7000 7/800 UHF Dual Band	655CMB0453	000767
10	APX7000 7/800 UHF Dual Band	655CLZ8343	001512
11	APX7000 7/800 UHF Dual Band	655CLZ8245	001444
12	APX7000 7/800 UHF Dual Band	655CMB0489	000691
13	APX7000 7/800 UHF Dual Band	655CMB0268	000657
14	APX7000 7/800 UHF Dual Band	655CMB0387	000743
15	APX7000 7/800 UHF Dual Band	655CMB0219	000751
16	APX7000 7/800 UHF Dual Band	655CMB0464	000770
17	APX7000 7/800 UHF Dual Band	655CLZ8344	001508
18	APX7000 7/800 UHF Dual Band	655CMB0288	000638
19	APX7000 7/800 UHF Dual Band	655CMB0289	000637
20	APX7000 7/800 UHF Dual Band	655CMB0463	000769
21	APX7000 7/800 UHF Dual Band	655CMB0271	000663
22	APX7000 7/800 UHF Dual Band	655CMB0316	000788
23	APX7000 7/800 UHF Dual Band	655CMB0370	000737
24	APX7000 7/800 UHF Dual Band	655CMB0462	000774
25	APX7000 7/800 UHF Dual Band	655CMB0465	000771
26	APX7000 7/800 UHF Dual Band	655CMB0509	001019
27	APX7000 7/800 UHF Dual Band	655CMB0523	001024
28	APX7000 7/800 UHF Dual Band	655CLZ8350	001507
29	APX7000 7/800 UHF Dual Band	655CMB0319	000793
30	APX7000 7/800 UHF Dual Band	655CMB0459	000773
31	APX7000 7/800 UHF Dual Band	655CLZ8240	001439
32	APX7000 7/800 UHF Dual Band	655CMB0313	000789
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34	APX7000 7/800 UHF Dual Band	655CMB0490	000694
35	APX7000 7/800 UHF Dual Band	655CNM2912	004125
36	APX7000 7/800 UHF Dual Band	655CLZ8251	001446
37	APX7000 7/800 UHF Dual Band	655CMB0308	000787
38	APX7000 7/800 UHF Dual Band	655CMB0521	001017
39	APX7000 7/800 UHF Dual Band	655CLZ8248	001438
40	APX7000 7/800 UHF Dual Band	655CMB0314	000790
41	APX7000 7/800 UHF Dual Band	655CLZ8244	001441
42	APX7000 7/800 UHF Dual Band	655CMB0383	000739
43	APX7000 7/800 UHF Dual Band	655CMB0311	000792
44	APX7000 7/800 UHF Dual Band	655CMB0280	000661
45	APX7000 7/800 UHF Dual Band	655CMB0495	000695
46	APX7000 7/800 UHF Dual Band	655CLZ8235	001440

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50	APX7000 7/800 UHF Dual Band	655CMB0526	001018
51	APX7000 7/800 UHF Dual Band	655CMB0269	000664
52	APX7000 7/800 UHF Dual Band	655CMB0270	000659
53	APX7000 7/800 UHF Dual Band	655CLZ8242	001442
54	APX7000 7/800 UHF Dual Band	655CMB0375	000745
55	APX7000 7/800 UHF Dual Band	655CMB0318	000791
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84	APX7000 7/800 UHF Dual Band	655CMB0155	000628
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87	APX7000 7/800 UHF Dual Band	655CMB0143	000673
88	APX7000 7/800 UHF Dual Band	655CMB0135	000674
89	APX7000 7/800 UHF Dual Band	655CMB0157	000633
90	APX7000 7/800 UHF Dual Band	655CMB0294	000646
91	APX7000 7/800 UHF Dual Band	655CMB0182	000812
92	APX7000 7/800 UHF Dual Band	655CMB0175	000808
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94	APX7000 7/800 UHF Dual Band	655CMB0197	000969
95	APX7000 7/800 UHF Dual Band	655CMB0199	000972
96	APX7000 7/800 UHF Dual Band	655CMB0188	000967

97	APX7000 7/800 UHF Dual Band	655CMB0194	000973
98	APX7000 7/800 UHF Dual Band	655CMB0198	000974
99	APX7000 7/800 UHF Dual Band	655CLZ8003	001458
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103	APX7000 7/800 UHF Dual Band	655CMB0242	001010
104	APX7000 7/800 UHF Dual Band	655CMB0247	001011
105	APX7000 7/800 UHF Dual Band	655CMB0239	001009
106	APX7000 7/800 UHF Dual Band	655CMB0243	001015
107	APX7000 7/800 UHF Dual Band	655CMB0173	000809
108	APX7000 7/800 UHF Dual Band	655CMB0190	000968
109	APX7000 7/800 UHF Dual Band	655CMB0246	001014
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113	APX7000 7/800 UHF Dual Band	655CLZ8012	001457
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117	APX7000 7/800 UHF Dual Band	655CLZ7891	001770
118	APX7000 7/800 UHF Dual Band	655CLZ7888	001773
119	APX7000 7/800 UHF Dual Band	655CMB0791	001144
120	APX7000 7/800 UHF Dual Band	655CMB0793	001139
121	APX7000 7/800 UHF Dual Band	655CMB0797	001145
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128	APX7000 7/800 UHF Dual Band	655CMB0918	001074
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131	APX7000 7/800 UHF Dual Band	655CMB0919	001073
132	APX7000 7/800 UHF Dual Band	655CLZ7901	001775
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149	APX7000 7/800 UHF Dual Band	655CMB1069	002107
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156	APX7000 7/800 UHF Dual Band	655CNM2937	004159
157	APX7000 7/800 UHF Dual Band	655CNM2924	004162
158	APX7000 7/800 UHF Dual Band	655CNM2955	004226
159	APX7000 7/800 UHF Dual Band	655CNM2944	004161
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161	APX7000 7/800 UHF Dual Band	655CNM2892	004123
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170	APX7000 7/800 UHF Dual Band	655CNM2954	004203
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177	APX7000 7/800 UHF Dual Band	655CNM2947	004233
178	APX7000 7/800 UHF Dual Band	655CNM2959	004202
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180	APX7000 7/800 UHF Dual Band	655CNM2945	004232
181	APX7000 7/800 UHF Dual Band	655CNM2920	004236
182	APX7000 7/800 UHF Dual Band	655CNM2902	004124
183	APX7000 7/800 UHF Dual Band	655CNM2935	004240
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186	APX7000 7/800 UHF Dual Band	655CNM2917	004165
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191	APX7000 7/800 UHF Dual Band	655CMB0457	000625
192	APX7000 7/800 UHF Dual Band	655CMB0283	000613
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217	APX7000 7/800 UHF Dual Band	655CMB1136	000597
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230	APX7000 7/800 UHF Dual Band	655CMB0474	000712
231	APX7000 7/800 UHF Dual Band	655CMB0456	000624
232	APX7000 7/800 UHF Dual Band	655CMB0360	000764
233	APX7000 7/800 UHF Dual Band	655CMB0298	000778
234	APX7000 7/800 UHF Dual Band	655CMB0254	000718
235	APX7000 7/800 UHF Dual Band	655CMB0255	000722
236	APX7000 7/800 UHF Dual Band	655CLZ8338	001324
237	APX7000 7/800 UHF Dual Band	655CLZ8351	001325
238	APX7000 7/800 UHF Dual Band	655CMB0450	000619
239	APX7000 7/800 UHF Dual Band	655CMB0547	000734
240	APX7000 7/800 UHF Dual Band	655CMB0305	000784
241	APX7000 7/800 UHF Dual Band	655CMB0540	000727
242	APX7000 7/800 UHF Dual Band	655CMB0251	000724
243	APX7000 7/800 UHF Dual Band	655CMB0307	000777
244	APX7000 7/800 UHF Dual Band	655CMB0367	000761
245	APX7000 7/800 UHF Dual Band	655CLZ8349	001320
246	APX7000 7/800 UHF Dual Band	655CMB0448	000617

247	APX7000 7/800 UHF Dual Band	655CLZ8032	001350
248	APX7000 7/800 UHF Dual Band	655CMB0250	000717
249	APX7000 7/800 UHF Dual Band	655CMB0355	000760
250	APX7000 7/800 UHF Dual Band	655CMB0544	000729
251	APX7000 7/800 UHF Dual Band	655CMB0304	000781
252	APX7000 7/800 UHF Dual Band	655CMB0248	000726
253	APX7000 7/800 UHF Dual Band	655CMB0449	000618
254	APX7000 7/800 UHF Dual Band	655CMB0543	000731
255	APX7000 7/800 UHF Dual Band	655CMB0541	000736
256	APX7000 7/800 UHF Dual Band	655CLZ8348	001322
257	APX7000 7/800 UHF Dual Band	655CMB0267	000723
258	APX7000 7/800 UHF Dual Band	655CMB0306	000779
259	APX7000 7/800 UHF Dual Band	655CMB0366	000763
260	APX7000 7/800 UHF Dual Band	655CMB0302	000783
261	APX7000 7/800 UHF Dual Band	655CLZ8353	001324
262	APX7000 7/800 UHF Dual Band	655CMB0253	000720
263	APX7000 7/800 UHF Dual Band	655CLZ8034	001347
264	APX7000 7/800 UHF Dual Band	655CMB0545	000733
265	APX7000 7/800 UHF Dual Band	655CMB0293	000785
266	APX7000 7/800 UHF Dual Band	655CMB0538	000728
267	APX7000 7/800 UHF Dual Band	655CLZ8340	001326
268	APX7000 7/800 UHF Dual Band	655CMB0300	000782
269	APX7000 7/800 UHF Dual Band	655CMB0249	000725
270	APX7000 7/800 UHF Dual Band	655CLZ8035	001348
271	APX7000 7/800 UHF Dual Band	655CMB0353	000759
272	APX7000 7/800 UHF Dual Band	655CMB0265	000721
273	APX7000 7/800 UHF Dual Band	655CMB0365	000762
274	APX7000 7/800 UHF Dual Band	655CMB0546	000735
275	APX7000 7/800 UHF Dual Band	655CMB0299	000780
276	APX7000 7/800 UHF Dual Band	655CMB0542	000732
277	APX7000 7/800 UHF Dual Band	655CMB0491	000688
278	APX7000 7/800 UHF Dual Band	655CMB0363	000757
279	APX7000 7/800 UHF Dual Band	655CMB0256	000719
280	APX7000 7/800 UHF Dual Band	655CMB0364	000766
281	APX7000 7/800 UHF Dual Band	655CLZ8354	001319
282	APX7000 7/800 UHF Dual Band	655CMB0362	000758
283	APX7000 7/800 UHF Dual Band	655CLZ8352	001323
284	APX7000 7/800 UHF Dual Band	655CMB0539	000730
285	APX7000 7/800 UHF Dual Band	655CMB0356	000765
286	APX7000 7/800 UHF Dual Band	655CLZ8038	001349
287	APX7000 7/800 UHF Dual Band	655CMB0452	000621
288	APX7000 7/800 UHF Dual Band	655CMB0451	000620
289	APX7000 7/800 UHF Dual Band	655CMB0390	003051
290	APX7000 7/800 UHF Dual Band	655CMB0595	002140
291	APX7000 7/800 UHF Dual Band	655CMB0344	003082
292	APX7000 7/800 UHF Dual Band	655CMB0513	003099
293	APX7000 7/800 UHF Dual Band	655CMB0511	003103
294	APX7000 7/800 UHF Dual Band	655CMX2975	002894
295	APX7000 7/800 UHF Dual Band	655CMB0434	003091
296	APX7000 7/800 UHF Dual Band	655CNM2936	004245

297	APX7000 7/800 UHF Dual Band	655CMX2974	002896
298	APX7000 7/800 UHF Dual Band	655CMX2980	002892
299	APX7000 7/800 UHF Dual Band	655CMB0358	003013
300	APX7000 7/800 UHF Dual Band	655CMB0592	002143
301	APX7000 7/800 UHF Dual Band	655CMB0339	003080
302	APX7000 7/800 UHF Dual Band	655CMB0167	003046
303	APX7000 7/800 UHF Dual Band	655CMB0340	003085
304	APX7000 7/800 UHF Dual Band	655CMB0439	003076
305	APX7000 7/800 UHF Dual Band	655CMB0232	003032
306	APX7000 7/800 UHF Dual Band	655CMB0237	003036
307	APX7000 7/800 UHF Dual Band	655CMB0520	003100
308	APX7000 7/800 UHF Dual Band	655CMB0160	003044
309	APX7000 7/800 UHF Dual Band	655CMB0162	003043
310	APX7000 7/800 UHF Dual Band	655CMB0517	003101
311	APX7000 7/800 UHF Dual Band	655CMB0446	003092
312	APX7000 7/800 UHF Dual Band	655CMB0437	003089
313	APX7000 7/800 UHF Dual Band	655CMB0354	003019
314	APX7000 7/800 UHF Dual Band	655CMB0337	003077
315	APX7000 7/800 UHF Dual Band	655CMB0403	003053
316	APX7000 7/800 UHF Dual Band	655CMB0357	003018
317	APX7000 7/800 UHF Dual Band	655CMB0351	003017
318	APX7000 7/800 UHF Dual Band	655CMB0352	003015
319	APX7000 7/800 UHF Dual Band	655CMB0441	003093
320	APX7000 7/800 UHF Dual Band	655CMB0359	003011
321	APX7000 7/800 UHF Dual Band	655CMB0230	003035
322	APX7000 7/800 UHF Dual Band	655CMB0236	003038
323	APX7000 7/800 UHF Dual Band	655CMB0429	003072
324	APX7000 7/800 UHF Dual Band	655CMB0442	003095
325	APX7000 7/800 UHF Dual Band	655CMB0349	003014
326	APX7000 7/800 UHF Dual Band	655CMB0428	003069
327	APX7000 7/800 UHF Dual Band	655CMB0338	003078
328	APX7000 7/800 UHF Dual Band	655CMB0233	003039
329	APX7000 7/800 UHF Dual Band	655CMB0435	003073
330	APX7000 7/800 UHF Dual Band	655CMB0159	003047
331	APX7000 7/800 UHF Dual Band	655CMB0402	003050
<del>332</del>	<del>APX7000 7/800 UHF Dual Band</del>	<del>655CMB0161</del>	<del>003040</del>
333	APX7000 7/800 UHF Dual Band	655CMB0335	003086
334	APX7000 7/800 UHF Dual Band	655CMB0392	003054
335	APX7000 7/800 UHF Dual Band	655CMB0515	003106
336	APX7000 7/800 UHF Dual Band	655CMB0348	003016
337	APX7000 7/800 UHF Dual Band	655CMB0165	003042
338	APX7000 7/800 UHF Dual Band	655CMB0229	003030
339	APX7000 7/800 UHF Dual Band	655CMB0153	003048
340	APX7000 7/800 UHF Dual Band	655cmb0432	003090
341	APX7000 7/800 UHF Dual Band	655CMT7513	002521
342	APX7000 7/800 UHF Dual Band	655CMB0925	000474
343	APX7000 7/800 UHF Dual Band	655CMT7499	002502
344	APX7000 7/800 UHF Dual Band	655CMB0606	002131
345	APX7000 7/800 UHF Dual Band	655CLZ8386	001764
346	APX7000 7/800 UHF Dual Band	655CMT7498	002503

347	APX7000 7/800 UHF Dual Band	655CMB0624	002177
348	APX7000 7/800 UHF Dual Band	655CMB0922	000476
349	APX7000 7/800 UHF Dual Band	655CMB0559	002193
350	APX7000 7/800 UHF Dual Band	655CLZ8380	001758
351	APX7000 7/800 UHF Dual Band	655CMB0600	002129
352	APX7000 7/800 UHF Dual Band	655CMT7494	002495
353	APX7000 7/800 UHF Dual Band	655CMB0601	002130
354	APX7000 7/800 UHF Dual Band	655CMT7502	002522
355	APX7000 7/800 UHF Dual Band	655CMB0621	002174
356	APX7000 7/800 UHF Dual Band	655CMT7514	002517
357	APX7000 7/800 UHF Dual Band	655CMB0931	000472
358	APX7000 7/800 UHF Dual Band	655CMT7487	002504
359	APX7000 7/800 UHF Dual Band	655CMB0607	002127
360	APX7000 7/800 UHF Dual Band	655CMT7491	002498
361	APX7000 7/800 UHF Dual Band	655CMB0609	002118
362	APX7000 7/800 UHF Dual Band	655CMT7493	002496
363	APX7000 7/800 UHF Dual Band	655CMB0568	002185
364	APX7000 7/800 UHF Dual Band	655CLZ8374	001765
365	APX7000 7/800 UHF Dual Band	655CLZ8314	001713
366	APX7000 7/800 UHF Dual Band	655CMB0599	002137
367	APX7000 7/800 UHF Dual Band	655CLZ8306	001716
368	APX7000 7/800 UHF Dual Band	655CMT7507	002515
369	APX7000 7/800 UHF Dual Band	655CMB0610	002122
370	APX7000 7/800 UHF Dual Band	655CMB0551	002189
371	APX7000 7/800 UHF Dual Band	655CMT7497	002500
372	APX7000 7/800 UHF Dual Band	655CMB0802	000438
373	APX7000 7/800 UHF Dual Band	655CMB0560	002194
374	APX7000 7/800 UHF Dual Band	655CLZ8295	001715
375	APX7000 7/800 UHF Dual Band	655CMB0611	002124
376	APX7000 7/800 UHF Dual Band	655CMB0557	002190
377	APX7000 7/800 UHF Dual Band	655CMB0554	002187
378	APX7000 7/800 UHF Dual Band	655CMT7505	002519
379	APX7000 7/800 UHF Dual Band	655CMT7482	002499
380	APX7000 7/800 UHF Dual Band	655CMB0604	002128
381	APX7000 7/800 UHF Dual Band	655CLZ8299	001714
382	APX7000 7/800 UHF Dual Band	655CMB0623	002182
383	APX7000 7/800 UHF Dual Band	655CMT7515	002520
384	APX7000 7/800 UHF Dual Band	655CMT7516	002516
385	APX7000 7/800 UHF Dual Band	655CMB0598	002135
386	APX7000 7/800 UHF Dual Band	655CLZ8370	001759
387	APX7000 7/800 UHF Dual Band	655CMB0619	002183
388	APX7000 7/800 UHF Dual Band	655CLZ8378	001757
389	APX7000 7/800 UHF Dual Band	655CMB0632	002179
390	APX7000 7/800 UHF Dual Band	655CMB0605	002124
391	APX7000 7/800 UHF Dual Band	655CMB0550	002192
392	APX7000 7/800 UHF Dual Band	655CMB0613	002123
393	APX7000 7/800 UHF Dual Band	655CMT7495	002497
394	APX7000 7/800 UHF Dual Band	655CMT7500	002518
395	APX7000 7/800 UHF Dual Band	655CMB0608	002119
396	APX7000 7/800 UHF Dual Band	655CLZ7889	001774

397	APX7000 7/800 UHF Dual Band	655CLZ8262	001804
398	APX7000 7/800 UHF Dual Band	655CMB0911	001076
399	APX7000 7/800 UHF Dual Band	655CMB0932	000473
400	APX7000 7/800 UHF Dual Band	655CMB0566	002163
401	APX7000 7/800 UHF Dual Band	655CLZ8415	001842
402	APX7000 7/800 UHF Dual Band	655CMT6686	002555
403	APX7000 7/800 UHF Dual Band	655CMT6681	002558
404	APX7000 7/800 UHF Dual Band	655CLZ8412	001840
405	APX7000 7/800 UHF Dual Band	655CMB0594	002141
406	APX7000 7/800 UHF Dual Band	655CLZ8422	001844
407	APX7000 7/800 UHF Dual Band	655CMT7311	002574
408	APX7000 7/800 UHF Dual Band	655CMT7485	002512
409	APX7000 7/800 UHF Dual Band	655CMB0593	002139
410	APX7000 7/800 UHF Dual Band	655CMT7483	002509
411	APX7000 7/800 UHF Dual Band	655CLZ8414	001841
412	APX7000 7/800 UHF Dual Band	655CMT6679	002557
413	APX7000 7/800 UHF Dual Band	655CMT7480	002505
414	APX7000 7/800 UHF Dual Band	655CMB0590	002138
415	APX7000 7/800 UHF Dual Band	655CMT7312	002572
416	APX7000 7/800 UHF Dual Band	655CMT7305	002571
417	APX7000 7/800 UHF Dual Band	655CLZ8420	001837
418	APX7000 7/800 UHF Dual Band	655CLZ8409	001839
<del>419</del>	<del>APX7000 7/800 UHF Dual Band</del>	<del>655CMT7489</del>	<del>002507</del>
420	APX7000 7/800 UHF Dual Band	655CMT7490	002508
421	APX7000 7/800 UHF Dual Band	655CMB0472	000710
422	APX7000 7/800 UHF Dual Band	655CMT7314	002565
423	APX7000 7/800 UHF Dual Band	655CMT7492	002514
424	<del>APX7000 7/800 UHF Dual Band</del>	<del>655CMT6683</del>	<del>002553</del>
425	APX7000 7/800 UHF Dual Band	655CLZ8411	001838
426	APX7000 7/800 UHF Dual Band	655CMT7313	002566
427	APX7000 7/800 UHF Dual Band	655CMT6677	002559
428	APX7000 7/800 UHF Dual Band	655CMT6685	002554
429	APX7000 7/800 UHF Dual Band	655CMT7319	002567
430	APX7000 7/800 UHF Dual Band	655CMT7486	002506
431	APX7000 7/800 UHF Dual Band	655CMT7315	002570
432	APX7000 7/800 UHF Dual Band	655CMT7488	002513
433	APX7000 7/800 UHF Dual Band	655CMT6678	002552
434	APX7000 7/800 UHF Dual Band	655CMT7317	002568
435	APX7000 7/800 UHF Dual Band	655CMT6687	002551
436	APX7000 7/800 UHF Dual Band	655CMT7481	002511
437	APX7000 7/800 UHF Dual Band	655CLZ8421	001843
438	APX7000 7/800 UHF Dual Band	655CMT6684	002556
439	APX7000 7/800 UHF Dual Band	655CLZ8407	001845
440	APX7000 7/800 UHF Dual Band	655CMT6680	002550
441	APX7000 7/800 UHF Dual Band	655CMT7318	002573
442	APX7000 7/800 UHF Dual Band	655CMT7484	002510
443	APX7000 7/800 UHF Dual Band	655CMT7316	002569
444	APX7000 7/800 UHF Dual Band	655CMB1128	000547
445	APX7000 7/800 UHF Dual Band	655CLZ8270	001301
446	APX7000 7/800 UHF Dual Band	655CMB0258	000648

447	APX7000 7/800 UHF Dual Band	655CMB1066	000604
448	APX7000 7/800 UHF Dual Band	655CMB1125	000543
449	APX7000 7/800 UHF Dual Band	655CMB0260	000652
450	APX7000 7/800 UHF Dual Band	655CMB0212	000988
451	APX7000 7/800 UHF Dual Band	655CMB1117	000565
452	APX7000 7/800 UHF Dual Band	655CMB1123	000542
453	APX7000 7/800 UHF Dual Band	655CMB1061	000603
454	APX7000 7/800 UHF Dual Band	655CMB1112	000587
455	APX7000 7/800 UHF Dual Band	655CMB0210	000995
456	APX7000 7/800 UHF Dual Band	655CMB0217	000989
457	APX7000 7/800 UHF Dual Band	655CMB1115	000562
458	APX7000 7/800 UHF Dual Band	655CMB1116	000564
459	APX7000 7/800 UHF Dual Band	655CLZ8417	001316
460	APX7000 7/800 UHF Dual Band	655CLZ8263	001303
461	APX7000 7/800 UHF Dual Band	655CLZ8413	001312
462	APX7000 7/800 UHF Dual Band	655CMB0252	000654
463	APX7000 7/800 UHF Dual Band	655CMB1062	000605
464	APX7000 7/800 UHF Dual Band	655CMB0264	000651
465	APX7000 7/800 UHF Dual Band	655CMB1106	000589
466	APX7000 7/800 UHF Dual Band	655CMB1109	000586
467	APX7000 7/800 UHF Dual Band	655CMB0225	000991
468	APX7000 7/800 UHF Dual Band	655CMB1132	000548
469	APX7000 7/800 UHF Dual Band	655CLZ8031	001354
470	APX7000 7/800 UHF Dual Band	655CLZ8424	001310
471	APX7000 7/800 UHF Dual Band	655CMB1063	000606
472	APX7000 7/800 UHF Dual Band	655CMB0391	000934
473	APX7000 7/800 UHF Dual Band	655CLZ8423	001314
474	APX7000 7/800 UHF Dual Band	655CLZ8272	001297
475	APX7000 7/800 UHF Dual Band	655CMB1064	000601
476	APX7000 7/800 UHF Dual Band	655CLZ8416	001309
477	APX7000 7/800 UHF Dual Band	655CMB0261	000655
478	APX7000 7/800 UHF Dual Band	655CLZ8425	001315
479	APX7000 7/800 UHF Dual Band	655CMB1124	000545
480	APX7000 7/800 UHF Dual Band	655CMB1126	000550
481	APX7000 7/800 UHF Dual Band	655CLZ8271	001306
482	APX7000 7/800 UHF Dual Band	655CMB1113	000566
483	APX7000 7/800 UHF Dual Band	655CMB1108	000563
484	APX7000 7/800 UHF Dual Band	655CLZ8418	001311
485	APX7000 7/800 UHF Dual Band	655CMB0262	000653
486	APX7000 7/800 UHF Dual Band	655CMB1137	000544
487	APX7000 7/800 UHF Dual Band	655CMB0220	000993
488	APX7000 7/800 UHF Dual Band	655CMB1127	000546
489	APX7000 7/800 UHF Dual Band	655CLZ8426	001308
490	APX7000 7/800 UHF Dual Band	655CMB1104	000583
491	APX7000 7/800 UHF Dual Band	655CMB1107	000569
492	APX7000 7/800 UHF Dual Band	655CMB1129	000549
493	APX7000 7/800 UHF Dual Band	655CMB1103	000590
494	APX7000 7/800 UHF Dual Band	655CMB0211	000990
495	APX7000 7/800 UHF Dual Band	655CLZ8274	001305
496	APX7000 7/800 UHF Dual Band	655CMB0266	000656

497	APX7000 7/800 UHF Dual Band	655CMB0218	000987
498	APX7000 7/800 UHF Dual Band	655CMB1120	000568
499	APX7000 7/800 UHF Dual Band	655CMB0259	000647
500	APX7000 7/800 UHF Dual Band	655CMB0209	000994
501	APX7000 7/800 UHF Dual Band	655CMB0405	000935
502	APX7000 7/800 UHF Dual Band	655CMB0257	000650
503	APX7000 7/800 UHF Dual Band	655CMB1119	000570
504	APX7000 7/800 UHF Dual Band	655CLZ8041	001351
505	<del>APX7000 7/800 UHF Dual Band</del>	<del>655CMB1065</del>	<del>000602</del>
506	APX7000 7/800 UHF Dual Band	655CMB0223	000996
507	APX7000 7/800 UHF Dual Band	655CMB1118	000581
508	APX7000 7/800 UHF Dual Band	655CMB1101	000582
509	APX7000 7/800 UHF Dual Band	655CMB1105	000584
510	APX7000 7/800 UHF Dual Band	655CMB0396	003055
511	APX7000 7/800 UHF Dual Band	655CMX2972	002898
512	APX7000 7/800 UHF Dual Band	655CMB1135	000595
513	APX7000 7/800 UHF Dual Band	655CMB0240	003034
514	APX7000 7/800 UHF Dual Band	655CMB0431	003087
515	APX7000 7/800 UHF Dual Band	655CMB0803	000436
516	APX7000 7/800 UHF Dual Band	655CMB0166	003045
517	APX7000 7/800 UHF Dual Band	655CMX2960	002897
518	APX7000 7/800 UHF Dual Band	655CMX2981	002891
519	APX7000 7/800 UHF Dual Band	655CMB0510	003102

Radios provided per the Addendum to replace the ones stricken, above

1	APX7000 7/800 UHF Dual Band	655CNM2885	004100
2	APX7000 7/800 UHF Dual Band	655CMB1131	000541
3	APX7000 7/800 UHF Dual Band	655CMB1111	000561
4	APX7000 7/800 UHF Dual Band	655CMB1114	000567
5	APX7000 7/800 UHF Dual Band	655CMB1102	000585
6	APX7000 7/800 UHF Dual Band	655CMB1110	000588
7	APX7000 7/800 UHF Dual Band	655CMB0263	000649
8	APX7000 7/800 UHF Dual Band	655CMB0488	000696
9	APX7000 7/800 UHF Dual Band	655CMB0401	000936
10	APX7000 7/800 UHF Dual Band	655CLZ8264	001300
11	APX7000 7/800 UHF Dual Band	655CLZ8419	001313
12	APX7000 7/800 UHF Dual Band	655CLZ8036	001353
13	APX7000 7/800 UHF Dual Band	655CLZ8385	001766
14	APX7000 7/800 UHF Dual Band	655CNM2877	004106
15	APX7000 7/800 UHF Dual Band	655CMX2955	002856

ISU signature: \_\_\_\_\_

Date: 6/28/24

ETSB signature: \_\_\_\_\_