



DU PAGE COUNTY

ETSB - Emergency Telephone System Board

Regular Meeting Agenda

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

Monday, March 13, 2023

9:00 AM

Room 3500B

Special Call

- 1. CALL TO ORDER**
 - 2. ROLL CALL**
 - 3. PUBLIC COMMENT**
 - 4. CHAIRMAN'S REMARKS - CHAIR SCHWARZE**
 - 5. MEMBERS' REMARKS**
 - 6. CONSENT AGENDA**
 - 6.A. Monthly Staff Report**
[23-1018](#)
Monthly Report for March 13 Special Call Meeting
 - 6.B. Revenue Report 911 Surcharge Funds**
[23-1019](#)
ETSB Revenue Report for March 13 Special Call Meeting for Fund 5820/Equalization
 - 6.C. Minutes Approval Policy Advisory Committee**
[23-1020](#)
ETSB PAC Minutes - Regular Meeting - Monday, February 6, 2023
 - 6.D. Minutes Approval ETS Board**
[23-1021](#)
ETSB Minutes - Regular Meeting - Wednesday, February 8, 2023
 - 6.E. Statewide 9-1-1 Annual Report to the General Assembly**
[23-1022](#)
Statewide 9-1-1 Annual Report to the General Assembly
 - 7. VOTE REQUIRED BY ETS BOARD**
 - 7.A. Payment of Claims**
-

23-1023

Payment of Claims for March 13, 2023 for FY23 - Total for 4000-5820 (Equalization): \$447,090.79. Total for inter-department transfer for 4000-5820 (Equalization): \$96.00.

7.B. Change Orders**7.B.1. ETS-CO-0001-23**

Resolution approving Change Order #1 to Comcast Holdings Corporation dba Comcast Business Communications, LLC to incorporate the First Amendment document into PO 922043/6145-1. (Non-monetary change order)

7.B.2. ETS-CO-0002-23

Resolution approving Change Order #1 to AT&T Inc. PO 922020/5866-1 to complete the Vesta 9-1-1 Call Handling system and Avaya re-configuration within each PSAP. (Change order amount: \$106,202.51; New contract amount: \$4,144,487.89)

7.C. Purchase Resolutions**7.C.1. ETS-R-0010-23**

Awarding Resolution to Police Legal Sciences, Inc. PO 923006 for one (1) year of web-based training for 151 Telecommunicators. (Total Amount: \$9,060)

7.C.2. ETS-R-0011-23

Awarding Resolution to CDW Government LLC PO 923007 for a CrowdStrike Retainer service agreement per the State of Illinois Contract CMT22272200. (Total amount: \$44,550)

7.D. Resolutions**7.D.1. ETS-R-0012-23**

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

7.D.2. ETS-R-0013-23

Resolution approving the sale of surplus items from the County of DuPage on behalf of the Emergency Telephone System Board of DuPage County to the East Dundee Police Department.

7.E. Travel and Training**7.E.1. 23-1101**

One (1) Attendee from ETSB PSAP ACDC to attend the Motorola/Rave Summit conference in Orlando, FL on April 9-13 for an estimated cost of \$3,710 per attendee. (Total conference amount not to exceed: \$3,710)

7.E.2. [23-1102](#)

One (1) Attendee from ETSB to attend the HxGN Live Global conference in Las Vegas, NV on June 11-15 for an estimated cost of \$2,700 per attendee. (Total conference amount not to exceed: \$2,700)

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

8.A. City of Des Plaines

9. DEDIRS PORTABLE AND MOBILE RADIO REPLACEMENT**10. OLD BUSINESS****11. NEW BUSINESS****12. EXECUTIVE SESSION**

A. Minutes Review Pursuant to 5 ILCS 120/2 (C) (21)

B. Personnel Matters Pursuant to 5 ILCS 120/2 (C) (1)

C. Security Procedures and the Use of Personnel and Equipment Pursuant to 5 ILCS

D. Pending Litigation Matters Pursuant to 5 ILCS 120/2 (C) (11)

13. MATTERS REFERRED FROM EXECUTIVE SESSION**14. ADJOURNMENT**

14.A. Next Meeting: Wednesday, April 12 at 9:00am in 3-500B



ETSB Other Action Item

421 N. COUNTY FARM
ROAD
WHEATON, IL 60187
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File #: 23-1018

Agenda Date: 3/13/2023

Agenda #:



Emergency Telephone System Board of DuPage County Monthly Report

**March
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Submitted for your consideration is the DuPage ETSB monthly report for activity February 1 through February 28, 2023. This report highlights the activities of the DuPage ETSB as achieved by staff, work groups, committees, and consultants.

Congratulation on a Job Well Done!

Performance of Duty: On February 16, 2023 at 12:42hrs, **TC Abigail Medina** received a 911 call from a resident who was screaming her daughter was shot in front of the house. Within 28 seconds, TC Medina confirmed the address and circumstances, activated the alert tones and then broadcasted the information to Addison units. TC Medina managed this while still on the line with the highly distraught mother of the victim, obtaining additional information until the first officers arrive on scene exactly 4 minutes after the initial call was received.

TC Medina advised all units to hold non-emergency traffic. **TC William Kolberg**, **TC Kristin Van Alstine**, and **TC Megan Mayfield** processed calls from witnesses and added valuable information into the CAD notes. **TC Shelley Vulpo** updated responding officers until TC Medina resumed her role as the radio operator. TC Medina requested Bensenville, Itasca and Wood Dale units to move to their TAC channel, so they could resume regular patrol activities. TC Shelley Vulpo handled radio operations on the TAC channel.

TC Abigail Medina continued radio operations for this incident, responding to requests using multiple systems, with a calm tone and professional demeanor. **TC Christopher Willadsen** and **TC Amy Lettenberger** responded to dispatch from training activities at ACDC. **TC Kristina Lazzeto** contacted DU-COMM to have Merit Forensics respond to the scene. TC Amy Lettenberger contacted Oak Lawn to have an address checked for the vehicle and an offender.

The manner in which the incident was handled showed dedication to ACDC's mission. Staff demonstrated the ability to multitask, communicate, and work as a team.

ADMINISTRATION and FINANCIAL

911 Services Advisory Board (SAB) and 911 Legislation:

Work continues on the administrative rules and preparation for the statute in its sunset year in 2023. The Board has received the meeting notes from the February 6 and February 17 meetings. Administrative rule Part 1329 has not yet been released for review by the ISP.

At the December 12 meeting, the SAB approved the following meeting dates for 2023:

February 27, 2023 cancelled
March 20, 2023
April 17, 2023
May 15, 2023
June 26, 2023
July 17, 2023
August 21, 2023



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September 18, 2023
October 30, 2023
November 20, 2023
December 18, 2023

Consolidation

ETSB staff will be providing a report and a review of the report at the special call March 13 meeting. Once the report has been presented, additional discussion from the ETS Board members is anticipated.

Travel and Training:

On the agenda this month are two training/travel requests.

Motorola/Rave Summit: Authorization to travel for the first joint public safety event held by Motorola and Rave Public Safety which takes place April 10-13 in Orlando, FL. Summit is Motorola's largest annual gathering of software and mobile video customers and offers full days of in-depth training, hands-on certifications, and courses that provide direction on products' new and future functionality. Summit provides an opportunity to network and create relationships with other public safety personnel. As a Charter50 member of Rave, registration for two attendees has been provided at no cost as well as \$1,000 in travel reimbursements. The requested costs are the full amount of attending the conference and does not include the reimbursement by Rave as those details are not yet finalized. This request is for one (1) attendee from ACDC to attend. DU-COMM declined to send a person.

Total conference amount not to exceed: \$3,710.00.

HxGN LIVE Global: Authorization to travel for Hexagon's digital reality solutions conference which takes place June 12-15 in Las Vegas, NV. HxGN LIVE brings together visionaries from around the world to discuss, debate and experience the autonomous future. The program offers attendees content structured around audience-centric summit topics. The Future of Public Safety Summit at HxGN LIVE Global 2023 brings together emergency communications center leaders and staff, law enforcement and other public safety professionals. This request is for one (1) attendee from ETSB for an estimated cost of \$2,700.00. The Executive Director is part of the Hexagon Customer Advisory Board.

Total conference amount not to exceed: \$2,700.00

Procurement / Major Contracts

Purchase Requisitions

Renewal of Existing Service

Police Legal Sciences, Inc.: Purchase Order 923006

PLS provides monthly web-based training for 151 Telecommunicators (TCs). This is a renewal for a training package that includes twelve (12) one-hour lessons, and lessons are available 24/7 to account for the work schedules of the TCs. PLS offers a discounted rate of \$60 per TC with over 150 participants, regularly \$120 each, with complimentary lessons for managers and part-timers. The contract will cover the period from May 1, 2023 through April 30, 2024. The PSAP Directors discussed this service and elected to continue with PLS. ETSB has provided this contract for several years without a

Total amount of purchase: \$9,060.00.



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CDW Government LLC: Purchase Order 923007

ETSB has a CrowdStrike monitoring services license offered through the State at no cost and the Tech Focus Group discussed augmenting services to include the Retainer through CrowdStrike for cyber-attack mitigation and assistance. This additional service provides rapid engagement professional technical assistance in the event of a cyber security breach to the 9-1-1 System network. A retainer is also more cost effective than time and material services where the wait time for such services would be detrimental to the delivery of 9-1-1. If Retainer hours are not used in response to a computer security incident within the term of the contract, hours may be used for Incident Response Services or other hourly services within the CrowdStrike platform.

Total contract amount: \$44,550.00.

Open Purchase Order Utilization

Purchase Order	Total	Year to Date	Remaining Balance
FY23 CDW-G	\$ 25,000.00	\$ 733.70	\$ 29,266.30
FY23 Dell	\$ 30,000.00	\$ 0	\$ 25,000.00
FY23 Motorola	\$ 50,000.00	\$ 0	\$ 50,000.00

Change Orders

Comcast Business Communications LLC: Purchase Order 922043/6145-1 Change Order #1

This request is to incorporate the First Amendment document into the purchase order. The First Amendment to the Master Services component was inadvertently omitted with the renewal of the fiber network contract approved in November. There is no monetary change being made to this contract.

AT&T Inc.: Purchase Order 922020/5866-1 Change Order #1

On this agenda are the pricing schedule MA Reference No: 15369UA, pricing document, and equipment lists which will supersede the pricing schedule of the same name dated 20220610-6796 and additional documents of the original award. Costs were budgeted in the amount of \$1.9M for the additional equipment for the second PSAP placing us well under budget.

Total amount of change order: \$106,202.51. New contract amount: \$4,144,487.89.

Recap: This change order represents the final step from the *Final Summary of Open Issue Log* provided by AT&T and reviewed at the December meeting. AT&T was also available to answer questions and review the report again at the meeting January. This Change Order was based on the request of the PSAPs, a complete system review of the current design and potential system improvement was completed by AT&T. AT&T identified the network as the source of the recent failure and recommended the PSAPs split up the call handling equipment so that each PSAP operated independently. All other issues in the log have been resolved with the exception of the *Spoofing* calls which is a decision of the PSAPs. With the approval of this change order, a new project can be started and work can proceed to make the recommended changes.

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, DuPage County Auditor's letter and *Bank Account Payment History Report* for Internal and External Payments for FY23. There was one note in the Auditor's letter related to Federal Express charges. The County Finance Department has changed the manner in which FedEx invoices are paid. Future payments will be paid directly to FedEx on the Payment of Claims as opposed to the Mailroom who were reconciling County charges



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to the vendor. ETSB staff was aware that this change was pending but had not been advised that the process has started.

Bills List FY23

External Payments FY23

Total for Fund 5820 for March 13 bills list: \$447,090.79

Revenue and Expenditures

Revenue: Equalization Revenue Reports are on the consent agenda.

Total revenue: Fund 5820: \$1,200,989.89

The November 2022 surcharge was received on March 6 in the amount of \$1,179,289.89.

This month a payment was received from the Bloomingdale Police Department for the DEDIRS radio equipment replacement in the amount of \$15,000.00. Bloomingdale PD requested a partial invoice in January in the amount of \$15,000 with the remaining balance to be paid after their budget is approved.

Fire Station Alerting: ETSB began the second year of maintenance with Purvis in October 2022. That invoice was paid on the January Payment of Claims. Since ETSB bills in arrears, invoices were mailed on February 10 to participating agencies for their first year of maintenance (October 2021-2022) on the optional equipment they purchased for their fire stations. The chart goes out to FY2024 because that is the length of the Purvis Fire Station Alerting contract.

FSA Maintenance Reimbursement Costs by Agency

	FY2022	FY2023	FY2024
FSA Opt Equip Maint Remitted	\$ 5,610.00	\$ 5,610.00	\$ 5,610.00
	\$ 6,700.00	\$	\$
Addison Fire Remitted	\$ 3,500.00	\$ 3,500.00	\$ 3,500.00
	\$ 3,500.00	\$	\$
Bartlett Fire Remitted	\$ 2,000.00	\$ 2,000.00	\$ 2,000.00
	\$	\$	\$
Clarendon Hills Fire Remitted	\$ 960.00	\$ 960.00	\$ 960.00
	\$	\$	\$
Elmhurst Remitted	\$ 575.00	\$ 575.00	\$ 575.00
	\$	\$	\$
Glenside Fire Remitted	\$ 200.00	\$ 200.00	\$ 200.00
	\$ 200.00	\$	\$
Lombard Fire Remitted	\$ 2,200.00	\$ 2,200.00	\$ 2,200.00
	\$ 2,200.00	\$	\$
Pleasantview Fire Remitted	\$ 500.00	\$ 500.00	\$ 500.00
	\$ 500.00	\$	\$
Roselle Fire Remitted	\$ 500.00	\$ 500.00	\$ 500.00
	\$	\$	\$
Tri-State Fire Remitted	\$ 1,010.00	\$ 1,010.00	\$ 1,010.00
	\$	\$	\$
Warrenville Fire Remitted	\$ 600.00	\$ 600.00	\$ 600.00
	\$	\$	\$



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Westmont Fire Remitted	\$ 3,000.00	\$ 3,000.00	\$ 3,000.00
	\$	\$	\$
York Center Fire Remitted	\$ 300.00	\$ 300.00	\$ 300.00
	\$ 300.00	\$	\$

9-1-1 CORE SYSTEM MANGEMENT

State of Illinois IPS/NextGen 911 ESInet:

State of Illinois GIS NG 9-1-1: All 884 layers of GIS data have been submitted to the State. The collective error rate is 0.13 percent, well below the 2.0 percent threshold.

Network Deployment: AT&T has cutover 22 PSAPs to the NG9-1-1 ESInet. The remaining 98 PSAPs will be transitioned to the new network in 2023. DuPage ETSB PSAPs are not currently scheduled. There are 5 PSAPs scheduled to be cutover in March.

State of Illinois Text to 911: No additional information to report this month on this topic.

Customer Premise Equipment (CPE):

On this month's agenda is a change order from AT&T to split the CPE into two separate systems. The Tech Focus group reviewed the change order and determined that it will meet the needs of the PSAPs. After the change order is executed ETSB staff will schedule configuration and training sessions with the PSAPs to develop a project plan.

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	83	74	38	65	27	0	0	5
MPS	86	84	44	46	41	0	0	1
Total	169	158	82	111	68	0	0	6

Interface configurations:

Oak Brook Police, Tech Focus Group, Fusus, Hexagon and ETSB staff met to review and interface request for a new interface to connect to the CAD system. Fusus is a software that allows users to access camera feeds. From a very high level, the interface would send information on requests for service in the CAD system. If there were cameras in the area, Fusus users would be notified and have ready access to those views.

Fusus's original proposal was a request to connect their software directly to the production CAD environment. The ETSB security policy does not allow for this type of connection. All Tech Focus Group members agreed that a direct connection to the CAD system was not appropriate in that any problems with this interface could degrade CAD performance impacting other users. While discussing options, the group came to a consensus that a replica server that is separate from the production CAD would provide the data Fusus needed. Hexagon is preparing a change order with a scope of work that is being reviewed by Fusus and Oak Brook to ensure the functionality meets their needs.



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The Village of Addison has subsequently submitted an interface request form to use the replica database. The Tech Focus Group is reviewing that request.

NetMotion:

The NetMotion hardware upgrade has been re-scheduled to April. A new version of the software is now available and ETSB staff is testing to determine whether the hardware and software can be rolled out concurrently. We currently have 950 NetMotion clients.

	Year to Date		Past Month					
			Totals		Categories of Open Tickets			
Category	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Referred to Hexagon	Open/Waiting on Customer
NetMotion	8	8	3	3	0	0	0	0

Cybersecurity:

There were no cybersecurity alerts on the CrowdStrike Falcon software during this reporting period.

Fire Station Alerting System (FSAS):

	Year to Date		Past Month				
			Categories of Open Tickets				
Category	Opened	Closed	Total	Closed	System Error Tickets	Configuration Tickets	Open/Referred to Purvis
FSA	33	30	21	18	0	0	0

Purvis and CommZone have begun the Tech refresh project. As of March 1, 36 fire stations have been completed. CommZone also replaced the DM console at each PSAP. Unfortunately, the console that was installed was not a touch screen. Purvis has ordered the correct models and anticipates installing them in April. Purvis and CommZone had initially anticipated completing the project in March. However, some of the stations required additional network updates that needed to be completed by the fire agency IT staff for the new equipment. This unforeseen work caused a slight delay. Purvis now anticipates the project to be completed in April.

Geographic Information Systems (GIS) Data:

	Year to Date		Past Month							
			Totals			Categories of Open Tickets				
Category	Opened	Closed	Total	Closed	Open tickets	System Error Tickets	Configuration Tickets	Pending Refresh	Pending Closed/ Verification by PSAPS	Open/ Referred to Hexagon
GIS	179	155	36	30	6	0	*	*	*	*

*Staff is working with County GIS to align service tickets to accurately report activity.

ETSB and County IT continue to work together on the GIS map workflow transition. This has resulted in improvements and brought efficiency to the GIS map roll process.

GIS Map Roll Process:

Policy 911-023: GIS Map Roll Process allows the PSAPs and agencies 8 calendar days from the update on the training side of CAD to validate the changes. Once validated, the changes are then



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pushed to the production CAD. This policy/procedure was put into place in September of 2022 at the request of the PSAPs to ensure that the update to production met their expectations. This policy evolved after ETSB and the PSAPs discovered that attempting to test more than one map roll configuration on the test or production side of the CAD map creates conflicts and errors. This policy corrected this issue by creating an agreed upon timeline for the workflow. The workflow allows for map to be adjusted every three weeks.

Lombard project:

Lombard submitted a request to re-draw response districts in 2022. This request entails many changes to the existing map structure. ETSB and County GIS made the adjustments to the GIS data and notified DU-COMM before they pushed the data to the training side of CAD. This project is the first large scale project since the updated policy was put into place.

Unfortunately, DU-COMM did not validate this project within the timeframe prescribed in the policy. DU-COMM requested the data be removed from the update because they would not be able to complete this project validation prior to the next scheduled map roll. County GIS and ETSB staff spent 2 days rolling the Lombard request back and will upload only the validated changes to production.

The Tech Focus Group is reviewing the impact of large projects on the current policy and discussing possible options to allow for validating large scale projects going forward.

MABAS Expansion Project:

ETSB and County GIS worked on CAD map project for developing MABAS division. This project will involve adding new response plans to better expedite MABAS responses. This project will start with MABAS Division 16 and will include Divisions 10 and 12.

9-1-1 System Memos:

Total Memos	New Memos	Updated Memos	Closed Memos	Open Memos
116	0	0	1	7

New Memos:

There were no new memos created during the previous month.

Closed Memos:

There was one memo closed during the previous month.

Memo 116: Emergency button on the mobile. Chief Spinazola from the Downers Grove Fire Department requested the Emergency button on the fire mobiles be programmed to operate in the same manner the portable radios operated. The PSAP operations groups and the FSA Standardization Focus Group reviewed the request and discussed the button current configuration. Currently, the button is used to send an evacuation tone over fire ground channels. Some fire agencies do not want to lose this functionality. The FSA Standardization Focus Group came to a consensus to leave the button status quo, but requested Motorola investigate adding additional functionality to the mobile computers to accomplish both tasks. This memo was closed February 23.



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DuJIS PRMS:

The RMS Manager's monthly memorandum for February has been attached to this report, as well as the monthly support overview and activities report from Hexagon and the weekly Resident System Analyst Administrator's (RSA) report.

DU PAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM (DEDIRS)

DEDIRS Operations

Motorola continues to troubleshoot audio issues where agencies have reported that audio is cutting out on the new portables. Since the last report, the total number of instances has been reduced to one or two instances a week. Motorola has a network monitoring tool in place to investigate these reports but has not found any additional systemic problems to date. The information from these tickets is used to track locations to determine if it is a "low spot", verify equipment including replacement of radio mics and an officer who was on the wrong talk group.

DEDIRS Radio Replacement

Intergovernmental Agreement: Nothing to report this month.

Programming and Deployment: The System Manager is working on new hires and alias change service tickets that have been submitted during the police roll out.

Police:

As of Friday, January 30, all police radios have been deployed. The system manager has been working on tickets submitted for the new radios (Alias changes, a broken screen).

Firmware update:

The first in field Firmware update is now available. Motorola is testing the update on ETSB cache radios to ensure there are no adverse effects or updates needed to the training material. Once the update has been vetted, ETSB will be working with the Winfield police department to conduct a beta due to their size and proximity to ETSB offices. ETSB will then notify all DEDIRS Points of contact and schedule a virtual question and answer session prior to pushing the update out to the radios.

Fire:

APXNext XN:

A manufacturing issue with Smart Connect was discovered in the APXNext XN portable radio on February 13. Motorola has been working with its product team to determine the best way to fix this issue for the 1102 radios for the fire service. A firmware release has been applied and is being tested.

There are still approximately 300 radios yet to be shipped which will be delayed until a fix is determined.

APXNext XN Remote Speaker Microphone (RSM):

Motorola has identified a defect with the volume control on the RSM that are to be deployed with the APXNext XN radios. After getting wet the microphone volume may spontaneously ramp up or down without the lever being touched. The lever may not work and may result in inconsistent volume level changes.



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RSMS from other agencies that have demonstrated that behavior have arrived at Motorola Engineering. A root cause investigation is underway. None of the DuPage ETSB RMS XN microphones have been distributed. As meaningful information is available it will be shared with PAC and the Focus groups.

8500 Mobile Radios:

On February 13, based on the APXNext XN information ETSB began investigating the possibility of deploying the APX8500 mobile radios in the interim.

Motorola is working through updating the existing APX7500 mobile codeplugs with encryption and Wi-Fi capabilities.

An update was provided on Wednesday, March 1 at 2pm via zoom link for DEDIR System users. Approximately 50 agency partners attended of 62 that RSVP-ed.

The Fire Focus Group is working on their final recommendations.

APX7000 Maintainer:

The DU-COMM monthly memorandum is provided at the end of this report.

Policy Advisory Committee (PAC):

The PAC meeting was held on Monday, March 6 at 8:15am.

The PAC had six members in attendance at the March 6 PAC meeting: Chair Hayden, Vice Chair Dina, Members Baarman, Herron, Hermes and Johl.

In addition to the DEDIRS radio updates reported above the PAC discussed two policies.

Policy 911-005.6 DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS) Use of Emergency Button. PAC determined that this policy should wait to be finalized until the new Fire radios, APXNext XNs, are available for testing to confirm their operation.

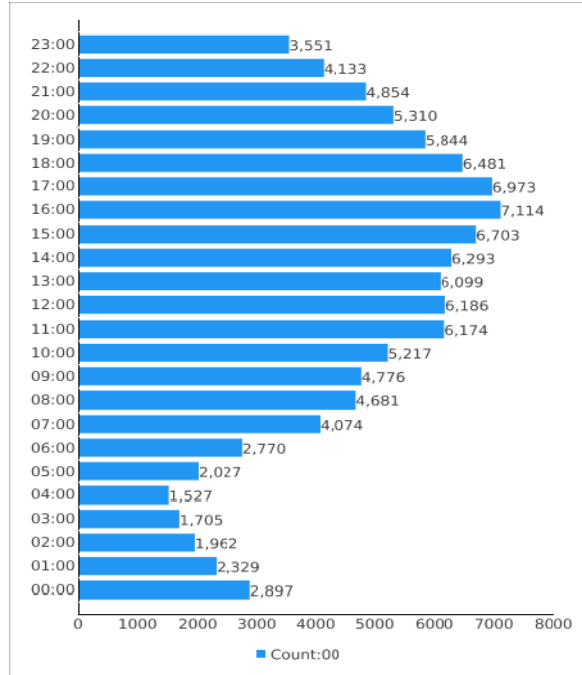
Policy 911-005.8 DDRIS Subscriber Unit Requirement. This policy is under discussion at PAC. The group had questions about TDMA and AES requirements and how outside agency radios will be allowed on the system. This policy remains under review.

ALI AUDIT SUMMARY SNAPSHOT

Calls occurring between: 01-01-2023 12:00:14 AM and 03-01-2023 04:48:48 AM

Calls by Hour

Total: 109,680



Calls by Response Code

	Response Code	Total
0	No Active Paths	20
1	One Path OK	1,288
2	Both Paths OK	108,180
7	Manual Query Denied	0
9	Record Not Found	192
Total		109,680

Calls by Query Type

	Query Type	Total
I	Initial	53,549
M	Manual	114
R	Repeat	56,017
T	Test	0
Total		109,680

Calls by Call Type

	Call Type	Total
A	Anonymous Call [911-0000]	305
E	ESCO [911-0XXX]	1
S	Standard ANI Received [NXX-XXXX]	103,732
U	Uninitialized Call [911-XXX-XXXX]	5,642
Z	Seizure with no ANI [000-0000]	0
Total		109,680

Calls by Class of Service

	Class of Service	Initial Query	Manual Query	Repeat Query	Test Query	Total
	N/A	107	69	16	0	192
0	Business OPX	6	0	0	0	6
1	Residence	1,121	6	42	0	1,169
2	Business	1,163	20	20	0	1,203
3	Residence PBX	0	0	0	0	0
4	Business PBX	299	1	7	0	307
5	Centrex	17	0	0	0	17
6	Coin 1 Way Ot	0	0	0	0	0
7	Coin 2 Way Out	0	0	0	0	0
8	Mobile	0	0	0	0	0
9	Residence OPX	0	0	0	0	0
A	Cust Owned Coin Telephone	0	0	0	0	0
B	ESCO Failure	294	0	12	0	306
C	VoIP Residence	0	0	0	0	0
D	VoIP Business	5	0	0	0	5
E	VoIP Coin/Pay Phone	0	0	0	0	0
F	VoIP Wireless	0	0	0	0	0
G	Wireless Phase 1	8,045	0	1,288	0	9,333
H	Wireless	34,953	14	54,411	0	89,378
J	VoIP Nomadic	0	0	0	0	0
K	VoIP Enterprise Solutions	0	0	0	0	0
T	VoIP Coin/Pay Phone	0	0	0	0	0
V	VoIP Services	7,538	4	221	0	7,763
X	TEXT TO 911	0	0	0	0	0
Total		53,548	114	56,017	0	109,679

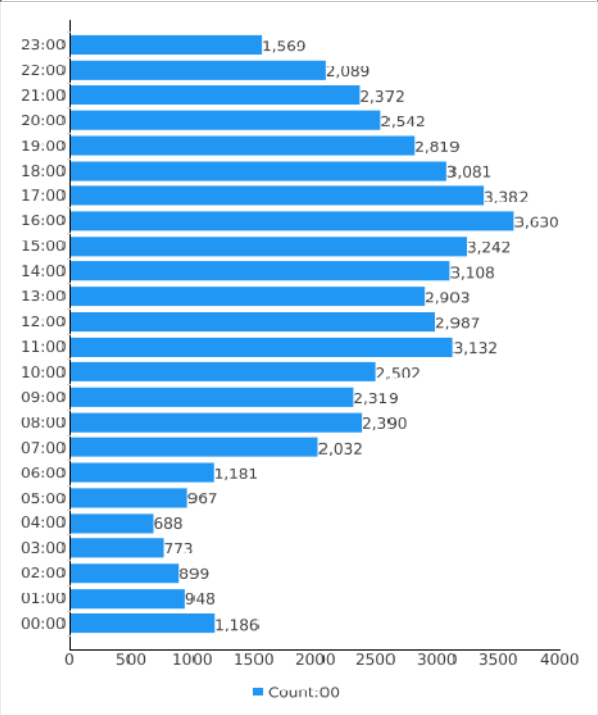
Calls occurring between: 01-01-2023 12:00:14 AM and 03-01-2023 04:48:48 AM

ALI AUDIT SUMMARY SNAPSHOT

Calls occuring between: 02-01-2023 12:04:46 AM and 02-28-2023 11:45:19 PM

Calls by Hour

Total: 52,741



Calls by Response Code

	Response Code	Total
0	No Active Paths	3
1	One Path OK	599
2	Both Paths OK	52,027
7	Manual Query Denied	0
9	Record Not Found	112
Total		52,741

Calls by Query Type

	Query Type	Total
I	Initial	26,076
M	Manual	67
R	Repeat	26,598
T	Test	0
Total		52,741

Calls by Call Type

	Call Type	Total
A	Anonymous Call [911-0000]	134
E	ESCO [911-0XXX]	1
S	Standard ANI Received [NXX-XXXX]	50,015
U	Uninitialized Call [911-XXX-XXXX]	2,591
Z	Seizure with no ANI [000-0000]	0
Total		52,741

Calls by Class of Service

Class of Service	Initial Query	Manual Query	Repeat Query	Test Query	Total
N/A	64	40	8	0	112
0	Business OPX	0	0	0	2
1	Residence	517	2	17	536
2	Business	521	14	6	541
3	Residence PBX	0	0	0	0
4	Business PBX	90	0	1	91
5	Centrex	6	0	0	6
6	Coin 1 Way Ot	0	0	0	0
7	Coin 2 Way Out	0	0	0	0
8	Mobile	0	0	0	0
9	Residence OPX	0	0	0	0
A	Cust Owned Coin Telephone	0	0	0	0
B	ESCO Failure	133	0	2	135
C	VoIP Residence	0	0	0	0
D	VoIP Business	2	0	0	2
E	VoIP Coin/Pay Phone	0	0	0	0
F	VoIP Wireless	0	0	0	0
G	Wireless Phase 1	3,952	0	572	4,524
H	Wireless	16,956	8	25,891	42,855
J	VoIP Nomadic	0	0	0	0
K	VoIP Enterprise Solutions	0	0	0	0
T	VoIP Coin/Pay Phone	0	0	0	0
V	VoIP Services	3,832	3	101	3,936
X	TEXT TO 911	0	0	0	0
Total	26,075	67	26,598	0	52,740

Calls occuring between: 02-01-2023 12:04:46 AM and 02-28-2023 11:45:19 PM

Year to Date 9-1-1 System Call Count

For (Call Origin)

Creation Date: 03/07/2023 02:02:29 PM

Grouping: Site & Call Origin

Date Range: 01/01/2023 12:00:00 AM - 02/28/2023 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	50,215	17,753	32,462	0	894	14,999	1,676	0	184	0	1,121	00:00:05
	Internal	3,773	0	3,773	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	15,658	0	15,658	0	0	0	0	0	0	15,658	0	00:00:00
	Total	69,646	17,753	51,893	0	894	14,999	1,676	0	184	15,658	1,121	00:00:05
DU-COMM	Incoming	104,142	40,055	64,087	0	2,514	30,468	6,814	0	259	0	2,414	00:00:05
	Internal	16,497	0	16,497	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	25,408	0	25,408	0	0	0	0	0	0	25,408	0	00:00:00
	Total	146,047	40,055	105,992	0	2,514	30,468	6,814	0	259	25,408	2,414	00:00:05
Total		215,693	57,808	157,885	0	3,408	45,467	8,490	0	443	41,066	3,535	00:00:05

Year to Date 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 03/07/2023 02:07:04 PM

Grouping: Site & Call Origin

Date Range: 01/01/2023 12:00:00 AM - 02/28/2023 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	4,647	4,647	0	0	147	4,164	336	0	0	0	0	00:00:05
DU-COMM	4,968	4,968	0	0	95	4,523	350	0	0	0	0	00:00:05
Total	9,615	9,615	0	0	242	8,687	686	0	0	0	0	00:00:05

Monthly 9-1-1 System Call Count

For (Call Origin)

Creation Date: 03/07/2023 02:01:25 PM

Grouping: Site & Call Origin

Date Range: 02/01/2023 12:00:00 AM - 02/28/2023 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	24,682	8,879	15,803	0	389	7,524	865	0	101	0	588	00:00:05
	Internal	1,951	0	1,951	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	7,575	0	7,575	0	0	0	0	0	0	7,575	0	00:00:00
	Total	34,208	8,879	25,329	0	389	7,524	865	0	101	7,575	588	00:00:05
DU-COMM	Incoming	51,575	19,426	32,149	0	1,130	14,717	3,449	0	130	0	1,203	00:00:05
	Internal	8,136	0	8,136	0	0	0	0	0	0	0	0	00:00:00
	Outgoing	12,488	0	12,488	0	0	0	0	0	0	12,488	0	00:00:00
	Total	72,199	19,426	52,773	0	1,130	14,717	3,449	0	130	12,488	1,203	00:00:05
Total		106,407	28,305	78,102	0	1,519	22,241	4,314	0	231	20,063	1,791	00:00:05

Monthly 9-1-1 System Transfer Count

For (Call Origin)

Creation Date: 03/07/2023 02:05:28 PM

Grouping: Site & Call Origin

Date Range: 02/01/2023 12:00:00 AM - 02/28/2023 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	2,270	2,270	0	0	60	2,046	164	0	0	0	0	00:00:06
DU-COMM	2,427	2,427	0	0	37	2,199	191	0	0	0	0	00:00:05
Total	4,697	4,697	0	0	97	4,245	355	0	0	0	0	00:00:05

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 exepenses relating to changes in systems	Closed	01/23/20	N/A	N/A	Consensus	N/A	N/A	
13	12/19/19	FSA	Standardization of Recommends	Using Z units in CAD	Closed	03/02/20	Consensus	N/A	Consensus	N/A	N/A	
14	01/23/20	FSA	Activating New Tone	Adding a rules to Engines to faciliate tones	Closed	03/02/20	Consensus	N/A	consensus	N/A	N/A	
15	01/05/20	FSA	Add Units to Calls	Add Unit to calls from mobiles without generating a tone	Closed	05/14/20	N/A	N/A	Consensus	N/A	N/A	
16	01/27/20	FSA	Optional Equipment Status	Optional equipment formating options	Closed	05/14/20	N/A	N/A	Consensus	N/A	N/A	
17	02/28/20	FSA	Open Radio	Leaving the radio open for two minutes after the Purvis alert in the stations	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A	
18	03/05/20	FSA	Dead End Streets	Remove Dead End from the announcement	Closed	06/22/20	Consensus	N/A	Consensus	N/A	N/A	
19	02/26/20	FSA	LSI Data Into CAD	Add Hazardous Material data from the State into CAD	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A	
20	02/26/20	FSA	Flow MSP	The font size larger on the command lines- expanded to the multi-command line	Closed	03/02/20	N/A	N/A	Consensus	N/A	N/A	
21	03/02/20	FSA	Additional Goals	expand the goal to consider the time from call to responder arrival instead of from the time of call to dispatch	Closed	03/14/20	Consensus	N/A	Consensus	N/A	N/A	
22	03/01/20	FSA	Non-standard CAD programming	Creating CAD command that are unique to an agency or a small subset of agencies	Closed	06/22/20	Consensus	N/A	Consensus	N/A	N/A	
23	01/27/20	TECH	Purvis Proposal	Review of the proposal to address the back-up alerting solution	Closed	02/06/20	Consensus	Consensus	Consensus	N/A	N/A	
24	02/02/20	TECH	ICD from Hexagon for LEADS	review the Hexagon proposal for the LEADS ICD- Hexagon is re-working the proposal	Enhancement tot product development		Pending	Pending	N/A	N/A	N/A	
25	04/20/20	CAD	Assist other priority change	DU-COMM request to change the priority of Assit other from 4 to 2. This will adjust the watchdog time.	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	In process/ Review			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	reinroduce 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 infomrnr	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	Informer 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					
	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	Informor history	Develop a way to search for informor 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 two/four digit abbreviation for the Railroad	Closed	02/05/21		Consensus			
95	07/12/21	FSA	Cross Staffed Apparatus	*Jump Crews*in Live Mum different than CAD	Closed	08/11/22			Consensus		
96A	07/12/21	FSA	Border Station Depth	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 relos	Add pre-planned relos into LiveMum	Closed	07/28/22			Consensus		
98	07/12/21	FSA	Unit Depletion	Program LiveMUM to make recommends based on unit depletion 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 displatching	Closed	07/16/21		Consensus			
100	07/13/21	FSA	EBT Request	Request DECCAN run two hears of data for more accurate EBT	In-Process						
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	Pending Research						
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	New						
116	1/10/2023	FSA	Emergency Button Mobile	Request to change the functionality of the emergency button	Closed	12-Jan-23			Consensus		

Rave Subscriber Activity - February

Zip Code	Web Enrollments	App Enrollments	Total Enrollments
60101	1	0	1
60103	0	0	0
60105	0	0	0
60106	0	0	0
60108	0	0	0
60117	0	0	0
60126	6	1	7
60128	0	0	0
60132	0	0	0
60133	0	0	0
60137	0	1	1
60138	0	0	0
60139	0	0	0
60143	0	0	0
60148	3	1	4
60157	0	0	0
60172	0	0	0
60181	1	0	1
60185	0	0	0
60186	0	0	0
60187	13	2	15
60188	1	0	1
60189	9	0	9
60190	0	0	0
60191	1	0	1
60197	0	0	0
60199	0	0	0
60399	0	0	0
60514	0	0	0
60515	1	1	2
60516	2	0	2
60517	1	0	1
60521	0	0	0
60522	0	0	0
60523	45	3	48
60525	5	0	5
60527	0	0	0
60532	0	0	0
60540	2	0	2
60555	1	0	1
60559	2	0	2
60561	0	0	0
60563	1	0	1
60564	1	0	1
60565	2	0	2
60570	0	0	0
Total Web Enrollments	98		
Total App Enrollments	9		
Total Enrollments	107		
Total Zip Codes	28		
PSAP	1013		
Report Type	Safety Profile Enrollment		
From	2/1/2023 0:00		
To	2/28/2023 23:59		
Date Run	3/3/2023		

Motorola Monthly Incident Report
February 2023

Ticket ID	Priority	Title	Site name	Date detected	Date modified	Status	Service type
INC000007235466	Priority 3	POS 3 VPM is causing the status light to stay on	Du-Comm Disp Center - Dupage Cnty - Starcom Z1	2/27/2023, 9:14:50 AM	2/27/2023, 12:31:02 PM	Open	Incident

CUSTOMER REPORT

FOR DuPage County ETSB

3/1/23 SUBMITTED BY MARIAH WRIGHT

MAINTENANCE

0 maintenance completed between 01/31/23 thru 02/28/23

SERVICE ASSURANCE

1 Ticket opened between 01/31/23 thru 02/28/23

TICKET ID	QUEUE NAME	PROBLEM SUMMARY	SOLUTION DESCRIPTION	ACTUAL START
12947675	CUSTOMER	WEB FILTER	CUSTOMER INQUIRY	02/24/23
12809079	CUSTOMER	ACL UPDATE	CUSTOMER INQUIRY	02/01/23



**DUPAGE
COUNTY**

INFORMATION TECHNOLOGY

630-407-5000
Fax: 630-407-5001
it@dupageco.org

www.dupageco.org/it

TO: PRMS Oversight Committee and ETS Board
FROM: Don Ehrenhaft, Interim PRMS Manager
DATE: March 8, 2023
RE: DuJIS RMS Monthly Update

Accomplishments:

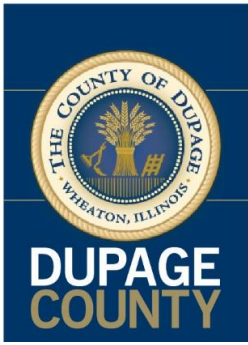
- NIBRS Reporting Certification with the Illinois State Police has begun with Carol Stream PD.
 - This effort is required to support the submission of records to the state in accordance with NIBRS requirements.
 - Deployed new code table published by the State of Illinois on Feb. 17th into Test environment.
- OnCall Analytics (OCA) Upgrade
 - OCA is updated to version 2212. (Newest version)
 - All Microsoft server products have been upgraded to the newest versions.

Victories:

- Closed case with Hexagon for the month to include (descriptions below of cases fixed/answered):
 - 00124992 - API Failure on Approved reports since – SOLVED
 - 00126728 - Not able to sign into OCR or FBR/Application Unstable – SOLVED
 - 00127408 - Booking Records Not Importing from iTouch Livescan – SOLVED
 - 00134003 – NIBRS Validate button in OCR not working - SOLVED
 - 00134654 - SwitchGui error "Failed to open switch registry for config MPSPOLICE" – SOLVED
 - 00135331 - How to deploy multiple instances of UEDELTA on the same server? - SOLVED

Challenges to Overcome:

- NIBRS Transition Go-Live/Certification
 - The go-live date is dependent on Carol Stream PD successfully certifying with the state.
 - It is recommended that there be an effort by the agencies to reduce the number of backlogged cases (in records) to minimize the need to update cases to be NIBRS compliant. The “go-live” process is being outlined with the Chiefs, NIBRS sub-committee, and Steve Burrell (RSA).
- OnCall Analytics
 - The amount of “Not Specified” data returns is still an issue.
 - HxGN identified an issue with the date parameters on the initial data pull.
 - HxGN is re-running the data pull (ETL process).
- 00102630 - Addresses Validates in FBR without a Zip Code – IN PROGRESS



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RSA – Customer Support Collaboration:

- Began a weekly NIBRS and OCA Project status call, standing call at 2:30 pm on Mondays.
- Maintained weekly I/CAD case review call, standing call at 09:00 on Thursdays.
- Maintained RMS weekly status review call, standing call at 14:00 on Friday.
- RSA and RSA Manager worked collaboratively to reduce the case backlog.

Next Month's Actions Items:

- Testing the OnCall Analytics upgrade with Chief Thomas
- NIBRS update and case transfer to production (Go Live)
- Carol Stream PD to perform their third NIBRS submission for certification.



**DUPAGE
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Hexagon Monthly Update:

DuPage PRMS Command Focus Group Meeting

03/02/2023

Presented by: Tammy Heaton

Hexagon/DuPage County Snapshot

2

Open Projects

NIBRS, OCA

PM Change – Wendy Mann

Upcoming Projects

RMS Update 10.0, MFR,

RMS 10.0 & MFR – Demo for Don being scheduled

RSA

Resident System Analyst

Support

Stephen Starnowsky: OnSite w/o Feb 27th
Chiefs Meeting: Tammy and Ben onsite in April



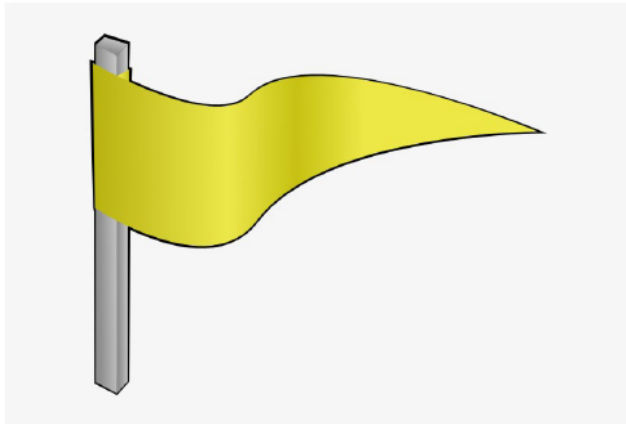
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NIBRS Update



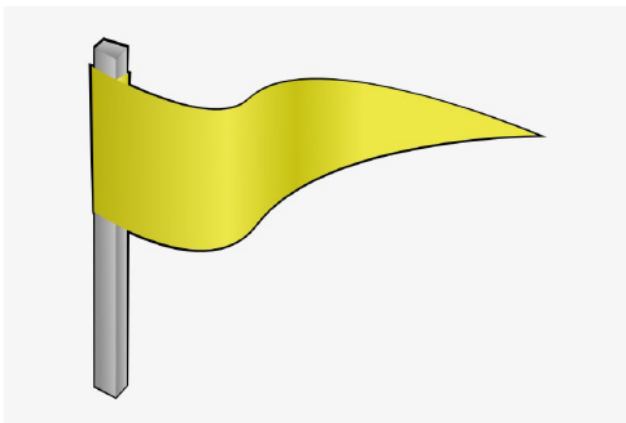
Summary

- Standup Meeting on Mondays with Hexagon and DuPage County IT – New layout and focus started on 2/27
- Steve Burrell worked on issues this week (2 cases)
- Several of the issues we have encountered with submission is because agency is using 2 year old data – this will not be a issue in production
- The hotfix went back to development (GTC)

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OCA Update

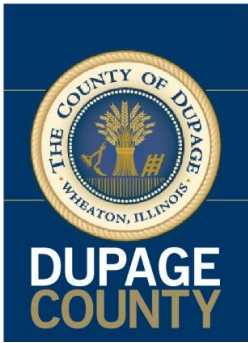


Summary

- Combined status meeting on Mondays, starting 3/6
- Meeting with development and Steve Burrell on 3/3 – Focus on ETL
- Received feedback document from James Wilkinson so focus of call with development are those issues

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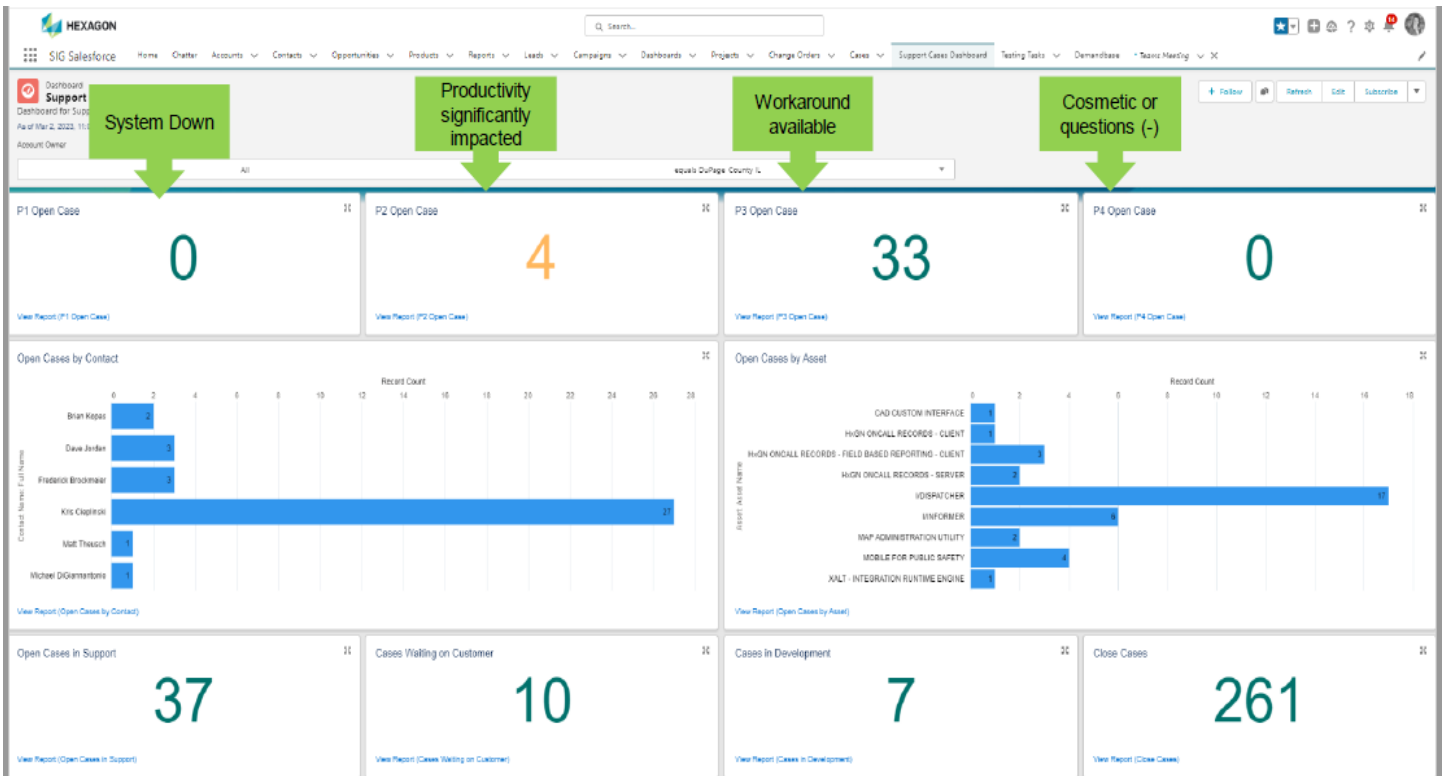




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Action Items and Next Steps

- MFR and RMS 10.0 Demo for Don – Scheduling with TJ
- Tammy and Ben attend Chief's Meeting – Wednesday, April 26 @ 2 pm
- Continue weekly NIBRS and OCA calls with PM, Wendy Mann leading (Mondays)



HEXAGON
SAFETY & INFRASTRUCTURE

February Monthly Report

Customer Name	DuPage County, IL	Alias	DUPG2.00.11
Customer PM	Linda Zerwin/Mike Galvin	Hexagon Sales	TJ MCGEE
Hexagon Support Manager	Tony Capasso	Project / Delivery Name	DuPage ETSB
New Change Requests	None	Reporting Period End	February 28, 2023

Support Overview

Open Tickets	SRs	CRDs	CREs
On target <input checked="" type="checkbox"/>	P2 2	P2 1	P2 2
Below target <input type="checkbox"/>	P3 26	P3 6	P3 6
Above target <input type="checkbox"/>	P4 0	P4 0	P4 0

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

Support Performance - Period ending February 28, 2023

GREEN	Continue to have weekly CAD SR Review call with Dupage and Hexagon CAD team. Communication remains high and both sides stay engaged. RSAs from Hexagon are continuing to provide value added performance and operating hand in hand with Customer Support. 2/24/2023.
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Support Activities

Objectives Completed This Period

- Weekly meetings were held. No Onsite meetings were held this month.
- 12 support tickets were resolved in the month of February 2023.
- Several of the CRs are resolved in later versions of CAD

Objectives NOT Completed This Period - Mitigation tasks to align schedule are provided in the Notes Section with the corresponding

Objectives for Next Period Remaining Project Items (All Numbers are utilizing the DuPage Schedule DUPG2 Schedule)

- Focus and continued resolution on existing support SRs.

Change Orders	Date	Status	Description

Notes From Above Activities:



RSA Weekly Status Report: RMS/CAD



Week Ending	02-24-2023
Type:	RSA Weekly Status Report
Reported by:	Steve Burrell, RSA
Stakeholders for Distribution:	DuPage: Dave Jordan, Frederick Brockmeier, Anthony McPhearson, Matthew.Theusch, Linda Zerwin, Don Ehrenhaft Hexagon: Stephen Starnowsky, Patrick Mellin, Ben VanHorne, Tammy Heaton, Anthony Capasso, Wendy Mann

Topic	Status Summary	Escalation?	Status?
Closed Cases (3)			
00134654	SwitchGui error "Failed to open switch registry for config MPSPOLICE"		CLOSED
00135331	How to deploy multiple instances of UEDELTA on the same server?		Question Answered
00133980	The "Routed By: Send To" Drop-down box gets reset to a previous configuration. Not enough information provided. Can re-open once more information is received.		Closed
High Priority Items			
00132255	Units disappearing on screen but visible on another screen Reoccurring issue with units not showing up on active calls in our call monitor screens. If you look at another screen, the missing units are populated.	RSA	In-process
00126827 (OnCall Records)	RMS-PRI-APP1 RMS App not working. No login screen. RMS-PRI-APP1 is currently offline from the load balancer to provide troubleshooting without impacting users. Currently troubleshooting the issue.	RSA	In-Process
00006935 (OnCall Records) AZDO 509323	Reporting Officer not importing into Supplement Record. 10/21 – A new AZDO ticket (AZDO 509323) has been opened. Since this is still occurring in the newest version, it looks like it is currently waiting to be reviewed by development.	GPC	Under-review
00102630 (FBR / Address server)	Address Validates in FBR without a Zip AND Doesn't validate with Zip 11/02 – Support researching a possible FBR client config change. 12/02 – Support has requested additional logs. 02/15 2023 – RSA worked with Address server SME to help resolve this. Testing and review underway.	RSA / Support	In-Process
Summary of Additional Work Performed This Week			
	Worked on open tickets and sent out follow up emails.	RSA	
00135531	Multiple instances of UEDELTA on the same server? Splitting agencies among multiple instances of UEDELTA may help some performance issues. RSA provided Kris with some information regarding this. He will deploy s test scenario in the TEST environment and then proceed to the PROD environment after a successful deployment.		Closed / Information provided



RSA Weekly Status Report: RMS/CAD



00133980	<p>02/17/2-23 - Waiting on customer.</p> <p>Not enough information in submitted case to proceed. If information is not submitted by Thur FEB 23, case will be closed. A new case be opened at a later time with the needed information to troubleshoot the issue.</p>	DuPage	CLOSED
00127408	<p>02/21/2023 – CLOSED. No further work from Hexagon is required at this point.</p> <p>Still need info from Dave at DuPage.</p> <p>Waiting on following info from the DuPage RMS Team.</p> <ul style="list-style-type: none"> • How many bookings is each agency missing? • What is the list of agency names affected. • Provide the workflow / steps to create a LiveScan record, ie: <ul style="list-style-type: none"> o For each agency, does the process start in FBR or the Livescan machine, etc step by step. o Please provide the step by step booking workflow process for each agency if workflows are different. • Steps that have been taken to present regarding any attempted import of livescan records... what's steps were done, what info/folders saved and used for the import. Was it the error folder or archive folder? Etc... 	<p>RSA / Support</p> <p>DuPage</p>	<p>CLOSED</p> <p>Still need requested info from DuPage team / Dave</p>
00122028	<p>No Felony vehicle record returned on informer query.</p> <p>File delivered by DEV was tested on Feb 1. Return was not coming back as expected, vin cut off. Dev is working on a new file to address the formatting issue.</p>	RSA / Support	In-Process
OnCall Analytics	<p>02/03/2023 - DuPage advised they can do final testing before releasing to users. DuPage is anticipating releasing OCA back to the users sometime the week of Feb 13th.</p> <p>02/10/2023 - Steve (RSA) will reach out for an OCA product expert to get some feedback regarding the new issue of reports 'not displaying data correctly'. Up until the FEB 10, 2pm meeting, Hexagon was not aware there was any issue of OCA reports not displaying data correctly.</p> <p>02/22/2023 – (Spoke to James) The custom reports may need to be updated to match the schema changes in the DB. Also, the data in the pick lists needs to match what is in the DB Discrepancies between these two will cause errors.</p> <p>After the changes / updates are made you will need to wait for the ETL to run before the results will be seen on the reports.</p>	RSA	In-Process
NIBRS	<p>The NIBRS FD & IL HotFix (02.03.2211.1_IL) (FEB-22-2023) has been applied to the TEST environment.</p> <p>The updated Statute Code spreadsheet has been applied to the TEST environment.</p> <p>The hot fix can be applied to the PROD environment after the TEST environment performance confirmation is received from the DuPage RMS team.</p>	RSA / Support	Completed



RSA Weekly Status Report: RMS/CAD



	Errors 365, 262 and 475 have been fixed.		
	Additional inquiry is needed for errors 805 and 554. Currently working with NIBRS team on this.	RSA / Support	In-Process

Environment Discrepancies:

This section is to cover files/programs that are different between the environments

Production	Test
FBR: Build date: 05/18/2021 FBR Version: 03.07.2012.6 OCA:2212 OCR: Version: 03.07.2104 (newest version 2212) NIBRS: 02.03.2211 Address Server: 2004.02 IFCADRMSLINK: Version 09.04.0.50104 IDISPATCHER: 9.4.00.1706	FBR: Build date: 05/18/2021 FBR Version: 03.07.2012.6 OCA: 2212 OCR Version: 03.07.2104 (newest version 2212) NIBRS: 02.03.2211.1 Address Server: 2004.02 IFCADRMSLINK: Version 09.04.0.40121 (Most recent refresh completed on 07/22/2022.)



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
New Approval Process	DuPage needs to learn and modify the new approval workflow process prior to the 10.0 conversion.	DuPage	Waiting on Customer	DuPage eta – Early 2023 10/28 – Steve to gather some introduction info for DuPage. Target date of Jan 2023 for a TEAMS meeting to start the conversation /project.
00023778 SOLVED	Dispatch Tab not receiving CFS from CAD	RSA	Waiting on Customer	DuPage will contact RSA when they have time to gather the needed info to troubleshoot this issue. Info needed: SQL DB from Squad MDT. Squad must be used by multiple people withing a 48 hr period.
00006926	IFCADRMSLINK Configuration Event Sync the search bug	RSA	Solved	RC-A: Software bug. Fixed patch Q4 2109 Patch available (Q4 2019) Will need to install and test on TEST system; then schedule deployment on PROD
00007516	IFCADRMSLink No Primary Officer coming over – API Failures	RSA	Solved	RC-A: Software bug. Fixed in patch Q4 2109 Patch available (Q4 2019) Will need to install and test on TEST system; then schedule deployment on PROD.
00048958 (FBR)	Submitted Evidence from FBR is Not Coming into OnCall Records Deployed 2 missing files to Test Env. Tested and working correctly. Need to schedule update on PROD.	Waiting on Customer	Solved	Deployed 2 missing files to Test Env. Tested and working correctly. Need to schedule update on PROD.
Migration to SSRS	SSRS Migration DuPage will perform SSRS installation	DuPage	DuPage	10/26/2021 – Info sent to Dave & team @ DuPage 01/07/2022 – Addtl info sent to Dave including RMS SSRS COTS reports. 09/22 – SSRS for WebRMS typically resides on the WebRMS DB server. Datasheets and reports can independently be pointed to the live DB or a read only copy. This is done in the report design. 10/07 – DuPage to provide a plan of what they would like to do. 11/04 – Additional SSRS documentation provided to DuPage RMS Team. 11/13 – DuPage started SSRS install on a new server



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?
00006935 (OnCall Records)	Reporting Officer not importing into Supplement Record. On Supplement records, the reporting officer is not being displayed when the record is approved in FBR. The Reporting officer is listed on the FBR Report PDF, but is not in the RMS record. All agencies are having the issue. RC-A: Software bug. FBR not pulling data from needed customer field. Pending Development resolution.	HxGN ONCALL RECORDS	GPC	CR# 324347 AZDO 509323 10/20 – From Blake: "Opened new ticket (AZDO 509323) since this is still occurring in the newest version, it looks like it is currently waiting to be reviewed by development.		
00132255 (I/Disp)	units disappearing from screen	I/Dispatch her	RSA	02/10/2023 – Did not see any problems with Listener. 02/15/2023 – Confirmer with Kris (DuPage) users are NOT using any custom display filters that were not issued by ETSB.		



RSA Weekly Status Report: RMS/CAD



Current Open SR list for discussion:

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

(Sorted by SR Number)

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



RSA Weekly Status Report: RMS/CAD



					<p>12/02 – New files received. Ready to test. Working session for Wed DEC 7.</p> <p>12/08 Working session DEC 13.</p> <p>01/06 – Working session scheduled for Jan 11.</p> <p>01/20 – Working session scheduled for Jan 23.</p> <p>01/26/2023 – Test was planned for Wed JAN 25. Due to a snowstorm in the area and heavier than normal call volume, it was decided with DuPage (Kris) that we did not want to impose the momentary outage on the dispatch floor (from restarting Informer). We have rescheduled the Informer file test for MON JAN 30.</p> <p>Additional Informer files (for other SF cases) should also be available to test at that time.</p>
00006934 (OnCall Records)	P-3 MED	Cross Agency Approving Supervisor Missing from all Merit Agency FBR Reports	HxGN ONCALL RECORDS – FIELD BASED REPORTING	Escalated	<p>3/29 – CR has been filed. CR# 321488</p> <p>10/21 – Gathering additional information for support.</p> <p>12/01 – Gathering data.</p>
00006926	P-3 MED	IFCADRMSLINK Configuration Event Sync the search bug RC-A: Software bug. Fixed in patch Q4 2109	I/FRMS CADLINK	Escalated (Dev)	<p>3/22 – CR has filed. CR# 319396</p> <p>AZDO Bug 319396</p> <p>01/12/2022 – Resolved with 2019 Q4 patch (see case 00007516) Need to deploy on TEST</p>
00006940 (I/Dispatcher)	P3-MED	Name of the TC that made the ticket/comments should stay attached to those comments when cases/events are combined. Often, multiple CAD tickets are created for the same incident. A TC that is dispatching the incident will use the Duplicate and Cancel command to move the notes from the (soon to be old/deleted) duplicate ticket(s) in their pending to the single CAD ticket they are using. The TC will then cancel the call(s) from their pending. When they perform this process, the remarks from the (old) duplicate ticket are stamped with the (New) TC that	I/Dispatcher	RSA/Acct Rep	<p>09/30 – will clarify with Kris @ DuPage and forward to support.</p> <p>10/06 – Customer would like the author of the comments/entries to be indicated when merging multiple events into one event.</p> <p>10/07 – Asked for LOE.</p> <p>01/06/2023 – GTC evaluating LOE.</p>



RSA Weekly Status Report: RMS/CAD



		uses the delete/cancel command instead of the actual TC that took the call/entered the comments. This causes issues for the TC when trying to follow up with any questions about the notes, and makes investigating a call difficult. Recommendation: Attach the name of the TC that made the original ticket to remarks"			
00007516	P3-MED	IFCADRMSLink No Primary Officer coming over – API Failures RC-A: Software bug. Fixed in patch Q4 2109	I/EXEC – HA	Escalated GPC (Dev)	4/21 – CR has been filed. CR# 329171 AZDO Bug 329171 01/07/2022 Rama will work with DEV to see if we can get a patch going. 01/14/2022 – <u>Patch available (Q4 2019)</u> Need to install on TEST system; then schedule deployment on PROD. Deployment on TEST.
00018093	P3 – MED	EdgeFrontier Install on CAD backup servers	HxGN XALT	Assigned RSA	01/14/2022 setting up install date with product specialist. 01/20/2022 – Spoke with Tim Forsberg. Have a plan in place to install required CAD core elements. Then we will do the EF install. DuPage to do the configs as they are custom and handle that it. 11/04 – To be installed on CAD-SEC-INT3C and CAD-SEC-INT3D. Install to be scheduled for TEST week of NOV 14. 12/01 – Delayed due to OnCall Analytics Upgrade Install.
00048958 AZDO 486781 (FBR)	P3-MED	Submitted Evidence from FBR is Not Coming into OnCall Records since 9/28/21 Update Submitted evidence from FBR is not automatically coming into OnCall Records since 9/28/21 update. Any that are in OnCall Records since the update have been manually pushed in using the process id.		Waiting on Customer	07/12 – AZDO bug filed 486781 07/19 – Received 2 files for FBR. Implemented in TEST env and working correctly. 08/12 – Scheduled for the week of Aug 15 10/07 – Scheduled install TBD by DuPage



RSA Weekly Status Report: RMS/CAD



00065074 AZDO 442583	P3-MED	No Purvis tones went off for Tristate units dispatched and no data made it to EdgeFrontier event TSF22001350. The Purvis EdgeFrontier interface does not show any data for M122 or L122.		RSA	03/23 – Potential issue found in IFCAD 03/23 – Patch deployed at other customer site. Will compare versions and research compatibility. 05/30 – patch received. Will deploy on TEST. 11/17 – delayed due to NIBRS issues / troubleshooting 01/20 – Scheduled for the week of JAN 30
00089162 (FBR)	P3-MED	Address Changes to a Non-existent Address After Clicking Geocode Type in street address 4904 Drendel Rd in the incident address section of FBR, click Geocode and choose 4904 in the CandidateWindow then click Validate, the address changes to non-existent address 4903.	HxGN ONCALL RECORDS	RSA	07/18 – Mike D (ETSB) confirmed the correct location is in GIS. X & Y coordinates are correct, however the longitude is different. RSA to verify where Lat / Long are pulled from in this address verification process. 08/18 – Confirmed with Mike D (etsb) both 4904 and 4903 addresses are good addresses. Will need to look further into Address server for FBR. Mike also said he has an address update to do. Maybe this will correct the issue? Will monitor. 11/10 – Mike @ DuPage made some changes to address mapping ranges for the 4900 block of Drendel. DuPage to test and provide results. Met with Mike on 11/09 to discuss and this is a possible solution we agreed to implement. 4903 address doesn't not exist – not a valid address. 12/01 – requested working session to gather more log files.
00089873 (Informer)	P3-MED	Informer Does Not VIN Correctly	HxGN CAD I/Dispatcher	GPC	10/19 – Dev currently reviewing. 10/24 - Dev to provide files for implementation / testing. 11/14 – HxGN Mgmt reviewing LOE / getting approvals & resources allocated. 01/13 – Dev provided a file to correct this issue. 01/20 – Testing scheduled for JAN 24 or 25 01/26/2023 – Test was planned for Wed JAN 25. Due to a snowstorm in the area and heavier than normal call volume, it was decided with DuPage



RSA Weekly Status Report: RMS/CAD



					<p>(Kris) that we did not want to impose the momentary outage on the dispatch floor (from restarting Informer). We have rescheduled the Informer file test for MON JAN 30.</p> <p>Additional Informer files (for other SF cases) should also be available to test at that time.</p>
00092124 (I/Dispatcher)	P3-MED	DUC-CAD32 FREEZE	HxGN CAD I/Dispatcher	RSA / Support	11/01 – reviewed log verified a crash / hang. Uploaded logs to support.
00095646 (I/Dispatcher)	P3-MED	Idispatcher program at AD31 closed unexpectedly twice in a row. IPSLog was run.	HxGN CAD I/Dispatcher	RSA	09/26 – reviewing logs 11/28 – Logs sent to support.
00097922 (Informer)	P3-MED	When running (LEADS) a subject by NAME / DOB AND RACE, the DOB is not transmitted to the state LEADS system. - When running a subject by NAME / DOB AND RACE, the DOB is not transmitted to the state LEADS system. Issue can be replicated.	Informer	RSA / Support	<p>12/02 – New files received. Ready to test. Working session for Wed DEC 7.</p> <p>12/08 Working session DEC 13.</p> <p>01/06 – Working session scheduled for Jan 11.</p> <p>01/20 – Working session scheduled for Jan 23.</p> <p>01/26/2023 – Test was planned for Wed JAN 25. Due to a snowstorm in the area and heavier than normal call volume, it was decided with DuPage (Kris) that we did not want to impose the momentary outage on the dispatch floor (from restarting Informer). We have rescheduled the Informer file test for MON JAN 30.</p> <p>Additional Informer files (for other SF cases) should also be available to test at that time.</p> <p>02/10/2023 XAD working session scheduled for MN FEB 13</p>
00102630	P3-MED	Address Validates in FBR without a Zip AND Doesn't validate with a Zip When a user attempts to Geocode and address in FBR with the zip code field filled in, Geocoding does not work. The address is not	FBR	RSA / Support	<p>10/03 – Met with Hexagon Address Server SME. Provided requested info and logs. Currently developing a fix to include ZIP w/o affecting CAD.</p> <p>10/12 – Address server is operating correctly. Both Zip and County are being exposed and are mapped to their</p>



RSA Weekly Status Report: RMS/CAD



		Geocoded. However, when the zip code filed is blank, the Geocode function works. <i>Oakbrook PD Incident # OBPC2201665 09/08/2022 Address: 149 Briarwood Drive N, Oakbrook, IL 60523</i>			Web RMS equivalents. Will investigate Data sent from CAD and the maps updated by ETSB. 10/12 – There is also an associated issue where ZIP and BEAT are “not being brought over from CAD” 10/20 – provided additional information to support.11/02 – Support researching a possible FBR client config change. 11/02 – Support researching a possible FBR client config change. 11/16 – Support still investigating issues. 02/16/2023 - Reviewed with Address Server SME and are reviewing ways to expose the Zipcode in FBR.
00110730	P3-MED	DUC-CAD01 Crash	I/Dispatcher	RSA	11/03 – Reviewed logs. Verified crash / hang. Log files uploaded to support.
00114627	P3-MED	DUC-CAD20 CRASH	I/Dispatcher	RSA	Reviewing logs
00119988	P3-MED	I/Dispatcher informer crashes Pos 24 & 27 attempted to run the name Madrigal,Carlos m/w 102585 from the supplemental field and it gave them a file dump error and crashed their CAD,	I/Dispatcher	RSA	May be related to an unrecognized character. Will review at Cad Working session Mon, FEB 13. 02/24/2023 - Reviewing again for formatting unusual characters.
00122028	P3-MED	No Felony vehicle record returned on informer query. File delivered by DEV was tested on Feb 1. Return was not coming back as expected, vin cut off. Dev is working on a new file to address the formatting issue.	Informer	RSA / Support	File delivered by DEV was tested on Feb 1. Return was not coming back as expected, vin cut off. Dev is working on a new file to address the formatting issue. 02/14/2023 – delivered file did not correct issue. Dev reviewing.
00124131	P-3 MED	DUC-CAD27 Crash	I/Dispatcher	RSA	Need logs
00131758	P-3 MED	Informer query in MPS not working properly.	Informer	RSA	Waiting on customer for information ref When did the prob start, What is the workflow process to reproduce, etc.
00133519	P-3 MED	DU-COMM users' CAD systems froze and some saw a "program not responding" Windows message pop up.	I/CAD	RSA / Support	Reviewed with Hexagon SQL DBA



RSA Weekly Status Report: RMS/CAD



				<ul style="list-style-type: none">• No evidence of what caused the blue screen on FEB 16. We could see evidence of the BlueScreen in the logs at approx 2143 hrs. (See attached log screenshots.) Also captured the Memory.DMP file.• (Unknown if any of this had a direct impact, but it did occur in the timeframe.) We did see (from the logs) Automatic Windows updates was enabled on FEB 15 at approx 1730 hrs and that updates were installed FEB 16 0943 hrs.• A system rebooted from a bug check that occurred on FEB 16 at approx 2143 hrs ack by user Jrusf.• SQL is currently healthy with CAD-PRI-DB1 as primary. (FEB 17 ~ 1240 hrs) <p>Will pass info on to Kris (DuPage).and continue to monitor for performance.</p> <p>02/24/2023 - Teams meting scheduled for Monday FEB 27 with Howard Latham and John Munroe.</p> <p>The Failover clustering goes down / loses communication with the other CAD DB member servers of the cluster and then re-establishes approx. 2 min later. Since it typically happens around 0315 every 2 weeks on a Wed, I am thinking possibly conflicting with a backup or other process that runs at that time.</p> <p>SQL Availability Group Health looks OK.</p>
--	--	--	--	--

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	



DU-COMM

DuPage Public Safety Communications
420 N. County Farm Road
Wheaton, IL 60187

John Lozar
Systems Coordinator
Support Services
jlozar@ducomm.org
630.260.7516 Direct

Memorandum

TO: Linda Zerwin, ETSB Executive Director
DATE: March 1, 2023
FROM: John Lozar, Systems Coordinator
RE: DEDIRS Maintenance Status Report – February

Starcom System Outages:

Unplanned Outages:

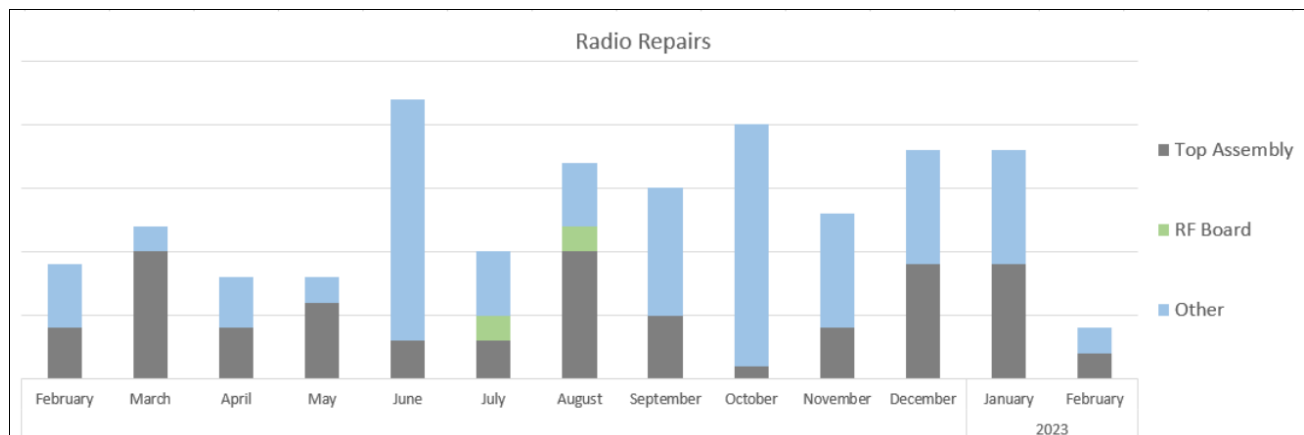
None

Planned Outages:

- 2/9/23 Two (2) short site trunking events at 8:45 am and 12:10 pm to apply security patches.
- 2/2/23 10 am to 2 pm software refresh to all devices in the DuPage Simulcast RF sub sites. Five minute outage per RF sub site. One channel outage per RF sub site at a time.

Radio Repairs:

The most common issues were firmware updates and alignments, with one top assembly and one display issue. Repairs for the last 13 months follow:



A few highlights include:

- Two (2) radios needed firmware updates and alignment
- Thirty-five (35) fire batteries replaced
- Zero (0) police batteries replaced
- Zero (0) alias updates completed
- Four (4) RSMs replaced
- One (1) ticket pending, waiting for agency to drop off radio
- Two (2) tickets on hold, need system key for new ID range to program APX8500
- Five (5) tickets pending administrative resolution
- One (1) ticket while agency waited
- Two (2) APX7000XE sent to Depot after swap from spares
- Two (2) APX7000XE replaced with non-certified spares

Radio Cache:

No requested radios for a local event this month.

Radio Cache Dual Band 800 Radios	APX7000		APX8000XE
	UHF	VHF	
Out on Loan	47	10	0
In Stock	9	22	5

Talkgroup Usage:

The twenty (20) busiest DuPage talkgroups on the DEDIRS STARCOM21 site from February 1, 2023 thru February 28, 2023 follows (all time in seconds):

Talkgroup Alias	Total Group Time	Group Count	Longest Call Time	Group Busy Count	Longest Busy Time	Count of Rejects
DU ACDC 2	272,648.6	79,953	46.0	2	0.2	1,314
DU ACDC 3	231,538.2	66,153	35.2	0	0.0	900
DU DPSO F1	186,799.2	50,886	39.0	0	0.0	785
DU 3EAST	184,245.1	58,131	43.5	0	0.0	1,055
DU 1EAST	179,368.8	53,404	30.3	0	0.0	1,195
DU 3WEST	171,804.4	55,117	37.7	0	0.0	907
DU 1WEST	163,690.7	50,724	33.5	0	0.0	749
DU 3SOUTH	157,357.4	48,612	34.5	0	0.0	826
DU 1SOUTH	152,653.2	48,196	51.9	1	0.6	586
DU 1NORTH	146,128.7	45,905	44.5	0	0.0	547
DU FIRE NORTH	125,672.6	25,603	30.1	0	0.0	259
DU 7WEST	125,587.7	37,406	40.0	2	0.1	404
DU 7SOUTH	112,829.2	36,087	41.2	0	0.0	507
DU DPSO JAIL	107,894.7	35,411	18.8	0	0.0	1,747
DU FIRE EAST	94,343.1	17,451	30.1	0	0.0	250
DU ACDC 1	93,057.8	26,750	34.1	0	0.0	428
DU FIRE SOUTH	81,381.0	16,766	30.1	1	0.8	231
DU FDACDC1	76,850.6	13,353	59.9	27	4.3	172
DU FDACDC2	62,151.7	12,612	30.0	2	2.1	144
DU EDU 1	61,189.3	16,194	48.7	1	0.1	333

November Issues:

- Number of New Tickets = 13
- Number of Closed Tickets = 17
- Number of Open Tickets = 8 (6 hold - 2 pending)



ETSB Other Action Item

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

File #: 23-1019

Agenda Date: 3/13/2023

Agenda #:

EQUALIZATION SURCHARGE AND REVENUE REPORT FOR FY23

FY23

REVENUE BY FISCAL YEAR

Equalization \$ Remitted for:	Aug 22 Month Received:	Sep 22 Jan 23	Oct 22 Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sept 23	Oct 23	Nov 23	TOTALS
State Disbursement	\$ 1,205,441.29	\$ 1,164,779.92	\$ 1,174,384.35	\$ 1,179,289.89									\$ 4,723,895.45
NG9-1-1 Withholding (1x)													\$ -
Misc. Payments													\$ -
PRMS Reimbursement													\$ -
Grant Reimbursement													\$ -
Sale of Assets													\$ -
FSA Optional Equip				\$ 6,700.00									\$ 6,700.00
DEDIRS Reimbursement		\$ 9,827.28		\$ 15,000.00									\$ 24,827.28
Total	\$ 1,205,441.29	\$ 1,174,607.20	\$ 1,174,384.35	\$ 1,200,989.89	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 4,748,722.73

FY22

Equalization \$ Remitted for:	Aug & Sep 21 Month Received:	Jan 22	Oct & Nov 21 Feb 22	Dec 21 Mar 22	Jan 22 Apr 22	Feb 22 May 22	Mar 22 Jun 22	Apr 22 Jul 22	Aug 22	May 22 Sept 22	Jun & Jul 22 Oct 22	Nov 22	TOTALS
State Disbursement	\$ 2,280,806.33		\$ 2,295,660.24	\$ 1,236,187.16	\$ 1,175,917.91	\$ 1,087,494.93	\$ 1,254,382.66	\$ 1,167,246.40		\$ 1,214,648.99	\$ 2,576,608.15		\$ 14,288,952.77
NG9-1-1 Withholding (1x)							\$ 2,348,343.23						\$ 2,348,343.23
Misc. Payments	\$ 525.00	\$ 2,120.00	\$ 24.15		\$ 4,610.00	\$ 985.00	\$ 25,838.40	\$ 28,485.24	\$ 1,783.40		\$ 9,571.00		\$ 73,942.19
PRMS Reimbursement													\$ -
Grant Reimbursement		\$ 281,223.34			\$ 59,837.43								\$ 341,060.77
Sale of Assets											\$ 2,500.00		\$ 2,500.00
Total	\$ 2,281,331.33	\$ 283,343.34	\$ 2,295,684.39	\$ 1,236,187.16	\$ 1,180,527.91	\$ 1,148,317.36	\$ 3,628,564.29	\$ 1,195,731.64	\$ 1,783.40	\$ 1,214,648.99	\$ 2,588,679.15	\$ -	\$ 17,054,798.96

FY21

Equalization \$ Remitted for:	Aug 20 Month Received:	Sep 20 Jan 21	Oct & Nov 20 Feb 21	Dec 20 Mar 21	Jan 21 Apr 21	Feb 21 May 21	Mar 21 Jun 21	Apr 21 Jul 21	May 21 Aug 21	Sept 21	Jun 21 Oct 21	Jul 21 Nov 21	TOTALS
State Disbursement	\$ 1,151,538.31	\$ 1,144,938.67	\$ 2,283,010.59	\$ 1,189,281.74	\$ 1,175,626.22	\$ 1,114,241.24	\$ 1,333,912.53	\$ 1,166,022.22	\$ 1,154,554.99		\$ 1,178,282.73	\$ 1,213,170.06	\$ 14,104,579.30
Misc. Payments		\$ 27,273.00	\$ 17.95		\$ 8,145.00	\$ 15,257.00	\$ 6,090.44	\$ 500.00	\$ 8,108.89	\$ 32,062.24		\$ 124,495.66	\$ 221,950.18
NetRMS Reimbursement													\$ -
PRMS Reimbursement													\$ -
Total	\$ 1,151,538.31	\$ 1,172,211.67	\$ 2,283,028.54	\$ 1,189,281.74	\$ 1,183,771.22	\$ 1,129,498.24	\$ 1,340,002.97	\$ 1,166,522.22	\$ 1,162,663.88	\$ 32,062.24	\$ 1,178,282.73	\$ 1,337,665.72	\$ 14,326,529.48

FY20

Equalization \$ Remitted for:	Aug & Sep 2019 Month Received:	Jan 20	Oct 2019 Feb 20	Nov 2019 Mar 20	Dec 2019 Apr 20	Jan 2020 May 20	Feb 2020 Jun 20	Mar 2020 Jul 20	Apr 2020 Aug 20	May 2020 Sept 20	Jun & Jul 2020 Oct 20	Nov 20	TOTALS
Total	\$ 2,372,557.66	\$ 237,970.24	\$ 1,303,902.24	\$ 1,282,440.05	\$ 1,289,985.71	\$ 1,416,758.41	\$ 1,187,415.00	\$ 1,336,415.71	\$ 1,335,142.56	\$ 1,264,789.84	\$ 2,554,594.67	\$ 49,641.50	\$ 15,631,613.59

FY19

Equalization \$ Remitted for:	Sep 2018 Month Received:	Oct 2018 Jan 19	Nov 2018 Feb 19	Dec 2018 Mar 19	Jan 2019 Apr 19	Feb 2019 May 19	Mar 2019 Jun 19	Apr 2019 Jul 19	May 2019 Aug 19	Jun 2019 Sept 19	Jul 2019 Oct 19	Aug 2019 Nov 19	TOTALS
Total	\$ 1,163,697.11	\$ 1,228,103.25	\$ 1,158,413.81	\$ 1,237,539.40	\$ 1,185,868.21	\$ 1,214,820.52	\$ 1,265,128.93	\$ 1,168,117.80	\$ 1,203,652.90	\$ 1,170,171.21	\$ 1,212,817.56	\$ 1,642,301.51	\$ 14,850,632.21

FY18

Equalization \$ Remitted for:	Aug 2017 Month Received:	Sep 2017 Jan 18	Oct 2017 Feb 18	Nov 2017 Mar 18	Dec 2017 Apr 18	Jan & Feb 2018 May 18	Mar 2018 Jun 18	Apr 2018 Jul 18	May 2018 Aug 18	Jun 2018 Sept 18	Jul 2018 Oct 18	Aug 2018 Nov 18	TOTALS
Total	\$ 599,817.91	\$ 566,629.95	\$ 618,246.90	\$ 614,106.20	\$ 754,806.21	\$ 2,695,870.09	\$ 1,337,153.75	\$ 1,203,123.36	\$ 1,215,516.34	\$ 1,202,131.11	\$ 1,188,947.34	\$ 1,258,080.66	\$ 13,254,429.82

FY17

Equalization \$ Remitted for:	Jul and Aug 2016 Month Received:	Sep 2016 Jan 17	Oct 2016 Feb 17	Nov 2016 Mar 17	Dec 2016 Apr 17	Jan 2017 May 17	Feb 2017 Jun 17	Mar 2017 Jul 17	Apr 2017 Aug 17	May 2017 Sept 17	Jun 2017 Oct 17	Jul 2017 Nov 17	TOTALS
Total	\$ 1,246,502.41	\$ 599,721.32	\$ 594,666.10	\$ 1,097,049.38	\$ 681,034.05	\$ 649,029.93	\$ 810,751.53	\$ 723,846.35	\$ 695,361.11	\$ 833,344.09	\$ 557,280.60	\$ 599,817.91	\$ 8,832,810.78

FY16

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

EQUALIZATION SURCHARGE HISTORY

Month of	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
2016	\$ 580,655.87	\$ 542,517.55	\$ 743,171.81	\$ 674,131.18	\$ 725,522.32	\$ 712,956.19	\$ 517,623.85	\$ 620,047.11	\$ 626,455.30	\$ 599,721.32	\$ 594,666.10	\$ 722,868.38	\$ 7,660,336.98
PrePaid Back pay					\$ 118,567.00								\$ 118,567.00
Wireless Carrier xfer					\$ 255,594.00								\$ 255,594.00
2017	\$ 680,994.05	\$ 649,029.93	\$ 810,751.53	\$ 695,361.11	\$ 749,256.32	\$ 833,344.09	\$ 557,280.60	\$ 599,817.91	\$ 566,629.95	\$ 618,246.90	\$ 614,106.20	\$ 754,806.21	\$ 8,129,624.80
2018	\$ 1,522,691.96	\$ 1,173,178.13	\$ 1,337,153.75	\$ 1,203,123.36	\$ 1,215,516.34	\$ 1,202,131.11	\$ 1,188,947.34	\$ 1,258,080.66	\$ 1,162,776.33	\$ 1,228,103.25	\$ 1,158,413.81	\$ 1,237,539.40	\$ 14,887,655.44
2019	\$ 1,176,781.81	\$ 1,124,652.57	\$ 1,265,128.93	\$ 1,168,117.80	\$ 1,203,652.90	\$ 1,170,171.21	\$ 1,212,817.56	\$ 1,191,630.05	\$ 1,159,547.61	\$ 1,303,891.19	\$ 1,282,359.45	\$ 1,271,244.04	\$ 14,529,995.12
2020	\$ 1,237,988.13	\$ 1,173,880.52	\$ 1,280,265.88	\$ 1,213,090.68	\$ 1,224,007.79	\$ 1,287,371.61	\$ 1,266,405.76	\$ 1,151,538.31	\$ 1,144,938.67	\$ 1,139,491.71	\$ 1,143,518.88	\$ 1,189,281.74	\$ 14,451,779.68
2021	\$ 1,175,626.22	\$ 1,114,241.24	\$ 1,333,912.53	\$ 1,166,022.22	\$ 1,154,554.99	\$ 1,178,282.73	\$ 1,213,170.06	\$ 1,149,140.27	\$ 1,131,666.06	\$ 1,191,512.63	\$ 1,104,147.61	\$ 1,236,187.16	\$ 14,148,463.72
2022	\$ 1,175,917.91	\$ 1,087,494.93	\$ 1,254,382.66	\$ 1,167,246.40	\$ 1,214,648.99	\$ 1,383,485.38	\$ 1,193,122.77	\$ 1,205,441.29	\$ 1,164,779.92	\$ -	\$ -	\$ -	\$ 10,846,520.25
NG9-1-1 Withholding (1x)			\$ 2,348,343.23										\$ 2,348,343.23
2023	\$ 1,174,384.35		\$ 1,179,289.89										



ETSB PAC Other Action Item

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

File #: 23-1020

Agenda Date: 3/13/2023

Agenda #:



DU PAGE COUNTY

ETSB - Policy Advisory Committee

Draft Summary

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

Monday, February 6, 2023

8:15 AM

Room 3500A

1. CALL TO ORDER

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

2. ROLL CALL

Attendees:

Director Linda Zerwin, DuPage Emergency Telephone System Board, non-voting Member

Matthew Theusch, Emergency Telephone System Board

Eve Kraus, DuPage Emergency Telephone System Board

Kurt Bluder, Hinsdale Township High School District 86 (Remote)

Mark Bozik, Bloomingdale Fire

Robert Brill, Wheaton Fire

Jim Connolly, Village of Addison (Remote)

Paul Dalen, Clarendon Hills PD (Remote)

Steve Evans, Winfield Fire

Reid Foltyniewicz, Oak Brook PD (Remote)

Eric Fors, Hanover Park Fire

Tom Gallahue, ILEAS (Remote)

Michael Hylton, Oakbrook Terrace PD (Remote)

Jimmy Lahanis, Darien-Woodridge Fire (Remote)

John Lozar, DU-COMM

Bob Murr, College of DuPage (Remote)

Roy Newton, Lombard PD

Safia Rusulis, Oak Brook PD (Remote)

Bill Srejma, ACDC (Remote)

Brian Strockis, Oak Brook PD (Remote)

Patrick Tanner, West Chicago Fire

Pete Vassios, Wheaton Fire (Remote)

Andrea Lieberenz, Addison PD, Secretary (Remote)

On roll call, Vice Chair Dina, Member Baarman, Member Hermes, Member Herron, and Member Johl were present, which constituted a quorum.

PRESENT	Dina, Baarman, Hermes, Herron, and Johl
ABSENT	Hayden

3. CHAIRMAN'S REMARKS - ACTING CHAIR DINA

There were no remarks from Vice Chair Dina.

4. PUBLIC COMMENT

There was no public comment.

5. CONSENT ITEMS

5.A. [23-0674](#)

Approval of January 9, 2023 Minutes - PAC

A motion was made by Member Johl, seconded by Member Herron, to forward the minutes from the January 9, 2023 meeting to the ETS Board to receive and place on file. On voice vote, motion carried.

Attachments: [PAC Minutes 1.9.23.pdf](#)

RESULT:	ETSB RECEIVED AND PLACED ON FILE
MOVER:	Pat Johl
SECONDER:	Steve Herron

5.B. [23-0226](#)

DEDIRS January Maintainer Report

All Members had already received and reviewed the Radio Maintainer Report. A motion was made by Member Herron, seconded by Member Johl, to forward the report to the ETS Board to receive and place on file. On voice vote, motion carried.

Attachments: [2301ETSBRadioMaintenanceReport.pdf](#)

RESULT:	ACCEPTED AND PLACED ON FILE
MOVER:	Steve Herron
SECONDER:	Pat Johl

6. DEDIRS PORTABLE AND MOBILE REPLACEMENT

6.A. Police

6.A.1. Police Focus Group Report

Member Herron said the Police Focus Group met on January 9, 2023 and January 23, 2023 to discuss modifications to the implementation for APXNext and APX4000 radios for a Phase 2 and Phase 3 Police radio rollout. He said they put together a list with changes to Phase 2 and Phase 3 of the APX/STARCOM rollout. Member Herron said they decided to move to one additional Phase (Phase 2), and then extend that to Items 2.1, 2.2, 2.3, etc. Member Herron said he and Chief Holmer visited the member agencies to identify what they are looking for regarding channels, so a list can be assembled.

Member Herron read through the memo that was distributed. He said Item 2.1, Police Master Template, is in progress by John Nebl and John Sullivan. Item 2.2, "Channel Request by Agencies", has a list that is attached. He said Item 2.3, "Implement ADP Encryption on all Radios - Police Main Radios", brought about the most conversation. Member Herron said they realize that moving to an AES encryption is going to take time for the consoles. He said there were conversations about the risk to the officers if there is not encryption. He said since the radios already have ADP encryption, the option may be to move into ADP encryption sooner as it is just a software change. He said officer safety is what is most important. Member Herron went on to say that Item 2.4 deals with Memorandum of Understanding (MOUs) and Non-Disclosure Agreements (NDAs) and confirmed with Ms. Zerwin this was an ETSB responsibility. Item 2.5 is "Obtain AES Key/Install into Radios and Consoles". Member Herron said they need to gain the AES encryption keys from all the agencies. He said Item 2.6 deals with establishing a list of available channels and talk groups, with three being finalized already. Item 2.7, "Agencies ID for updated Channels/Templates", needs to be sent back to the agencies to identify Bank A, Channel 2-10, and Bank B, Channel 3 and 4. Member Herron said Item 2.8 is regarding installing ETSB and Test CAD, logger, consoles encryption. He said Item 2.9, is "Convert all Encrypted Talkgroups to AES256. Encryption", and finally, Item 2.10 entails rolling out the PDOPS and PD main channels. Member Herron concluded saying DuPage is one of the only counties that is not yet encrypted.

Vice Chair Dina inquired how the AES encryption affects the roll out of the Fire radios. Member Herron said Fire has all the encryption keys, just like Police does. He said he believes a key just needs to be turned on.

Ms. Zerwin inquired about the 30-minute delay. Member Herron said Northwest Central explained it a server that sits on the radio system and records the data and then broadcasts it with 1- 60-minute delay (whatever is decided on). Ms. Zerwin confirmed that it is not the initial dispatch, but a broadcast to the public. Member Herron said that is correct, and the reason to delay the information getting out to the public all comes down to first-responder safety.

Member Baarman asked if the ADP rollout is tied in with the Fire radios. Ms. Zerwin said a roll back may not be needed; it may work to just have the current talk groups in there for Fire to get their radios out. Motorola has since done a walk-through. There are only 17 of 70 consoles that need to be fully updated. She said this means encryption can be done more quickly. To go back to ADP, every police radio would need to be touched. Member Herron said he believes because we do not have all the encryption keys that all the agencies want, we will have to pull the radios back to load all of the new keys. He said this will have to be combined with what Mr. Connolly and Mr. Sullivan are working on. Ms. Zerwin said they already have some keys in their radios, and STARCOM has to approve the key plan. She said they are already half-way there for officer security in their own main talkgroups. She said this can be done by the time the Fire radios are ready. Member Herron said the Police Focus Group is in favor of doing that.

Ms. Zerwin advised the paperwork for the memorandum and the non-disclosure is ready to go; she just needed the list of agencies and talk groups desired.

Ms. Zerwin said another reason to go with the MCC7500 upgrade and getting the other 17 consoles up, is the initial review that ETS Board did with Motorola. The AXS consoles do not have all of the functions that the TCs have now. She said she has a hard time taking away things that the TCs are used to doing when there is an upgrade, so the delay won't hurt.

Ms. Zerwin confirmed that this is just a list, and that the Police Focus Group does not anticipate this going in the exact order it is in. Member Herron said it is just a list; it is not in order. Ms. Zerwin said it will need to be redefined with the project managers, and the final list of keys has to be approved by STARCOM.

Member Herron asked if the list can be done in approximately 30 days. He inquired into the next steps. Ms. Zerwin said the letters can go to the agencies regarding the change to AES encryption.

Vice Chair Dina said as the list evolves, if there is anything that changes that will affect the Fire roll out, to please let everyone know.

Member Baarman brought up Item 2.9 on the list. He said he is leery of saying we are going to change the existing beta software because timing and control of that change is very dynamic. He would like to ensure there is communication if new talk groups are created and if everyone switches to those and gets rid of the old ones. Member Herron said the group would probably be open to anything that is suggested to them. Ms. Zerwin said the focus groups have been talking about how to do that transition. She said Member Baarman's point is well taken.

6.B. Fire

Vice Chair Dina said the Fire Focus Group met on January 30, 2023. He said they had been having weekly meetings up until the holidays, when they took a short break, and are now back into meeting every week. He said they are working to get the radios out as soon as possible. He asked how many radios there are right now. Ms. Zerwin said there are about 700. He said at the January 30 meeting, the group spoke about how to roll out the radios and how to get them programmed. He said they determined it might be best to go agency by agency. Vice Chair Dina continued saying it may be best to take the existing 3 zones and put them at the bottom of the template. He explained if an agency was first to get the fire radios, they will live on Zones A, B & C until everyone is switched over. He said they spoke about the talk group name changes and repurposing. He said the Phase 2 template includes an outside agency request. Vice Chair Dina said the ACDC main dispatch talk group name changes will be included in Phase 2, but not DU-COMM. He said talk group name changes will take place in the existing consoles and voice recording software, as needed. He advised they spoke about encryption preparation as needed for future rollout, dependent upon console readiness. Vice Chair Dina said the group will continue to review the mobile and portable radio options to incorporate them into the final templates. He said one or two members of the group met with the project manager from Motorola to look at programming options. Lastly, Vice Chair Dina said the group spoke about getting training out to the agencies. He said they are looking for volunteers from the Fire side - both DU-COMM and ACDC agencies.

Member Baarman inquired about the ACDC main channel name changes. He asked if windows, CAD, and other tools that PCs use would be updated with the new names. Vice Chair Dina asked for Member Baarman's opinion. Member Baarman said it should be within the same time frame. He said if a main channel name is to be changed, it should be updated in all the systems that the TCs use. Vice Chair Dina said this was spoken about at previous PAC meetings, and everyone agreed. Ms. Zerwin said this has to go back to tech and the PSAPs, as all of these things are concurrent and run in to each other. She thought the name changes may not happen right away. She said allowing a little bit of latitude regarding how the complicated systems are labeled will be beneficial. Member Hermes said speaking for ACDC, the renaming of the CAD and the recorders would have to go through the committees that make those decisions. She agrees that everything needs to be reviewed by the Techs. Ms. Zerwin said PAC is a policy advisory committee that comes up with ideas, but everything needs to be reviewed by the people who do the work.

Fire Chief Patrick Tanner said he was at the January 9, 2023 PAC meeting, and he thought there was a similar idea to the Police Focus Group list that was presented today. He thought it made sense to have something similar on the Fire side. He said the items on the list can be used as a checklist. He suggested they do not need to be in chronological order. Vice Chair Dina said at the last PAC meeting, we were still working under the premise that we were not yet going to upgrade the consoles.

Ms. Zerwin suggested the Fire Focus group take the list that the Police Focus Group created and plug in where the same task for both groups exists to create one checklist. Vice Chair Dina said Chief Tanner's point is well taken. Member Johl said the Fire Focus Group would like to get the radios out as soon as possible.

7. POLICY DISCUSSION

Vice Chair Dina said he added dialogue to Policy #911-005.6, as far as how the emergency button works on mobile radios for Fire. Ms. Zerwin said there has been a little bit of cleanup to this policy. She said the mobile is used in an evacuation type of mode so it was felt that it should be added. Vice Chair Dina said that will be part of the training and will then be memorialized in the policy. Ms. Zerwin said there were some radio updates. She said Mr. Theusch had a Zoom meeting with 80 people on it, and they reviewed audio issues and other things. Mr. Theusch asked the attendees for any comments on the training slides, and he received some feedback. Ms. Zerwin said a mobile radio for Fire was able to be programmed to start with the basic template. She said staff will get some XNs programmed out for the user groups to pass around to agencies, and then feedback on the training slides could be provided from the users. Ms. Zerwin asked if anyone wants anything changed on the form (Attachment A). She asked that everyone review it, as well as the evacuation portion, and get any comments or changes to Ms. Kraus. Ms. Zerwin said it might be ready to be moved on and recommended by PAC to the next ETS Board meeting.

Vice Chair Dina advised the next discussion will be on Policy #911-005.8. Ms. Zerwin said she believes this policy is trying to do too much. She said there are two competing interests:

decisions on TDMA and Authorized Subscriber Units and the accessories for the radios. She said there should be a policy that says what a radio needs to have to be on the system including TDMA function even if it is not a Motorola radio. She inquired if the accessories should be separated. She said decisions need to be made as to whether ETS Board provides the radio batteries - should a cache be kept and agencies can be charged for them? Member Herron asked if the items should be removed. Ms. Zerwin said it could just be the way it is set up, and maybe the format of the policy needs to be cleaned up - or just break out the accessories. Ms. Zerwin said she wants to make it easy to understand. Member Herron said breaking it apart makes sense. Ms. Zerwin said regarding the accessories, she would like a recommendation on batteries and who pays for them. Member Herron said the current policy is that the agency is responsible for batteries. Ms. Zerwin said it started that way but was changed when the radios were retained, but it seems that ETSB will have to have a cache and could bill agencies for batteries.

Member Johl asked if the radios are still be insured the same way. Ms. Zerwin said they yes, but the deductible was changed from \$500.00 to \$5,000.00 because the value of each radio is now \$10,000-14,000.

8. OLD BUSINESS

No old business was discussed.

9. NEW BUSINESS

No new business was discussed.

10. NEXT MEETING:

A. Monday, March 6 at 9:00am in Room 3-500A

Vice Chair Dina advised there was a correction in the room number for the next meeting on the agenda. The meeting will be held on Monday, March 6, 2023, at 8:15 am in Room 3-500A.

11. ADJOURNMENT

Member Baarman made a motion to adjourn the meeting at 9:13am, seconded by Member Herron. On voice vote, motion carried.

Respectfully submitted,

Andrea Lieberenz



ETSB Other Action Item

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

File #: 23-1021

Agenda Date: 3/13/2023

Agenda #:



DU PAGE COUNTY

ETSB - Emergency Telephone System Board

Final Summary

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

Wednesday, February 8, 2023

9:00 AM

Room 3500B

1. CALL TO ORDER

9:00 AM meeting was called to order by Chairman Schwarze at 9:05 AM.

2. ROLL CALL

ETSB STAFF:

Linda Zerwin

Matt Theusch

Minesh Thakkar

Eve Kraus

Kris Cieplinski (Remote)

Brian Kopas (Remote)

COUNTY CLERK:

Adam Johnson, Chief Deputy Clerk

STATE'S ATTORNEY:

Mark Winistorfer

ATTENDEES:

Gwen Henry, County Treasurer

Andy Dina, Warrenville Fire

Mike Sampey, Village of Addison

Roy Selvik, ACDC

Marilu Hernandez, ACDC

Anthony McPhearson, County CIO

Dave Jordan, County IT

Melanie Koga, County Finance

Carlitos Rangel, County Finance

Chris Clark, Glen Ellyn Fire

Jim McGreal, Downers Grove Police

John Nebl, OHSEM

Paul Dalen, Clarendon Hills PD (Remote)

Joe Breinig, DMMC (Remote)

Steve Demas, Lisle-Woodridge Fire (Remote)

Joe Fiorentino, Oakbrook Terrace PD (Remote)

Bob Murr, College of DuPage (Remote)

Matt Baarman, DU-COMM (Remote)

Tom Gallahue, ILEAS (Remote)

Bret Mowery, York Center Fire (Remote)

Todd Kubish, Villa Park PD (Remote)
Jason Norton, Darien PD (Remote)
Patrick Tanner, West Chicago Fire (Remote)
Keith Krestan, Lisle-Woodridge Fire (Remote)
Kurt Bluder, Hinsdale School District 86 (Remote)

On roll call, Members Schwarze, Franz, Eckhoff (9:10am), Guttman, Maranowicz, Schar, Srejma, Swanson, and Yoo were present. Members Kramer and Tillman were absent. There was one vacancy.

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

3. PUBLIC COMMENT

There was no public comment.

4. CHAIRMAN'S REMARKS - CHAIR SCHWARZE

Chairman Schwarze advised the Members the Citizen Representative, Misael Hernandez, had turned in his resignation as he took a new job that affected his availability to attend the board meetings.

5. MEMBERS' REMARKS

There were no Members' remarks.

The Board moved onto Agenda Item 9. DEDIRS Portable and Mobile Radio Replacement.

6. CONSENT AGENDA

Chairman Schwarze asked for a motion to combine Consent Agenda Items A/Monthly Staff Report; B/Revenue Report for the February 8, 2023 Regular meeting; C/Minutes approval for PAC for January 9, 2023; D/ Minutes approval for ETSB for January 11, 2023; E/ISP 9-1-1 Annual Financial Report. Member Yoo motioned, seconded by Vice Chair Franz. On voice vote, all "Ayes", motion carried.

Chairman Schwarze asked for a motion to approve Consent Agenda Items A/Monthly Staff Report; B/Revenue Report for the February 8, 2023 Regular meeting; C/Minutes approval for PAC for January 9, 2023; D/ Minutes approval for ETSB for January 11, 2023; E/ISP 9-1-1 Annual Financial Report. Member Yoo motioned, seconded by Member Guttman. On voice vote, all "Ayes", motion carried.

A. Monthly Staff Report

6.A.1. [23-0843](#)

Monthly Report for February 8 Regular Meeting

Attachments: [January 2023 Meeting Monthly Report.pdf](#)

B. Revenue Report 911 Surcharge Funds

6.B.1. [23-0844](#)

ETSB Revenue Report for February 8 Regular Meeting for Fund 5820/Equalization

Attachments: [Revenue Report Regular Meeting 2.8.23.pdf](#)

C. Minutes Approval Policy Advisory Committee

6.C.1. [23-0845](#)

Approval of January 9, 2023 Minutes - PAC

Attachments: [PAC Minutes 1.9.23.pdf](#)

D. Minutes Approval ETS Board

6.D.1. [23-0846](#)

Approval of January 11, 2023 Minutes - ETSB

Attachments: [ETSB Minutes 1.11.23.pdf](#)

E. ISP 9-1-1 ANNUAL FINANCIAL REPORT

6.E.1. [23-0847](#)

Statewide 9-1-1 Annual Financial Report for DuPage ETSB

Ms. Zerwin said the financial aspects in the report are compiled throughout the year by County Finance and are a good check and balance. She said the form was different this year and an extension was provided by the State because of technical issues in its deployment. She noted that ETSB filing was submitted by the original deadline. If the report is not filed, Ms. Zerwin said it affects the ETSB's ability to receive surcharge. After 60 days, the State can withhold surcharge until the report is completed. The report also requires PSAP stats such as calls for service. From County Finance, Melanie Koga and Carlitos Rangel were present in the room for questions; there were none.

Attachments: [ISP 9-1-1 AFR_Redacted.pdf](#)

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

7. VOTE REQUIRED BY ETS BOARD

A. Payment of Claims

7.A.1. [23-0848](#)

Payment of Claims for February 8, 2023 for FY22 - Total for 4000-5820 (Equalization): \$7,118.52. Total for inter-department transfer for 4000-5820 (Equalization): \$627.36.

Attachments: [Payment of Claims 2.8.23 FY22.pdf](#)

RESULT:	APPROVED
MOVER:	Joseph Maranowicz
SECONDER:	William Srejma

7.A.2. [23-0849](#)

Payment of Claims for February 8, 2023 for FY23 - Total for 4000-5820 (Equalization): \$565,395.54.

Attachments: [Payment of Claims 2.8.23 FY23.pdf](#)

RESULT:	APPROVED
MOVER:	Michael Guttman
SECONDER:	Yeena Yoo

B. Change Orders

7.B.1. [ETS-R-0005-23](#)

Resolution to decrease and close the following contracts that have expired: Motorola PO 4961-1 Change Order #1; CDWG PO 4971-1 Change Order #1; Kimberly A Miller & Associates PO 5163-1 Change Order #2; Michelle Marie Lilly PO 5371-1 Change Order #1; Dell Inc PO 5523-1 Change Order #1; Motorola PO 5524-1 Change Order #1; CDWG PO 5574-1 Change Order #1.

Attachments: [Motorola 921004 4961-1 CO1 close contract.pdf](#)
[CDWG 921002 4970-1 CO1 close contract.pdf](#)
[Miller 921020 5163-1 CO2 close contract.pdf](#)
[Lilly 921038 5371-1 CO1 close contract.pdf](#)
[Dell 922003 5523-1 CO1 close contract.pdf](#)
[Motorola 922004 5524-1 CO1 close contract.pdf](#)
[CDWG 922002 5574-1 CO1 close contract.pdf](#)

RESULT:	APPROVED
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MOVER:	David Schar
SECONDER:	William Srejma

7.B.2. [ETS-R-0006-23](#)

Resolution approving Change Order #1 to EOLA Power LLC PO 922017/5732-1 for the procurement and installation of a capacitor and fan replacement kit for the UPS within the Addison Consolidated Dispatch Center (ACDC) PSAP and move available funds within the contract in the County Finance software. (Total amount of quote: \$21,668.80; total additional amount of request: \$6,293.80)

Attachments: [EOLA 922017 Change Order 1.pdf](#)
 [EOLA 922017 CO1 Requisition.pdf](#)
 [EOLA 922017 CO1 Decision Memo.pdf](#)
 [EOLA 922017 CO1 Quote.pdf](#)
 [EOLA 922017 CO1 Report page_Redacted.pdf](#)

RESULT:	APPROVED
MOVER:	Yeena Yoo
SECONDER:	Michael Guttman

C. Purchase Resolutions

7.C.1. [ETS-R-0007-23](#)

Awarding Resolution to Rave Wireless Inc. dba Rave Mobile Safety PO 923004/5162-1 for the fourth (4) of a five (5) year option to renew of Smart911 services. (Total amount: \$119,200)

Attachments: [Rave 923004 Checklist.pdf](#)
 [Rave 923004 Vendor Ethics_Redacted.pdf](#)

RESULT:	APPROVED
MOVER:	Mark Franz
SECONDER:	David Schar

7.C.2. [ETS-R-0008-23](#)

Awarding Resolution to Dick Buss & Associates LLC PO 923005 for a three (3) year renewal of semi-annual Xtreme console cleaning services at the Addison Consolidated Dispatch Center (ACDC) and DU-COMM PSAPs. (Total Amount: \$120,000)

Attachments: [Dick Buss 923005 Checklist.pdf](#)
 [Dick Buss 923005 Requisition.pdf](#)
 [Dick Buss 923005 Justification_Redacted.pdf](#)
 [Dick Buss 923005 Sole Source_Redacted.pdf](#)
 [Dick Buss 923005 3 Year Quote.pdf](#)
 [Dick Buss 923005 Vendor Ethics_Redacted.pdf](#)

RESULT:	APPROVED
MOVER:	Yeena Yoo
SECONDER:	Joseph Maranowicz

D. Budget Transfers

7.D.1. [ETS-R-0009-23](#)

Budget Transfer for the Emergency Telephone System Board of DuPage County for Fiscal Year 2022 from 4000-5820-53828 (Contingencies) to 4000-5820-53370 (Repair & Maintenance Other Equipment) for the procurement and installation of a capacitor and fan kit replacement on the Addison Consolidated Dispatch Center (ACDC) UPS. (Total budget transfer: \$6,300)

Member Srejma motioned, seconded by Member Maranowicz, to approve the budget transfer. On roll call, all "Ayes", motion carried.

Attachments: [BT 53828 to 53370 UPS repairs ACDC.pdf](#)

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

E. TRAVEL AND TRAINING

7.E.1. [23-0850](#)

Three (3) Attendees from ETSB PSAP ACDC to attend the MABAS conference in Bloomington-Normal, IL February 22-24 for an estimated cost of \$1,100 per attendee. (Total conference amount not to exceed: \$3,300)

Attachments: [Individual Travel request for MABAS ACDC.pdf](#)

RESULT:	APPROVED
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MOVER:	Michael Guttman
SECONDER:	Joseph Maranowicz

7.E.2. [23-0851](#)

One (1) attendees from DuPage ETSB PSAPs DU-COMM and five (5) attendees from ACDC to attend 2023 Navigator IAED Conference in Nashville, TN April 13-20, 2023 for an estimated cost of \$800/\$3,000 per attendee. Navigator IAED is part of the ETSB Priority Dispatch contract 4330-1 for four (4) attendees. (Total conference amount not to exceed: \$11,100)

Member Yoo questioned the amount per attendee. Ms. Zerwin summarized the procedure ETSB follows regarding reimbursement and explained that four attendees were attending under the Priority Dispatch contract, whereas two attendees were not.

Vice Chair Franz commented that he believed travel would be better handled through an IGA so as to not tie up staff time. He said we will get there eventually. Chairman Schwarze agreed.

Attachments: [Individual Travel request for Navigator Priority contract.pdf](#)
 [Individual Travel request for Navigator Pre-cons.pdf](#)
 [Individual Travel request for Navigator.pdf](#)

RESULT:	APPROVED
MOVER:	Eric Swanson
SECONDER:	David Schar

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

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

9. DEDIRS PORTABLE AND MOBILE RADIO REPLACEMENT

Policy Advisory Committee (PAC) Vice Chair Dina said that Phase 1 of the recommendations had been completed, that the police radios were deployed. He said the Police Focus Group had developed a Phase 2 memo which was broken out into several steps, and the Fire Focus Group had done something similar. PAC Vice Chair Dina told the Board to forget the information he updated them with at last month's meeting. He said there was new information regarding the upgradeability of the PSAP consoles which brought them back to the initial Phase 2 of the fire rollout including encryption. PAC Vice Chair Dina said that on the upcoming Monday, 12 APXNextXN portable fire radios would be rolled out to members of the Fire Focus Group for testing. He said after the testing, the fire radios would be rolled out per agency. He said this would create a few challenges as some agencies would be on the new template, some not, until all the fire radios are deployed, but there is a solution. Three of the current zones would be part of the new template so agencies could continue to operate on the old channels until all agencies

are switched over. He added that the process is complex and complicated but they want to do it right. Agencies will be given a few radios to test at the start and once they confirm they are working and have all their channels, etc., the remainder of their radios would be deployed.

Member Eckhoff entered the meeting at 9:10am.

PAC Vice Chair Dina said they had met with the Motorola Project Manager and were happy with the progress. He said the mobiles will be programmed and the portables then after. He concluded saying about 600-700 fire radios had been delivered and the balance was expected in the coming weeks.

Chairman Schwarze asked if there were any questions for PAC Vice Chair Dina; the Board had none.

Ms. Zerwin said that when they talked about not upgrading the MCC7500 PSAP consoles, when Motorola was onsite for their walkthrough, it was determined that all but 24 consoles are ready for encryption. She said this means the encryption phase can be implemented more quickly, which is important to the law enforcement side. She said this also means there will be a change order in the amount of approximately \$30,000 to update those consoles. She said a few details of the contract are being worked through and a change order may be ready for March.

Ms. Zerwin said the replacement consoles, the AXS model, have different functionality than what the Telecommunicators are accustomed to. These features will be worked through to meet the needs of the TCs while the encryption goals are accomplished.

Ms. Zerwin asked Mr. Theusch to provide an update on the audio issues experienced on the portables. Mr. Theusch said that Motorola had been tracking audio problems with officers in the field who were using non-certified headsets. They were asked to stop using them last month and the volume of tickets opened reporting this issue has greatly diminished. He said that Motorola had applied a patch to some equipment the previous week and since the patch was applied and the users were requested to stop using the non-certified headsets, there have been two tickets opened by users. Mr. Theusch said they were cautiously optimistic the issues have been mitigated but instances will still be tracked and investigated when reported.

Member Swanson stated that he took issue with blaming the earpieces not made by Motorola and would like some kind of fix for the problem. He said he receives daily updates that continue to identify problems, that over the last few days there were only a couple, but there was no earpiece being used. He read from the monthly report about the Motorola ride along and said if non-Motorola earpieces are the problem, why is his list of complaints not miles long? He found it ridiculous to blame a non-Motorola earpiece because then anyone using these units would not hear anything.

Ms. Zerwin responded saying she believed Motorola asked users to stop using the earpiece so they could eliminate it as part of the issue. She said it is possible that if someone has been using an earpiece for several years on an APX7000 and transferred it to an APXNext, it could be old, broken, dirty or not functioning as well, they asked it not be used to be eliminated as a source.

She said there is only one earpiece certified by Motorola currently for the APXNext. There are other earpieces available but they have not been certified for use with the APXNext. She apologized if that information was not clear. She continued saying that once an agency had reported having issues with the APX7000s, Motorola continued investigating other avenues. She said blame is not being placed on the earpiece, but rather Motorola had observed on the ride along that the earpiece being used was not part of the original configuration that was purchased. Ms. Zerwin said there are other pieces being considered; there are 16 towers, maintenance updates, simulcast systems, etc.

Member Swanson said that does not impart confidence to his deputies on the street who have been told to stop using a piece of hardware as part of their operational needs in situations where an officer is talking to someone who should not hear the radio traffic.

Ms. Zerwin stated there has been a policy in place for years that users who modify the radio by using a different piece of equipment are required to submit a form to ETSB to help eliminate issues.

Member Swanson asked if there is a definition of modifying the radios.

Ms. Zerwin summarized the history of the policy and its intent. She said some modifications require a change in the code plug to accept that change. She said this is an officer safety issue, so if users want to put different hardware on the radio, ETSB needs to see it to ensure the radio does not need to be updated and the piece will function properly. Ms. Zerwin concluded by saying she realizes it is an inconvenience but until it is identified where the audio issue is coming from, the earpiece was observed. She said the PAC is in the process of reviewing the accessories policy.

Chairman Schwarze confirmed with Mr. Theusch that the issue is still being investigated. Mr. Theusch said every instance that is reported to ETSB is investigated by Motorola.

Chairman Schwarze asked for any other questions; there were none. The Board moved onto Agenda Item 6. Consent Agenda.

10. POLICY REVIEW

10.A. 911-001: Consolidation of 9-1-1 Services, Transfer and Decommissioning of Public Safety Answering Points

10.B. 911-002: Reimbursement of Consolidation Costs

Chairman Schwarze began by stating the Members had received the policies in their board email and turned the discussion over to Ms. Zerwin.

Ms. Zerwin said the policies came about as part of the Des Plaines discussion from last month's board. She said there have been several iterations of the policies in terms of what ETSB can financially support. There is a section that talks about outside agencies and that there are two examples of outside agencies partially in DuPage County, or fully in but not participating. Burr Ridge was a paper ETSB and under the State Statute was required to decommission and came

into DU-COMM. The second instance is the Pleasantview Fire Protection District. Fire Protection Districts typically do not receive surcharge directly. In the policy is a formula that was created for an annual contribution based on population. Ms. Zerwin said that Pleasantview touches DuPage whereas Des Plaines would be the first outside agency not adjacent or not contiguous to a piece of DuPage. She said the first part of the discussion is where the policy stands and their point of view on whether it needs to be updated. The second policy is what the ETSB pays for as part of consolidation fees. Ms. Zerwin explained the fees associated with the PSAPs and how they differ.

A discussion ensued about Des Plaines which included the project timeline, reimbursement of an agency that is outside of DuPage, whether the systems can handle an agency the size of Des Plaines, and the service level to the residents of DuPage. Member Maranowicz noted that both PSAPs made an offer to Des Plaines. Member Eckhoff inquired into whether there is a State policy regarding who should take Des Plaines, why does Cook County not have to take them? Ms. Zerwin referenced notes from the State Advisory Board meeting where it was noted that an outside analysis overall effects of consolidation and the State mandates put in place in 2016. She thought they may recommend additional consolidation. She explained this in further detail and said Des Plaines would be looking for a willing partner and that Cook County has around 70 ETSBs. It would be the same question of who has the capacity to take a community that large. Further discussion ensued around questions Member Yoo had regarding the staffing level of ACDC and effects to the PSAP if they were to take on Des Plaines. Member Schar voiced his concerns over the administrative time and work involved and the service to the citizens of DuPage County. Vice Chair Franz inquired whether the memo and policies were on the agenda or sent to the Members separately. Ms. Zerwin replied Item 10. Policy Review is on the agenda, with the policies listed to be discussed, but that the policies are typically not posted when starting an informational discussion.

Ms. Zerwin addressed a question saying there is nothing in the policies that state an agency has to pay for ETSB time to review a consolidation request. She then said there is no agency within the system with enough surcharge to cover their individual costs, this is a combined resource effort. A discussion ensued around the financial and technological impact with the Board directing Ms. Zerwin to provide a report and analysis by the March board, if possible. There was also discussion on the monetary benefit to ACDC of taking on Des Plaines, such as in savings to their members, and to the ETS Board and DU-COMM. Member Swanson added that even if there is a financial benefit to the consolidation, as a member of ACDC, the Sheriff's Office would want to know that service levels will not be degraded.

After a brief consult with Ms. Zerwin, ASA Winistorfer said there may be an issue in determining policy while simultaneously making a decision regarding Des Plaines because the policy would be made consistent with the decision. He said a decision regarding Des Plaines should be made prior to the policy framework around what the board would do for this particular municipality. To clarify, changing the rules to fit with their decision about whether to admit municipalities is problematic, in his opinion. There was discussion around the wording in the policy in relation to how municipalities outside of the DuPage system are admitted, or whether they are prohibited from coming in, and how Members interpreted that wording. Member Yoo inquired into how the Board had previously decided to allow agencies like Burr Ridge and

Pleasantview into the system. Ms. Zerwin provided a summary of the reasoning and rationale from an ETSB perspective at that time. The discussion concluded with Vice Chair Franz reading a portion of the policy regarding funding of consolidation costs and stating his interpretation of said wording.

Chairman Schwarze asked for any other questions or comments, to which there were none. He said based on the recommendation of ASA Winistorfer, he asked Ms. Zerwin to continue working on the financial and technological impact so the Board could then make a decision on whether to allow the consolidation of Des Plaines.

11. OLD BUSINESS

No old business was discussed.

12. NEW BUSINESS

No new business was discussed.

13. EXECUTIVE SESSION

At 10:07am, a motion was made by Member Maranowicz, seconded by Member Srejma, for ETSB to enter Executive Session pursuant to Section 5 ILCS 120/2(c)(21) of the Open Meetings Act for discussion of minutes of meetings lawfully closed under this Act, whether for purposes of approval by the body of the minutes or semi-annual review of the minutes as mandated by Section 2.06.

A. Minutes Review Pursuant to 5 ILCS 120/2 (C) (21)

13.A.1. March 10, 2021; May 12, 2021; February 9, 2022; August 10, 2022; September 14, 2022

B. Personnel Matters Pursuant to 5 ILCS 120/2 (C) (1)

C. Security Procedures and the Use of Personnel and Equipment Pursuant to 5 ILCS

D. Pending Litigation Matters Pursuant to 5 ILCS 120/2 (C) (11)

14. MATTERS REFERRED FROM EXECUTIVE SESSION

The regular session of the ETSB reconvened at 10:16am. On roll call, Members Schwarze, Franz, Eckhoff, Guttman, Maranowicz, Schar, Srejma, Swanson, and Yoo were present. Members Kramer and Tillman were absent.

14.A. Action on approval and/or release of minutes which were reviewed subject to a semiannual review of minutes on February 8, 2023

A motion was made by Member Eckhoff, seconded by Member Guttman, to release the minutes of August 10, 2022 as presented during Executive Session. On roll call, Members Eckhoff, Franz, Guttman, Maranowicz, Schar, Schwarze, Srejma, Swanson, and Yoo voted all "Ayes", motion carried.

A motion was made by Member Eckhoff, seconded by Member Guttman, to retain the minutes of March 10, 2021; May 12, 2021; February 9, 2022 and September 14, 2022 as presented during

Executive Session. On roll call, Members Eckhoff, Franz, Guttman, Maranowicz, Schar, Schwarze, Srejma, Swanson, and Yoo voted all “Ayes”, motion carried.

14.B. Action relative to the specific employees who were the subject of consideration for appointment, employment, compensation, discipline, performance, or dismissal

This item was not discussed in Executive Session.

15. ADJOURNMENT

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

Chairman Schwarze asked for a motion to adjourn. Vice Chair Franz motioned, seconded by Member Yoo. The meeting of the ETSB was adjourned at 10:19am.

Respectfully submitted,

Jean Kaczmarek



ETSB Other Action Item

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

File #: 23-1022

Agenda Date: 3/13/2023

Agenda #:



State of Illinois
Illinois State Police

STATEWIDE 9-1-1 ADVISORY BOARD

ANNUAL REPORT TO THE
GENERAL ASSEMBLY

MARCH 1, 2023



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To the Honorable Members of the 103rd General Assembly

The members of the Statewide 9-1-1 Advisory Board (Advisory Board) respectfully submit this annual report pursuant to Section 19(e) of the Emergency Telephone System Act (Act) (50 ILCS 750/19(e)). This report is due to the General Assembly by March 1st of every year and includes an update on the transition to a statewide Next Generation 9-1-1 (NG9-1-1) system. A listing of Advisory Board members is contained in Appendix 1.

Mandatory consolidation of Emergency Telephone System Boards (ETSBs) and Public Safety Answering Points (PSAPs) has been achieved, consolidation and NG9-1-1 grants are offered on a yearly basis to help offset costs, and the development and implementation of the Statewide NG9-1-1 network by AT&T is progressing. AT&T continues to complete PSAP readiness assessments, operational readiness testing and was successful in transitioning the first PSAP to the Statewide NG9-1-1 network in June 2022. In 2022, a total of 19 PSAPs have been transitioned to the Statewide NG9-1-1 network. In 2023, the remaining PSAPs will join the NG9-1-1 network, and network-to-network interfaces (NNIs) will be completed with the three regional NG9-1-1 systems, allowing for the provision of NG9-1-1 service to all areas of the State outside of the City of Chicago. The City of Chicago is in the process of procuring its own NG9-1-1 network, and once that network is operational, the State will work to establish an NNI connection with the City of Chicago.

During 2022, the Federal Communications Commission (FCC) updated its federal guidance regarding what is considered an allowable 9-1-1 expense that can be paid for utilizing 9-1-1 surcharge. The Administrator, working with the Department and Advisory Board, is in the process of updating Illinois' guidance which will clarify what expenses can be paid for in Illinois with 9-1-1 surcharge funding. Sustainable funding for the existing 9-1-1 infrastructure continues to be monitored by the Advisory Board. An assessment of the existing funding formula will be completed over the next several months and reviewed to determine if updates are needed to the funding of the statewide 9-1-1 program. This project is being facilitated through the utilization of Crowe LLP.

Much has been accomplished since the General Assembly overhauled 9-1-1 in the State beginning in January 2016. Progress in moving towards NG9-1-1, training, and certification for 9-1-1 dispatchers, and stable funding for the 9-1-1 community continue to be priorities. The Act expires in December 2023, and the Advisory Board is working to provide a legislative rewrite to address the continued priorities noted above. The Department, along with the Administrator and the Advisory Board, appreciates the opportunity to present this report to the General Assembly and welcomes any questions that General Assembly members may have regarding 9-1-1 in the State.

Respectfully submitted,

Chair
Colonel Kelly Walter
Statewide 9-1-1 Advisory Board

Executive Summary

In the past year, the Department, Administrator, and the Advisory Board working collaboratively with the 9-1-1 and vendor communities, have made great progress in our efforts to achieve the requirements of the Act. In 2022, the final unserved county received its order for consolidation, the statewide NG9-1-1 network was established with the first PSAPs transitioning over in June 2022, and federal guidance was received from the FCC regarding the allowable uses of 9-1-1 surcharge. The Administrator continues to administer the consolidation and NG9-1-1 expenses grants, with the Advisory Board setting aside \$5 million for continued consolidation efforts. The Act expires in December 2023, and the Advisory Board is working to present agreed legislative language to extend the repeal dates and address continuing priorities of 9-1-1 statewide.

Unserved Counties

At the beginning of this reporting period, 2 of the original 13 unserved counties remained unserved. Henderson County completed its consolidation with Hancock County, and began providing enhanced 9-1-1 service in the first quarter of 2022. Stark County, the final unserved county, received its order to consolidate with Peoria County in 2022, and has begun the process of consolidation. As part of its consolidation plan, Stark will begin providing NG9-1-1 service to its citizens when it becomes fully operational in late 2023/early 2024.

PSAP Consolidations

Mandatory PSAP consolidations have been completed with the exception of one consolidation order for Madison County which is currently being challenged in Madison County Circuit Court. The court case was delayed for over two years due to COVID complications, however, it is anticipated that it will be resolved by the end of 2023.

Grant Programs

The Administrator continues to administer consolidation grant and NG9-1-1 expense grant programs through the new state AmpliFund system. The new system allows for the electronic management of grant applications, grant awards, reimbursement requests and disbursements. The Advisory Board set aside \$5 million for consolidation grants, and a statutory amount of at least \$6.5 million has been set aside for NG9-1-1 expense grants in the upcoming fiscal year.

NG9-1-1

AT&T began transitioning PSAPs to the Statewide NG9-1-1 network in June 2022 and continues to complete PSAP readiness and operational readiness testing for the remaining PSAPs statewide. AT&T has collaborated with the vendors providing NG9-1-1 service on a regional basis to three areas of the State to develop NNI connections to the Statewide NG9-1-1 network. It is anticipated that the remaining PSAPs will transition to the statewide NG9-1-1 network by the end of 2023.

We recognize this work would not be possible without the strong relationships developed between the Department, Administrator, members of the Advisory Board, their associations, the vendor community, the 9-1-1 community, and the legislative partners who serve on the Advisory Board. We would also like to thank the members of the General Assembly for their continued support of 9-1-1 statewide.

Grant Programs

The Act allows for the Advisory Board to set aside money from surcharges received to fund grants to assist in offsetting non-recurring costs associated with 9-1-1 system consolidation. The Act also states that until June 30, 2023, the distribution of \$0.05 from surcharge collected is to be used by the Department for grants for NG9-1-1 expenses, with priority given to 9-1-1 Authorities that provide 9-1-1 service within the territory of a Large Electing Provider as defined in Section 13-406.1 of the Public Utilities Act. Approximately \$6.5 million is projected to be available annually for NG9-1-1 Expenses grants. The Administrator administers the grant programs for the Department by establishing a Notice of Funding Opportunity, reviewing grant applications, and determining grant awards.

GRANT MANAGEMENT SYSTEM

In 2019 the State entered into a partnership with AmpliFund, the leading enterprise grant management platform designed for federal, state, and local governments to manage every phase of the grant management process. Over the past four years, the State of Illinois has been implementing the most comprehensive, statewide grant management infrastructure in the U.S., passing the Grant Accountability and Transparency Act and forming the Grant Accountability Unit to ensure State and Federal compliance. The State of Illinois selected AmpliFund to automate this infrastructure through the implementation of a statewide grants management system as part of its plan to further standardize and drive compliance of grant-related processes for state agencies and recipients.

The Illinois State Police transitioned to the AmpliFund grant management system in December 2021 to manage the SFY23 grant programs.

CONSOLIDATION GRANT PROGRAM

Consolidation grants are awarded on a priority basis based on enumerated criteria which include reducing the number of transfers, reducing infrastructure, promoting cost savings, facilitating interoperability and other factors.

SFY23 CONSOLIDATION GRANTS

The Advisory Board approved funding up to \$5 million for consolidation grants. Six grant applications requesting approximately \$4.2 million were submitted. Applicants requested funding for and received approval for 9-1-1 call taker positions, GIS services to assist with addressing and mapping, logging recorders, console positions, public safety voice communications, and connectivity and construction projects. Grants totaling approximately \$2.8 million were awarded. The remaining \$2.2 million was re-distributed to the 9-1-1 Authorities based on subscriber file allocations.

SFY24 CONSOLIDATION GRANTS

The Advisory Board approved up to \$5 million for consolidation grants for SFY24. Funding for the SFY2024 grant allocation will be generated from collected surcharge.

A Notice of Funding Opportunity was distributed on November 8, 2022, and posted in the AmpliFund Grant Management System, with grant applications due to the Department by February 1, 2023. Three SFY24 grant applications were received requesting \$10,038,700.00 and are currently being evaluated. Existing and previously completed consolidation projects shall be eligible to apply for reimbursement of non-recurring costs related to consolidations completed between 2010 and the State Fiscal Year of the current grant application period.

CONSOLIDATION GRANT HISTORY

Consolidation Grants					
	SFY21	SFY22	SFY23	SFY24	Total*
Grant Funding	\$5,000,000	\$5,000,000	\$5,000,000	\$5,000,000	\$50,000,000
Applications Received	5	7	6	3	74
Amount Requested	\$2,507,115	\$3,998,920	\$4,273,789	\$10,038,700	\$65,687,836
Amount Awarded	\$2,304,200	\$2,583,465	\$2,753,461		\$26,452,335
Amount Re-Distributed to 911 Authorities	\$2,695,800	\$2,416,535	\$2,246,539		\$18,547,664
SFY18-SFY21 Only Unserved and Consolidation Grant Applications Accepted					
SFY22-SFY24 Unserved, Consolidation and existing and previous consolidation projects completed between 2010 and SFY23					
*Total Since Inception of the Grant Program in SFY17					

NG9-1-1 EXPENSES GRANTS

NG9-1-1 Expenses grants are awarded on a priority basis based on enumerated criteria including defraying costs associated with replacing or upgrading 9-1-1 call handling positions, NG9-1-1 i3 capable standards-based multimedia recorder systems, and GIS projects in preparation for NG9-1-1. Priority is given to 9-1-1 Authorities providing service within the territory of a Large Electing Provider as defined in Section 13-406.1 of the Public Utilities Act.

SFY23 NG9-1-1 EXPENSES GRANTS

\$8.7 million was available for NG9-1-1 Expenses grants in SFY23. Fifty-five grant applications requesting approximately \$13 million were submitted. Applicants requested funding for and received approval for hosted 9-1-1 call taking positions, multimedia recording systems, GIS Projects and related Telecommunicator training. Grants in the amount of \$7.2 million were awarded. The balance of the grant allocation was rolled over to the SFY24 grant opportunity.

SFY24 NG9-1-1 EXPENSES GRANTS

\$8 million will be available for NG9-1-1 Expenses grants in SFY24. A Notice of Funding Opportunity was distributed on November 8, 2022, and posted in the AmpliFund Grant Management System, with grant applications due to the Department by February 1, 2023. Twenty-Four SFY24 grant applications requesting \$3,101,773.05 were received and are currently being evaluated.

NG9-1-1 EXPENSES GRANT HISTORY

NG911 EXPENSES GRANTS					
	SFY21	SFY22	SFY23	SFY24	Total*
Grant Funding	\$9,057,000	\$7,929,510	\$8,731,490	\$8,000,000	\$40,789,000
Applications Received	52	46	54	24	243
Amount Requested	\$10,107,366	\$9,056,256	\$12,851,549	\$3,101,773	\$50,748,866
Amount Awarded	\$7,924,059	\$6,434,065	\$7,167,271		\$31,621,995
Amount Rolled Over to Next SFY	\$1,429,510	\$2,231,490	\$1,564,219		\$10,208,617
SFY19 - Funding Available Hosted Solution i3 capable Call Handling Equipment					
SFY20-SFY24 - Funding available for Hosted Solution i3 capable Call Handling Eqp, Multimedia Recording System, GIS Projects					
*Total Since Inception of the Grant Program in SFY19					

Next Generation 9-1-1 (NG9-1-1)

NG9-1-1 HISTORY AND FUTURE PLANS

The Office of the Statewide 9-1-1 Administrator has the legislative responsibility to implement a statewide NG9-1-1 System with a legislative requirement for every 9-1-1 Authority in Illinois to provide NG9-1-1 within 18 months of the awarding of a contract to a vendor certified under Section 13-900 of the Public Utilities Act. A municipality with a population over 500,000 shall provide Next Generation 9-1-1 service by December 31, 2023. (50 ILCS 750/3(b))

The State's goal is to achieve interconnectivity and interoperability throughout the state by implementing a National Emergency Number Association (NENA) i3-compliant Emergency Services IP network (ESInet) and Next Generation Core Services (NGCS) solution that will serve all county, municipal and regional PSAPs.

The Department will be responsible for the one-time setup costs to connect each PSAP to the ESInet and the monthly reoccurring network, NGCS, and Network Operation Center/Security Operation Center (NOC/SOC) costs. The transition from legacy E9-1-1 services to IP-based NG9-1-1 offers options to resolve challenges to bringing new and emerging technologies to citizens of Illinois. Of paramount importance is the delivery of ubiquitous, robust, and reliable 9-1-1 and to provide each 9-1-1 caller with the same level of service for all residents and visitors of the state, regardless of location or device. NG9-1-1 offers great promise in accomplishing each of these goals while providing a platform to grow and expand as environmental factors change over time.

To accomplish the vision of NG9-1-1 in Illinois, which will include both the ESInet and NGCS, standards-based system solutions are required. The use of a standards-based NENA i3 architecture will ensure that vendor-agnostic solutions are deployed to meet the needs of the system, thus allowing for flexibility in procurement options when considering both the ESInet and NGCS.

Ensuring compliance with standards while allowing flexibility for growth and emergence of new technologies is key to keeping pace with the evolving patchwork of NG9-1-1 implementations occurring nationwide.

CURRENT ENVIRONMENT

PSAPs in Illinois have historically been county-based or municipal-based with a few exceptions. The number of primary PSAPs has decreased from 253 to 179 since January 2016, which will reduce the number of required network touchpoints to achieve a statewide ESInet capable of supporting a public safety grade call-delivery function.

In 2022, 159 of the 179 Illinois PSAPs reported answering more than 7.8 million 9-1-1 calls from wireless, wireline, and voice over IP (VoIP) phone subscribers. In the same period, more than 7,000 text messages were delivered to 59 PSAPs that currently support text-to-9-1-1 service.

The Illinois PSAP community ranges in size from fifty-one 1-2 position PSAPs to one 176 position PSAP, demonstrating the diversity in population centers and confirming the need to ensure flexibility of future solutions. A majority of the PSAPs in Illinois have five positions or less, and the possibility exists for further consolidations.

Progress toward migration from legacy, circuit-switched 9-1-1 systems with limited interoperability to IP based NG9-1-1 systems has been achieved at 37 PSAPs on a regional level and 19 PSAPs have transitioned to the statewide NG9-1-1 System, resulting in a diverse technology landscape across the state.

Today, the majority of ETSBs are supported by legacy 9-1-1 system providers, accounting for 58 percent of Illinois' active PSAPs. However, in the recent past, two notable regional groups have formed to forge ahead with NG9-1-1 solutions: The Counties of Southern Illinois (CSI) and the North Central Illinois System (NCIS). A third group, the Northern Illinois Next Generation Alliance (NINGA), is in the process of deploying a regional NG9-1-1 solution. In addition, several individual PSAPs have transitioned to an NGCS solution. These regional systems and individual PSAPs account for 61 PSAPs and will be interfaced to the Statewide network. 19 legacy PSAPs transitioned to the statewide NG911 System in 2022. These solutions offer or will be offering ESInets, and some NGCS features that include the Emergency Call Routing Function (ECRF), Emergency Services Routing Proxy (ESRP), Legacy Selective Router Gateway (LSRG), Border Control Function (BCF), and integrated GIS for call routing.

NG9-1-1 SYSTEM DEVELOPMENT

ESInet

The foundation upon which the statewide NG9-1-1 solution will be built is a highly available, diverse system and will deliver consistent high-quality, public safety-grade service. Because NG9-1-1 will be a statewide solution, each PSAP will be able to obtain access to the statewide ESInet; therefore, the ESInet will be capable of scaling to meet the needs of the smallest PSAPs, as well as those of the largest PSAPs operating in the State.

NG9-1-1 Core Services

Leveraging a solid ESInet foundation, the State will implement an i3 standards based NGCS that complies with the NG9-1-1 Standards listed in the Agency of Homeland Security's SAFECOM Guidance. The NG9-1-1 functional elements will provide significant benefits to the Illinois PSAP community, through the enhancement of call routing features and inclusion of new technologies offering more robust and accurate location information and supplemental data.

Access, diversity and redundancy, quality of service, security, interstate/intrastate operability, spatial interface, location validation function and location information server, border control functions, legacy network and PSAP gateways, call routing functions, additional data repositories, text to 9-1-1, and video are all critical functions of a vendor hosted NG9-1-1 solution.

GIS

Establishment of a statewide geographic information system (GIS) initiative and to provide definitive guidance on the requirements, frequency for updates, and quality standards for GIS data for public safety use in NG9-1-1 is a work in progress.

The development, aggregation, standardization, quality assurance, and maintenance of geospatial data is a cornerstone for successfully implementing NG9-1-1 in the state. In 2017, the Administrator formed a committee to develop a governance structure, to implement NENA and state specific geodatabase standards and to determine 9-1-1 Authorities' GIS data readiness. Members of the Committee represent PSAPs, Counties, municipalities, educational institutions, the Illinois State Geological Survey, and the Illinois GIS Association.

The Committee has completed regional meetings and training across the State, published a governance policy document, an Illinois NG9-1-1 Geodatabase Template and a GIS data readiness checklist for use by the PSAP community in preparation for NG9-1-1 deployment. The Committee continues to assess 9-1-1 Authorities PSAP, Provisioning, Law, Fire and EMS Boundary Layers and their Road Center Lines and Address Points, developing a program to ensure gaps, overlaps, and quality metrics are met by the statewide data set and administering a training program for local data stewards and data maintainers. An Esri NG9-1-1 Hub has been deployed and includes a workflow process that allows systems to directly evaluate the readiness of their GIS data.

The State is responsible for providing the data portal and for portal access and security. The 9-1-1 Authorities are responsible for preparing their GIS data to be NG9-1-1 ready. GIS data is required to be 98% accurate. Once the data is sent to the NGCS provider the data must be free of any critical GIS errors. The Office of the Statewide 9-1-1 Administrator has taken the lead on the State's GIS readiness initiative to support the NG9-1-1 legislative mandate.

CURRENT STATUS

AT&T has transitioned 19 PSAPs to the Statewide NG911 System. Seven vendors provide 9-1-1 call handling system software to the PSAP's providing service in the State. Their software is required to be tested and must receive AT&T LAB Approval for Use. All of the current vendors have received approval for use. Based on call handling software readiness, 101 PSAPs have been or will be scheduled to transition to NG9-1-1 in 2023. Project Managers are assigned to each PSAP scheduled to transition, and project kickoff meetings are being held and scheduled to ensure readiness to transition. The design, ordering and testing of Network to Network Interfaces (NNI's) to provide connections to existing regional networks and to surrounding State's is in progress.

TRAINING AND CERTIFICATION

Public Act 102-0009 requires that each 9-1-1 Authority, as well as its answering points, shall ensure its public safety telecommunicators and public safety telecommunicator supervisors comply with the training, testing, and certification requirements established pursuant to Section 2605-53 of the Department of State Police Law. The certification training program will include a NG9-1-1 module that will provide the State's Telecommunicators with NG9-1-1 system functionality awareness and familiarization with future technology that will deliver 9-1-1 integrated text, pictures, and videos.

Each 9-1-1 Authority, as well as its answering points, shall maintain a record regarding its public safety telecommunicators and public safety telecommunicator supervisors for at least 7 years.

Costs incurred for the development of standards, training, testing and certification shall be expenses paid by the Department from the funds available to the Administrator and the Advisory Board under Section 30 of the Act.

The Statewide 9-1-1 Administrator, in consultation with the Advisory Board will be developing comprehensive guidelines for training on emergency dispatch procedures, including but not limited to emergency medical dispatch, and the delivery of 9-1-1 services and professionalism for public safety telecommunicators and public safety telecommunicator supervisors. In addition, rules, and minimum standards for continuing education on emergency dispatch procedures and the delivery of 9-1-1 services and professionalism for public safety telecommunicators and public safety telecommunicator supervisors will be established. Finally, the adopted rules will provide appropriate testing and certification processes consistent with the training required.

Federal 9-1-1 Grant Funding

The National Telecommunications and Information Administration (NTIA) and the National Highway Traffic Safety Administration (NHTSA), and the Department of Transportation (DOT) implemented regulations for a 9-1-1 Grant Program. In 2016, about \$115 million from spectrum auction proceeds were deposited into the Public Safety Trust Fund and made available to NTIA and NHTSA for the 9-1-1 Grant Program.

Illinois was awarded \$8,893,970 which includes the State's 40% matching contribution in an amount of \$3,557,588, which was funded from the Statewide 9-1-1 Fund.

Funding was applied towards costs associated with the buildout of the ESInet and PSAP connectivity, implementation of a hosted GIS hub/portal, technical support for the hosted GIS hub/portal, provision of technical licenses for PSAPs and training for local data stewards and data maintainers. Reimbursements in an amount of \$8,715,169.52 were received.

On September 29, 2022, NHTSA notified the ISP that completion of the 911 Grant Program as authorized by the NG911 Advancement Act of 2012 (Middle Class Tax Relief and Job Creation Act of 2012, Pub. L. 112-96, Title VI, Subtitle E (codified at 47 U.S.C. 942)) (Act) was successful.

ADDITIONAL ECONOMIC/FUNDING ASSESSMENT AND CONSIDERATIONS

The receipt of the federal grant funding discussed above marks the first time Illinois has been eligible to receive federal grant funding for 9-1-1. Illinois was previously ineligible due to sweeps of 9-1-1 funding on three separate occasions, with the last occurrence in 2015. Recently, fund diversion has become a significant topic and a point of contention among federal, state, and local authorities. Every effort must be made to ensure that funds collected for 9-1-1 purposes are not used for non-9-1-1 related activities or programs to allow the Department to apply for any federal grants and retain federal funds which have been previously awarded.

Over the past year, the Federal Communications Commission (FCC) has spent a significant amount of time reviewing costs associated with 9-1-1 in order to detail more clearly what is considered acceptable use of surcharge and what is unacceptable. On June 24, 2021, the FCC issued its Report and Order detailing acceptable uses of 9-1-1 surcharge in an effort to better assist states in avoiding the diversion of surcharge. The FCC created a 17-member 9-1-1 Strike Force (Strike Force) that was charged with studying the problem of 9-1-1 fee diversion. The Strike Force recognized 9-1-1 fee diversion negatively impacts public safety, 9-1-1 operations, first responders, and the fiscal sustainability of 9-1-1 service in the U.S. The Task Force found that 9-1-1 fee receipts and expenditures should be auditable to ensure that they are used for 9-1-1-related purposes, and that greater access to funding with prohibitions against 9-1-1 fee diversion is necessary to financially disincentivize diverters. The Advisory Board is reviewing the new guidance with respect to how it applies to practices currently being utilized by the PSAPs and will be making recommendations to the Department regarding changes to its administrative rules. A key concern for Advisory Board members remains the diversion of statewide 9-1-1 fees and the impact it has on the State's ability to obtain grants and sustain the current PSAP environment.

Surcharge Distribution

The Act was extended on June 3, 2021, and currently expires on December 31, 2023. A flat \$1.50 surcharge applies on all landline, wireless, and VoIP lines outside the City of Chicago effective January 1, 2018. Prepaid surcharge remained unchanged at a rate of 3% at the point of sale. Both are paid into the Statewide 9-1-1 Fund to be disbursed by the Department. The City of Chicago collects a surcharge up to \$5.00 with a prepaid rate of 9%.

During SFY22, approximately \$192 million of 9-1-1 surcharge was collected by the State (including Prepaid Wireless collected by the Department of Revenue). In addition, a one-time distribution of \$27 million consisting of previously withheld surcharge collected for the statewide NG9-1-1 network was distributed to 9-1-1 authorities. This funding had been withheld in previous fiscal years prior to a statutory change in 2019 in preparation for the purchase and implementation of a statewide NG9-1-1 network. Due to delays in procurement and a statutory change in 2019, current fiscal year funding was able to adequately support implementation of the NG9-1-1 network, and the previously withheld funding was distributed to the systems utilizing the statutory formula. Of the surcharge collected in SFY22 and including the one-time distribution of previously withheld surcharge, approximately \$226.8 million was provided in support of the 9-1-1 community through direct distribution on a monthly basis, payment of network costs, and the provision of grant funding for consolidation and NG9-1-1 efforts.

The \$1.50 surcharge increase and changes to the formula defined in the Act have addressed some of the concerns regarding sustainability and consistency in monthly disbursements from the State to the 9-1-1 Authorities. However, significant concerns remain among the 9-1-1 community with regards to future sustainability with the one-time and recurring cost of implementation and maintenance of NG9-1-1 throughout the State, as well as increased costs to support and maintain the 9-1-1 infrastructure in Illinois.

Fund sweeps and the impact to federal grant funding are an additional concern for the 9-1-1 community. The initial FY23 Budget Implementation (BIMP) bill included a \$5 million-dollar funds transfer from the Statewide 9-1-1 Fund to the Statewide 9-8-8 Trust Fund. 9-1-1 surcharge diversion has been the focus of significant federal interest in recent years, and in 2021 and 2022, the FCC accepted comments and issued guidance on allowable expenses, non-allowable expenses and fee diversion. The FCC also provides an annual report on the status of 9-1-1 funding and fee diversion every year. Based on the language in the FY23 BIMP bill, the Department, as well as APCO and NENA sought clarification and guidance from the FCC on whether the transfer of funds from Statewide 9-1-1 to Statewide 9-8-8 constituted diversion and whether the transfer would have an impact on the Department's federal NG9-1-1 grant. The FCC provided an informal statement indicating the transfer of Statewide 9-1-1 funds to Statewide 9-8-8 would likely constitute diversion, and the language was removed during the most recent BIMP bill amendment (Public Act 102-1115).

The chart below shows the Fiscal Year 2023 estimated income on all connections, as well as the actual revenue and expenses for Fiscal Years 2021 and 2022.

Emergency Telephone System Act: Estimated Revenues and Expenses

Revenues Collected:	Fiscal Year 2021 Final (Full Year at \$1.50)	Fiscal Year 2022 Final (Full Year at \$1.50)	Fiscal Year 2023 Est (Full Year at \$1.50)
Wireline (Includes Carrier Withholding)	\$15,455,575	\$12,044,893	\$13,700,000
VOIP (Includes Withholding)	\$35,300,945	\$31,077,661	\$34,980,000
Post Paid Wireless Revenue	\$147,507,634	\$140,095,514	\$150,370,000
Total From Surcharge Under Emergency Telephone System Act	\$198,264,154	\$183,218,068	\$199,050,000
Prepaid Revenue	\$9,620,797	\$8,747,524	\$9,500,000
Transfer In From Wireless Carrier Reimbursement Fund (ended SFY22)	\$-	\$-	\$-
Penalties Collected	\$28,194	\$60,830	\$40,000
*Surcharge withheld in prior FYs pursuant to Section 30(b)(2)(C) of ETSA	\$-	\$27,000,000	\$-
Total Collected 9-1-1 Revenue	\$207,913,145	\$219,026,422	\$208,590,000
Distribution of Surcharge:			
Withholding under Section 20 (a) (2) (d)			
Carrier Cost Recovery for Collection of Surcharge	\$1,503,987	\$813,774	\$840,000
Disbursements under Section 30 (b) (1)			
(A) Portion for Counties Under 100k	\$1,725,630	\$1,594,116	\$1,730,000
(B) To Wireless Carrier Reimbursement Fund:	\$915,937	\$-	\$-
(C) Department Administration	\$2,256,593	\$2,084,613	\$2,250,000
(D) Wireless Fixed	\$5,287,044	\$4,885,815	\$5,300,000
(E) Grants for NG9-1-1 Expenses	\$6,099,526	\$6,140,354	\$6,630,000
(F) NG9-1-1 Expenses	\$16,790,794	\$15,941,155	\$17,250,000
Disbursements under Section 30 (b) (2)			
(A) Wireline/ VoIP; Hold Harmless Level	\$40,280,444	\$36,916,531	\$40,276,441
(B) 9-1-1 Network Costs	\$12,239,562	\$11,691,485	\$12,600,000
(C) ISP for RFI / RFP / Administrator / Advisory Board Costs	\$2,333,616	\$318,452	\$3,000,000
(D) Portion Set Aside for 9-1- 1 Consolidation Grants	\$3,416,798	\$4,583,333	\$5,000,000
(E) Remaining Surcharge to All Authorities (Wireless Zip Codes)	\$115,063,215	\$134,056,794	\$113,713,559
*One-time distribution of surcharge withheld in prior FYs pursuant to Section 30(b)(2)(C) of ETSA	\$-	\$27,000,000	\$-
Grand Total Distributed	\$207,913,146	\$219,026,422	\$208,590,000
*Funds Directly Benefiting 9-1- 1 Authorities (in Gray)	\$184,112,219	\$226,868,428	\$185,250,000

* Surcharge was previously withheld on a monthly basis under Section 30(b)(2)(C) of the Act in anticipation of the procurement and implementation of NG9-1-1. After procurement delays and a statutory change, the Department reviewed funds allocated for NG9-1-1 purposes against the costs in the awarded contract and determined the initial NG9-1-1 funds withheld during the May 2018 - July 2020 remit period could be distributed to the 9-1-1 authorities.

2023 Objectives

In 2023, the Department and Administrator, working with the Advisory Board and 9-1-1 community, will be undertaking a comprehensive review of the current funding formula and its application within the existing 9-1-1 infrastructure. The Department has engaged Crowe LLP to assist in the independent assessment and to review other states' funding formulas to determine what changes, if any, are recommended for the current statutory formula. A statement of work is currently being generated with Crowe LLP. In addition to an assessment of the current 9-1-1 funding model, the Department and Advisory Board will be reviewing the impacts of previous consolidation efforts as well as making legislative recommendations to ensure the continued sustainability of the 9-1-1 infrastructure and provision of exceptional 9-1-1 service to the State's citizenry.

The current Act expires on December 31, 2023 and the Advisory Board has begun the work of addressing legislative changes that are needed in the next rewrite of the Act. The Advisory Board meets on a monthly basis and expects to present draft legislation in the coming weeks for consideration. In addition, the Advisory Board continues to work with the Department on its revision to the administrative rules governing 9-1-1 in the State. The Department is expecting to have draft administrative rules for consideration by JCAR within the second quarter of 2023. The Advisory Board looks forward to providing updates on these topics and more when the next Annual Report is filed in March 2023.

The Advisory Board appreciates the opportunity to provide an update on the state of 9-1-1 in Illinois and our transition to a statewide NG9-1-1 network. The Advisory Board appreciates the assistance of our legislative members on the Advisory Board and welcomes the opportunity to provide additional information to members of the 103rd General Assembly upon request.



Appendices

APPENDIX 1 - STATEWIDE ADVISORY BOARD MEMBERS & STATEWIDE 9-1-1 ADMINISTRATOR

Statewide 9-1-1 Advisory Board members

Illinois Association of Public Safety Communications Officials

Ralph Caldwell, METCAD, Champaign County

Illinois Association of Chiefs of Police

Chief Carla Redd, Rockford Police Department

Illinois Commerce Commission

Sam McClerren

Illinois Fire Chief's Association

Chief Demond Dade, Urbana Fire Department

Illinois Sheriff's Association

Appointment Pending

Illinois State Police

Colonel Kelly Walter, Chair

Illinois National Emergency Number Association

John Ferraro, Northwest Central Dispatch, Cook County

Illinois Broadband and Telecommunications Association

Randy Nehrt, President

Representing a County 9-1-1 System from a County with a Population of Less than 37,000

Phil McCarty, Emergency Management & 9-1-1 Coordinator, Morgan County

Representing Counties with a Population between 50,000 and 100,000

Christopher Kindelspire, Director, Grundy County ETSB

Representing a County 9-1-1 system from a County with a Population between 100,001 and 250,000

Tammy Peterson, 9-1-1 Coordinator, Kankakee County

Representing a County 9-1-1 system from a County with a Population of 250,000 or More

Linda Zerwin, Executive Director, DuPage County ETSB

Representing a Municipality or Intergovernmental Cooperative 9-1-1 System, Excluding Any Single Municipality over 500,000

Delores Temes, Executive Director, Town of Cicero

Appendices

Representing an Incumbent Local Exchange 9-1-1 System provider

Deno Perdiou, AT&T

Representing an Incumbent Local Exchange Carrier

Appointment Pending

Representing a Large Wireless Carrier

Appointment Pending

Representing a Non-Incumbent Local Exchange 9-1-1 Service Provider

Deb Prather - INdigital

Representing the Illinois Broadband and Cable Association

Debra Piscola, Senior Director of Government Affairs - Comcast

Representing the Illinois State Ambulance Association

Laura Daley, Vice President, Bud's Ambulance Service

Representing the General Assembly

Senator Bill Cunningham

Representing the General Assembly

Senator Neil Anderson

Representing the General Assembly

Appointment Pending

Representing the General Assembly

Representative Michael Marron

Statewide 9-1-1 Administrator

Cindy Barbera-Brelle





ETSB Other Action Item

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

File #: 23-1023

Agenda Date: 3/13/2023

Agenda #:



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

Vacant
Public Representative

Deputy 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
Police 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

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: March 13, 2023

SUBJECT: ETSB Inter-department Claims FY23 March 8, 2023

The Inter-fund transfer for Payment of Claims as detailed on the following page has been approved by the ETS Board at a Special Call meeting held on March 13, 2023.

FY 2023 Total Inter-fund Payment of Claims: \$96.00

APPROVED BY:

Greg Schwarze, Chairman

ATTEST:

Secretary

DUPAGE EMERGENCY TELEPHONE SYSTEM BOARD | 9-1-1

<u>Object Code</u>	<u>Services</u>	<u>Department</u>	<u>Amount</u>	<u>Invoice</u>
5820-52200	Copy paper	Mailroom	\$96.00	March 3



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

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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: March 13, 2023

SUBJECT: ETSB Payment of Claims List FY23 – March 13, 2023

The payment of the below listed accounts has been approved by the ETS Board at a Special Call meeting held on March 13, 2023. You are hereby authorized to pay the invoices as listed on the attached DuPage County Payment Listing Transaction report dated February 24, 2023.

<u>FY2023 Equalization Fund (4000-5820):</u>	\$	447,090.79
Total:	\$	447,090.79

APPROVED BY:

Greg Schwarze, Chairman

ATTEST:

Secretary

EMERGENCY TELEPHONE SYSTEM BOARD OF DU PAGE COUNTY
FY23 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	\$ 908,742	\$ 908,742	\$ 171,489	\$ -	\$ 737,253.00	19%	81%
4000	5820	50050-0000	TEMPORARY SALARIES/ON CALL (new)	\$ 13,728	\$ 13,728	\$ 2,480	\$ -	\$ 11,248.00	18%	82%
4000	5820	50080-0000	SALARY & WAGE ADJUSTMENT	\$ 34,952	\$ 34,952	\$ -	\$ -	\$ 34,952.00	0%	100%
4000	5820	51000-0000	BENEFIT PAYMENTS	\$ 13,260	\$ 13,260	\$ -	\$ -	\$ 13,260.00	0%	100%
4000	5820	51010-0000	EMPLOYER SHARE I.M.R.F.	\$ 108,595	\$ 108,595	\$ 14,800.00	\$ -	\$ 93,795.00	14%	86%
4000	5820	51030-0000	EMPLOYER SHARE SOCIAL SECURITY	\$ 69,519	\$ 69,519	\$ 12,343.00	\$ -	\$ 57,176.00	18%	82%
4000	5820	51040-0000	EMPLOYEE MED & HOSP INSURANCE	\$ 191,040	\$ 191,040	\$ 14,404.00	\$ -	\$ 176,636.00	8%	92%
4000	5820	51050-0000	FLEXIBLE BENEFIT EARNINGS	\$ 3,000	\$ 3,000	\$ 150.00	\$ -	\$ 2,850.00	5%	95%
4000	5820	52000-0000	FURN/MACH/EQUIP SMALL VALUE	\$ 44,000	\$ 44,000	\$ -	\$ -	\$ 44,000.00	0%	100%
4000	5820	52100-0000	I.T. EQUIPMENT-SMALL VALUE	\$ 76,766	\$ 76,766	\$ 733.70	\$ 61,766.30	\$ 14,266.30	1%	19%
4000	5820	52200-0000	OPERATING SUPPLIES & MATERIALS	\$ 2,000	\$ 2,000	\$ 121.70	\$ -	\$ 1,878.30	6%	94%
4000	5820	52210-0000	FOOD AND BEVERAGE	\$ 750	\$ 750	\$ 156.05	\$ -	\$ 593.95	21%	79%
4000	5820	52250-0000	AUTO/MACHINERY EQUIPMENT/PARTS	\$ 60,000	\$ 60,000	\$ -	\$ 5,000.00	\$ 55,000.00	0%	92%
4000	5820	52260-0000	FUEL & LUBRICANTS	\$ 2,500	\$ 2,500	\$ -	\$ -	\$ 2,500.00	0%	100%
4000	5820	52270-0000	MAINTENANCE SUPPLIES	\$ 2,000	\$ 2,000	\$ 67.47	\$ -	\$ 1,932.53	3%	97%
4000	5820	52280-0000	CLEANING SUPPLIES	\$ 500	\$ 500	\$ -	\$ -	\$ 500.00	0%	100%
4000	5820	53000-0000	AUDITING & ACCOUNTING SERVICES	\$ 107,400	\$ 107,400	\$ -	\$ 30,400.00	\$ 77,000.00	0%	72%
4000	5820	53020-0000	INFORMATION TECHNOLOGY SERVICES	\$ 749	\$ 749	\$ -	\$ -	\$ 749.00	0%	100%
4000	5820	53030-0000	LEGAL SERVICES	\$ 60,000	\$ 60,000	\$ -	\$ -	\$ 60,000.00	0%	100%
4000	5820	53040-0000	INTERPRETER SERVICES	\$ 20,000	\$ 20,000	\$ 2,153.49	\$ 17,846.51	\$ -	11%	0%
4000	5820	53090-0000	TECHNICAL/PROFESSIONAL SERVICES	\$ 102,000	\$ 102,000	\$ -	\$ -	\$ 102,000.00	0%	100%
4000	5820	53130-0000	PUBLIC LIABILITY INSURANCE	\$ 106,794	\$ 106,794	\$ 55,579.00	\$ 38,717.00	\$ 12,498.00	52%	12%
4000	5820	53200-0000	NATURAL GAS	\$ 3,700	\$ 3,700	\$ -	\$ -	\$ 3,700.00	0%	100%
4000	5820	53210-0000	ELECTRICITY	\$ 25,000	\$ 25,000	\$ 1,445.80	\$ -	\$ 23,554.20	6%	94%
4000	5820	53220-0000	WATER & SEWER	\$ 500	\$ 500	\$ -	\$ -	\$ 500.00	0%	100%
4000	5820	53250-0000	WIRED COMMUNICATION SERVICES	\$ 1,129,906	\$ 1,129,906	\$ 61,797.67	\$ 856,755.68	\$ 211,352.65	5%	19%
4000	5820	53260-0000	WIRELESS COMMUNICATION SVC	\$ 11,100	\$ 11,100	\$ 864.24	\$ 4,903.64	\$ 5,332.12	8%	48%
4000	5820	53300-0000	REPAIR & MTCE FACILITIES	\$ 45,000	\$ 45,000	\$ -	\$ -	\$ 45,000.00	0%	100%
4000	5820	53310-0000	REPAIR MAINT INFRASTRUCTURE	\$ 50,000	\$ 50,000	\$ -	\$ -	\$ 50,000.00	0%	100%
4000	5820	53370-0000	REPAIR & MTCE OTHER EQUIPMENT	\$ 55,826	\$ 55,826	\$ 2,828.00	\$ 17,408.97	\$ 35,589.03	5%	64%
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	\$ 15,000	\$ 15,000	\$ 2,354.11	\$ -	\$ 12,645.89	16%	84%
4000	5820	53500-0000	MILEAGE EXPENSE	\$ 2,000	\$ 2,000	\$ -	\$ -	\$ 2,000.00	0%	100%
4000	5820	53510-0000	TRAVEL EXPENSE	\$ 100,000	\$ 100,000	\$ -	\$ -	\$ 100,000.00	0%	100%
4000	5820	53600-0000	DUES & MEMBERSHIPS	\$ 1,483	\$ 1,483	\$ 655.00	\$ -	\$ 828.00	44%	56%
4000	5820	53610-0000	INSTRUCTION & SCHOOLING	\$ 103,250	\$ 103,250	\$ 11,777.81	\$ -	\$ 91,472.19	11%	89%
4000	5820	53800-0000	PRINTING	\$ 5,000	\$ 5,000	\$ -	\$ -	\$ 5,000.00	0%	100%
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	\$ 1,500	\$ 1,500	\$ 39.21	\$ -	\$ 1,460.79	3%	97%
4000	5820	53805-0000	OTHER TRANSPORTATION CHARGES	\$ 1,500	\$ 1,500	\$ -	\$ -	\$ 1,500.00	0%	100%
4000	5820	53806-0000	SOFTWARE LICENSES (new)	\$ 330,193	\$ 369,193	\$ 244,657.00	\$ 122,776.00	\$ 1,760.00	66%	0%
4000	5820	53807-0000	SOFTWARE MAINT AGREEMENTS	\$ 3,077,533	\$ 3,038,533	\$ 727,539.23	\$ 2,085,904.85	\$ 225,088.92	24%	7%
4000	5820	53810-0000	CUSTODIAL SERVICES	\$ 54,200	\$ 54,200	\$ 20,000.00	\$ 21,200.00	\$ 13,000.00	37%	24%
4000	5820	53830-0000	OTHER CONTRACTUAL EXPENSES	\$ 5,341,478	\$ 5,341,478	\$ 721,675.00	\$ 4,421,603.00	\$ 198,200.00	14%	4%
4000	5820	54100-0000	IT EQUIPMENT	\$ 1,655,057	\$ 1,655,057	\$ 66,315.38	\$ 898,744.60	\$ 689,997.03	4%	42%
4000	5820	54107-0000	SOFTWARE (new)	\$ 136,875	\$ 136,875	\$ -	\$ -	\$ 136,875.00	0%	100%
4000	5820	54110-0000	EQUIPMENT AND MACHINERY	\$ 1,983,197	\$ 8,634,597	\$ 6,651,399.48	\$ -	\$ 1,983,197.29	77%	23%
Total				\$ 16,082,673	\$ 22,734,073	\$ -	\$ 8,583,027	\$ 5,363,180	0%	24%
EXPENDITURES FOR PERIOD: March 8, 2023						\$ 447,090.79	Internal Transfer: \$			
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	\$ -	\$ -	\$ 300,000.00	0%	100%
4000	5820	54199-0000	CAPITAL CONTINGENCY (xfers to Capital)	\$ 29,446,769	\$ 29,446,769	\$ (6,651,400.00)	\$ (1,900,000.00)	\$ 20,895,369.00	-23%	71%



OFFICE OF THE COUNTY AUDITOR

Bill White, J.D.

DuPage County Auditor

421 N. County Farm Road
Wheaton, Illinois 60187
(630) 407-6075
FAX: (630) 407-6076
www.dupageco.org/auditor

To: Hon. Greg Schwarze, Chairman
DuPage County Emergency Telephone System Board (ETSB)

ETSB Members

From: Bill White, J.D., C.I.A. *WFW*
County Auditor

Subject: Internal Audit of Accounts Payable
#23-09

Date: March 1, 2023

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 five exceptions that required correction by the ETSB and Finance Department.

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

Results

My Office has performed voucher pre-audit procedures for the invoices submitted for approval by the ETSB at the March 13, 2023 Board Meeting. The invoices listed on the Bank Account Payment History Report dated February 24, 2023, have been examined and are recommended for payment. The total amount of the expenditures is \$447,090.79:

- FY2023 Equalization Fund (4000-5820) \$447,090.79

Five exceptions were identified by the County Auditor. Four invoices had incorrect information entered into the MHC system by the Finance Department and one invoice was missing the service agreement number and purchase order line number on the authorization label prepared by ETSB staff.

A Canon Financial Services invoice for \$616.25 for copier rental was entered into MHC with an incorrect remit to address code. The invoice was disapproved by the County Auditor on February 14, 2023. The Finance Department corrected the remit to code and resubmitted the invoice to the County Auditor for approval. The County Auditor recommended the invoice for payment on February 15, 2023.

An AT&T invoice for CompleteLink 2.0 services in the amount of \$283.65 was entered into the MHC system with an incorrect process level. The invoice was disapproved by the County Auditor on February 15, 2023. The Finance Department corrected the process level and resubmitted the invoice to the County Auditor for approval. The County Auditor recommended the invoice for payment on February 16, 2023.

An AT&T invoice for customer premise equipment in the amount of \$998.48 was entered into the MHC system with the incorrect amount for the purchase order line total. The invoice was disapproved by the County Auditor on February 21, 2023. The Finance Department corrected the purchase order line total and resubmitted the invoice to the County Auditor for approval. The County Auditor recommended the invoice for payment on February 22, 2023.

A Voiance Language Services, LLC invoice for interpretation services in the amount of \$2,011.35 was entered into the MHC system by the Finance Department with the incorrect amount for the purchase order line unit price. The invoice was disapproved by the County Auditor on February 21, 2023. The Finance Department corrected the purchase order line unit price and resubmitted the invoice to the County Auditor for approval. The County Auditor recommended the invoice for payment on February 23, 2023.

A FedEx invoice for package delivery services in the amount of \$7.93 was submitted to the Finance Department without the service agreement number and purchase order line number on the label prepared by ETSB staff. The invoice was disapproved by the County Auditor on February 21, 2023. The ETSB provided the missing service agreement information and resubmitted the invoice to the Finance Department. The County Auditor recommended the invoice for payment on February 22, 2023.

Objective

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

Background/Audit Scope

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

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

Finance Department of the problem. When the discrepancies are resolved, the County Auditor approves the invoice.

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

Audit Findings and Recommendations

The County Auditor audited 23 invoices submitted for payment, five 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 verify the completeness and accuracy of invoices prior to forwarding to the Finance Department for entry into the ERP and MHC systems.

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

AP255 Date: 02/24/23
Time: 13:46

JOB SUBMISSION PARAMETERS

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

Pay Group: 4000
Cash Code: 1414 Class C Accounts Payable
Payment Date: 022423 - 022423
Payment Numbers: -
Payment Code:

Bank Account Payment History

AP255 Date 02/24/23 Pay Group 4000 ETSB PAY GROUP USD Page 1
Time 13:46 Bank Account Payment History

Cash Code 1414 Bank 071923909 Payment Date Range 02/24/23 thru 02/24/23
Payment Code ACH Payment Currency USD

Vendor	Invoice	Voucher	Auth PL	Due Date	Dsc Date	Scheduled Amount	Discount Amount	Net Payment Amount
Payment Number	527971	Payment Date	02/24/23	Vendor	10667	CDW GOVERNMENT INC	Status	Issued
10667	GH09882			IX 102	02/19/23	425.20	0.00	425.20
				***	Payment Total	425.20	0.00	425.20
Payment Number	527972	Payment Date	02/24/23	Vendor	10124	GRAYBAR	Status	Issued
10124	9329679183			IX 102	12/17/22	67.47	0.00	67.47
				***	Payment Total	67.47	0.00	67.47
				***	Payment Code ACH Total	492.67	0.00	492.67
					Payment Count	2		

Bank Account Payment History

AP255 Date 02/24/23 Pay Group 4000 ETSB PAY GROUP USD Page 2
Time 13:46 Bank Account Payment History

Cash Code 1414 Bank 071923909 Payment Date Range 02/24/23 thru 02/24/23
Payment Code CHK Payment Currency USD

Vendor	Invoice	Voucher	Auth PL	Due Date	Dsc Date	Scheduled Amount	Discount Amount	Net Payment Amount
Payment Number 21528 15415	1166008	Payment Date 02/24/23	Vendor 21528	IX 102 02/25/23	911 DATAMASTER, LLC	39,000.00	Status 0.00	Issued 39,000.00
			*** Payment Total			39,000.00	0.00	39,000.00
Payment Number 10008 2351385701	1166009	Payment Date 02/24/23	Vendor 10008	IX 102 02/18/23	AT&T	2,408.84	Status 0.00	Issued 2,408.84
			*** Payment Total			2,408.84	0.00	2,408.84
Payment Number 10008 2691295701	1166010	Payment Date 02/24/23	Vendor 10008	IX 102 02/18/23	AT&T	6,294.15	Status 0.00	Issued 6,294.15
			*** Payment Total			6,294.15	0.00	6,294.15
Payment Number 10008 630495190201	1166011	Payment Date 02/24/23	Vendor 10008	IX 102 02/15/23	AT&T	283.65	Status 0.00	Issued 283.65
			*** Payment Total			283.65	0.00	283.65
Payment Number 10008 630665711302	1166012	Payment Date 02/24/23	Vendor 10008	IX 102 03/06/23	AT&T	941.02	Status 0.00	Issued 941.02
			*** Payment Total			941.02	0.00	941.02
Payment Number 10008 630R06015901	1166013	Payment Date 02/24/23	Vendor 10008	IX 102 02/15/23	AT&T	1,821.38	Status 0.00	Issued 1,821.38
			*** Payment Total			1,821.38	0.00	1,821.38
Payment Number 10008 S667122122-23021	1166014	Payment Date 02/24/23	Vendor 10008	IX 102 02/20/23	AT&T	998.48	Status 0.00	Issued 998.48
			*** Payment Total			998.48	0.00	998.48
Payment Number 10216 30022201	1166015	Payment Date 02/24/23	Vendor 10216	IX 102 03/11/23	CANON FINANCIAL SERVICES INC	616.25	Status 0.00	Issued 616.25
			*** Payment Total			616.25	0.00	616.25
Payment Number 10216 6003251751	1166016	Payment Date 02/24/23	Vendor 10216	IX 102 03/03/23	CANON SOLUTIONS AMERICA INC	241.30	Status 0.00	Issued 241.30
			*** Payment Total			241.30	0.00	241.30
Payment Number 10023 3669066070 011723	1166017	Payment Date 02/24/23	Vendor 10023	IX 102 02/16/23	COM ED	1,146.27	Status 0.00	Issued 1,146.27
10023 8613500000 012323			IX 102 02/22/23			153.45	0.00	153.45
			*** Payment Total			1,299.72	0.00	1,299.72
Payment Number 10461 18444	1166018	Payment Date 02/24/23	Vendor 10461	IX 102 03/11/23	DUPAGE PUBLIC SAFETY	52,050.00	Status 0.00	Issued 52,050.00
			*** Payment Total			52,050.00	0.00	52,050.00
Payment Number 11196 8-032-47077	1166019	Payment Date 02/24/23	Vendor 11196	IX 102 03/10/23	FEDEX	7.93	Status 0.00	Issued 7.93
			*** Payment Total			7.93	0.00	7.93

Bank Account Payment History

AP255 Date 02/24/23 Pay Group 4000 ETSB PAY GROUP USD Page 3
Time 13:46 Bank Account Payment History

Cash Code 1414 Bank 071923909 Payment Date Range 02/24/23 thru 02/24/23
Payment Code CHK Payment Currency USD

Vendor	Invoice	Voucher	Auth PL	Due Date	Dsc Date	Scheduled Amount	Discount Amount	Net Payment Amount
Payment Number 1166020	Payment Date 02/24/23	Vendor 10809	INSIGHT PUBLIC SECTOR INC	Status Issued				
10809 1101021199		IX 102 02/28/23	7,257.76	0.00	7,257.76			
		*** Payment Total	7,257.76	0.00	7,257.76			
Payment Number 1166021	Payment Date 02/24/23	Vendor 10115	MOTOROLA SOLUTIONS - STARCOM21	Status Issued				
10115 7117920230103		IX 102 03/03/23	110,769.00	0.00	110,769.00			
		*** Payment Total	110,769.00	0.00	110,769.00			
Payment Number 1166022	Payment Date 02/24/23	Vendor 39549	ODP BUSINESS SOLUTIONS, LLC	Status Issued				
39549 282959810002		IX 102 02/25/23	11.89	0.00	11.89			
		*** Payment Total	11.89	0.00	11.89			
Payment Number 1166023	Payment Date 02/24/23	Vendor 10486	PRIORITY DISPATCH	Status Issued				
10486 SIN299028		IX 102 02/25/23	216,412.00	0.00	216,412.00			
		*** Payment Total	216,412.00	0.00	216,412.00			
Payment Number 1166024	Payment Date 02/24/23	Vendor 11201	UNITED STATES POSTAL SERVICE	Status Issued				
11201 34855593 123122		IX 102 01/30/23	31.28	0.00	31.28			
		*** Payment Total	31.28	0.00	31.28			
Payment Number 1166025	Payment Date 02/24/23	Vendor 10597	VERIZON	Status Issued				
10597 9925825178		IX 102 02/19/23	432.12	0.00	432.12			
		*** Payment Total	432.12	0.00	432.12			
Payment Number 1166026	Payment Date 02/24/23	Vendor 10125	VILLAGE OF ADDISON	Status Issued				
10125 021723		IX 102 03/19/23	3,710.00	0.00	3,710.00			
		*** Payment Total	3,710.00	0.00	3,710.00			
Payment Number 1166027	Payment Date 02/24/23	Vendor 20971	VOIANCE LANGUAGE SERVICES, LLC	Status Issued				
20971 2023008499		IX 102 03/02/23	2,011.35	0.00	2,011.35			
		*** Payment Total	2,011.35	0.00	2,011.35			
		*** Payment Code CHK Total	446,598.12	0.00	446,598.12			
		Payment Count	20					
		*** Cash Code 1414 Total	447,090.79	0.00	447,090.79			
		Payment Count	22					
		*** Pay Group 4000 USD Total	447,090.79	0.00	447,090.79			
		Payment Count	22					



ETSB Change Order with Resolution

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

File #: ETS-CO-0001-23

Agenda Date: 3/13/2023

Agenda #: 7.B.1.

RESOLUTION APPROVING CHANGE ORDER #1 TO COMCAST HOLDINGS CORPORATION DBA COMCAST BUSINESS COMMUNICATIONS, LLC TO INCORPORATE THE FIRST AMENDMENT DOCUMENT INTO PO 922043/6145-1 (NON-MONETARY CHANGE ORDER)

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

WHEREAS, the DU PAGE ETSB is authorized and empowered, pursuant to Section 15.4 (b) of the Act to plan, implement, upgrade, and maintain an Emergency 9-1-1 System; and

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

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

WHEREAS, the 9-1-1 System Coordinator recommends DU PAGE ETS Board approval of Comcast Holdings Corporation dba Comcast Business Communications, LLC Change Order #1, PO 922043/6145-1 to incorporate a First Amendment document into the fiber network contract approved in November 2022. This component was inadvertently omitted for approval. This is a non-monetary change order.

NOW, THEREFORE BE IT RESOLVED, that DU PAGE ETSB Change Order #1 to Comcast Business Communications, LLC PO 922043/6145-1, dated March 1, 2023, covering said, the incorporation of a First Amendment document, be, and is hereby approved by the DU PAGE ETSB.

Enacted and approved this 13th day of March, 2023 at Wheaton, Illinois.

GREG SCHWARZE, CHAIRMAN

Attest: _____

JEAN KACZMAREK, COUNTY CLERK



Request for Change Order

Procurement Services Division

Attach copies of all prior Change Orders

Date: Mar 1, 2023

MinuteTraq (IQM2) ID #:

Purchase Order #: 922043/6145-1	Original Purchase Order Date: Dec 23, 2022	Change Order #: 1	Department: ETSB
Vendor Name: Comcast Holdings Corporation dba Comcast Business Communications LLC			Vendor #: 12382
Background and/or Reason for Change Order Request: Request for Change Order #1 to Comcast Holdings Corporation dba Comcast Business Communications LLC to incorporate the First Amendment document into the PO 922043/6145-1. The First Amendment to the Master Services component was inadvertently omitted with the renewal of the fiber network contract approved in November. There is no monetary change being made to this contract.			Dept Contact: Eve Kraus
IN ACCORDANCE WITH 720 ILCS 5/33E-9			

- ☐ (A) Were not reasonably foreseeable at the time the contract was signed.
- ☒ (B) The change is germane to the original contract as signed.
- ☒ (C) Is in the best interest for the County of DuPage and authorized by law.

INCREASE/DECREASE		
A	Starting contract value	\$1,737,600.00
B	Net \$ change for previous Change Orders	\$0.00
C	Current contract amount (A + B)	\$1,737,600.00
D	Amount of this Change Order <input type="checkbox"/> Increase <input type="checkbox"/> Decrease	\$0.00
E	New contract amount (C + D)	\$1,737,600.00
F	Percent of current contract value this Change Order represents (D / C)	0.00%
G	Cumulative percent of all Change Orders (B+D/A); (60% maximum on construction contracts)	0.00%

DECISION MEMO NOT REQUIRED

- ☐ Cancel entire order ☐ Close Contract ☐ Contract Extension (29 days) ☐ Consent Only
- ☐ Change budget code from: _____ to: _____
- ☐ Increase/Decrease quantity from: _____ to: _____
- ☐ Price shows: _____ should be: _____
- ☐ Decrease remaining encumbrance and close contract ☐ Increase encumbrance and close contract ☐ Decrease encumbrance ☐ Increase encumbrance

DECISION MEMO REQUIRED

- ☐ Increase (greater than 29 days) contract expiration from: _____ to: _____
- ☐ Increase \geq \$2,500.00, or \geq 10%, of current contract amount ☐ Funding Source _____
- ☒ OTHER - explain below:
Incorporation of the First Amendment document.

ek	630-550-7743	Mar 1, 2023	LMZ	630-878-2509	Mar 1, 2023
Prepared By (Initials)	Phone Ext	Date	Recommended for Approval (Initials)	Phone Ext	Date
REVIEWED BY (Initials Only)					
Buyer	Date	Procurement Officer	Date	3/3/23	
Chief Financial Officer (Decision Memos Over \$25,000)	Date	Chairman's Office (Decision Memos Over \$25,000)	Date		



Decision Memo

Procurement Services Division

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

Date: Mar 1, 2023

MinuteTraq (IQM2) ID #: _____

Department Requisition #: 922043

Requesting Department: ETSB	Department Contact: Eve Kraus
Contact Email: etsb911@dupageco.org	Contact Phone: 630-550-7743
Vendor Name: Comcast Holdings Corporation dba Comcast Business	Vendor #: 12383

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

Request for Change Order #1 to Comcast Holdings Corporation dba Comcast Business Communications LLC to incorporate the First Amendment document into the PO 922043/6145-1. The First Amendment to the Master Services component was inadvertently omitted with the renewal of the fiber network contract approved in November. There is no monetary change being made to this contract.

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

The renewal of existing services on the fiber network connecting the 9-1-1 network was approved by the ETS Board on November 9, 2022. This change order is being executed to include pages of the contract that were inadvertently omitted.

Strategic Impact

Financial Planning

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

The renewal of fiber network services was approved by the ETS Board on November 9, 2022. This component incorporates the First Amendment which includes a pricing summary for optional out of scope services.

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

This is to incorporate the amendment document into the purchase order, therefore, no vetting is required.

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

1. Approve Change Order #1 and incorporate the amendment pricing summary into the purchase order for auditing and accounting purposes.
2. Deny Change Order #1 and the pricing schedule will not be available for auditing.

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

This is a non-monetary change to the contract.

FIRST AMENDMENT
to
Comcast Enterprise Services Master Services Agreement No. IL-8162902-mazad

This First Amendment (“First Amendment”) effective as of the date of the last signature below (**“Amendment Effective Date”**) modifies and amends the Comcast Enterprise Services Master Services Agreement No. IL-8162902-mazad (**“Agreement”**) by and between Comcast Cable Communications Management, LLC (**“Comcast”**) and DuPage County-Emergency Telephone System Board (**“Customer”**), individually referred to herein as **“Party”** and jointly referred to as **“Parties”**. In the event of an explicit conflict between this First Amendment and the Agreement, the terms and conditions of this First Amendment shall take precedence in the interpretation of the explicit matter in question. Unless otherwise set forth herein, all capitalized terms set forth herein shall have the same meaning as set forth in the Agreement.

Whereas, Customer wishes to order Managed Services (as defined below) from Comcast under the Agreement;

Whereas, the Parties desire to amend the Agreement by this writing to reflect the amended or additional terms and conditions to which the Parties have agreed;

Now, therefore, in consideration of the mutual covenants, promises, and consideration set forth in this Amendment, the Parties agree as follows:

1. The following definitions are hereby added to the Agreement, shall apply to all Statements of Work for Managed Services entered into under the Agreement and, solely as applicable to such Managed Services Statements of Work, shall prevail to the extent of any conflict with definitions of the same defined term in the Agreement:
 - a. “Managed Services” means those services described in the Comcast Enterprise Managed Services Product Specific Attachment for Managed Services (**“Managed Services PSA”**), which is attached hereto as Exhibit A and by this reference incorporated herein.
 - b. “Statement of Work (**SOW**)” means the specific business terms under which Comcast will provide Managed Services to Customer. Each SOW shall be entered into pursuant to the Managed Services PSA and incorporated herein by this reference. Any references to Sales Orders in the Enterprise General Terms and Conditions contained in the Agreement shall also be deemed to include a reference to SOWs entered into for the Managed Services.
 - c. “Comcast Equipment” means any and all facilities, equipment or devices provided by Comcast or its authorized contractors at the Service Location(s) that are used to deliver any of the Services including, but not limited to, all terminals, wires, modems, lines, circuits, ports, routers, gateways, switches, channel service units, data service units, cabinets, and racks. Notwithstanding the above, inside telephone wiring within the Service Location, whether or not installed by Comcast, and Customer-Provided Equipment even if managed by Comcast shall not be considered Comcast Equipment.
2. The Managed Services PSA referenced above in Section 1.a. is attached hereto as Exhibit A and hereby incorporated into the Agreement as an attachment. To the extent of any conflict between the Agreement and the Managed Services PSA, the Managed Services PSA shall prevail.
3. SOWs for Managed Services entered into by the Parties hereunder shall include, at a minimum:
 - a. a description of Managed Services being purchased;
 - b. a list of Service Locations at which Managed Services will be provided;
 - c. the applicable Service Term for such Managed Services; and
 - d. the charges (including any third party charges) for Managed Services.

IN WITNESS WHEREOF, the Parties hereto have executed this First Amendment as of the day and year written below and the persons signing covenant and warrant that they are duly authorized to sign for and on behalf of the respective Parties. Except as otherwise modified by this First Amendment, all other terms and conditions set forth in the Agreement shall remain in full force and effect.

DuPage County-

Emergency Telephone System Board

Comcast Cable Communications Management, LLC

Signature:		Signature:	
Printed Name:		Printed Name:	
Title:		Title:	
Date:		Date:	

EXHIBIT A to FIRST AMENDMENT**PRODUCT-SPECIFIC ATTACHMENT****MANAGED SERVICES**

ARTICLE 1. MANAGED SERVICES OVERVIEW. Each SOW entered into under this PSA will describe the Managed Services to be provided within the defined Service Boundary, including the required material components, the required labor and all fees associated with each element. “**Service Boundary**” shall mean the physical and/or logical part of the Customer’s network located at a Service Location for which Comcast is providing Managed Services.

1.1 Principal Period of Service (PPS). Unless otherwise specified in an SOW, the Principal Period of Service (PPS) is defined as Monday – Friday, 8:00 A.M. to 5:00 P.M., Local (Service Location) Time.

1.2 Fees. Fees for Managed Services shall be contained in SOWs or Sales Orders entered into pursuant to this PSA. For all labor-based rates that are included in this PSA or any SOW or Sales Order entered into pursuant to this PSA, Comcast reserves the right to adjust such rates by the CPI Adjustment on an annual basis, effective as of the first day of each year. “**CPI Adjustment**” means an amount equal to the percentage increase in the “Urban Wage Earners and Clerical Workers-All Items” consumer price index (CPI-W) published by the “U.S. Department of Labor” for the most recent twelve (12) month period for which statistics are available determined by comparing such index to the index quoted for the immediately prior twelve (12) month period.

ARTICLE 2. EQUIPMENT/MATERIAL MAINTENANCE.

2.1 Any maintenance services to be provided by Comcast within the Service Boundary shall be identified in the SOW. Unless otherwise set forth in an SOW, any contracted maintenance services for repairs to equipment or materials designated in a Service Boundary attributable to and/or necessitated by unauthorized attempts by Customer to maintain the equipment, willful or accidental fault or negligence of Customer, improper use or misuse of the equipment by Customer, causes external to the equipment, such as, but not limited to, power failure or abnormal fluctuations, air conditioning failure, or failure or malfunction of the attached and/or adjacent structured distribution systems, casualty, neglect, acts of god, manufacturer’s defects out-of-box, or other performance affecting events not caused by Comcast shall not be considered part of Comcast’s normal duties to maintain and any required repair or replacement with associated costs will be chargeable at Comcast’s Out of Scope Rates contained on Schedule 1 of this PSA (the “**Out of Scope Rates**”). Costs incurred by Comcast and associated with equipment returned to Comcast that upon inspection is determined to be fully operational (“no trouble found”), will

be chargeable to Customer at Comcast’s Out of Scope Rates. Costs incurred by Comcast as a result of equipment Customer is responsible for managing, will be chargeable at Comcast’s Out of Scope Rates (including replacement equipment). Equipment damaged during transit that was not arranged by Comcast is not the responsibility of Comcast. Comcast’s repair and maintenance responsibilities do not extend to equipment of the public network nor is Comcast responsible for malfunctions in the communication system or equipment caused by malfunctions in the public network or caused by abuse or misuse of the communication system or equipment by other than Comcast. However, Comcast shall cooperate fully with the local telephone utility or other common carrier to isolate malfunctions to determine responsibility for correction thereof.

2.2 If Comcast is renting Comcast Equipment to the Customer pursuant to any SOW, Comcast reserves the right to substitute a comparable equipment model, along with the associated Licensed Software, if any, to the model identified in the SOW for a Service Location deployment in the event that Comcast is unable to obtain sufficient quantities of such equipment so long as there is no change to the rental pricing and such change does not cause a material degradation in the Services. Customer acknowledges that any Comcast Equipment and associated Licensed Software being rented to Customer pursuant to an SOW is provided by a third-party original equipment manufacturer (e.g. Cisco, Fortinet, etc.) (“**OEM**”) and as such, this network equipment and associated software may be subject to OEM market price increases during the term of the SOW. Notwithstanding any pricing terms that may be contained in the SOW to the contrary, Comcast reserves the right to increase the rental pricing associated with any Comcast Equipment and applicable Licensed Software prospectively for new Service Location deployments by an amount equivalent to any percentage increase in the market pricing for such equipment and software by the OEM through a written notice to Customer.

2.3 There is no condition under this Agreement whereby Comcast is required to remove equipment, third party hardware or decommission circuits as part of a termination initiated by the Customer.

ARTICLE 3. SERVICE LEVEL AGREEMENT RAMP UP PERIOD. The service levels that accompany Comcast’s Service Boundary responsibilities are defined by and agreed upon by both Parties within each applicable SOW. However, Comcast is contractually relieved of service level requirements specified in any SOW for the first ninety (90) days immediately following the Service Commencement Date at any Service Location. Any remedies, including service level

credits, set forth in any SOW shall be the Customer's sole and exclusive remedy for any failure to meet the specified service levels.

ARTICLE 4. WARRANTY. COMCAST REPRESENTS AND WARRANTS THAT ANY ONSITE WORKMANSHIP BY COMCAST RELATED TO THE MANAGED SERVICE(S) (INCLUDING DELIVERABLES, IF ANY, BUT EXCLUDING ANY WIRING) SHALL MATERIALLY CONFORM TO ALL RELEVANT SPECIFICATIONS FOR A PERIOD OF ONE (1) YEAR FROM PERFORMANCE. COMCAST AGREES TO CORRECT PROMPTLY ANY SUCH SERVICE(S) (INCLUDING DELIVERABLES, IF ANY) NOT IN COMPLIANCE WITH THIS WARRANTY. HOWEVER, COMCAST RESERVES THE RIGHT TO CHARGE FOR RE-PERFORMANCE IF COMCAST DETERMINES THAT THE NONCONFORMITY WAS CAUSED BY (I) ISSUES RELATED TO CUSTOMER'S OBLIGATIONS UNDER THIS AGREEMENT; (II) UNAUTHORIZED ALTERATION OR MANIPULATION BY CUSTOMER OR ANY THIRD PARTY NOT UNDER THE CONTROL OF COMCAST; OR (III) BY A FORCE MAJEURE EVENT. COMCAST AND CUSTOMER ACKNOWLEDGE THIS AGREEMENT CONFERS NO WARRANTIES FOR THE EQUIPMENT MAINTAINED BY COMCAST WITHIN THE SERVICE BOUNDARY AND COMCAST'S OBLIGATION TO MAINTAIN SUCH EQUIPMENT SHALL BE AS DESCRIBED WITHIN THE SOW.

ARTICLE 5. ADDITIONAL SERVICE TERMS.

5.1 Equipment. Customer is ultimately responsible for damaged or inoperable equipment as a result of instructions delivered by the Customer. Comcast has no liability for any damage or inoperability to such equipment except to the extent caused by the gross negligence of Comcast. Customer is responsible for providing physical security at all times to large construction equipment (i.e. personnel lifts, ladders, etc.) or other Comcast-provided equipment used to provide the Service at the Service Location.

5.2 Data Backup. Comcast is not responsible for data backup, loss, or retrieval associated with performance of the Managed Services.

5.3 In the event that Comcast is obligated to indemnify the Customer under the General Terms and Conditions as a result of any infringement of a U.S. patent or copyright related to Comcast Equipment or Licensed Software and such Comcast Equipment or Licensed Software is provided by a third party, Comcast's indemnification obligation is conditioned on Comcast having the right to indemnification from such third party provider for the applicable Comcast Equipment or Licensed Software and the Customer's sole and exclusive remedy against Comcast is limited to the pass through to the Customer of any amounts of damages applicable to the Customer that Comcast is able to recover pursuant to Comcast's agreement with such third party provider. Notwithstanding the foregoing, at the written

request of the Customer and at the Customer's expense, Comcast shall (x) enforce all of its rights and obligations under its agreements with such third-party provider(s) (including, without limitation, the indemnification rights under such agreements), and (y) pass through to the Customer any damages applicable to the Customer that are actually received from such third-party provider. To the extent that the Customer, Comcast and/or any other customer of Comcast pursues claims against a third-party provider, then any damages applicable to the Customer that are actually received from such third-party provider related to such claims shall be allocated equitably among all affected parties.

ARTICLE 6. TERMS FOR ONSITE PERFORMANCE.

6.1 Customer Responsibilities. Unless otherwise set forth in an SOW, all necessary Service Location preparation will be completed by Customer prior to Comcast coming onsite and Comcast must have access to designated work areas immediately upon arrival. In addition, any special instructions and contact information necessary for accessing a Service Location must be provided to Comcast in advance of the scheduled arrival. Any information needed from Customer to properly complete specified work on devices or systems (e.g. special instructions, contact information, usernames, passwords, software images, device configurations, IP addresses) must be immediately available to Comcast upon arrival at the Service Location.

6.2 Delays. Wait or on hold time with Customer or Customer designated third party, including, but not limited to, Customer help desk delays or delays waiting for a Customer onsite contact or Customer's completion of onsite preparation, that exceeds fifteen (15) minutes per visit (each hour in fifteen (15) minute increments) are considered out of scope and will be billed in 15 minute increments at the Out of Scope Rates.

6.3 Revisit, Expedite and Cancellation Charges. In the event that Comcast is unable to complete the onsite work due to a delay caused by Customer, an additional revisit charge of \$150.00 shall apply. This revisit fee will be assessed on a per incident basis and assumes one (1) hour round trip travel from the base office location of the personnel utilized for the failed visit. For travel in excess of one (1) hour, the hourly rates included on the Out of Scope Rates shall apply for the additional travel time incurred. Comcast will charge a \$25 fee to cancel, reschedule or expedite a prescheduled task, activity or visit if provided less than five (5) business days' notice by Customer. Comcast will charge a \$50 cancellation fee for cancellations if provided less than twenty-four (24) hours' notice by Customer, in addition to a dispatch fee (equal to the number of hours field personnel are engaged) in the event cancellation occurs after field personnel have departed their origination point for the cancelled destination.

6.4 Uplift Multiples. Unless otherwise set forth in the SOW, any labor-based charges for onsite work by Comcast assume the use of non-union labor during PPS and non-expedited scheduling. Unless otherwise set forth in an SOW, the following uplift multiples shall be applied to fixed and

hourly rates if there are deviations from these standard assumptions: Union Uplift Multiple - 1.50X, Non-PPS and Expedite (less than 48 hours' notice) - 1.50X, Holidays and Expedite (less than 24 hours' notice) - 2.00X.

6.5 Additional Terms. Unless otherwise set forth in the SOW, wall, floor, ceiling penetrations and pathway construction for power, voice, data, antenna, grounding or other physical media feeds will be deemed out of scope and will be billed at the Out of Scope Rates. Minor or ancillary materials (i.e., items costing individually less than \$25.00 each) will be chosen and supplied by Comcast unless a technical requirement identified in the SOW includes a specific or unique product/material, in which case the Customer will be responsible for providing the item. Comcast shall use commercially reasonable efforts to select appropriate product/material that will meet all technical requirements and be the most cost effective.

ARTICLE 7. TRAVEL. All travel costs associated with Customer-requested project management service will be preapproved by Customer and any such approved amounts shall be billed to Customer at cost.

ARTICLE 8. OUT-OF-SCOPE SERVICES. The Out of Scope Rates may also be utilized by Customer for any additional work that is mutually agreed by the Parties that is outside of the scope of an SOW. In such case, the out of scope services shall be ordered pursuant to the process outlined on Schedule 1, with the details of the out-of-scope work along with the associated fees to be communicated to the Customer prior to any work beginning.

ARTICLE 9. CUSTOMER RESPONSIBILITIES.

These responsibilities are intended to ensure the best possible operating environment for the equipment within the Service Boundary for trouble-free operation and service. Therefore, Customer agrees to:

- Promptly advise Comcast of any equipment malfunction regardless of cause.
- Provide adequate support and resolution to any network or CE problem that Comcast does not have direct responsibility that affects overall WAN and Service Location performance.

- Maintain equipment environment in a clean, ventilated room free of hazardous equipment or material and maintain the temperature and humidity of the space containing the equipment within the manufacturer's specified operating ranges.
- Provide a lockable door to the physical space containing the Service Boundary and limit access to physical space containing the Service Boundary to authorized personnel only.
- When required by terms of the applicable SOW, allow access to equipment as required by Comcast's field personnel.
- Notify Comcast in writing immediately prior to any software upgrades or changes of any kind to equipment inside the Service Boundary. Failure to do so will impede Comcast's ability to properly support the operation of the network. Comcast is not responsible for failure of any aspect of this Agreement if notification of software upgrades or changes of any kind is not made immediately prior to such upgrade or change. During the term of this Agreement, Customer shall operate the equipment strictly in the manner prescribed by manufacturer and shall not alter or permit the alteration of any of the equipment or software programs without the prior written notification of Comcast.
- Allow Comcast access to Service Location end user personnel for the Customer purposes of visit coordination and remedial support.
- Customer shall provide Comcast with access to Customer's and its end users' hardware and software systems, endpoints and any other facilities which access to is reasonably necessary for Comcast to perform its obligations under this Agreement, and all information reasonably requested or required (including without limitation information about each endpoint and Customer and end user account information) to allow for the successful provision of the services. A letter of agency may be required by property management if the facility where service is to be rendered is not a property owned by Customer.

SCHEDULE 1 TO MANAGED SERVICES PRODUCT-SPECIFIC ATTACHMENT

Pricing Summary For Optional Out Of Scope Services

This Schedule 1 describes certain out-of-scope services that can be sold separately to Customer on-demand for any ancillary needs that fall outside of the terms otherwise set forth in the SOWs. The scope and terms of any such ancillary project(s) shall be agreed in an order form generated by Comcast based on Customer's request or such other method as mutually agreed by the Parties. Customer can request performance of out-of-scope services at any time during the MSA Term, with such services to be performed in accordance with the pricing below and otherwise pursuant to the terms of this Agreement.

Any Services identified on this Schedule 1 to the Managed Services PSA may be ordered by Customer by sending a written request (email confirmation between Parties is acceptable means of written confirmation) or via a request entered into the Comcast Customer Care Portal. Any such Services ordered by Customer following the execution of this Agreement shall be governed by the term of this Agreement in all cases.

FS0011	Technician Services	<p>This service provides a technician at the Customer premise to provide on-site telecommunication services, as defined in a Statement of Work (SOW) agreed between Comcast and the Customer.</p> <p>Technician Services used for large projects will be coordinated with a project manager and dispatches will be planned at least 7 days in advance.</p> <p>Dispatches during Normal Hours are completed between 8AM – 5PM, Monday through Friday, local Service Location time, excluding Saturday's, Sunday's and Federal or State holidays. Dispatches performed outside of Normal Hours can be accommodated for an additional charge. The following criticality applies to Technician Services dispatches:</p> <ul style="list-style-type: none"> ▪ Criticality Dispatch (Major): on-site within 4 hours. Not available at all locations. ▪ Criticality Dispatch (Minor): on-site the same day. ▪ Criticality Dispatch (Routine): on-site the next Business Day ▪ Criticality Dispatch (Scheduled): on-site the second Business Day <p>Customer is expected to provide the equipment or other large items required for the job. Supplies provided by Comcast and used to complete the job will be invoiced to Customer as Materials.</p> <p>If a technician is sent to the Service Location at a time agreed to by the Customer and the Service Location refuses to allow the technician to perform the work, then the Customer will be billed for travel time or the minimum charged by the installer, whichever is higher.</p>
FS0021	Installation Services: Connectivity Demark Extension	<p>This service provides a technician at the Customer Service Location after the Managed Connectivity installation to:</p> <ol style="list-style-type: none"> 1) Perform Professional Activation and Demarcation Point extension, defined as Comcast installing, terminating and testing One (1) Cat 5e cable up to 100 feet from the connectivity Demarcation Point to a Customer provided Router/Firewall in the Customer designated location. <ol style="list-style-type: none"> a. cable routing through dropped ceiling, wall fish or existing conduit to a location as close to the Customer's requested location as possible; and, b. reconnection of the Customer equipment to the extended Demarcation Point, and verification that it is communicating with the Customer's Router. c. Additional inside wiring costs may be required to extend the Demarcation Point beyond 100 feet. Comcast is not responsible for these additional inside wiring charges. Comcast will obtain Customer's prior approval to install any additional inside wiring on a case-by-case basis. 2) Use its reasonable efforts to install the Customer equipment at the specific location requested by Customer within the Service Location. <p>The Connectivity Demark Extension service provided by Comcast assumes the following unless expressly called out in the notes below:</p> <ul style="list-style-type: none"> • Connectivity Demark Extension service hours are assumed as Normal Hours (8AM – 5PM, Monday to Friday, excluding Saturdays, Sundays and State and Federal Holidays); and • The following Uplift multiples will be applied to fixed and hourly rates, increasing the price agreed unless expressly noted in the table below: <ul style="list-style-type: none"> ○ Union Uplift Multiple - 1.50X; ○ Expedite requests (less than 48 hours' notice) – 1.50X; ○ Holidays and Expedite (less than 24 hours' notice) – 2.00X. • If the Customer: <ul style="list-style-type: none"> ○ makes more than 5 changes scheduled in a single week; or, ○ makes any change to a scheduled installation within seven (7) days of the scheduled install, there will be an installation change fee of one hundred dollars (\$100) for every change that results in an extra costs to Comcast. • Customer to provide a safe working environment for the Comcast Technician. • The Customer will provide access to the Service Location for the technician; and, • All installations are only at the Customer Service Location of record; and, • Low Voltage (Cat 5e) Cabling <ul style="list-style-type: none"> ○ Any installation with low voltage cabling via the ceiling assumes a drop ceiling with a height no higher than twelve (12) feet from the floor; and, ○ All low voltage cabling is installed inside walls. Walls are assumed to have clear and available pathways for the cabling run. Extra charges will apply if a clear and/or available pathway does not exist;

		<ul style="list-style-type: none"> ○ No drilling or other activity to move through a wall, ceiling or other surface to complete the installation is included; and ○ All pricing based on continuous low voltage cabling of ten (10) feet or less; and • No special equipment rental is included in the installation price; and, • Delays are covered in the appropriate Articles in the Managed Services PSA. Examples of Customer caused delays include: <ul style="list-style-type: none"> ○ Customer inability to locate equipment; or ○ Customer inability to provide immediate access to the Service Location or where the equipment is to reside; or ○ Prior to arrival of the Installer, Customer has failed to provide the necessary space, power or climate controlled facilities where the equipment is to be installed at the Service Location. <p>As a standard, Customer will receive a consolidated invoice for Connectivity Demark Extension Service with all Customer Service Locations. The invoice will display a subtotal for each Service Location and a grand total for all Service Locations combined. An electronic file with the invoice details is available to Customer upon request.</p> <p>Connectivity Demark Extension services do not include:</p> <ul style="list-style-type: none"> • Any permits or other local, state or federal licenses or permits; • Any required landlord permissions; • Any installation or movement of power lines or receptacles.
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EXHIBIT 1: OUT OF SCOPE SERVICE RATES (Sold separately on-demand for ancillary needs outside the Service Boundary)				
Field Services				
Service Number	Service	Description	Hourly Labor Rates ¹	
			Technician	Engineer
FS0011	Technician Service Criticality Dispatch – Major (4 Hours On-site)	5x8x4 PPS (M-F 8:00A.M. - 5:00P.M. local Service Location time)	\$220	\$290
FS0011	Technician Service Criticality Dispatch – Minor (Same Day On-site)	5x8x8 PPS (M-F 8:00A.M. - 5:00P.M. local Service Location time)	\$160	\$210
FS0011	Technician Service Criticality Dispatch – Routine (Next Day On-site)	Next Business Day PPS (M-F 8:00A.M. - 5:00P.M. local Service Location time)	\$125	\$165
FS0011	Technician Service Criticality Dispatch – Scheduled (Second Day+ On-site)	Second Business Day PPS (M-F 8:00A.M. - 5:00P.M. local Service Location time)	\$115	\$150
Logistics Services and Additional Spare Management Services				
Service Number	Service	Description / Principal Period of Service (PPS)	Service Rates	Additional Information
FS0021	Installation: Connectivity Demark Extension	Up to 100 ft.	\$285	▪ Price per 100 ft. of Cat 5e Plenum, excluding Travel Charge
FS0021	Installation: Connectivity Demark Extension	101 to 200 ft.	\$435	▪ Price per 200 ft. of Cat 5e Plenum, excluding Travel Charge
FS0021	Installation: Connectivity Demark Extension	201 to 300 ft.	\$525	▪ Price per 300 ft. of Cat 5e Plenum, excluding Travel Charge
FS0011	Installation: Travel Charge	Travel Charge	\$115	▪ Per Truck Roll (1 hour round trip)

¹ A minimum of one (1) hour of travel time and two (2) hours of Service per dispatch will be included in the billing. Additional travel time may be added to billing if round trip travel is greater than 1 hour. All additional travel will be rounded up to full hour. Materials charged separately. The following uplift multiples will apply to all rates shown above with Uplift multiples to be applied to fixed and hourly: Union Uplift Multiple - 1.50X, Non-PPS and Expedite (less than 48 hours' notice) - 1.50X, Holidays and Expedite (less than 24 hours' notice) - 2.00X. International will be handled on an Individual Case Bases (ICB).



ETSB Change Order with Resolution

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

File #: ETS-CO-0002-23

Agenda Date: 3/13/2023

Agenda #: 7.B.2.

RESOLUTION APPROVING CHANGE ORDER #1 TO AT&T INC. PO 922020/5866-1 TO COMPLETE THE VESTA 9-1-1 CALL HANDLING SYSTEM AND AVAYA RE-CONFIGURATION WITHIN EACH PSAP (CHANGE ORDER AMOUNT: \$106,202.51; NEW CONTRACT AMOUNT: \$4,144,487.89)

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

WHEREAS, the DU PAGE ETSB is authorized and empowered, pursuant to Section 15.4 (b) of the Act to plan, implement, upgrade, and maintain an Emergency 9-1-1 System; and

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

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

WHEREAS, the 9-1-1 System Coordinator recommends DU PAGE ETS Board approval of AT&T Inc. Change Order #1, PO 922020/5866-1, to complete the Vesta 9-1-1 Call Handling system and Avaya re-configuration within each PSAP. The pricing schedule MA Reference No: 15369UA, pricing document, and equipment lists will supersede the pricing schedule of the same name dated 20220610-6796 and additional documents of the original award. The total amount of the change order is \$106,202.51 for a new contract amount of \$4,144,487.89.

NOW, THEREFORE BE IT RESOLVED, that DU PAGE ETSB Change Order #1 to AT&T Inc., PO 922020/5866-1, dated March 6, 2023, covering said, completion of the Vesta and Avaya configurations within the PSAPs, be, and is hereby approved by the DU PAGE ETSB to AT&T Inc., One AT&T Way, Bedminster, NJ 07921, for a total amount of \$4,144,289.89.

Enacted and approved this 13th day of March, 2023 at Wheaton, Illinois.

GREG SCHWARZE, CHAIRMAN

Attest: _____

JEAN KACZMAREK, COUNTY CLERK



Request for Change Order

Procurement Services Division

Attach copies of all prior Change Orders

Date: Mar 6, 2023

MinuteTraq (IQM2) ID #: _____

Purchase Order #: 922020/5866-1	Original Purchase Order Date: Jun 8, 2022	Change Order #: 1	Department: ETSB
Vendor Name: AT&T Inc.		Vendor #: 10008	Dept Contact: Eve Kraus
Background and/or Reason for Change Order Request:	Request for Change Order #1 to AT&T Inc. Purchase Order 922020/5866-1 to complete the Vesta 9-1-1 Call Handling system and Avaya re-configuration within each PSAP to make them independent of each other. The attached pricing schedule MA Reference No: 15369UA, pricing document, and equipment lists will supersede the pricing schedule of the same name dated 20220610-6796 and additional documents of the original award. Total amount of change order: \$106,202.51.		
IN ACCORDANCE WITH 720 ILCS 5/33E-9			

☒ (A) Were not reasonably foreseeable at the time the contract was signed.

☐ (B) The change is germane to the original contract as signed.

☒ (C) Is in the best interest for the County of DuPage and authorized by law.

INCREASE/DECREASE		
A	Starting contract value	\$4,038,285.38
B	Net \$ change for previous Change Orders	\$0.00
C	Current contract amount (A + B)	\$4,038,285.38
D	Amount of this Change Order <input checked="" type="checkbox"/> Increase <input type="checkbox"/> Decrease	\$106,202.51
E	New contract amount (C + D)	\$4,144,487.89
F	Percent of current contract value this Change Order represents (D / C)	2.63%
G	Cumulative percent of all Change Orders (B+D/A); (60% maximum on construction contracts)	2.63%
DECISION MEMO NOT REQUIRED		

☐ Cancel entire order ☐ Close Contract ☐ Contract Extension (29 days) ☐ Consent Only

☐ Change budget code from: _____ to: _____

☐ Increase/Decrease quantity from: _____ to: _____

☐ Price shows: _____ should be: _____

☐ Decrease remaining encumbrance and close contract ☐ Increase encumbrance and close contract ☐ Decrease encumbrance ☐ Increase encumbrance

DECISION MEMO REQUIRED

☐ Increase (greater than 29 days) contract expiration from: _____ to: _____

☒ Increase \geq \$2,500.00, or \geq 10%, of current contract amount ☒ Funding Source 4000-5820-54110/53807

☐ OTHER - explain below:

ek	630-550-7743	Mar 6, 2023	LMZ	630-878-2509	Mar 6, 2023
Prepared By (Initials)	Phone Ext	Date	Recommended for Approval (Initials)	Phone Ext	Date
REVIEWED BY (Initials Only)					
Buyer	Date	Procurement Officer	Date		
Chief Financial Officer (Decision Memos Over \$25,000)	Date	Chairman's Office (Decision Memos Over \$25,000)	Date		



Purchase Requisition

Procurement Services Division

Date: Mar 6, 2023

MinuteTraq (IQM2) ID #:

Department Req #: 922020/5866-1

RFP, Bid or Quote #:

Send Purchase Order To:				Send Invoices To:					
Vendor: AT&T, Inc.		Vendor #: 10008		Dept: DuPage ETSB		Division:			
Attn: Craig Bennett		Email: cb7368@att.com		Attn: 9-1-1 Coordinator		Email: etsb911@dupageco.org			
Address: 225 West Randolph Street				Address: 421 N. County Farm Road		Room:			
City: Chicago		State: IL Zip: 60606		City: Wheaton		State: IL Zip: 60187			
Phone:		Fax:		Phone: 630-550-7743		Fax:			
Send Payments To:				Ship To:					
Vendor: AT&T, Inc.		Vendor #: 10008		Dept:		Division:			
Attn:		Email:		Attn:		Email:			
Address: PO 5080				Address:		Room:			
City: Carol Stream		State: IL Zip: 60197-5080		City:		State: IL Zip:			
Phone:		Fax:		Phone:		Fax:			
Payment Terms		F.O.B.		PO 20 Delivery Date		Requisitioner			
PER 50 ILCS 505/1		Destination							
Use for PO25 only		Contract Administrator		Contract Start Date		Contract End Date		Use for PO25 only	
		Eve Kraus		Jun 8, 2022		Nov 24, 2025			

LN	Qty	UOM	Item Detail (Product #)	Description	FY	Dept #	Acctg Unit	Acct #	Sub-Accts and/or Activity #	Unit Price	Extension
1	1	EA		Vesta Equipment DU-COMM	23 24	4000	5820	54110		1,156,466.00	1,156,466.00
2	1	EA		Vesta Equipment ACDC	23 24	4000	5820	54110		1,145,134.00	1,145,134.00
3	1	EA		Vesta Local Mapping Equipment DU-COMM	23 24	4000	5820	54110		287,312.00	287,312.00
4	1	EA		Vesta Local Mapping Equipment ACDC	23 24	4000	5820	54110		284,497.00	284,497.00
5	1	EA		Telecommunications Equipment DU-COMM	23 24	4000	5820	54110		44,500.00	44,500.00
6	1	EA		Telecommunications Equipment ACDC	23 24	4000	5820	54110		44,500.00	44,500.00
7	1	EA		Vesta Installation Services DU-COMM	23 24	4000	5820	54110		83,212.00	83,212.00
8	1	EA		Vesta Installation Services ACDC	23 24	4000	5820	54110		97,966.00	97,966.00
9	1	EA		AT&T Installation Services DU-COMM	23 24	4000	5820	54110		140,747.00	140,747.00
10	1	EA		AT&T Installation Services ACDC	23 24	4000	5820	54110		140,747.00	140,747.00
11	1	EA		SMS TCC Installation One-Time Charge DU-COMM	23 23	4000	5820	54110		14,370.00	14,370.00
12	1	EA		SMS TCC Installation One-Time Charge ACDC	24 23	4000	5820	54110		14,370.00	14,370.00
13	1	EA		Vesta Training Services DU-COMM	23 24 25 26	4000	5820	54110		55,476.00	55,476.00

LN	Qty	UOM	Item Detail (Product #)	Description	FY	Dept #	Acctg Unit	Acct #	Sub-Accts and/or Activity #	Unit Price	Extension
14	1	EA		Vesta Training Services ACDC	23 24 25 26	4000	5820	54110		55,476.00	55,476.00
15	1	EA		Annual Network Charges includes 18% approx taxes/fees	23 24	4000	5820	53250		42,480.28	42,480.28
16	1	EA		Annual Network Charges includes 18% approx taxes/fees	24 25	4000	5820	53250		42,480.28	42,480.28
17	1	EA		Annual Network Charges includes 18% approx taxes/fees	25 26	4000	5820	53250		42,480.28	42,480.28
18	1	EA		SMS TCC Annual Services DU- COMM	23 24	4000	5820	53807		12,694.00	12,694.00
19	1	EA		SMS TCC Annual Services ACDC	23 24	4000	5820	53807		12,694.00	12,694.00
20	1	EA		SMS TCC Annual Services DU- COMM	24 25	4000	5820	53807		12,694.00	12,694.00
21	1	EA		SMS TCC Annual Services ACDC	24 25	4000	5820	53807		12,694.00	12,694.00
22	1	EA		SMS TCC Annual Services DU- COMM	25 26	4000	5820	53807		12,694.00	12,694.00
23	1	EA		SMS TCC Annual Services ACDC	25 26	4000	5820	53807		12,694.00	12,694.00
24	1	EA		AT&T Year 2 Maintenance	24 25	4000	5820	53807		243,530.29	243,530.29
25	1	EA		AT&T Year 3 Maintenance	25 26	4000	5820	53807		243,530.29	243,530.29
26	1	EA		Vesta Maintenance Year 1	23 24	4000	5820	53807		406,870.33	406,870.33
27	1	EA		Vesta Maintenance Year 2	24 25	4000	5820	53807		362,805.68	362,805.68
28	1	EA		Vesta Maintenance Year 3	25 26	4000	5820	53807		362,805.68	362,805.68
29	1	EA		Credit for existing equipment DU-COMM and ACDC	23 24					-1,265,000.00	-1,265,000.00
30	1	EA		FOB destination charges	23 24	4000	5820	54110		10,106.00	10,106.00

Requisition Total \$ 4,133,026.11

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

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

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

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

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



Decision Memo

Procurement Services Division

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

Date: Mar 6, 2023

MinuteTraq (IQM2) ID #:

Department Requisition #: 922020/5866-1

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

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

Request for Change Order #1 to AT&T Inc. Purchase Order 922020/5866-1 to complete the Vesta 9-1-1 Call Handling system and Avaya re-configuration within each PSAP to make them independent of each other. The attached pricing schedule MA Reference No: 15369UA, pricing document, and equipment lists will supersede the pricing schedule of the same name dated 20220610-6796 and additional documents of the original award. Total amount of change order: \$106,202.51.

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

In May 2022, DU-COMM reported having trouble with silent inbound and outbound administrative calls. Over the next few months, the issues experienced were outlined by PSAP and ETSB staff and investigated by AT&T. Equipment recommended by AT&T was replaced in order to attempt to isolate the issues experienced. The issues were tracked daily and a summary of testing results has been provided by AT&T. At the request of the PSAPs, a complete system review of the current design and potential system improvement was completed by AT&T. AT&T identified the network as the source of the recent failure and recommended the PSAPs split up the call handling equipment so that each PSAP operated independently.

Strategic Impact

Quality of Life

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

AT&T Public Safety Sales and Motorola recommended each PSAP be on their own systems to support both 9-1-1 and administrative calls as each PSAP operates in a unique environment. Transitioning from a geo-diverse system to two standalone systems will provide levels of redundancy and resiliency. Today when the CPE network goes down it affects both PSAPs whereas the separation would allow one PSAP to continue standing.

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

An RFP was compiled for the equipment necessary to complete the separation of the systems. Upon review of the original contract and the necessary services and equipment needed, the State's Attorney's Office deemed the additions unsuitable for bidding and recommended a change order be pursued.

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

1. Approve Change Order #1 and allow for the procurement of additional equipment and services to separate the shared call handling system between the PSAPs.
2. Deny Change Order #1 and further phone issues could occur.

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

Sufficient funds were budgeted in FY23 in 4000-5820-54110 in the amount of \$1.9M.



CUSTOMER Legal Name ("Customer")	AT&T Corp. ("AT&T")	AT&T Branch Sales Contact Name
Emergency Telephone System Board (ETSB) of DuPage County	AT&T Corp.	Name: Craig Bennett
CUSTOMER Address	AT&T Corp. Address and Contact	AT&T Branch Sales Contact Information
ETSB of DuPage County 421 N. County Farm Road Wheaton, IL 60187	One AT&T Way Bedminster, NJ 07921-0752 Attn: Master Agreement Support Team E-mail: mast@att.com	240 N. Meridian Street Room 1670 Indianapolis IN USA 46204 Phone : 317-997-9705 Email : cb7368@att.com Sales/Branch Manager: Holland SCVP Name: Bugel
CUSTOMER Contact		AT&T Contact Information
Name: Linda Zerwin Title: Executive Director Telephone: 630-550-7743 Email: linda.zerwin@dupageco.org		Name: Craig Bennett Address: 240 North Meridian Street Room 1670 City: Indianapolis State / Province: IN Country: USA Domestic / Intl / Zip Code: 46204 Telephone: 317-997-9705 Email: cb7368@att.com
CUSTOMER Billing Address and Contact		

This Pricing Schedule is part of the Agreement between AT&T and Customer referenced above. In the case of a conflict, the descending order of priority for the documents in this Pricing Schedule is Sub-Rider B3, the other applicable Sub-Riders, the applicable Rider and the General Terms.

☒ Rider A – Purchased Equipment

☒ Rider B – AT&T-Provided Services

☒ Sub-Rider B1 – AT&T-Provided 911 Voice Maintenance

☒ Sub-Rider B2 – AT&T-Provided 911 Voice Warranty Services

☒ Sub-Rider B3 – AT&T 911 Call Handling Equipment and Services

CUSTOMER	AT&T Corp.
By: _____ (by its authorized representative)	By: _____ (by its authorized representative)
(Typed or Printed Name)	(Typed or Printed Name)
(Title)	(Title)
(Date)	(Date)

**GENERAL TERMS APPLICABLE TO
AT&T PUBLIC SAFETY EQUIPMENT RESALE AND RELATED SERVICES**

1. SERVICES AND PURCHASED EQUIPMENT

- “Purchased Equipment” – means equipment (including Software) sold and Software separately sold by AT&T to Customer pursuant to this Pricing Schedule. “Purchased Equipment” includes replacement hardware and Software provided in connection with AT&T-Provided Maintenance and Warranty Services.
- “Software” – means software purchased separately or software included with the equipment purchased, pursuant to this Pricing Schedule.
- “Services” – per applicable Riders and Sub-Riders.

2. QUOTE

AT&T may provide a quote for the price of Purchased Equipment or Services to Customer (“Quote”) or include such information in a Statement of Work (“SOW”). Such Quote will expire thirty (30) days after the date of the Quote, unless a different time period for expiration is stated in the Quote. All such pricing is applicable only to the project or purchase specified in such Quote unless stated otherwise in the SOW or Sub-Rider.

3. ORDERS

(a) Order means an order for Purchased Equipment or Services, including Statements of Work and requests to change an Order, that Customer submits to AT&T in writing (or other method specifically authorized by AT&T). AT&T reserves the right not to accept any Order. Except for information required by AT&T to fulfill the Order, no terms and conditions, or other language contained in any Customer-supplied document or purchase order shall apply.

(b) Telephone Orders may be accepted for moves, adds, or changes to Purchased Equipment that do not require design engineering support from AT&T or the supplier and can be ordered off the shelf without being configured or designed with other components.

4. TAX EXEMPTION

Customer must present a tax exemption certificate to AT&T, valid in the place of delivery, prior to or with an Order to receive exemption status.

5. TERMINATION

(a) Either party may terminate this Pricing Schedule upon thirty (30) days’ prior written notice, except that all work under any outstanding Orders will be completed unless one party notifies the other otherwise in writing.

(b) Customer may terminate an Order on five (5) days prior written notice. AT&T may recover all amounts owing under the Order for any time, materials and expenses incurred through the effective date of termination, and any third party charges resulting from the termination.

6. LIMITATION OF LIABILITY

(a) EACH PARTY’S LIABILITY SHALL BE LIMITED TO PROVEN DIRECT DAMAGES NOT TO EXCEED PER CLAIM (OR IN THE AGGREGATE FOR CLAIMS ARISING DURING ANY TWELVE MONTH PERIOD) TWICE THE NET PURCHASE PRICE OF THE PURCHASED EQUIPMENT OR SERVICES IN THE ORDER GIVING RISE TO THE LIABILITY. THE LIMITATION IN THIS SECTION SHALL NOT LIMIT CUSTOMER’S RESPONSIBILITY FOR THE PAYMENT OF ALL PROPERLY DUE CHARGES.

(b) Except for AT&T-Provided Service, AT&T SHALL HAVE NO DUTY TO DEFEND, INDEMNIFY, OR HOLD CUSTOMER HARMLESS FROM OR AGAINST ANY SETTLEMENTS, DAMAGES, COSTS AND OTHER AMOUNTS INCURRED BY CUSTOMER ARISING FROM THE ACTUAL OR ALLEGED INFRINGEMENT OR MISAPPROPRIATION OF INTELLECTUAL PROPERTY BASED ON OR INVOLVING EQUIPMENT, SOFTWARE OR SERVICES FURNISHED UNDER THIS PRICING SCHEDULE.

7. PURCHASED EQUIPMENT WARRANTY AND LIMITATION ON USE

(a) AT&T shall pass through to Customer any warranties available from Purchased Equipment manufacturers or licensors. The manufacturer or licensor and not AT&T is responsible for any such warranties.

(b) Except as set out in Section 7(a), ALL PURCHASED EQUIPMENT IS PROVIDED TO CUSTOMER ON AN “AS IS” BASIS. AT&T DISCLAIMS ANY AND ALL REPRESENTATIONS OR WARRANTIES, EXPRESSED OR IMPLIED OF ANY KIND (INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, NON-INFRINGEMENT, SATISFACTORY QUALITY, NON-INTERFERENCE, ACCURACY OF INFORMATIONAL CONTENT, OR ANY WARRANTY ARISING BY USAGE OF TRADE OR COURSE OF DEALING). These disclaimers shall apply even if the express warranties from equipment manufacturers or licensors fail of their essential purpose.

8. MAINTENANCE CHARGES

AT&T may invoice maintenance charges in full in advance of the term for AT&T-Provided and Manufacturer-Provided maintenance services. Such maintenance charges are non-refundable. .

Rider A – Purchased Equipment

1. AVAILABILITY AND DELIVERY SCHEDULE

AT&T's delivery of Purchased Equipment is contingent upon the availability and the delivery schedule of the manufacturer or supplier. AT&T can not guarantee availability or firm delivery dates. Purchased Equipment is deemed accepted by Customer upon passage of title and risk of loss.

2. TITLE AND RISK OF LOSS

Title to and risk of loss of Purchased Equipment passes to Customer on delivery by manufacturer or supplier to a carrier for shipment; provided that if AT&T also provides Services (other than Warranty Services or Maintenance Services) in connection with the Purchased Equipment, title and risk of loss passes to Customer on delivery to Customer.

3. SHIPPING AND STORAGE

(a) Shipping Charges.

- (i) Standard Fee for AT&T-provided shipping: One percent (1%) of the total purchase price for the Purchased Equipment (other than Software) shipped.
- (ii) Customer may request in an Order to be invoiced by the carrier of its choice by providing AT&T the identification of the shipper, Customer's account information, and method of shipment.
- (iii) If Customer requires overnight shipping, Customer should make such a request in writing and AT&T will quote the pricing associated with such delivery on a case by case basis.

(b) Storage Charges. Any storage charges for Purchased Equipment following transfer of title and risk of loss are the sole responsibility of Customer and are not included in shipping charges.

4. INVOICING; CREDIT TERMS

AT&T may invoice Customer for Purchased Equipment upon delivery to the carrier. AT&T retains a lien and purchase money security interest in each item of Purchased Equipment and Software until Customer pays all sums due. AT&T is authorized to sign and file a financing statement to perfect such security interest.

5. PURCHASED EQUIPMENT RETURNS

(a) Warranty Returns. If Purchased Equipment requires return during its respective warranty period, and the manufacturer or supplier determines such Purchased Equipment qualifies for a return, AT&T will obtain a Return Material Authorization ("RMA") and instructions from the manufacturer or supplier. Upon AT&T providing the RMA to Customer, Customer will return the Purchased Equipment according to the manufacturer's or supplier's policies and instructions.

(b) Non-defective Returns. If Customer seeks to return Purchased Equipment that is non-defective or not otherwise covered by a warranty, Customer must contact AT&T in time for AT&T to obtain an RMA with instructions from the manufacturer or supplier within fifteen (15) days following delivery of such Purchased Equipment to the ship-to address in the applicable Order; however, if the Purchased Equipment is delivered to an AT&T staging facility prior to delivery to the ship-to address, Customer must contact AT&T within fifteen (15) days following notice to Customer of delivery to the staging facility. Any such return shall be at the sole discretion of the manufacturer or supplier. If the return is authorized, Customer will be responsible for payment of any associated return or restocking fee, return shipping costs, and risk of loss of the Purchased Equipment. Notwithstanding the foregoing, ONCE AT&T'S CONFIGURATION OF PURCHASED EQUIPMENT FOR USE BY CUSTOMER HAS COMMENCED, NON-DEFECTIVE RETURN IS NOT AVAILABLE.

(c) Maintenance Returns. To return Purchased Equipment covered by a maintenance service, Customer must contact the applicable maintenance service provider to obtain an RMA and instructions.

6. MANUFACTURER-PROVIDED SERVICES

Manufacturer-Provided Services identified in Customer's Order with the manufacturer's stock-keeping unit number are provided directly to Customer by the manufacturer under a separate agreement between Customer and the manufacturer. Customer shall assent to and comply with the terms of the agreement with the manufacturer. AT&T is not a party to that agreement. AT&T's sole responsibility is to place Customer's orders for Manufacturer-Provided Services, except that AT&T may invoice Customer for the Manufacturer-Provided Services.

7. LICENSES, RESTRICTIONS, REQUIREMENTS

- (a) Software is provided subject to the terms of the Software licensor's license agreement which is a separate agreement between Customer and the licensor. Customer must assent to and comply with the license agreement.
- (b) Purchased Equipment may be subject to additional requirements or restrictions imposed by manufacturer or licensor. Customer must assent to and comply with all such requirements or restrictions.

Rider B – AT&T-Provided Services

1. SERVICE

- Per applicable Sub-Rider
- Services have an end date and do not continue under a month-to-month service arrangement after the end of a term unless specifically identified as such in the applicable Sub-Rider.

2. INTELLECTUAL PROPERTY RIGHTS

(a) All intellectual property rights used in providing, or arising by virtue of AT&T's performance, of the Services are and will be the sole and exclusive property of AT&T, and neither ownership nor title to any such property will pass to Customer.

(b) Customer shall own copies of any reports produced and furnished to Customer by AT&T ("Reports"), and AT&T grants Customer a perpetual, non-exclusive, personal and non-transferable right to reproduce and modify Reports solely for Customer's own internal business purposes. For avoidance of doubt, "internal business purposes" exclude public distribution, resale to third parties and revenue generation purposes.

(c) AT&T grants to Customer the non-exclusive, personal, and non-transferable right to use any items other than Reports produced and furnished to Customer by AT&T under this Pricing Schedule, solely (i) for Customer's own internal business purposes during the term of this Pricing Schedule or (ii) for such other purposes as may be agreed in writing by the parties.

(d) Except as otherwise specified in this Pricing Schedule, no other right or license to or under any of AT&T's intellectual property rights is either granted or implied under this Pricing Schedule.

3. WORKMANSHIP

The provision of Services under this Pricing Schedule shall be performed in a workmanlike manner that would meet commercial industry standards in the field to which the work pertains. AT&T's obligation under this Section expires upon Customer's acceptance of the Services.

4. INDEPENDENT CONTRACTOR

AT&T is an independent contractor for the Services performed under Pricing Schedule.

5. ACCEPTANCE

Upon completion of professional and implementation Services ("Service Completion Date"), Customer either shall sign the acceptance document AT&T presents or shall provide within five (5) Business Days of the Service Completion Date written notice to AT&T identifying any non-conforming professional or implementation Service. "Business Day" means Monday through Friday, excluding AT&T-recognized holidays. If Customer fails to provide such notice, Customer is deemed to have accepted the Service as of the Service Completion Date. AT&T may invoice Customer for professional and implementation Services upon acceptance.

6. NON-SOLICITATION

Customer agrees not to directly solicit for employment any personnel of AT&T or its subcontractors or agents performing Services hereunder until one (1) year following the completion or termination of applicable Order pursuant to which the Services were performed without the prior written consent of AT&T.

7. DELAYS

If there is a delay in providing Services that was not caused by AT&T, Customer may incur additional labor or other charges. AT&T shall not be liable for such a delay. Such a delay may also impact future schedules.

8. REMOTE ACCESS TO EQUIPMENT

Customer shall provide remote access to equipment during installation and maintenance for trouble isolation, monitoring and resolution. Customer may satisfy this requirement: (i) by providing in-band or out-of-band connection; (ii) providing technical personnel on Site; or (iii) as otherwise described in the applicable Service Guide.

9. EQUIPMENT STORAGE

On the premises where the Services are being performed, AT&T or its subcontractors may store, at no charge, a reasonable amount of equipment, materials, tools and other items necessary for the performance of Services in a secure location provided by Customer ("Storage Location"). Customer will take reasonable precautions to protect and maintain the integrity of any such items. Customer agrees to accept delivery of any such items, to place them or direct their placement in the Storage Location and to notify AT&T of the delivery and Storage Location.

10. SERVICES SUPPLIER

If an AT&T supplier necessary for the delivery of Services ceases to provide all or a portion of such Services, either Party may terminate the affected portion of the Services, and Customer will receive a pro-rata refund of any amounts prepaid for such terminated Services.

Rider B1 – AT&T-Provided 911 Voice Maintenance Services

1. SERVICES; SERVICE PUBLICATIONS

Service	Service Publication Location
AT&T 911 Voice Maintenance Solutions ("911VMS")	<i>Pending Approval</i>

AT&T provides AT&T 911 Voice Maintenance Solutions Services ("Maintenance Services") for certain equipment ("Supported Equipment"), in accordance with this Pricing Schedule, the applicable SOW and the applicable Service Guide. Supported Equipment covered by Maintenance Services is specified in an SOW or the Service Guide.

2. CERTIFICATION AND REVIEWS

(a) Manufacturer's Certification for Supported Equipment. If an item of equipment is not covered by the manufacturer's warranty or by a manufacturer-approved maintenance service immediately before AT&T begins providing the Maintenance Service for the equipment, Customer must provide a manufacturer's certification that equipment is in working order and eligible to be included in a maintenance plan.

(b) Changes in Supported Equipment covered by Maintenance Services. AT&T may conduct periodic equipment reviews for additions or deletions of Supported Equipment that is being maintained, and will make any appropriate adjustments to Maintenance Services.

(c) Neither Customer nor any party other than AT&T or its designated agents may alter, repair, or maintain any Supported Equipment.

3. MAINTENANCE TERM AND RENEWAL

The term for Maintenance Services (the "Maintenance Term") and level of Maintenance Service are set forth in the applicable Order. UNLESS EITHER PARTY TERMINATES BY WRITTEN NOTICE ON COMPANY LETTERHEAD WITH A HANDWRITTEN SIGNATURE AT LEAST THIRTY (30) BUSINESS DAYS PRIOR TO EXPIRATION OF THE THEN-CURRENT MAINTENANCE TERM, AND IF THE LEVEL OF MAINTENANCE SERVICE REFLECTED IN SUCH ORDER REMAINS AVAILABLE UNDER THE APPLICABLE SERVICE PUBLICATION AT TIME OF RENEWAL, THE MAINTENANCE TERM WITH REGARD TO SUCH ORDER AUTOMATICALLY RENEWS: (I) FOR VOICE SUPPORTED EQUIPMENT, FOR AN ADDITIONAL ONE (1) YEAR. AT&T MAY, AT THE COMMENCEMENT OF ANY RENEWAL MAINTENANCE TERM, CHANGE THE PRICE OF SERVICE UPON AT LEAST THIRTY (30) DAYS PRIOR WRITTEN NOTICE.

4. PRICE CHANGES

AT&T also may change the price of Maintenance Services on written notice for Supported Equipment at the time it is changed, upgraded or added.

5. REPLACEMENT PRODUCTS; END-OF-SUPPORT; RETURN OF DEFECTIVE EQUIPMENT

(a) Spare parts and equipment ("Replacement Products") may be new or reconditioned if equivalent to new in performance. AT&T's provision of Replacement Products during the Maintenance Term is contingent upon the delivery schedule of the manufacturer or supplier. AT&T has no liability for delays in any delivery schedule. AT&T cannot guarantee firm delivery dates.

(b) If an item of Supported Equipment is discontinued or placed at end-of-life or end-of-support status by the manufacturer, AT&T shall only be obligated to use commercially reasonable efforts to obtain replacement parts and provide Maintenance Service for the item of Supported Equipment for which additional charges may apply or AT&T may delete such item of Supported Equipment from Maintenance Services and provide a pro-rata refund.

(c) AT&T will provide an RMA number for defective Supported Equipment ("Defective Item"). Customer shall return the Defective Item within thirty (30) days after the date of the RMA, or Customer will be invoiced, and shall pay, for the corresponding Replacement Product. Defective Items are the property of AT&T upon delivery to the carrier.

6. EXCLUSIONS FOR AT&T-PROVIDED MAINTENANCE SERVICES.

(a) AT&T will perform Maintenance Services only for damage to, substandard performance of or failure of Supported Equipment resulting only from Supported Equipment defects or normal wear and tear ("Covered Maintenance").

(b) Covered Maintenance does not include hardware defects or software failures resulting from any cause whatsoever not attributable to AT&T, including, but not limited to: (i) mishandling, abuse, misuse, improper storage, improper installation, improper maintenance, improper electrical voltage or current or improper operation (including use in conjunction with equipment electrically or mechanically incompatible); (ii) accident; (iii) theft; (iv) force majeure events, including, fire, explosion (other than fire or explosion directly attributable to a Supported Equipment defect), power failure, lightning or other induced power surge, flood, wind, war, terrorism, virus and acts of God; (v) Customer-caused programming errors in software or applications; (vi) Customer-performed system configurations; (vii) Customer's failure to maintain a proper operating environment, to back up its data or to secure its network environment; (viii) Customer's failure to follow manufacturer/licensor recommendations; and, (ix) repair, relocation, damage or alteration of the Supported Equipment by anyone other than AT&T or its designated agents. Supported Equipment supporting IP telephony may experience certain compromises in performance, reliability and security even when performing as warranted; diagnostic and repair work in response to such compromises is not included in Covered Maintenance.

(c) Diagnostic and repair work AT&T performs outside of Covered Maintenance is invoiced at AT&T's prevailing rates for time and materials.

Rider B2 – AT&T-Provided 911 Voice Warranty Services

1. WARRANTY SERVICES

(a) AT&T Warranty Services, as described in this Sub-Rider, apply to Purchased Equipment used in 911 CPE call handling solutions purchased from and installed by AT&T. Purchased Equipment covered by AT&T Warranty Services is specified in a SOW or the Service Guide. Basic Warranty Service is provided without additional charge. AT&T may invoice in full for warranty upgrades in advance of the Warranty Period.

(b) The standard "Warranty Period" is one (1) year from installation of the Purchased Equipment. The Warranty Period will not restart or increase due to or as a result of any repair, replacement or move of or addition or change to any Purchased Equipment.

(c) During the Warranty Period, if the Purchased Equipment other than Software does not conform to the manufacturer's warranty, Customer shall notify AT&T of such nonconformance. AT&T shall, at AT&T's sole option, repair or replace any non-conforming, warranted hardware.

(d) During the specified Warranty Period, if any item of Software that is properly installed and operating on the Purchased Equipment for which it is originally licensed does not conform to the Software warranty or if the media on which the Software is provided is defective in materials or workmanship under normal use, Customer shall notify AT&T of such nonconformance. AT&T shall, at AT&T's sole option, (i) provide a suitable fix, patch, or workaround any non-conforming warranted Software; or (ii) will replace at no charge any non-conforming warranted Software media if it is delivered to carrier for shipment to AT&T during the Warranty Period along with proof of date of shipment to Customer.

(e) If AT&T determines that any remedy set forth in Section 1(c) or 1(d) is not reasonably available, then AT&T may issue a refund, at its sole option, of an amount (e.g., using Customer's federal income tax depreciation schedule) based upon: (i) the price paid by Customer in the case of defective warranted hardware, or (ii) the one-time fee paid in the case of defective warranted Software.

2. REPLACEMENT PRODUCTS; RETURN OF DEFECTIVE EQUIPMENT

(a) Spare parts and equipment ("Replacement Products") may be new or reconditioned if equivalent to new in performance. AT&T's provision of Replacement Products during the Warranty Period is contingent on the delivery schedule of the manufacturer or supplier. AT&T has no liability for delays in any delivery schedule. AT&T can not guarantee firm delivery dates. If an item of Purchased Equipment is placed at end-of-life status by the manufacturer, AT&T shall only be obligated to use commercially reasonable efforts to provide Replacement Products for an item of Purchased Equipment.

(b) AT&T will provide an RMA number for a defective warranted hardware ("Defective Item"). Customer shall return the Defective Item within thirty (30) days after the RMA is generated, or Customer will be invoiced for the corresponding Replacement Product. Defective Items are the property of AT&T. If the returned warranted hardware is found not to be defective, Customer will be charged for the Replacement Products at Customer's current price.

3. EXCLUSIONS FOR AT&T WARRANTY SERVICES.

(a) AT&T will perform AT&T Warranty Services only for damage to, substandard performance of or failure of Supported Equipment resulting only from Supported Equipment defects or normal wear and tear ("Covered Work").

(b) Covered Work does not include hardware defects or software failures resulting from any cause whatsoever not attributable to AT&T, including, but not limited to: (i) mishandling, abuse, misuse, improper storage, improper installation, improper maintenance, improper electrical voltage or current or improper operation (including use in conjunction with equipment electrically or mechanically incompatible); (ii) accident; (iii) theft; (iv) force majeure events, including fire, explosion (other than fire or explosion directly attributable to a Supported Equipment defect), power failure, lightning or other induced power surge, flood, wind, war, terrorism, and acts of God; (v) Customer-caused programming errors in software or applications; (vi) Customer-performed system configurations; (vii) Customer's failure to maintain a proper operating environment, to back up its data or to secure its network environment; (viii) Customer's failure to follow manufacturer/licensor recommendations; and, (ix) repair, relocation, damage or alteration of the Supported Equipment by anyone other than AT&T or its designated agents. Supported Equipment supporting IP telephony may experience certain compromises in performance, reliability and security even when performing as warranted; diagnostic and repair work in response to such compromises is not included in Covered Work.

(c) Diagnostic and repair work AT&T performs outside of Covered Work is invoiced at AT&T's prevailing rates for time and materials.

Sub-Rider B3 – AT&T 911 Call Handling Equipment and Services

SERVICE

This Sub-Rider B-3 for AT&T 911 Call Handling Equipment and Services covers AT&T's sale of voice Purchased Equipment (referred to as Purchased Equipment, Equipment or CPE in this Sub-Rider) installation and/or maintenance Service for such Purchased Equipment to be provided by AT&T under the Maintenance Plan as set forth herein (the "Maintenance Plan"), and as further described below. The Purchased Equipment is identified in this Sub-Rider or in the attached or referenced Bill of Materials, or Order. This Sub-Rider also covers any Orders issued hereunder or in a SOW issued under this Sub-Rider, as well as any additions or replacement to the Purchased Equipment or Service.

I. Service Order Information and Payment Terms

***Taxes & Freight will be listed separately on the invoice. Total Purchase Price does not include maintenance.**

Rates and Charges

Non-Recurring Charges

Site Name	Address	City	State	Quantity of Positions	Non-Recurring Costs
					\$
DuComm	420 North County Farm Road	Wheaton	IL	36	\$ 1,172,136.00
ACDC	1471 Jeffery Drive	Addison	IL	36	\$ 1,137,743.00
					\$
					\$
					\$
					\$
					\$
					\$
					\$
Total Non-Recurring Charge					\$ 2,309,879.00

Recurring Rates

Service Type	Payment Period (Monthly/Annual)	Term (in months)	Recurring Costs
			\$
			\$
			\$
			\$
Total Recurring Rate			\$

Payment Terms:

- Locations to be invoiced and billed after each installation and customer acceptance.
- Equipment & Services Detail as per quote dated

Leasing: ☐ AT&T Capital Services ☐ Other: (Name of Leasing Company) ☐ No

Purchase Order Number:

Sub-Rider B3 – AT&T 911 Call Handling Equipment and Services

SELECTION OF EQUIPMENT SERVICE PLAN:

AT&T 911 Voice Maintenance Solutions*: X ☐ Essential Plus ☐ Custom Customer Initials: _____ (Required)

* Customer must select either *Essential Plus* or *Custom* in order to receive maintenance services under this Pricing Schedule.

Initial Term: 2 Years From: _____ To: _____ Annual Price: \$243,530.29

Service Plan Payment Terms (default is annual): ☐ Prepay X Annual ☐ Financing: (Name of Leasing Company)

NOTE: Hardware Maintenance Services commence upon expiration of one (1) year warranty.

TERMINATION PRICING ADJUSTMENTS: If Customer terminates AT&T 911 Voice Maintenance Solutions in whole or in part, including reduction in service level, Customer, depending on the payment terms, either shall be (a) invoiced fifty percent (50%) of the fees 30 days from the date AT&T received written notice of termination to the expiration of the maintenance term plus any non-recoverable and third party costs incurred by AT&T; or (b) credited fifty percent (50%) of fees paid for the terminated Service less any non-recoverable and third party costs.

Manufacturer-Provided Maintenance Services: OEM: Motorola

Name of Service: _____

Coverage Level: _____

ACCEPT - Customer Initials: _____

DECLINE - Customer Initials: _____

Initial Term (3) Years

Year One (1)

Annual Price: \$432,258.33

Year Two (2)

Annual Price: \$388,193.68

Year Three (3)

Annual Price: \$388,193.68

Service Plan Payment Terms: ☐ Prepay X Annual ☐ Financing: (Name of Leasing Company)

NOTE: Software Support Services commence when Equipment is shipped from supplier/distributor.

TERMINATION PRICING ADJUSTMENTS: If Customer terminates Manufacturer-Provided Maintenance Service in whole or in part, the remaining unused portion of the maintenance fees is non-refundable, either by way of cash or credits.

Remittance for invoices rendered by AT&T Global Services for Service Plans should be to AT&T Global Services.

Attachments:

- | | |
|---|--------------------------|
| 1. Statements of Work e.g. SOW, SCOW, PIG | <input type="checkbox"/> |
| 2. Bill of Materials for Equipment and Services | <input type="checkbox"/> |
| 3. Invoicing Schedule and Payment Terms | <input type="checkbox"/> |
| 4. Implementation Timeline | <input type="checkbox"/> |
| 5. Certificate of Acceptance | <input type="checkbox"/> |
| 6. Other: [_____] | <input type="checkbox"/> |

II. Special Terms and Conditions for PSAP – LAN Configurations or Installations

CUSTOMER WARRANTS TO AT&T AND ALL 911 EMERGENCY SERVICE USERS THAT THE 911 EQUIPMENT AND/OR SERVICES BEING PROVIDED HEREUNDER, OR PREVIOUSLY SUPPLIED BY AT&T, IS NOT CONNECTED AND WILL NOT BE CONNECTED TO ANY LOCAL AREA NETWORK ("LAN") OR ANY OTHER COMPUTER NETWORK OUTSIDE OF AT&T'S CONTROL, INCLUDING WITHOUT LIMITATION THE NATIONAL CRIME INFORMATION CENTER NETWORK ("CIC") OR SIMILAR NETWORK; PROVIDED, HOWEVER, THAT CUSTOMER MAY CONNECT SAID EQUIPMENT AND/OR SERVICES TO THE CIC OR SIMILAR NETWORK IF AND ONLY IF SUCH CONNECTION IS EXPRESSLY APPROVED IN WRITING BY AT&T, WHICH APPROVAL SHALL BE IN AT&T'S SOLE DISCRETION. AT&T RELIES ON THIS REPRESENTATION BY CUSTOMER IN AGREEING TO INSTALL AND/OR MAINTAIN SAID EQUIPMENT AND ALL SERVICES THEREON.

AT&T MAINTAINS A STRICT POLICY ("PSAP NETWORK SECURITY POLICY") THAT IT WILL INSTALL 911 EQUIPMENT ONLY IN A SECURE PSAP LAN, AND ONLY WHERE SUCH LANS ARE NOT CONNECTED TO ANY OTHER COMPUTER NETWORK OUTSIDE OF AT&T'S CONTROL. AT&T WILL NOT INSTALL OR TERMINATE A PSAP LAN TO A FIREWALL. AT&T WILL IDENTIFY THE DEMARCATION POINT FOR THE PSAP LAN, BEYOND WHICH CUSTOMER AGREES THAT AT&T IS NOT RESPONSIBLE. IN THE EVENT CUSTOMER CONNECTS ITS PSAP LAN TO ANY OTHER COMPUTER NETWORK, CONTRARY TO AT&T'S EXPRESS PSAP NETWORK SECURITY POLICY (WHICH CUSTOMER ACKNOWLEDGES IT HAS RECEIVED AND READ), AND THE PSAP LAN IS INFECTED OR DAMAGED AS A RESULT OF SUCH ACTIONS, THEN ALL WARRANTIES, AND MAINTENANCE AND SERVICE PROVISIONS OF THIS AGREEMENT SHALL BE NULL AND VOID AND AT&T DISCLAIMS ANY LIABILITY WHATSOEVER RELATING TO ANY PSAP LAN WHICH CUSTOMER OR ITS AGENTS CONNECT TO ANY OTHER COMPUTER NETWORK CONTRARY TO THE PSAP NETWORK SECURITY POLICY.

UNDER SUCH CIRCUMSTANCES, AT&T WILL PROVIDE REPAIR SERVICES FOR THE PSAP LAN AT CUSTOMER'S REQUEST, WHICH WILL BE BILLED ON A TIME AND MATERIALS BASIS AT AT&T'S THEN-PREVAILING SERVICES RATES. CUSTOMER FURTHER AGREES TO INDEMNIFY AND HOLD AT&T HARMLESS FOR ANY DAMAGES TO OR CLAIMS BY ANY THIRD PARTY AGAINST AT&T WHICH ARISE IN WHOLE OR IN PART FROM CUSTOMER'S CONNECTION OF THE 911 EQUIPMENT AND/OR SERVICES BEING PROVIDED HEREUNDER TO ANY LAN OR ANY OTHER COMPUTER NETWORK OUTSIDE OF AT&T'S CONTROL, INCLUDING WITHOUT LIMITATION THE NATIONAL CIC.



AT&T is proposing two separate Public Safety Answering Points for DuPage County (DuComm and Addison). The project will include installing new servers, network switches, gateways, and other miscellaneous equipment in the back room. The thirty-six (36) call-taker positions at each PSAP will be replaced including new computers with SSD, monitors, keyboards, mice and Genovation keypads. All VESTA 9-1-1 software will be upgraded to the latest version approved for release by AT&T which is currently VESTA 7.9. Six (6) Mobile Call Taking Positions (Command Posts) are also included for each PSAP. Multi-Queue Display (MQD) is proposed as a replacement to Heads Up Display (HUD). MQD can show queue and agent status, will be configured on the individual workstations, and can be shown on a large monitor/TV.

The following capabilities are also being included in the solution:

- VESTA 911 Software (Version 7.9).
- VESTA Analytics with 2 report workstations at each site.
- RapidSOS integration with Advanced Data Window (level 2)
- Automatic Abandoned Callback
- Multi-Queue Display
- Queue Selector
- Pocket Dial
- Real Time Control
- ESINet readiness (may be implemented at installation time)
- Motorola VESTA Map Local

The annual maintenance costs listed in the below pricing includes the following:

- AT&T Hardware Labor
- Motorola Software Support (VESTA, Command Post, Analytics)
- Motorola Software Support (Map local)
- 24 Hour Emergency Service for Major Failures
- 2 Hour Response Time for Emergencies
- 8 Business Hour response for routine repair
- Semi-Annual Preventative Maintenance Service
- Labor is included for Software Upgrades
- Warranties on Motorola provided hardware
- Motorola Managed Services
- TCC SMS Annual Fees

Geo Diverse Solution PSAP Pricing

Du-Comm	\$1,010,105
Addison	<u>\$896,593</u>
Total	\$1,906,698

Standalone PSAP Pricing

Du-Comm	\$1,172,136
Addison	<u>\$1,137,743</u>
Total	\$2,309,879

Difference + \$403,181



VESTA with Map Local - DuPage

<u>VESTA with Map Local--Du-Comm</u>			<u>VESTA with Map Local--ACDC</u>	
VESTA Equipment	\$1,156,466.00		VESTA Equipment	\$1,145,134.00
VESTA Local Mapping	\$287,312.00		VESTA Local Mapping	\$284,497.00
RAVE Hardware	N/A		RAVE Hardware	N/A
Telecommunications Equipment	\$44,500.00		Telecommunications Equipment	\$44,500.00
Total Equipment/Licensing	\$1,488,278.00		Total Equipment/Licensing	\$1,474,131.00
<u>Installation Services</u>			<u>Installation Services</u>	
VESTA Installation Services	\$83,212.00		VESTA Installation Services	\$97,966.00
AT&T Installation Services	\$140,747.00		AT&T Installation Services	\$140,747.00
RAVE Installation Services	N/A		RAVE Installation Services	N/A
SMS TCC one-time charge	\$14,370.00		SMS TCC one-time charge	\$14,370.00
Total Installation Charges	\$238,329.00		Total Installation Charges	\$253,083.00
<u>Training</u>			<u>Training</u>	
Vesta Training Services	\$55,476.00		Vesta Training Services	\$55,476.00
Total Training Charges	\$55,476.00		Total Training Charges	\$55,476.00
Shipping	\$5,053.00		Shipping	\$5,053.00
Total	\$1,787,136.00		Total	\$1,787,743.00
Discount	-\$615,000		Discount	-\$650,000
Grand Total	\$1,172,136.00		Grand Total	\$1,137,743.00
Annual Network Charges	\$18,000.12		Annual Network Charges	\$18,000.12
<u>Annual Maintenance/Services</u>			<u>Annual Maintenance/Services</u>	
SMS TCC Annual Services	\$12,694.00		SMS TCC Annual Services	\$12,694.00
RAVE Annual Licenses	N/A		RAVE Annual Licenses	N/A
Citizen Input Smart Transcription (Optional)	\$91,800.00		Citizen Input Smart Transcription (Optional)	\$91,800.00
AT&T/Motorola Maintenance--Year 1	\$219,059.19		AT&T/Motorola Maintenance--Year 1	\$213,199.14
AT&T/Motorola Maintenance--Year 2	\$319,553.75		AT&T/Motorola Maintenance--Year 2	\$312,170.22
AT&T/Motorola Maintenance--Year 3	\$319,553.75		AT&T/Motorola Maintenance--Year 3	\$312,170.22



VESTA® 9-1-1		
Qty.	Part No.	Description
		VESTA® 9-1-1
2	870899-0104R7.9	V911 R7.9 LIC/DOC/MED
1	873099-03002	V911 CAD INTF KIT BB 120V
1	870891-66101	V911 CAD INTFC LIC ONLY
		VM Very Large Server Bundle
		<i>Note: The Very Large Server Bundle is for PSAP's up to 160 positions with an annual call volume of 2,000,000 or less.</i>
1	853031-DLVLS-SG2	V-DL SVR VLS BNDL SNGL
1	BA-V00-VS00-1	V-CTR APPLIANCE ADD-ON
1	870890-75002	VIRTUAL MEDIA SET R7.0 016
		VESTA® 9-1-1 Features
		ESInet Interface Module (EIM)
		<i>Note: Pricing is provided for budgetary purposes only. Equipment/service requirements may change upon selection of ESInet Service Provider.</i>
36	873090-11102	V911 LIC EIM MOD
2		FIREWALL 60F (AT&T to Provide)
		<i>Note: Firewall supports Call and Text Handling for ESInet Interface Module (EIM), Text to 9-1-1 and Direct PSAP Interconnect (DPI).</i>
2	809800-00200	CFG NTWK DEVICE
1	04000-00570	M800C HA PAIR PSAP BNDL W/1YR SPT
		<i>Note: An M800C Session Border Controller (SBC) is required for all i3 deployments.</i>
5	04000-00572	M800C HA PAIR PSAP BNDL ADDTL 10 SESSION LIC
		<i>Note: Channel Partner will provide and configure session border controllers (SBCs) to meet the required engineering specifications.</i>
208	809800-17006	FIELD ENG-EXPRESS
		<i>Note: FE for installing i3 EIM and/or DPI, post VESTA installation.</i> <i>Includes:</i> <ul style="list-style-type: none"> - Firewall Configuration - EIM Configuration - Carrier Failover Testing - Operational Readiness Testing <i>Note: Additional 32 units of Remote FE per agency for Operational Readiness Testing (end-to-end testing prior to cut) when there is more than 1.</i> <i>Note: If customer has an existing firewall for EIM and wishes to add DPI, another firewall configuration is required to reconfigure the firewall to add DPI.</i>
2	809800-51013	PROJECT MGMT - SUPPORT

		VESTA® 9-1-1 Multi-Queue Display
1	870809-00801	V911 MQD MODULE
		VESTA® SMS
		<i>Note: Customer is responsible for Text Control Center (TCC) services and network charges.</i>
2	870891-66301	VESTA 9-1-1 SMS LIC
1	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB
		<i>Note: Annual Subscription - Year 1</i>
1	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB
		<i>Note: Annual Subscription - Year 2</i>
1	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB
		<i>Note: Annual Subscription - Year 3</i>
		VESTA RapidSOS
1	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB
		<i>Note: Annual Subscription - Year 1</i>
1	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB
		<i>Note: Annual Subscription - Year 2</i>
1	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB
		<i>Note: Annual Subscription - Year 3</i>
		Pocket Dial
1	873099-01602	VESTA 9-1-1 PKT DIAL PSAP MOD
		Automated Abandoned Callback
1	870810-01302	VESTA 9-1-1 AAC PSAP MOD
		Queue Selector
1	870810-01501	VESTA 9-1-1 QUEUE SELECT PSAP MOD
		CFS Server
1	853031-DLSVRCFS	V-DL CFS SVR BNDL
		Real-Time Control
1	870890-74001	VESTA 9-1-1 REAL TIME CTRL MOD
1	04000-01721	4-PORT ETHERNET DIGITAL I/O MODULE
1	04000-01804	POE PWR INJECTOR
		VESTA® 9-1-1 CDR Module
		<i>Note: Customer to provide CDR Printer</i>
2	873099-00602	V911 CDR SVR LIC
36	873099-01102	V911 CDR PER SEAT LIC
		VESTA® 9-1-1 Activity View
36	873099-00802	V911 ACT VIEW LIC PER ST
1	873099-00702	V911 ACTIV VIEW SYS LIC
		VESTA Admin Workstation
1	61000-409620	DKTP ELITE MINI 800 G6 W/O OS
1	04000-00448	WINDOWS 10 LTSC LIC 21H2
1	63000-241692	MNTR 24IN FP WIDE SCR LED
1	809800-00102	GENERIC WKST CFG FEE
		VESTA® 9-1-1 Advanced Enhanced Operations
36	PS-0AD-VSML	VADV MLTP PER SEAT LIC
		VESTA® 9-1-1 IRR Module
36	873099-00502	V911 IRR LIC/MED
		VESTA® Workstation Equipment

36	61000-409620	DKTP ELITE MINI 800 G6 W/O OS
36	04000-00448	WINDOWS 10 LTSC LIC 21H2
36	63000-241692	MNTR 24IN FP WIDE SCR LED
36	64007-50022	KEYPAD 24-KEY USB CBL 25FT
36	853030-00302	V911 SAM HDWR KIT
36	853004-00401	SAM EXT SPKR KIT
36	02800-20701	HDST K 4W/MOD BLK CARBON
36	03044-20000	HDST CORD 12FT 4W MOD BLK
36	809800-35109	V911 IWS CFG
36	809800-35108	V911 IWS STG FEE
1	870890-07501	CPR/SYSPREP MEDIA IMAGE
36		25ft DisplayPort Male-to-Male Cables
36		Yellow 7ft Ethernet Patch cables(AT&T to provide)
		VESTA® 9-1-1 Admin Printer
1	64040-60022	PRNTR USB/ETHERNET COLOR
		<i>Note: Inkjet Color printer. Recommended monthly volume, 7,500 pages.</i>
1	65000-13403	CBL USB 2.0 A/B 10FT
		Network Equipment
		<i>Note: Firewall supports Remote and Internet Access for Managed Services, Remote position access and RapidSOS.</i>
1		FIREWALL 60F (AT&T to Provide)
1	809800-00201	VPN CFG SVCS
4	04000-29666-X	SWITCH 2960-X +CBL 48-PORT
2		Switch 3650
		Peripherals & Gateways
5	04000-00129	MED 1000B CHASSIS BNDL
1	870890-74901	V911 M1KB FIRMWARE
11	04000-00116	MED 1000 FXO-LS BNDL
14	04000-00119	MED 1000 FXS-O BNDL
2	04000-00112	MED 1000 2-SPAN BNDL
		Session Border Controllers (SBC)
		<i>SIP to SIP Connectivity</i>
1	04000-00538	MED 800C HA PAIR BNDL
160	809800-17007	FIELD ENG-STANDARD
8	04000-00541	MED 800C HA 10 SBC SESSIONS (1-250)
		ALI/CAD Output
1	04000-00219	8-PORT RS-232 DATACAST 1U 110/220VAC
8	65000-03040	CBL NULL MODEM DB25M/M 6FT
1	04000-00220	RS-232 2-PORT SHARING 1U 110/220VAC
2		DigiPort TS4 RJ45 to DB25 cables
		Cabinet & Peripheral Equipment
		<i>Note: Customer to provide enclosure.</i>
		Time Synchronization Equipment
1	04000-24006	SECURESYNC 2400 MASTER CLOCK
1	04000-08181	DIGI DSPLY CLOCK AND PWR
1	04000-08230	GPS/GNSS OUTDOOR ANTENNA
1	04000-08231	GPS ANTENNA POST MT KIT

1	04000-08236	GPS PVC POST MNT
1	04000-08228	GPS ANTENNA SURG PROTECTR
1	04000-20601	GND KIT FOR 8226
1	04000-67022	GPS CBL CONN
1	04000-13025	CBL GPS ANTENNA 25FT
1	04000-13100	CBL GPS ANTENNA 100FT
VESTA® CommandPOST		
Qty.	Part No.	Description
		ESInet Interface Module (EIM)
6	873090-11102	V911 LIC EIM MOD
		VESTA® 9-1-1 CDR Module
6	873099-01102	V911 CDR PER SEAT LIC
		VESTA® 9-1-1 Activity View
6	873099-00802	V911 ACT VIEW LIC PER ST
		VESTA® 9-1-1 Advanced Enhanced Operations
6	PS-0AD-VSML	VADV MLTP PER SEAT LIC
		VESTA® 9-1-1 IRR Module
6	873099-00502	V911 IRR LIC/MED
		CommandPOST Hardware
6	61050-G819605-5Y	HP LAPTOP W/O OS & WARR 5YR
6	04000-00448	WINDOWS 10 LTSC LIC 21H2
6	65000-00263	DOCK STATION THUNDERBOLT KIT
6	64021-10025	KYBD/MOUSE BNDL
6	63000-241692	MNTR 24IN FP WIDE SCR LED
6	64007-50022	KEYPAD 24-KEY USB CBL 25FT
6	853004-00301	CPOST SAM HDWR KIT
6	853004-00401	SAM EXT SPKR KIT
6	809800-35109	V911 IWS CFG
6	809800-35108	V911 IWS STG FEE
1	870890-07501	CPR/SYSPREP MEDIA IMAGE
6		Yellow 50 ft Ethernet Patch Cables (AT&T to provide)
		VESTA® Analytics Licensing & Support
6	PA-MSG-ASSL	V-ANLYT STD PER SEAT LIC
VESTA® Analytics		
Qty.	Part No.	Description
		VESTA® Analytics Standard - Multi Product Purchase
1	873399-00103.6	V-ANLYT 3.6 MED
1	873391-00501	V-ANLYT STD LIC
2	873391-00301	V-ANLYT USER LIC
36	PA-MSG-ASSL	V-ANLYT STD PER SEAT LIC
		VESTA® Analytics Modules
1	873391-00901	V-ANLYT ADV RPT PKG LIC
1	873391-03004	V-ANLYT DASHBD NCTO LIC-1000P
		VESTA® Analytics Server Equipment
		<i>Note: Server is configured for up to 2,000,000 calls per year.</i>
1	62040-G819204	SVR 2U RACK ENH DL380/G10 2.2
1	06500-00201	2-POST RELAY RACK MNT KIT

4	64000-20066	HARD DRIVE 600GB SAS 10K
4	64000-20064	HARD DRIVE 300GB 12G SAS 10K
2	6400C-40052	16GB RAM G10 2933
1	62033-2GB4T02	SVR NAS 8TB BNDL
1	04000-00446	SVR WIN2019 STD
1	04000-00319	SQL 2014 CAL RUN EMB LIC
1	04000-00346	SQL 2014 SVR RUN EMB LIC
1	04000-00436	PRESENTENSE TIME CLIENT 5.1
1	809800-01416	MIS SVR CFG
		VESTA® Analytics Standalone Workstation Equipment
2	61000-409620	DKTP ELITE MINI 800 G6 W/O OS
2	04000-00448	WINDOWS 10 LTSC LIC 21H2
2	63000-241692	MNTR 24IN FP WIDE SCR LED
2	809800-00102	GENERIC WKST CFG FEE
1	870890-07501	CPR/SYSPREP MEDIA IMAGE
VESTA® Map Local		
Qty.	Part No.	Description
		VESTA® Map Local
1	871399-50105.0	VMAP LOCAL R5 PREM LIC-KEY/MED
41	871391-50101.0	VMAP LOCAL PREM LIC ONLY
1	809800-44119	VMAP LOCAL GIS SVCS
		VESTA® Map Local - Additional Hardware
42	63000-241692	MNTR 24IN FP WIDE SCR LED
		VESTA® Map Local Database Host Server/Workstation
1	62040-C32GB02	SVR 1U RACK DL160/G10
1	04000-00444	SVR WIN2019 STD DWNGRD 2012
2	64000-20066	HARD DRIVE 600GB SAS 10K
1	809800-00112	GENERIC SVR CFG FEE
1	870890-07501	CPR/SYSPREP MEDIA IMAGE
36		25ft DisplayPort Male-to-Male Cables
		VESTA Map Local Installation
150	809800-17006	FIELD ENG-EXPRESS
		<i>Note: Channel to install RAM onsite. Motorola Solutions Connectivity FE remote installation/configuration of VML software, map build per workstation.</i>
Managed Services		
Qty.	Part No.	Description
		Monitoring & Response (M&R): Activation Fee
		<i>Note: M&R Activation Fees will apply if M&R services are disabled prior to receipt of a PO for the M&R support renewal.</i>
1	809800-14149	M&R ACT FEE LARGE SITE
		Monitoring, PM & AV Service: Servers
		<i>Note: Includes (2) DDS Servers, (1) VESTA Analytics Server, (1) VESTA Map Local Server.</i>
4	870891-66401	M&R SVR AGENT LICENSE
		Monitoring, PM & AV Service: Workstations

		<i>Note: Includes (36) Workstations, (1) Management Console, (3) Admin Workstations (1 - Act View / 2- Analytics), (6) Laptop (In order to provide Managed Services offerings for CommandPOST positions, they are required to be connected to the VESTA 9-1-1 system and active at all times.).</i>
46	870891-66402	M&R WKST AGENT LICENSE
		Monitoring, PM & AV Service: IP Devices
		<i>Note: Includes (2) Virtual Host/Machines, (2) MDS Servers, (1) ASN Node 1, (1) ASN Repo, (1) ASN Node 2, (2) Firewalls for EIM/SMS, (2) SBC Gateway Devices for EIM, (2) CFS Linux VMs, (1) CFS Host, (6) Cisco Switches, (5) Gateways, (2) SBC Gateway Devices, (1) 8TB/4TB NAS Device.</i>
24	870891-66403	M&R NETWORK/IP LICENSE
Optional Parts/Spares		
Qty.	Part No.	Description
		Gateways and Equipment
1	04000-00127-SP	MED 1000B CHASSIS SPARE
1	870890-74901	V911 M1KB FIRMWARE
1	04000-00116	MED 1000 FXO-LS BNDL
1	04000-00119	MED 1000 FXS-O BNDL
1	04000-00132	MED 1000B PWR SPLY BNDL
1	04000-00144	MED 1000B CPU BNDL
1	04000-00109-SP	MED 1000 2-SPAN SPARE
1	04000-01751	TS-4 PORT TERMINAL SVR
1	65000-00182	CBL RJ45-10P/DB25M 4FT
		Cables and Switches
1	04000-29666-X	SWITCH 2960-X +CBL 48-PORT
		ProDesk Mini Workstation Equipment
1	61000-409620	DKTP ELITE MINI 800 G6 W/O OS
1	04000-00448	WINDOWS 10 LTSC LIC 21H2
1	63000-241692	MNTR 24IN FP WIDE SCR LED
1	64007-50022	KEYPAD 24-KEY USB CBL 25FT
1	853030-00302	V911 SAM HDWR KIT
1	853004-00401	SAM EXT SPKR KIT
1	02800-20701	HDST K 4W/MOD BLK CARBON
1	03044-20000	HDST CORD 12FT 4W MOD BLK
1	809800-00102	GENERIC WKST CFG FEE
VESTA® Services		
Qty.	Part No.	Description
		Field Engineering Services
432	809800-17007	FIELD ENG-STANDARD
		Services to Support VESTA® SMS
90	809800-17006-SMS	FIELD ENG-EXPRESS SMS
43	809800-51007-SMS	PROJECT MGMT - REMOTE SMS COORDINATION
1	000001-06805-SMS	E-LEARN V9-1-1 SMS ADMIN DELTA TR - SMS SVC

		<i>Note: Remote Field Engineering support to perform the configuration of VESTA SMS. Services include:</i> <i>* Firewall Configuration</i> <i>* VESTA 911 / VESTA SMS configuration</i> <i>* Import of VESTA SMS VM's (if applicable)</i> <i>* Preparation of screen layouts</i> <i>* TCC Testing</i> <i>* Carrier Testing</i> <i>* Express Field Engineering Services</i> <i>* Remote Project Management</i> <i>* E-Learn SMS Admin Delta Training Course</i>
		Project Management Services
		<i>Note: If Project Management Services are not purchased, only services coordination will be provided. This service option requires the channel to assume all project management responsibilities. Motorola Solutions Connectivity will engage the Services Coordinator to act as a single point of contact whose responsibility is limited to assisting with the scheduling of purchased Motorola Solutions Connectivity services only.</i>
2	809800-51013	PROJECT MGMT - SUPPORT
		<i>Note: Support PM is Remote only.</i>
2	809800-51011	PROJECT MGMT - LEAD
		<i>Note: Lead PM includes travel.</i>
		Training
5	000001-06701	V9-1-1 AGENT TRNG
		<i>Note: VESTA® 9-1-1 Agent bundle includes (1) 1/2 day class of Agent training for up to 8 students. Includes trainer's daily training expenses and travel. VESTA® 9-1-1 Agent training does not include training on the SIP phones. SIP phone training is a separate class and can be quoted upon request.</i>
2	000001-06708	V9-1-1 ADMIN FOR COMPLEX
		<i>Note: VESTA® 9-1-1 Complex Admin bundle includes (1) 2 day class of Admin training for up to 8 students. Includes trainer's daily training expenses and travel. Complex Admin training provides training on Multi-Agency, Roles Based Routing and Event Notification features.</i>
1	000001-06805	E-LEARN V9-1-1 SMS ADMIN DELTA TRNG
		<i>Note: E-Learning for VESTA SMS Admin is a computer-based training course. The course is for up to a maximum of 5 students. E-Learning course is available for each student for 365 days.</i>
5	000001-06806	E-LEARN V9-1-1 SMS AGENT DELTA TRNG
		<i>Note: E-Learning for VESTA SMS AGENT is a computer-based training course. The course is for up to a maximum of 10 students. E-Learning course is available for each student for 365 days.</i>
1	000001-06795	CPOST ON-SITE TRNG

		<i>Note: On-site training included as part of the VESTA® 9-1-1 Admin training using customer equipment. CommandPOST positions must be configured to the network/firewall prior to training. This is a 15 minute demonstration on how to use the CommandPOST position.</i>
1	000002-24404	V-ANLYT ADMIN TRNG
		<i>Note: VESTA® Analytics Admin bundle includes (1) 1 day class of Admin training for up to 8 students. Includes trainer's daily training expenses and travel.</i>
5	000001-69012	E-LEARN VESTA MAP LOCAL AGENT TRNG
		<i>Note: VESTA Map Local Agent training course. Only offered as a computer-based training course. Maximum number of students per class is 10.</i>
1	000001-69014	E-LEARN VMAP LOCAL SYS GIS DATA HUB TRNG
		<i>Note: VESTA Map Local GIS Hub training course. Only offered as a computer-based training course. Maximum number of students per class is 5.</i>



VESTA® 9-1-1		
Qty.	Part No.	Description
		VESTA® 9-1-1
		<i>Note: AT&T requested VESTA R7.9 .</i>
2	870899-0104R7.9	V911 R7.9 LIC/DOC/MED
1	873099-03002	V911 CAD INTF KIT BB 120V
1	870891-66101	V911 CAD INTFC LIC ONLY
		VESTA® 9-1-1 Servers
		VM Very Large Server Bundle
		<i>Note: The Very Large Server Bundle is for PSAP's up to 160 positions with an annual call volume of 2,000,000 or less.</i>
1	853031-DLVLS-SG2	V-DL SVR VLS BNDL SNGL
2	06500-00201	2-POST RELAY RACK MNT KIT
1	BA-V00-VS00-1	V-CTR APPLIANCE ADD-ON
2	870890-75002	VIRTUAL MEDIA SET R7.0 016
		VESTA® 9-1-1 Features
		ESInet Interface Module (EIM)
		<i>Note: Pricing is provided for budgetary purposes only. Equipment/service requirements may change upon selection of ESInet Service Provider.</i>
36	873090-11102	V911 LIC EIM MOD
2		FIREWALL 60F (AT&T to Provide)
		<i>Note: Firewall supports Call and Text Handling for ESInet Interface Module (EIM), Text to 9-1-1 and Direct PSAP Interconnect (DPI).</i>
2	809800-00200	CFG NTWK DEVICE
1	04000-00570	M800C HA PAIR PSAP BNDL W/1YR SPT
		<i>Note: An M800C Session Border Controller (SBC) is required for all i3 deployments.</i>
1	04000-00572	M800C HA PAIR PSAP BNDL ADDTL 10 SESSION LIC
176	809800-17006	FIELD ENG-EXPRESS
		<i>Note: FE for installing is EIM and/or DPI at the same time as the VESTA system and purchasing Motorola FE for the install of the VESTA system.</i>
		<i>Includes:</i> <ul style="list-style-type: none"> - Firewall Configuration - EIM Configuration - Carrier Failover Testing - Operational Readiness Testing
		<i>Note: Additional 32 units of Remote FE per agency for Operational Readiness Testing (end-to-end testing prior to cut) when there is more than 1</i>
2	809800-51013	PROJECT MGMT - SUPPORT
		VESTA® 9-1-1 Multi-Queue Display

1	870809-00801	V911 MQD MODULE
		VESTA® SMS
		<i>Note: Customer is responsible for Text Control Center (TCC) services and network charges.</i>
2	870891-66301	VESTA 9-1-1 SMS LIC
1	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB
		<i>Note: Annual Subscription - Year 1</i>
1	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB
		<i>Note: Annual Subscription - Year 2</i>
1	809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB
		<i>Note: Annual Subscription - Year 3</i>
		<i>Note: Firewall supports Call and Text Handling for ESInet Interface Module (EIM), Text to 9-1-1 and Direct PSAP Interconnect (DPI).</i>
		VESTA RapidSOS
1	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB
		<i>Note: Annual Subscription - Year 1</i>
1	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB
		<i>Note: Annual Subscription - Year 2</i>
1	809810-00103	V911 ADV DATA LVL 2 STD ANNUAL SUB
		<i>Note: Annual Subscription - Year 3</i>
		Pocket Dial
1	873099-01602	VESTA 9-1-1 PKT DIAL PSAP MOD
		Automated Abandoned Callback
1	870810-01302	VESTA 9-1-1 AAC PSAP MOD
		Queue Selector
1	870810-01501	VESTA 9-1-1 QUEUE SELECT PSAP MOD
		CFS Servers
		<i>Note: CFS servers are required for Pocket Dial, AAC and Queue Selector.</i>
1	853031-DLSVRCFS	V-DL CFS SVR BNDL
1	06500-00201	2-POST RELAY RACK MNT KIT
		Queue Selector
1	870810-01501	VESTA 9-1-1 QUEUE SELECT PSAP MOD
		Real-Time Control
1	870890-74001	VESTA 9-1-1 REAL TIME CTRL MOD
1	04000-01721	4-PORT ETHERNET DIGITAL I/O MODULE
1	04000-01804	POE PWR INJECTOR
		VESTA® 9-1-1 CDR Module
		<i>Note: Customer to provide CDR Printer</i>
2	873099-00602	V911 CDR SVR LIC
36	873099-01102	V911 CDR PER SEAT LIC
		VESTA® 9-1-1 Activity View
36	873099-00802	V911 ACT VIEW LIC PER ST
1	873099-00702	V911 ACTIV VIEW SYS LIC
		Admin Workstation
1	61000-409620	DKTP ELITE MINI 800 G6 W/O OS
1	04000-00448	WINDOWS 10 LTSC LIC 21H2
1	63000-241692	MNTR 24IN FP WIDE SCR LED

1	809800-00102	GENERIC WKST CFG FEE
1	870890-07501	CPR/SYSPREP MEDIA IMAGE
		VESTA® 9-1-1 Advanced Enhanced Operations
36	PS-0AD-VSML	VADV MLTP PER SEAT LIC
		VESTA® 9-1-1 IRR Module
36	873099-00502	V911 IRR LIC/MED
		VESTA® Workstation Equipment
36	61000-409620	DKTP ELITE MINI 800 G6 W/O OS
36	04000-00448	WINDOWS 10 LTSC LIC 21H2
36	63000-241692	MNTR 24IN FP WIDE SCR LED
36	64007-50021	KEYPAD 24 KEY USB CBL 12FT
36	853030-00302	V911 SAM HDWR KIT
36	853004-00401	SAM EXT SPKR KIT
36	02800-20701	HDST K 4W/MOD BLK CARBON
36	03044-20000	HDST CORD 12FT 4W MOD BLK
36	809800-35109	V911 IWS CFG
36	809800-35108	V911 IWS STG FEE
1	870890-07501	CPR/SYSPREP MEDIA IMAGE
36		25ft DisplayPort Male-to-Male Cables
36		Yellow 7ft Ethernet Patch cables(AT&T to provide)
		VESTA® 9-1-1 Admin Printer
1	64040-60022	PRNTR USB/ETHERNET COLOR
		<i>Note: Inkjet Color printer. Recommended monthly volume, 7,500 pages.</i>
1	65000-13403	CBL USB 2.0 A/B 10FT
		Network Equipment
		<i>Note: Firewall supports Remote and Internet Access for Managed Services, Remote position access and RapidSOS.</i>
1		FIREWALL 60F (AT&T to Provide)
1	809800-00201	VPN CFG SVCS
4	04000-29666-X	SWITCH 2960-X +CBL 48-PORT
2		Switch 3650
		Peripherals & Gateways
2	04000-00129	MED 1000B CHASSIS BNDL
1	870890-74901	V911 M1KB FIRMWARE
2	04000-00116	MED 1000 FXO-LS BNDL
6	04000-00119	MED 1000 FXS-O BNDL
3	04000-00152	MED 1000 1-SPAN BNDL
		Session Border Controllers (SBC)
		<i>SIP to SIP Connectivity</i>
1	04000-00538	MED 800C HA PAIR BNDL
160	809800-17007	FIELD ENG-STANDARD
7	04000-00541	MED 800C HA 10 SBC SESSIONS (1-250)
		ALI/CAD Output
1	04000-00219	8-PORT RS-232 DATACAST 1U 110/220VAC
8	65000-03040	CBL NULL MODEM DB25M/M 6FT
1	04000-00220	RS-232 2-PORT SHARING 1U 110/220VAC
2		DigiPort TS4 RJ45 to DB25 cables

		Cabinet & Peripheral Equipment
		<i>Note: Site to provide enclosure and cabling.</i>
		Time Synchronization Equipment
1	04000-24006	SECURESYNC 2400 MASTER CLOCK
1	04000-24008	ANTI-JAM ANTENNA 2400 MASTER CLOCK
1	04000-08230	GPS/GNSS OUTDOOR ANTENNA
1	04000-08231	GPS ANTENNA POST MT KIT
1	04000-08236	GPS PVC POST MNT
1	04000-08228	GPS ANTENNA SURG PROTECTR
1	04000-20601	GND KIT FOR 8226
1	04000-13025	CBL GPS ANTENNA 25FT
1	04000-13100	CBL GPS ANTENNA 100FT
VESTA® CommandPOST		
Qty.	Part No.	Description
		ESInet Interface Module (EIM)
6	873090-11102	V911 LIC EIM MOD
		VESTA® 9-1-1 CDR Module
6	873099-01102	V911 CDR PER SEAT LIC
		VESTA® 9-1-1 Activity View
6	873099-00802	V911 ACT VIEW LIC PER ST
		VESTA® 9-1-1 Advanced Enhanced Operations
6	PS-0AD-VSML	VADV MLTP PER SEAT LIC
		VESTA® 9-1-1 IRR Module
6	873099-00502	V911 IRR LIC/MED
		CommandPOST Hardware
6	61050-G819605-3Y	HP LAPTOP W/O OS & WARR 3YR
6	04000-00448	WINDOWS 10 LTSC LIC 21H2
6	65000-00263	DOCK STATION THUNDERBOLT KIT
6	64021-10025	KYBD/MOUSE BNDL
6	63000-241692	MNTR 24IN FP WIDE SCR LED
6	64007-50021	KEYPAD 24 KEY USB CBL 12FT
6	853004-00301	CPOST SAM HDWR KIT
6	853004-00401	SAM EXT SPKR KIT
6	809800-35109	V911 IWS CFG
6	809800-35108	V911 IWS STG FEE
1	870890-07501	CPR/SYSPREP MEDIA IMAGE
6		Yellow 50 ft Ethernet Patch Cables (AT&T to provide)
		VESTA® Analytics Licensing & Support
6	PA-MSG-ASSL	V-ANLYT STD PER SEAT LIC
VESTA® Analytics		
Qty.	Part No.	Description
		VESTA® Analytics Standard - Multi Product Purchase
1	873399-00103.6	V-ANLYT 3.6 MED
1	873391-00501	V-ANLYT STD LIC
2	873391-00301	V-ANLYT USER LIC
36	PA-MSG-ASSL	V-ANLYT STD PER SEAT LIC
		VESTA® Analytics Modules
1	873391-00901	V-ANLYT ADV RPT PKG LIC

1	873391-03004	V-ANLYT DASHBD NCTO LIC-1000P
		VESTA® Analytics Server Equipment
		<i>Note: Server is configured for up to 2,000,000 calls per year.</i>
1	62040-G819204	SVR 2U RACK ENH DL380/G10 2.2
1	06500-00201	2-POST RELAY RACK MNT KIT
4	64000-20066	HARD DRIVE 600GB SAS 10K
4	64000-20064	HARD DRIVE 300GB 12G SAS 10K
2	6400C-40052	16GB RAM G10 2933
1	62033-2GB4T02	SVR NAS 8TB BNDL
1	04000-00446	SVR WIN2019 STD
1	04000-00319	SQL 2014 CAL RUN EMB LIC
1	04000-00346	SQL 2014 SVR RUN EMB LIC
1	04000-00436	PRESENTENSE TIME CLIENT 5.1
1	809800-01416	MIS SVR CFG
		VESTA® Analytics Standalone Workstation Equipment
1	61000-409620	DKTP ELITE MINI 800 G6 W/O OS
1	04000-00448	WINDOWS 10 LTSC LIC 21H2
1	63000-241692	MNTR 24IN FP WIDE SCR LED
1	809800-00102	GENERIC WKST CFG FEE
1	870890-07501	CPR/SYSPREP MEDIA IMAGE
VESTA® Map Local		
Qty.	Part No.	Description
		VESTA® Map Local
1	871399-50105.0	VMAP LOCAL R5 PREM LIC-KEY/MED
41	871391-50101.0	VMAP LOCAL PREM LIC ONLY
1	809800-44119	VMAP LOCAL GIS SVCS
		VESTA® Map Local - Additional Hardware
42	63000-241692	MNTR 24IN FP WIDE SCR LED
		VESTA® Map Local Database Host Server/Workstation
1	62040-C32GB02	SVR 1U RACK DL160/G10
1	04000-00446	SVR WIN2019 STD
2	64000-20066	HARD DRIVE 600GB SAS 10K
1	809800-00112	GENERIC SVR CFG FEE
1	870890-07501	CPR/SYSPREP MEDIA IMAGE
36		25ft DisplayPort Male-to-Male Cables
		VESTA Map Local Installation
134	809800-17006	FIELD ENG-EXPRESS
Managed Services		
Qty.	Part No.	Description
		Monitoring & Response (M&R): Activation Fee
1	809800-14149	M&R ACT FEE LARGE SITE
		Monitoring, PM & AV Service: Servers
		<i>Note: Includes (2) DDS Servers, (1) VESTA Analytics Server, (1) VML Server.</i>
4	870891-66401	M&R SVR AGENT LICENSE
		Monitoring, PM & AV Service: Workstations

		<p><i>Note: Includes (36) Workstations, (1) Management Console, (6) Laptop, (3) Admin Workstations</i></p> <p><i>In order to provide Managed Services offerings for CommandPOST positions, they are required to be connected to the VESTA 9-1-1 system and active at all times.</i></p>
46	870891-66402	M&R WKST AGENT LICENSE
		Monitoring, PM & AV Service: IP Devices
		<p><i>Note: Includes (2) Virtual Host/Machines, (2) MDS Servers, (1) ASN Node 1, (1) ASN Repo, (1) ASN Node 2, (2) Firewalls for EIM/SMS, (2) SBC Gateway Devices for EIM, (2) CFS Linux VMs, (1) CFS Host, (1) Firewall for Internet/Remote Access, (6) Cisco Switches, (6) Gateways, (2) SBC Gateway Devices, (1) 8TB/4TB NAS Device</i></p>
26	870891-66403	M&R NETWORK/IP LICENSE
Optional Parts/Spares		
Qty.	Part No.	Description
		Gateways and Equipment
1	04000-00127-SP	MED 1000B CHASSIS SPARE
1	870890-74901	V911 M1KB FIRMWARE
1	04000-00116	MED 1000 FXO-LS BNDL
1	04000-00119	MED 1000 FXS-O BNDL
1	04000-00132	MED 1000B PWR SPLY BNDL
1	04000-00144	MED 1000B CPU BNDL
1	04000-00109-SP	MED 1000 2-SPAN SPARE
		Cables and Switches
1	04000-29666-X	SWITCH 2960-X +CBL 48-PORT
		ProDesk Mini Workstation Equipment
1	61000-409620	DKTP ELITE MINI 800 G6 W/O OS
1	04000-00448	WINDOWS 10 LTSC LIC 21H2
1	63000-241692	MNTR 24IN FP WIDE SCR LED
1	64007-50021	KEYPAD 24 KEY USB CBL 12FT
1	853030-00302	V911 SAM HDWR KIT
1	853004-00401	SAM EXT SPKR KIT
1	02800-20701	HDST K 4W/MOD BLK CARBON
1	03044-20000	HDST CORD 12FT 4W MOD BLK
1	809800-00102	GENERIC WKST CFG FEE
VESTA® Services		
Qty.	Part No.	Description
		Field Engineering Services
464	809800-17007	FIELD ENG-STANDARD
		Services to Support VESTA® SMS
90	809800-17006-SMS	FIELD ENG-EXPRESS SMS
43	809800-51007-SMS	PROJECT MGMT - REMOTE SMS COORDINATION
1	000001-06805-SMS	E-LEARN V9-1-1 SMS ADMIN DELTA TR - SMS SVC

		<p><i>Note: Remote Field Engineering support to perform the configuration of VESTA SMS. Services include:</i></p> <ul style="list-style-type: none"> * Firewall Configuration * VESTA 911 / VESTA SMS configuration * Import of VESTA SMS VM's (if applicable) * Preparation of screen layouts * TCC Testing * Carrier Testing * Express Field Engineering Services * Remote Project Management * E-Learn SMS Admin Delta Training Course
		Project Management Services
		<p><i>Note: If Project Management services are not purchased, only services coordination will be provided. This service option requires the channel to assume all project management responsibilities. Motorola Solutions Connectivity will engage the Services Coordinator to act as a single point of contact whose responsibility is limited to assisting with the scheduling of purchased Motorola Solutions Connectivity services only.</i></p>
10	809800-51013	PROJECT MGMT - SUPPORT
		<i>Note: Support PM is Remote only.</i>
		Training
5	000001-06701	V9-1-1 AGENT TRNG
		<p><i>Note: VESTA® 9-1-1 Agent bundle includes (1) 1/2 day class of Agent training for up to 8 students. Includes trainer's daily training expenses and travel. VESTA® 9-1-1 Agent training does not include training on the SIP phones. SIP phone training is a separate class and can be quoted upon request.</i></p>
2	000001-06708	V9-1-1 ADMIN FOR COMPLEX
		<p><i>Note: VESTA® 9-1-1 Complex Admin bundle includes (1) 2 day class of Admin training for up to 8 students. Includes trainer's daily training expenses and travel. Complex Admin training provides training on Multi-Agency, Roles Based Routing and Event Notification features.</i></p>
2	000001-06805	E-LEARN V9-1-1 SMS ADMIN DELTA TRNG
		<p><i>Note: E-Learning for VESTA SMS Admin is a computer-based training course. The course is for up to a maximum of 5 students. E-Learning course is available for each student for 365 days.</i></p>
5	000001-06806	E-LEARN V9-1-1 SMS AGENT DELTA TRNG
		<p><i>Note: E-Learning for VESTA SMS AGENT is a computer-based training course. The course is for up to a maximum of 10 students. E-Learning course is available for each student for 365 days.</i></p>
1	000001-06795	CPOST ON-SITE TRNG

		<i>Note: On-site training included as part of the VESTA® 9-1-1 Admin training using customer equipment. CommandPOST positions must be configured to the network/firewall prior to training. This is a 15 minute demonstration on how to use the CommandPOST position.</i>
1	000002-24404	V-ANLYT ADMIN TRNG
		<i>Note: VESTA® Analytics Admin bundle includes (1) 1 day class of Admin training for up to 8 students. Includes trainer's daily training expenses and travel.</i>
1	000000-24405	V-ANLYT REMOTE TRNG
		<i>Note: VESTA® Analytics Remote Training uses actual customer data and is conducted post cut (30-45 days after cutover) to enhance the learning experience. This course is highly recommended for new sites and would follow the on-site VESTA® Analytics Admin course (000002-24404) that is typically delivered before cutover. For upgrade VESTA® Analytics sites, this course is an option as is the 000002-24404 course.</i>
5	000001-69012	E-LEARN VESTA MAP LOCAL AGENT TRNG
		<i>Note: VESTA Map Local Agent training course. Only offered as a computer-based training course. Maximum number of students per class is 10.</i>
1	000001-69014	E-LEARN VMAP LOCAL SYS GIS DATA HUB TRNG
		<i>Note: VESTA Map Local GIS Hub training course. Only offered as a computer-based training course. Maximum number of students per class is 5.</i>



Customer Name:
Dupage County

Quote Name:
IPO Re-configuration

Account Manager:	
Telephone Number:	
Application Specialist II:	
Telephone Number:	
Avaya Sales Center Designer:	Charles Robinson
Telephone Number:	678-893-5640

Install:

Street Address: [REDACTED]
City, State: [REDACTED]
Zip Code: [REDACTED]
Contact Name: Linda Zerwin
Contact Phone: 630-550-7743

Quote Valid 60 Days From Date: 3/8/2023

[illegible]

Parts Subtotal:	\$11,461.77
Tax:	
Shipping:	
Installation:	
Training:	
Grand Total:	\$11,461.77

Ship to:

Company Name: Dupage County
Street Address:
City, State:
Zip Code:
Contact Name: Linda Zerwin
Contact Phone: 630-550-7743

Bill to:

Company Name:	Dupage County
Street Address:	
City, State	
Zip Code:	
Contact Name:	Linda Zerwin
Contact Phone:	630-550-7743

Site#:
CPR#:

Customer Name: Linda Zerwin
Customer Phone: 630-550-7743
Customer Email: etsb911@dupagfeco.org

Customer Signature:

Change Order 1	DU-COMM	ACDC
Capital	\$ 1,167,083.00	\$ 1,132,690.00
FOB Destination	\$ 10,106.00	
	Capital total	\$ 2,309,879.00
	Difference Capital RFP to CO1	\$ 403,181.56
Network		
Year 1	\$ 18,000.12	\$ 18,000.12
Year 2	\$ 18,000.12	\$ 18,000.12
Year 3	\$ 18,000.12	\$ 18,000.12
Subtotal	\$ 54,000.36	\$ 54,000.36
Approx Taxes/Fees	\$ 9,720.06	\$ 9,720.06
Total	\$ 63,720.42	\$ 63,720.42
	Network total	\$ 127,440.85
	Difference Network RFP to CO1	\$ (201,480.94)
Maintenance		
Motorola both locations	Contract total	
Total Year 1	\$ 432,258.33	
Motorola both locations	\$ 388,193.68	
ATT both locations	\$ 243,530.29	
Total Year 2	\$ 631,723.97	
Motorola both locations	\$ 388,193.68	
ATT both locations	\$ 243,530.29	
Total Year 3	\$ 631,723.97	
	Maint total	\$ 1,695,706.27
	Difference Maint RFP to CO1	\$ (106,959.88)
GRAND TOTAL FOR ALL VESTA SERVICES	\$ 4,133,026.12	
TOTAL DIFFERENCE IN COSTS BETWEEN RFP AND CO1	\$ 94,740.74	
AVAYA RECONFIGURATION COSTS	\$ 11,461.77	
TOTAL AMOUNT OF CHANGE ORDER #1	\$ 106,202.51	



ETSB Resolution

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

File #: ETS-R-0010-23

Agenda Date: 3/13/2023

Agenda #: 7.C.1.

AWARDING RESOLUTION TO POLICE LEGAL SCIENCES, INC. PO 923006 FOR ONE (1) YEAR OF WEB-BASED TRAINING FOR 151 TELECOMMUNICATORS (TOTAL AMOUNT: \$9,060.00)

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

WHEREAS, the DU PAGE ETSB is authorized and empowered, pursuant to Section 15.4 (b) of the Act to plan, implement, upgrade, and maintain an Emergency 9-1-1 System; and

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

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

WHEREAS, the 9-1-1 System Coordinator recommends DU PAGE ETS Board approval of Procurement Purchase Order Requisition 923006 to Police Legal Sciences, Inc. for one (1) year of web-based training for 151 Telecommunicators. The contract will cover the period from May 1, 2023 through April 30, 2024. Total contract amount of \$9,060.00.

NOW, THEREFORE BE IT RESOLVED, that DU PAGE ETSB Requisition 923006, dated February 14, 2023, covering said, web-based training for 151 Telecommunicators, be, and is hereby approved by the DU PAGE ETSB to Police Legal Sciences, Inc., 602 W. Main, PO Box 52, Washington, IA 52353, for a total of \$9,060.00.

Enacted and approved 13th day of March, 2023 at Wheaton, Illinois.

GREG SCHWARZE, CHAIRMAN

Attest: _____

JEAN KACZMAREK, COUNTY CLERK



Procurement Review Checklist

Procurement Services Division

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

Date: Feb 7, 2023

MinuteTraq (IQM2) ID #: _____

Vendor: Police Legal Sciences, Inc.	Vendor #: 22443	Contract Term: 5/1/23-4/30/24	Contract Total: \$9,060.00
Dept: ETSB	Contact: Eve Kraus	Phone: 630-550-7743	Assigned Committee: ETSB
Description of Procurement/ Scope of Work/ Background	Request for Purchase Order 923006 is for monthly web-based training for 151 9-1-1 Telecommunicators (TCs) at a reduced rate of \$60 each (regularly \$120 each). Twelve one-hour lessons are provided monthly during the subscription year. Lessons are web based and feature either police, fire or medical emergencies, or a combination of these as requested by subscribers and are available online 24/7. The purchase includes complimentary lessons for directors and part-timers. Total amount: \$9,060.00.		
Reason for Procurement	The Law Enforcement training from Police Legal Sciences is reality-based online training for 9-1-1 Telecommunicators. TCs experience actual 911 calls each month and then participate in an analysis of the call through visualizing the scene, professionalism, customer service, and outcome of the call. The PSAP supervisors previously vetted this online training which provides for appropriate interactive training for the Telecommunicators, and the PSAP directors have communicated they prefer to continue with this service.		
FUNDING SOURCE			

☐ Procurement budgeted for (FY and budget code(s)): FY23-24 4000-5820-53610

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

DECISION MEMO NOT REQUIRED

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

☐ RENEWAL, Enter Bid # _____ ☐ Intergovernmental Agreement

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

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

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

The Illinois Administrative Code requires continuing education for Telecommunicators. The 24/7 online availability is critical so all shifts can easily access training.

DECISION MEMO REQUIRED

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

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

☐ RENEWAL OF RFP # _____

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

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

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

☐ OTHER THAN LOWEST RESPONSIBLE, BID # _____

PREPARED BY AND APPROVAL(S) (Initials Only)

ek	Feb 14, 2023	LMZ	Feb 14, 2023	N/A	
Prepared By	Date	Recommended for Approval	Date	IT Approval, if required	Date

REVIEWED BY (Initials Only)

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

2/15/23



Purchase Requisition
Procurement Services Division

Date: Feb 14, 2023
MinuteTraq (IQM2) ID #:
Department Req #: 923006
RFP, Bid or Quote #:

Send Purchase Order To:				Send Invoices To:			
Vendor: Police Legal Sciences, Inc.		Vendor #: 22443		Dept: DuPage ETSB		Division:	
Attn:		Email:		Attn: 9-1-1 Coordinator		Email: etsb911@dupageco.org	
Address: 602 W. Main, PO Box 52				Address: 421 N. County Farm Road		Room:	
City: Washington		State: IA Zip: 52353		City: Wheaton		State: IL Zip: 60187	
Phone:		Fax:		Phone: 630-550-7743		Fax:	
Send Payments To:				Ship To:			
Vendor: Police Legal Sciences, Inc.		Vendor #: 22443		Dept: DuPage ETSB		Division:	
Attn:		Email:		Attn:		Email:	
Address: 602 W. Main, PO Box 52				Address:		Room:	
City: Washington		State: IA Zip: 52353		City: Wheaton		State: IL Zip: 60187	
Phone:		Fax:		Phone:		Fax:	
Payment Terms		F.O.B.		PO 20 Delivery Date		Requisitioner	
PER 50 ILCS 505/1		Destination					
Use for PO25 only		Contract Administrator		Contract Start Date		Contract End Date	
		Eve Kraus		May 1, 2023		Apr 30, 2024	
						Use for PO25 only	

LN	Qty	UOM	Item Detail (Product #)	Description	FY	Dept #	Acctg Unit	Acct #	Sub-Accts and/or Activity #	Unit Price	Extension
1	151	EA		Dispatch Pro Law Enforcement Training	23 24	4000	5820	53610		60.00	9,060.00
2		EA									0.00
3		EA									0.00
4		EA									0.00
5		EA									0.00

Requisition Total \$ 9,060.00

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

Per Quote #20230207-115251244.

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

Please return PO to ETSB to send to the vendor.

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

This is online training, nothing will be shipped.

POLICE LEGAL SCIENCES INC.

DuPage County IL ETSB - DP - 23-24

PLSID: IL2235

#20230207-115251244

Issued

February 7, 2023

Expires

April 8, 2023

PLS Representative

Nick Partridge

npartridge@policelegalsciences.com

Prepared for

DuPage County IL ETSB

421 N. County Farm Road

Wheaton IL 60187

USA

Eve Kraus

Administrative Assistant

eve.kraus@dupageco.org

630-878-2509

existingbusiness

Products & Services	Billing Frequency	Quantity	User Type	Unit price	Price
Dispatch Pro - 12 Dispatch Pro 12 Lesson Package - 1 hour per Lesson , COL- PFM-12	Annually	151	Full Time	\$120.00 / year	\$9,060.00 / year after \$9,060.00 discount for 1 year
Subtotals					
Annual subtotal				\$9,060.00 after \$9,060.00 discount	
Total				\$9,060.00	

Comments

Download



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: Feb 7, 2023

Bid/Contract/PO #: _____

Company Name: Police Legal Sciences, Inc.	Company Contact: Nick Partridge
Contact Phone: 319-930-8655	Contact Email: nick@policelegalsciences.com

The DuPage County Procurement Ordinance requires the following written disclosures prior to award:

- Every contractor, union, or vendor that is seeking or has previously obtained a contract, change orders to one (1) or more contracts, or two (2) or more individual contracts with the county resulting in an aggregate amount at or in excess of \$25,000, shall provide to Procurement Services Division a written disclosure of all political campaign contributions made by such contractor, union, or vendor within the current and previous calendar year to any incumbent county board member, county board chairman, or countywide elected official whose office the contract to be awarded will benefit. The contractor, union or vendor shall update such disclosure annually during the term of a multi-year contract and prior to any change order or renewal requiring approval by the county board. For purposes of this disclosure requirement, "contractor or vendor" includes owners, officers, managers, lobbyists, agents, consultants, bond counsel and underwriters counsel, subcontractors and corporate entities under the control of the contracting person, and political action committees to which the contracting person has made contributions

☒ **NONE (check here) - If no contributions have been made**

Recipient	Donor	Description (e.g. cash, type of item, in-kind services, etc.)	Amount/Value	Date Made

- 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
Nick Partridge	319-930-8655	nick@policelegalsciences.com
Margaret Prophet	319-855-8187	accounting@policelegalsciences.com

A contractor or vendor that knowingly violates these disclosure requirements is subject to penalties which may include, but are not limited to, the immediate cancellation of the contract and possible disbarment from future county contracts.

Continuing disclosure is required, and I agree to update this disclosure form as follows:

- If information changes, within five (5) days of change, or prior to county action, whichever is sooner
- 30 days prior to the optional renewal of any contract
- Annual disclosure for multi-year contracts on the anniversary of said contract
- With any request for change order except those issued by the county for administrative adjustments

The full text for the county's ethics and procurement policies and ordinances are available at:

<http://www.dupageco.org/CountyBoard/Policies/>

I hereby acknowledge that I have received, have read, and understand these requirements.

Authorized Signature

Printed Name

Kelly G. Terrill

Title

Vice President & General Manager

Date

Feb 7, 2023

Attach additional sheets if necessary. Sign each sheet and number each page. Page _____ of _____ (total number of pages)



ETSB Resolution

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

File #: ETS-R-0011-23

Agenda Date: 3/13/2023

Agenda #: 7.C.2.

**AWARDING RESOLUTION TO CDW GOVERNMENT LLC PO 923007 FOR A CROWDSTRIKE
RETAINER SERVICE AGREEMENT PER STATE OF ILLINOIS CONTRACT CMT22272200
(TOTAL AMOUNT: \$44,550.00)**

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

WHEREAS, the DU PAGE ETSB is authorized and empowered, pursuant to Section 15.4 (b) of the Act to plan, implement, upgrade, and maintain an Emergency 9-1-1 System; and

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

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

WHEREAS, the 9-1-1 System Coordinator recommends DU PAGE ETS Board approval of Procurement Purchase Order Requisition 923007 to CDW Government LLC for a CrowdStrike Services Retainer agreement per State of Illinois contract CMT22272200. The contract period will run from April 13, 2023 to April 12, 2024. The total amount of the contract is \$44,550.00.

NOW, THEREFORE BE IT RESOLVED, that DU PAGE ETSB Requisition 923007, dated March 1, 2023, covering said, CrowdStrike Retainer services, be, and is hereby approved by the DU PAGE ETSB to CDW Government LLC, 230 N. Milwaukee Avenue, Vernon Hills, IL 60061, for a total amount of \$44,550.00.

Enacted and approved this 13th day of March, 2023 at Wheaton, Illinois.

GREG SCHWARZE, CHAIRMAN

Attest: _____

JEAN KACZMAREK, COUNTY CLERK



Procurement Review Checklist

Procurement Services Division

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

Date: Mar 1, 2023

MinuteTraq (IQM2) ID #: _____

Vendor: CDW Government LLC	Vendor #: 10667	Contract Term: 4/13/23-4/12/24	Contract Total: \$44,550.00
Dept: ETSB	Contact: Eve Kraus	Phone: 630-550-7743	Assigned Committee: ETSB
Description of Procurement/ Scope of Work/ Background	Recommendation for approval Purchase Order 923007 to CDW Government LLC for a CrowdStrike Services Retainer agreement per State of Illinois contract CMT22272200. The Tier 1 agreement is for 110 hours and will cover the period from April 13, 2023 through April 12, 2024. Total Contract: \$44,550.00.		
Reason for Procurement	Having a retainer services agreement allows for rapid engagement of technical professional services for cyber security breach assistance in order to mitigate the situation immediately and restore 9-1-1 services as promptly as possible.		

FUNDING SOURCE

☒ Procurement budgeted for (FY and budget code(s)): FY23-24 4000-5820-53090

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

DECISION MEMO NOT REQUIRED

- ☐ LOWEST RESPONSIBLE QUOTE # or BID # _____ (QUOTE < \$25,000, BID ≥ \$25,000; attach Tabulation)
- ☐ RENEWAL, Enter Bid # _____ ☐ Intergovernmental Agreement
- ☐ SOLE SOURCE per DuPage County Purchasing Ordinance, Article 4-102(5) (attach Sole Source Justification form)
- ☐ PER 55 ILCS 5/5-1022 'Competitive Bids' (d) IT/Telecom purchases under \$35,000.00 ☐ Public Utility
- ☐ PER 55 ILCS 5/5-1022 'Competitive Bids' (c) not suitable for competitive bidding. Explain below:

DECISION MEMO REQUIRED

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

☒ Under Government Joint Purchasing Act (30ILCS525) select one below

State of Illinois - Master Contracts # _____

JPMC CrowdStrike Software Products CMT22272200

- ☐ EXPLANATION OF REQUEST FOR PROPOSAL RFP # _____ (include Evaluation Summary if applicable)
- ☐ RENEWAL OF RFP # _____
- ☐ PROFESSIONAL SERVICES EXCLUDED per DuPage Ordinance (4-108) and 50 ILCS 510/2 (Architects, Engineers and Land Surveyors)
- ☐ OTHER PROFESSIONAL SERVICES (detail vetting process on Decision Memo)
- ☐ REQUEST WAIVER OF COUNTY BID RULES (only allowable to Statutory Limits)
- ☐ OTHER THAN LOWEST RESPONSIBLE, BID # _____

PREPARED BY AND APPROVAL(S) (Initials Only)

ek	Mar 1, 2023	LMZ	Mar 1, 2023	N/A
Prepared By	Date	Recommended for Approval	Date	IT Approval, if required

REVIEWED BY (Initials Only)

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



Purchase Requisition
Procurement Services Division

Date: Mar 1, 2023
MinuteTraq (IQM2) ID #:
Department Req #: 923007
RFP, Bid or Quote #:

Send Purchase Order To:				Send Invoices To:			
Vendor: CDW Government LLC		Vendor #: 10667		Dept: DuPage ETSB		Division:	
Attn:		Email:		Attn: 9-1-1 Coordinator		Email: etsb911@dupageco.org	
Address: 230 N. Milwaukee Ave.				Address: 421 N County Farm Rd.		Room:	
City: Vernon Hills		State: IL Zip: 60061		City: Wheaton		State: IL Zip: 60187	
Phone:		Fax:		Phone: 630-550-7743		Fax:	
Send Payments To:				Ship To:			
Vendor: CDW Government LLC		Vendor #: 10667		Dept: DuPage ETSB		Division:	
Attn:		Email:		Attn: 9-1-1 Coordinator		Email:	
Address: 75 Remittance Drive, Suite 1515				Address:		Room:	
City: Chicago		State: IL Zip: 60675		City:		State: IL Zip:	
Phone:		Fax:		Phone:		Fax:	
Payment Terms		F.O.B.		PO 20 Delivery Date		Requisitioner	
PER 50 ILCS 505/1		Destination					
Use for PO25 only		Contract Administrator		Contract Start Date		Contract End Date	
		Eve Kraus		Apr 13, 2023		Apr 12, 2024	
						Use for PO25 only	

LN	Qty	UOM	Item Detail (Product #)	Description	FY	Dept #	Acctg Unit	Acct #	Sub-Accts and/or Activity #	Unit Price	Extension
1	110	HR	NR.PSO.ENT. IRET	Retainer - CrowdStrike	23 24	4000	5820	53090		405.00	44,550.00
Requisition Total										\$	44,550.00

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

Per Quote NGDK138

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

Please return PO to ETSB to send to the vendor.

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

This is a service, nothing will be shipped.



Decision Memo

Procurement Services Division

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

Date: Mar 1, 2023

MinuteTraq (IQM2) ID #: _____

Department Requisition #: 923007

Requesting Department: DuPage ETSB	Department Contact: Eve Kraus
Contact Email: etsb911@dupageco.org	Contact Phone: 630-550-7743
Vendor Name: CDW Government LLC	Vendor #: 10667

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

Recommendation for approval Purchase Order 923007 to CDW Government LLC for a CrowdStrike Services Retainer agreement per State of Illinois contract CMT22272200. The Tier 1 agreement is for 110 hours and will cover the period from April 13, 2023 through April 12, 2024. Total Contract: \$44,550.00.

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

DuPage ETSB has a CrowdStrike monitoring services license offered through the State at no cost. In 2021, the Tech Focus Group discussed augmenting services to include the Retainer through CrowdStrike for cyber attack mitigation and assistance. This service was first procured for FY22-23 to provide professional technical assistance in the event of a cyber security breach to the 9-1-1 System network. The Retainer hours that were not utilized in FY22-23 are being used for a cyber security review to ensure ETSB systems are optimally configured regarding cyber security. Continuing the retainer agreement for FY23-FY24 ensures ETSB assistance in the event of a cyber attack.

Strategic Impact

Customer Service

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

This is a renewal of a Retainer service agreement which allows for rapid engagement if/when cybersecurity assistance is needed. This type of service ensures that technical assistance is immediately available and not delayed by the procurement process. A retainer is also more cost effective than time and material services where the wait time for such services would be detrimental to the delivery of 9-1-1.

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

In 2021, a master contract was negotiated by the State of Illinois Department of Innovation and Technology, and allows ETSB to utilize the contract through joint purchasing as a governmental unit. The contract for CrowdStrike Retainer services between the State and CDWG was executed on February 25, 2022. A quote was obtained through CDWG referencing the master contract (CMT22272200) at a cost of \$44,550.00 for one (1) year.

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

1. Approve Purchase Order 923007 to allow for the service agreement.
2. Deny Purchase Order 923007 and the system have to contract professional outside technical assistance in the case of a breach delaying critical services to mitigate a breach and restore services.

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

Sufficient funds were budgeted in FY23-24 in 4000-5820-53090 in the amount of \$50,000.00.



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

Hardware Software Services IT Solutions Brands Research Hub

Review and Complete Purchase

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
NGDK138	2/20/2023	CROWDSTRIKE	9183548	\$44,550.00

QUOTE DETAILS				
ITEM	QTY	CDW#	UNIT PRICE	EXT. PRICE
CROWDSTRIKE 1YR IR RETAINER	110	6147862	\$405.00	\$44,550.00
Mfg. Part#: NR.PSO.ENT.IRET				
NIPA contact eligible				
Electronic distribution - NO MEDIA				
Contract: JPMC CrowdStrike Products Contract CMT22272200 (CMT22272200)				

SUBTOTAL		\$44,550.00
SHIPPING		\$0.00
SALES TAX		\$0.00
GRAND TOTAL		\$44,550.00

PURCHASER BILLING INFO	DELIVER TO
Billing Address: DUPAGE COUNTY ETSB 421 N COUNTY FARM RD WHEATON, IL 60187-3978 Phone: (630) 550-7743 Payment Terms: Net 30 Days-Govt State/Local	Shipping Address: DUPAGE COUNTY ETSB 421 N COUNTY FARM RD WHEATON, IL 60187-3978 Phone: (630) 550-7743 Shipping Method: ELECTRONIC DISTRIBUTION
Please remit payments to:	
CDW Government 75 Remittance Drive Suite 1515 Chicago, IL 60675-1515	



Sales Contact Info

Meagan McKone | (866) 245-8102 | meaganm@cdwg.com

Need Help?



My Account



Support



Call 800.800.4239

[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.cdwg.com/content/terms-conditions/product-sales.aspx>

For more information, contact a CDW account manager

© 2023 CDW•G LLC, 200 N. Milwaukee Avenue, Vernon Hills, IL 60061 | 800.808.4239



150 Mathilda Place, Suite 300

Sunnyvale, California 94086 - United States

<http://www.crowdstrike.com>

Quote/Order

THE INFORMATION AND PRICING CONTAINED IN THIS QUOTE/ORDER IS CONFIDENTIAL

Contract Details

Order Date:	Order #:	Q-634642
2/15/2023	Term/Months:	12
Customer Name:	Currency	USD
DuPage County	Valid Until:	3/17/2023
Prepared by:		
Jared Therriault		

Customer Contact Information

Bill to Account:	Ship to Account:	DuPage County
DLT Solutions, Inc.	Ship to Contact:	
Bill to Phone: +1 703-709-7172	Ship to Contact Email:	
Bill to Fax: +1 703-709-8450	Ship to Phone:	
Bill to Address:	Ship to Fax:	
2411 Dulles Corner Park Suite 800,	Ship to Address:	421 N County Farm Rd,
Herndon, Virginia, 20171		Wheaton
United States		Illinois,
		60187-3992
		United States

Payment Terms

Payment Term: Net 45

Purchases

Product/Services	Product SKU	Term/ Months	Quantity
Retainer - Order Form	NR.PSO.ENT.RETO	12	110

If professional services are ordered, the Bill To Account shall pay CrowdStrike for all fees, including but not limited to hourly fees (minimums and overages), travel time fees, tools fees, storage fees and expenses, including but not limited to for travel, all in accordance with the applicable terms between CrowdStrike and the Customer. Travel expenses, travel time fees and Post-Engagement Data Retention shall be charged to the Bill To Account without discount.

If retainer hours are purchased, the hours may be used, in minimum increments of 40 hours, by Customer to receive the services offered and defined in CrowdStrike's Professional Services Catalog located [here](https://www.crowdstrike.com/ServicesCatalog)¹ and as set forth in an authorization form, privileged engagement letter or other signed writing (as noted in the Catalog).

Unused retainer hours will be forfeited after one (1) year. CrowdStrike will invoice the Bill to Account for the amount of the retainer upon execution of this Order.

¹ <https://www.crowdstrike.com/ServicesCatalog>



150 Mathilda Place, Suite 300

Sunnyvale, California 94086 - United States

<http://www.crowdstrike.com>

Quote/Order

THE INFORMATION AND PRICING CONTAINED IN THIS QUOTE/ORDER IS CONFIDENTIAL

This Order is subject to and governed by the terms and conditions located [here](#)

unless CrowdStrike and the Customer have otherwise executed an agreement, in which case, that agreement governs this Order. If for any reason you are unable to view the terms at the website given above, please contact your CrowdStrike sales representative indicated above. The Order and the applicable terms and conditions are collectively referred to as the Agreement. Please review the Agreement carefully before signing below, as your signature constitutes Customers agreement to be bound by its terms. If a subscription is purchased, the Subscription Start Date shall be the date this Order is fully executed. Once executed by the Customer, this Order is non-cancellable and amounts paid are non-refundable except as expressly provided for in the Agreement.

CrowdStrike, Inc.

DuPage County

Signature:		Signature:	
Name (Print):	Andy Duffett	Name (Print):	
Title:	Vice President of Field Operations	Title:	
Effective Date:	2/15/2023	Effective Date:	

STATE OF ILLINOIS

INVITATION FOR BID

Illinois Department of Innovation and Technology

JPMC CrowdStrike Software Products

20-448DoIT-ADMIN-B-22722

The Department of Innovation and Technology (“DoIT”, “Agency,” or “State”) requests bids from responsible Vendors to meet its needs. A brief description is set forth below for the Bidder’s convenience, with detailed requirements in subsequent sections of this solicitation. If interested and able to meet these requirements, the State appreciates and welcomes a Bid.

Joint Purchasing Procurement:

This solicitation is issued by DoIT in cooperation and agreement with the Chief Procurement Officer for General Services. The purpose of this solicitation is to establish a contract to enable all governmental units and qualified not-for-profit agencies to purchase supplies, or services on an as needed basis during the contract period. By submitting a Bid, Vendor agrees to extend all terms and conditions, specifications, and pricing or discounts specified in the resulting contract for the items in the resulting contract to all governmental units and qualified not-for-profit agencies.

The supplies or services subject to the resulting contract shall be distributed or rendered directly to each governmental unit or qualified not-for-profit agency. Vendor shall bill each governmental unit or qualified not-for-profit agency separately for its actual share of the costs of the supplies or services. The credit or liability of each governmental unit or qualified not-for-profit agency shall remain separate and distinct. Disputes between vendors and governmental units or qualified not-for-profit agencies shall be resolved between the affected parties.

“Governmental unit” means State of Illinois, any State agency as defined in Section 1-15.100 of the Illinois Procurement Code, officers of the State of Illinois, any public authority which has the power to tax or any other public entity created by statute. “Qualified not-for-profit agency” means any not-for-profit agency that qualifies under Section 45-35 of the Illinois Procurement Code and that either (1) acts pursuant to a board established by or controlled by a unit of local government or (2) receives grant funds from the State or from a unit of local government.

STATE OF ILLINOIS

INVITATION FOR BID

Illinois Department of Innovation and Technology

JPMC CrowdStrike Software Products

20-448DoIT-ADMIN-B-22722

Brief Description:

DoIT is requesting to execute a multi-year, Joint Purchase Master Contract (JPMC) with a Vendor that can provide Enterprise Licensing Agreement for all CrowdStrike Software products, including maintenance, offered in the CrowdStrike Offerings Catalog (including but not limited to software, support/maintenance services, training etc.). This group of CrowdStrike offers will be referred to as “CrowdStrike Products” when referenced for the remainder of this document.

The resulting contract with the awarded Bidder shall have an initial term of ten (10) years from date of execution. In no event will the total term of the contract, including the initial term, any renewal terms, and any extensions exceed ten (10) years. 30 ILCS 500/20-60. Subject to the maximum total term limitation, DoIT has the option to renew for the following terms: there are no renewal options available.

Please read the entire solicitation package and submit a Bid for evaluation in accordance with the instructions. All forms and signature areas contained in the solicitation package should be completed in full and submitted along with the price proposal which will constitute the Bid. If submitting your Bid in paper format and by mail, do not submit the instructions pages with bids. Bidders should keep the instructions and a copy of their bids for future reference.

Forms A, Forms B, BEP Utilization Plan, and VSB Utilization Plan may be downloaded from the Chief Procurement Officer for General Service’s website at

<https://www2.illinois.gov/cpo/general/Pages/SolicitationandContractTemplates.aspx> . These sections are a material part of this solicitation, and must be returned when applicable with a Bidder’s Bid.

Bids that do not adhere to form and content of the Invitation for Bid requirements may not be considered.

STATE OF ILLINOIS

OUTLINE

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Part

Instructions and General Information	A.
Process Changes Resulting from BidBuy	A.1
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How to Enter Information	A.3
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Information Contact.....	A.5
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Bid Due Date, Time and Address for Submission of Bids.....	A.8
Organization Required	A.9
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STATE OF ILLINOIS

OUTLINE

Veteran Small Business Participation and Utilization Plan	A.24
BidBuy Terminology	A.25

SECTION 2.

Offer to the State of Illinois	B.
---	-----------

SECTION 3.

Exceptions to Solicitation and Contract Terms and Conditions	C.
---	-----------

CONTRACT

Description of Supplies and Services	1.
Goal	1.1
Supplies and/or Services Required	1.2
Milestones and Deliverables	1.3
Vendor/Staff Specifications	1.4
Transportation and Delivery	1.5
Subcontracting	1.6
Successor Vendor	1.7
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Pricing.....	2.
Format of Pricing.....	2.1
Type of Pricing.....	2.2
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STATE OF ILLINOIS

OUTLINE

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STATE OF ILLINOIS

OUTLINE

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Warranties for Supplies and Services	4.25
Reporting Status and Monitoring Specifications	4.26
Employment Tax Credit.....	4.27
Supplemental Terms	4.28
Security Requirements	4.29
State Supplemental Provisions.....	5.

The following sections (FORMS A, FORMS B, BEP Utilization Plan, VSB Utilization Plan, Letter of Intent) of the solicitation may be found on the CPO's website at:

<https://www2.illinois.gov/cpo/general/Pages/SolicitationandContractTemplates.aspx>

FORMS A

Complete this section if you are not using a State of Illinois Vendor Registration Number which represents registration in the Illinois Procurement Gateway (IPG).

Business and Directory Information	1.
Illinois Department of Human Rights Public Contracts Number	2.
Authorized to Transact Business or Conduct Affairs in Illinois.....	3.
Standard Certifications	4.

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State of Illinois IFB

OUTLINE

V.20.1

STATE OF ILLINOIS

OUTLINE

State Board of Elections	5.
Disclosure of Business Operations in Iran	6.
Financial Disclosures and Conflicts of Interest	7.
Taxpayer Identification Number	8.

FORMS B

Complete this section if you are using an active State of Illinois Vendor Registration Number.

To ensure that you are registered in the IPG, search for your business name in the IPG Registered Vendor Directory. If your company does not appear in the search results, then you are not registered in the IPG.

Illinois Procurement Gateway Registration # and expiration date	1.
Certification Timely to this Solicitation or Contract	2.
Disclosures of Lobbyists and Contracts	3-4.

Download from the CPO's website and complete these documents if this IFB contains a

Business Enterprise Program (BEP) goal.

BEP Utilization Plan

Letter of Intent Template

Download from the CPO's website and complete these documents if this IFB contains a

Veteran Small Business Program (VBP) goal.

Veteran Small Business Utilization Plan

Letter of Intent Template

STATE OF ILLINOIS

INSTRUCTIONS AND GENERAL INFORMATION

SECTION 1. INSTRUCTIONS AND GENERAL INFORMATION

- A.1 PROCESS CHANGES RESULTING FROM BIDBUY:** BidBuy is the new electronic procurement system being used by State agencies under the jurisdiction of the Chief Procurement Officer for General Services. With the implementation of BidBuy, some procurement processes have changed. In some instances, BidBuy entirely replaces the State's previous procurement processes. In others, the past instruction or process remains unchanged or is augmented by BidBuy.

The State publishes Invitations for Bid (IFB) in BidBuy. BidBuy consists of public webpages that may be referred to as the "Bulletin" or information "on BidBuy". BidBuy also permits vendors to create password protected Seller Accounts allowing electronic quoting for some procurement methods. The IFB, along with other attachments and information on BidBuy, constitutes the State's solicitation. The State may accept electronic bids in response to IFBs through BidBuy. Bidders may continue to submit bids in paper format and in accord with the instructions for submission. Bidders must pay special attention to the instructions found on BidBuy as they augment the information in this IFB. Bidders shall read the entire contents of this IFB and direct any questions to the Information Contact found on the BidBuy posting.

- A.2 CONFLICT BETWEEN INFORMATION ON PAPER AND BIDBUY:** If the State provides information in paper format (i.e. the IFB and other attachments) that is different or in conflict with the information the State provides on BidBuy, then the information in paper format is presumed to represent the State's intent. If the Bidder provides information in paper format that is different or in conflict with the information the Bidder provides in BidBuy, then the information in paper format shall represent the Bidder's intended submission.

- A.3 HOW TO ENTER INFORMATION:** Type information in the text form fields provided. Text form fields are indicated by the instruction "Click here to enter text." in red font. If the information requested does not apply to the Bidder's situation, then enter "N/A" into the text form field. Please enter the requested information or N/A into every red text field. Please note that the CONTRACT section of this solicitation may be used as the contract between the State of Illinois and the awarded vendor. If used, then the Financial Disclosures and Conflicts of Interest, Disclosure of Business Operations in Iran, and Standard Certifications provided in Forms A or the Illinois Procurement Gateway, and certifications and disclosures provided in Forms B (if applicable) will become a material part of the contract.

If the State allows electronic quotes, then the Bidder may submit some information via BidBuy by following the prompts and instructions contained within BidBuy.

STATE OF ILLINOIS

INSTRUCTIONS AND GENERAL INFORMATION

A.4 PUBLISHED PROCUREMENT INFORMATION: The State publishes procurement information, including solicitations, awards, and amendments, on the General Services Illinois Procurement Bulletin, referred to as the Bulletin or BidBuy (<https://www.bidbuy.illinois.gov/bsa/>). Procurement information may not be available in any other form or location. Bidder is responsible for monitoring the Bulletin. The State will not be held responsible if Bidder fails to receive the optional e-mail notice of future amendments to the solicitation.

A.5 INFORMATION CONTACT: The individual listed in the “Info Contact:” on the Bulletin posting shall be the single point of contact for this solicitation. Unless otherwise directed, Bidders should only communicate with the Information Contact. The State/Agency shall not be held responsible for information provided by or to any other person.

Suspected errors should be immediately reported to the Information Contact. Do not discuss, directly or indirectly, the solicitation or any bid with any State officer or employee other than the Information Contact.

A.6 BIDDER QUESTIONS AND AGENCY RESPONSE: All questions, other than questions raised at the Pre-Submission Conference, pertaining to this solicitation must be submitted in writing to the Information Contact no later than **August 20, 2021**. Questions received and Agency responses may be posted as an Amendment to the original solicitation on the Bulletin; only these posted answers to questions shall be binding on the State. Bidders are responsible for monitoring the Bulletin.

A.7 PRE-SUBMISSION CONFERENCE

In the Bulletin posting, the Agency may schedule a Pre-Submission Conference as the “Pre-Bid Conference:”.

Is attendance at the Pre-Submission Conference mandatory? ☐ Yes ☒ No

If attendance is mandatory, Bidder (current Vendor included) will be disqualified and considered non-responsive if Bidder does not attend, is not on time, leaves early or fails to sign the attendance sheet. Bidder must allow adequate time to accommodate security screenings at the site.

A.8 BID DUE DATE, TIME, AND ADDRESS FOR SUBMISSION OF BIDS: Each solicitation contains the Bid Due Date and Time, which appear under “Bid Opening Date” on the Bulletin posting. Bids will be opened on the Bid Opening Date at the “Submit/Deliver Paper Bids To” address provided below. Prior to the Bid Opening Date, Bids will only be accepted by the State of Illinois on Mondays through Fridays, between the business hours of 8:00 a.m. - 5:00 p.m. CT. On the Bid Opening Date, Bids will only be

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STATE OF ILLINOIS

INSTRUCTIONS AND GENERAL INFORMATION

accepted prior to the Time listed under “Bid Opening Date” on the Bulletin posting. Bids will not be accepted, and should not be delivered to the State, on any State-observed holidays or weekend days. Late bids shall be deemed non-responsive and will not be considered. 44 ILL. ADM. CODE 1.2005(b).

A.8.1. Bid Firm Time: **Vendor’s Bid must remain firm for 180 days from opening.**

STATE OF ILLINOIS

INSTRUCTIONS AND GENERAL INFORMATION

A.8.2. Submit/Deliver Paper Bids To:

Label (outside of envelopes/containers):

Agency: Illinois Department of Innovation and Technology	"Sealed Bid – Do Not Open"
Attn: Contract Compliance	Project Title & BidBuy Bid #: JPMC CrowdStrike Software Products
Address: 120 West Jefferson Street	Due Date & Time: 10:00 AM CST, Tuesday August 31, 2021
City, State Zip: Springfield IL 62072	<i>Vendor Name</i>
	<i>Vendor City, State and Zip</i>

A.9 ORGANIZATION REQUIRED: Bids in paper format may be submitted in as few as three and as many as five packets. Please follow these instructions carefully. Separately seal and label each packet.

A.9.1. Packet 1 shall contain the Contract section and if applicable a Redacted copy (Section 1, Part A.15).

A.9.2. Packet 2 shall contain the Offer (Section 2, Part B).

If applicable, the packet shall also contain Exceptions to Solicitation Contract Terms and Conditions (Section 3, Part C.1) and References (Section 3, Part C.2).

A.9.2.1. Exceptions must be provided on the Exceptions to Solicitation Contract Terms and Conditions form or must be in a substantially similar format. Agency discourages taking exceptions. State law shall not be circumvented by the exception process. Exceptions may result in rejection of the Bid.

A.9.2.2. Additional Bidder Provisions may be stated on the Exceptions to Solicitation Contract Terms and Conditions form, but should not include exceptions to Agency

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STATE OF ILLINOIS

INSTRUCTIONS AND GENERAL INFORMATION

specifications, terms and conditions, or any other part of this solicitation. This is supplemental information that supports a Bidder's position or, for example, a Bidder's licensing agreement.

- A.9.3. Packet 3 shall contain either Forms A or Forms B. Forms A contains eight forms and shall be returned by Bidders that do not have an active registration in the Illinois Procurement Gateway (IPG).

Forms B consists of two pages and a one-page Taxpayer Identification Number. Forms B is only returned by Bidders that have a valid IPG registration number with expiration date and elect to not use the forms found in Forms A.

- A.9.4. Packet 4 shall contain a response to the Minorities, Women, and Persons with Disabilities participation requirements. Packet 4 is only returned if a Business Enterprise Program goal is stated in the Bulletin posting.

- A.9.5. Packet 5 shall contain a response to the Veteran Small Business (VSB) participation requirements. Packet 5 is only returned if a VSB goal is stated in the Bulletin posting.

A.10 SUBMISSION OF BIDS: Bids may be submitted in paper format or via BidBuy if "Allow Electronic Quote: Yes" is indicated on the Bulletin posting.

A.10.1. To aid in the organization of the Bid submitted in paper format, submit it in separately sealed packets as indicated below and clearly labeled with the Invitation for Bid title, the BidBuy reference number, the packet number, the Bidder's name and the wording: "Sealed Bid – Do Not Open." The separately sealed packets may be submitted together in one mailing/shipping box or may be submitted separately in individual/shipping boxes. You may put the entire Bid on one CD or USB flash drive. **The electronic version of the Offer should be submitted in Microsoft Word 2010 and/or Excel 2010, or newer, as applicable and also in Adobe PDF format.**

Subject Matter	# of Originals	# of Hard Copies	# of CDs or USB flash drives
Contract and if applicable a Redacted copy – PACKET 1	0	0	0

STATE OF ILLINOIS

INSTRUCTIONS AND GENERAL INFORMATION

SECTION 2 Part B (OFFER) and applicable forms in SECTION 3 Part C – PACKET 2	0	0	0
FORMS A or FORMS B – PACKET 3	0	0	0
MINORITIES, WOMEN, AND PERSONS WITH DISABILITIES PARTICIPATION AND UTILIZATION PLAN – PACKET 4	NA	NA	NA
VETERAN SMALL BUSINESS PARTICIPATION AND UTILIZATION PLAN – PACKET 5	NA	NA	NA

A.10.2. If the State allows electronic quotes via BidBuy, the Bidder may submit the following forms and others by uploading them in the Attachment tab.

- Offer to the State
- Contract
- Redacted copy of Bid (if applicable)
- Exceptions to Solicitation Contract Terms and Conditions (if applicable)
- References (if applicable)
- Standard Certifications
- Forms A (if applicable)
- Forms B (if applicable)
- Letter of Intent (if applicable)
- BEP Utilization Plan (if applicable)
- Veteran Small Business Utilization Plan (if applicable)
- Bid or Performance bond (if applicable)

If the Bidder submits its Bid entirely via BidBuy, then the Bidder must complete, sign, and upload all required documents, such as the Contract, BEP Utilization Plan if applicable, and either Forms A or Forms B.

A.11 SECURITY: Bid Bond \$ NA / Performance Bond \$ NA. If a bid bond is required, Bidder must submit the bid bond with the Bid. If a performance bond is required, Bidder must submit the performance bond

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to the solicitation contact within ten (10) days after award. The bond must be from a surety licensed to do business in Illinois. An irrevocable letter of credit is an acceptable substitute. The form of security must be acceptable to the State.

- A.12 SMALL BUSINESS SET-ASIDE:** In the Bulletin posting, if “Yes” is shown to the question “Is this subject to Small Business Set-Aside?”, then Bidder must be qualified by the Small Business Set-Aside Program at the time bids are due in order for the Bid to be evaluated. For complete requirements and to qualify Bidder’s business in the Small Business Set-Aside Program, visit the CPO’s website at <https://www2.illinois.gov/cpo/general/Pages/Sell2Illinois.aspx>.
- A.13 MINORITY CONTRACTOR INITIATIVE:** The State requires a fee of \$15 to cover expenses related to the administration of the Minority Contractor Opportunity Initiative. Any bidder awarded a contract of \$1,000 or more under Section 20-10, 20-15, 20-25 or 20-30 of the Illinois Procurement Code (30 ILCS 500) is required to pay a fee of \$15. The Comptroller shall deduct the fee from the first check issued to the Vendor under the contract and deposit the fee in the Comptroller’s Administrative Fund. 15 ILCS 405/23.9.
- A.14 FEDERAL FUNDS:** The resulting contract may be partially or totally funded with Federal funds. Upon notice of intent to award, the percentage of the goods and/or services involved which are Federally funded and the dollar amount of such Federal funds will be disclosed.
- A.15 EMPLOYMENT TAX CREDIT:** Bidders who hire qualified veterans and certain ex-offenders may be eligible for tax credits. 30 ILCS 500/45-67 and 45-70. Please contact the Illinois Department of Revenue (217-524-4772) for information about tax credits.
- A.16 GOVERNING LAW AND FORUM:** Illinois law and rules govern this solicitation and any resulting contract. Bidder must bring any action relating to this solicitation in the appropriate court in Illinois. This document contains statutory references designated with “ILCS.” Bidder may view the full text at <http://www.ilga.gov/legislation/ilcs/ilcs.asp>. The Illinois Procurement Code (30 ILCS 500) and the Standard Procurement Rules (44 Ill. Adm. Code Part 1) are applicable to this solicitation and may be respectively viewed at <http://www.ilga.gov/legislation/ilcs/ilcs5.asp?ActID=532&ChapterID=7> and <http://www.ilga.gov/commission/jcar/admincode/044/044parts.html>.
- A.17 PUBLIC RECORDS AND REQUESTS FOR CONFIDENTIAL TREATMENT:** Bids become the property of the State. All bids will be open to the public under the Illinois Freedom of Information Act (FOIA) (5 ILCS 140) and other applicable laws and rules, unless Bidder requests in its Bid that the State treat certain information as confidential. A request for confidential treatment will not

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supersede the State's legal obligations under FOIA. The State will not honor requests to keep entire Bids confidential. Bidders must show the specific grounds in FOIA or other law or rule that support confidential treatment. Regardless, the State will disclose the successful Bidder's name, the substance of the Bid, and the price.

If Bidder requests confidential treatment, Bidder must submit additional copy/copies (see Instructions for Submission of Bids in Section A.10) of the Bid with proposed confidential information redacted. This redacted copy must tell the general nature of the material removed and shall retain as much of the Bid as possible. In a separate attachment, Bidder shall supply a listing of the provisions identified by section number for which it seeks confidential treatment and identify the statutory basis or bases under Illinois law, including a detailed justification for exempting the information from public disclosure. Bidder must label the attachment as "Redacted" and return it in Packet 1.

Bidder will hold harmless and indemnify the State for all costs or damages associated with the State defending Bidder's request for confidential treatment. Bidder agrees that the State may copy the Bid to facilitate evaluation, or to respond to requests for public records. Bidder warrants that such copying will not violate the rights of any third party.

If the State allows electronic quotes, then when submitting a redacted copy of the Bid via BidBuy, the Bidder shall include "Redacted" in the file name. When attaching the unredacted version, the Bidder shall include "Unredacted" in the file name and check the Confidential box on the Attachments tab which ensures that BidBuy does not display the unredacted document to the public.

A.18 RESERVATIONS: Bidder must read and understand the solicitation and tailor the Bid and all activities to ensure compliance. The State reserves the right to amend the solicitation, reject any or all bids, award by item, group of items, or grand total, and waive minor defects. The State may request a clarification, inspect Bidder's premises, interview staff, request a presentation, or otherwise verify the contents of the Bid, including information about subcontractors and suppliers. The State will make all decisions on compliance, evaluation, and terms and conditions, and shall make decisions in the best interests of the State and in accordance with the Illinois Procurement Code (30 ILCS 500/), associated administrative rules and other applicable State and Federal statutes and regulations. This competitive process may require that the Bidder provide additional information or otherwise cooperate with the State. If a bidder does not comply with requests for information or cooperate, the State may reject the bid as non-responsive to the

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solicitation. Submitting a bid does not entitle the Bidder to an award or a contract. Posting a vendor's name in a Bulletin notice does not entitle the vendor to a contract. The State is not responsible for and will not pay any costs associated with the preparation and submission of any bid. Awarded vendor(s) shall not commence and will not be paid for any billable work undertaken prior to the date all parties execute the contract, unless approved in writing in advance by the State Purchasing Officer or the Chief Procurement Officer (or designee).

A.19 AWARD: The State is not obligated to award a contract pursuant to this solicitation. If the State issues an award, the award will be made to the responsive and responsible bidder who submits the lowest price in accordance with Section A.22.3 below. The State will post a notice to the Bulletin identifying the apparent low-cost bidder. The State may accept or reject a bidder's bid as submitted or may require contract negotiations. If negotiations do not result in an acceptable agreement, the State may reject the bidder's bid and begin negotiations with another bidder. Awards are not final until all protests are resolved.

A.20 INVOICING ADDRESS: The awarded Vendor shall invoice on a per order basis to the "Bill to Address" on the order.

Vendor shall not bill for any taxes unless accompanied by proof the State is subject to the tax. If necessary, Vendor may request the applicable Agency's Illinois tax exemption number and Federal tax exemption information.

A.21 PROTEST REVIEW OFFICE: Bidders may submit a written protest to the Protest Review Office following the requirements of the Standard Procurement Rules. 44 Ill. Adm. Code 1.5550. For protests related to specifications, the Protest Review Office must physically receive the protest no later than fourteen (14) days after the solicitation or related addendum was posted to the Bulletin. For protests related to rejection of individual bids or awards, the protest must be received by close of business no later than fourteen (14) days after the protesting party knows or should have known of the facts giving rise to the protest. The Protest Review Office information is as follows:

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Chief Procurement Office

Email: eec.legalstaff@illinois.gov

Attn: Protest Review Office

401 S. Spring Street

Facsimile: (217) 558-1399

Suite 515 Stratton Office Building

Illinois Relay: (800) 526-0844

Springfield, IL 62706

A.22 EVALUATION PROCESS: The State evaluates three categories of information: Responsibility, Responsiveness, and Price. The State will consider the information provided and the quality of that information when evaluating the bidder's bid. If the State finds a failure or deficiency, the State may reject the bid or reflect the failure or deficiency in the evaluation.

A.22.1. RESPONSIVENESS: A responsive bidder is one who submits a bid that conforms in all material respects to the Invitation for Bid and includes **all required** forms. Required forms may include, but may not be limited to:

A.22.1.1. Subcontractor Disclosure: If the Bid includes any subcontractors, then Bidder shall provide the names and addresses of subcontractors in the CONTRACT, Part 1.6.

A.22.1.2. References: If references are required, then Bidder shall complete and return the References form in Section 3, Part C.2.

A.22.1.3. If completing Forms B, then responsiveness may include and may not be limited to:

- Active Illinois Procurement Gateway registration # with expiration date
- Disclosure of lobbyists for Bidder and parent entity(ies)
- Disclosure of pending and current contracts
- Certifications timely to this solicitation

A.22.1.4. If completing Forms A, required forms may include and may not be limited to:

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- Business and Directory Information: Bidder should complete and return the Business and Directory Information form in Forms A , Part 1.
 - Illinois Department of Human Rights Public Contracts Number: Bidder shall complete and return the IDHR Public Contracts Number form in Forms A , Part 2.
 - Authorized to Transact Business or Conduct Affairs in Illinois: A person (other than an individual acting as a sole proprietor) must be a duly constituted legal entity prior to submitting a bid and authorized to transact business or conduct affairs in Illinois prior to execution of the contract. For more information, see Authorized to Transact Business or Conduct Affairs in Illinois in Forms A, Part 3.
 - Standard Certifications: Offeror shall complete and return the Standard Certifications form in Forms A, Part 4.
 - State Board of Elections Registration: Vendor or Bidder may be prohibited from making political contributions and be required to register with the State Board of Elections. For more information, see State Board of Elections in Forms A, Part 5.
 - Disclosure of Business Operations with Iran: Offeror should complete and return the Disclosure of Business Operations with Iran form in Forms A, Part 6.
 - Financial Disclosures and Conflicts of Interest: Bidder shall complete and return the Financial Disclosures and Conflicts of Interest form in Forms A, Part 7, or in the Illinois Procurement Gateway.
 - Taxpayer Identification Number: Bidder shall complete and return the Taxpayer Identification form in Forms A, Part 8.
- A.22.1.5. The State will determine whether the Bid meets the stated requirements. Minor differences or deviations that have negligible impact on the price or suitability of the supply or service to meet the State’s needs may be accepted or corrections allowed. If no bidder meets a particular requirement, the State may waive that requirement.
- A.22.1.6. When the specification calls for “Brand Name or Equal,” the brand name product is acceptable. Other products will be considered with proof the other

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product meets stated specifications and is equivalent to the brand product in terms of quality, performance and desired characteristics.

A.22.1.7. The State will determine whether Bids complied with the instructions for submitting bids. Except for late submissions, and other requirements that by law must be part of the submission, the State may require that a bidder correct deficiency as a condition of further evaluation.

A.22.2. **RESPONSIBILITY:** A responsible Bidder is one who has the capability in all respects to perform fully the contract requirements and who has the integrity and reliability that will assure good faith performance. The State determines whether the Bidder is a “responsible” bidder; a bidder with whom the State can or should do business. For example, the State may consider the following:

A.22.2.1. A “prohibited bidder” includes any person assisting an employee of the State of Illinois by reviewing, drafting, directing, or preparing any invitation for bids, a request for proposal, or request for information, or providing similar assistance unless such assistance was part of a publicly issued opportunity to review drafts of all or part of these documents. For purposes of this section, an employee of the State of Illinois means one who, by the nature of his or her duties, has the authority to participate personally and substantially in the decision to award a State contract. No person or business shall submit specifications to a State agency unless requested to do so by an employee of the State. No person or business that contracts with a State agency to write specifications for a particular procurement need shall submit a bid or proposal or receive a contract for that procurement need.

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Nothing herein is intended to prohibit a vendor from bidding or offering to supply developing technology, goods or services after providing the State with a demonstration of the developing technology, goods, or services; provided the subject of the demonstration to the State represents industry trends and innovation and is not specifically designed to meet the State's needs. Nothing herein is intended to prohibit a person or business from submitting a bid or offer or entering into a contract if the person or business: (i) initiates a communication with an employee to provide general information about products, services, or industry best practices and, if applicable, that communication is documented in accordance with Section 50-39 of the Illinois Procurement Code (30 ILCS 500/) or (ii) responds to a communication initiated by an employee of the State for the purposes of providing information to evaluate new products, trends, services, or technologies (30 ILCS 500/50-10.5).

A.22.2.2. Other factors that the State may evaluate to determine responsibility include, but are not limited to: political contributions, certifications, conflict of interest, financial disclosures, taxpayer identification number, past performance in business or industry, references (including those found outside the offer,) compliance with applicable laws, financial responsibility, insurability, effective equal opportunity compliance, payment of prevailing wages if required by law, capacity to produce or sources of supply, and the ability to provide required maintenance service or other matters relating to the bidder's ability to deliver in the quality and quantity within the time and price as specified in this solicitation.

A.22.2.3. Awarded bidders must at all times have financial resources sufficient, in the opinion of the State, to ensure performance of the contract and must provide proof upon request. The State may require a performance bond if, in the opinion of the State, it ensures performance of the contract. The State may terminate the contract, consistent with the termination for cause provision of the contract, if the vendor lacks the financial resources to perform under the contract.

A.22.2.4. The State may require that a bidder correct any deficiencies as a condition of further evaluation.

A.22.3. **PRICE:** The State identifies the lowest priced bidder that meets responsibility and responsiveness requirements according to the lowest total weighted score in Section 2.2.1. The State ranks bids in order of price when appropriate.

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- A.23 BUSINESS ENTERPRISE FOR MINORITIES, WOMEN, AND PERSONS WITH DISABILITIES ACT PARTICIPATION AND UTILIZATION PLAN:** The Bulletin posting indicates whether this solicitation contains a goal to include businesses owned and controlled by minorities, women, and persons with disabilities. If this solicitation is for non-construction supplies or services and contains a goal, then failure to submit a Utilization Plan shall render the Offer non-responsive. 30 ILCS 575/4(f). All questions regarding the subcontracting goal must be directed to the Agency Business Enterprise Program (BEP) Liaison prior to submission of proposals.

BEP Liaison: Reginald Lampkin

Phone Number: 312-814-4603

Email Address: Reginald.Lampkin@illinois.gov

Businesses included in Utilization Plans as meeting BEP requirements as prime vendors or subcontractors must be certified by the Department of Central Management Services as BEP vendors prior to the Bid Opening Date. Go to <https://www2.illinois.gov/cms/business/sell2/bep/Pages/default.aspx> for complete requirements for BEP certification. Go to <https://cms.diversitycompliance.com/> to search for certified BEP vendors.

- A.24 VETERAN SMALL BUSINESS PARTICIPATION AND UTILIZATION PLAN:** The Bulletin posting indicates whether this solicitation contains a goal to include businesses owned and controlled by military veterans. If this solicitation contains a goal, then failure to submit a Utilization Plan as instructed later in this solicitation may render the Offer non-responsive. All questions regarding the subcontracting goal must be directed to the Agency Veteran Small Business Liaison prior to submission of proposals.

Veteran Small Business Liaison: Reginald Lampkin

Phone Number: 312-814-4603

Email Address: Reginald.Lampkin@illinois.gov

Businesses included in Utilization Plans as meeting Veteran Owned Small Business (VOSB) and Service-Disabled Veteran Owned Small Business (SDVOSB) requirements as prime vendors or subcontractors must be certified by CMS as VOSB or SDVOSB vendors prior to Bid opening date. Go to

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<https://www2.illinois.gov/cms/business/sell2/pages/veteranownedbusinesses.aspx> for complete requirements for VOSB or SDVOSB certification. Go to <https://cms.diversitycompliance.com/> to search for certified VOSB and SDVOSB vendors.

- A.25 BIDBUY TERMINOLOGY AND GUIDANCE:** BidBuy is an online e-procurement system. There may be some difference between the procurement terminology used in this solicitation and the terms used in BidBuy. Please learn more about BidBuy by accessing the online resources found here:

<https://www2.illinois.gov/cpo/PathwayToProcurement/Pages/Guides-and-Manuals.aspx>.

-END OF INSTRUCTIONS

STATE OF ILLINOIS
OFFER TO THE STATE OF ILLINOIS

SECTION 2. OFFER TO THE STATE OF ILLINOIS

Project Title / BidBuy Reference #: JPMC CrowdStrike Software Products / 20-448DoIT-ADMIN-B-22722

The undersigned authorized representative of the identified Bidder hereby submits this Offer to the State of Illinois to perform in full compliance with the subject solicitation. By completing and signing this form, Bidder makes an Offer to the State of Illinois that the State may accept.

Bidder should **use this Form as a final checklist to ensure that all required documents are completed and included** with the Bid. Bidder must mark each blank below as appropriate; mark N/A when a section is not applicable to this solicitation. Bidder understands that failure to meet all requirements is cause for disqualification.

B.1 SOLICITATION AND CONTRACT REVIEW: Bidder has reviewed the Solicitation and Contract, including all referenced documents and instructions, filled in all relevant blanks, and provided any requested information.

☐ Yes ☐ No

B.2 ADDENDA: Bidder has taken into account any and all addendums to the solicitation in making this Bid.

☐ Yes ☐ No ☐ N/A

B.3 PRE-SUBMISSION CONFERENCE: If attendance was mandatory, Bidder attended the Pre-Submission Conference.

☐ Yes ☐ No ☐ N/A

B.4 BID SUBMISSION: If submitting a Bid in paper format, Bidder has packaged the Bid in a properly labeled container, addressed to the correct location, included the correct number of copies, and allowed enough time for delivery by the due date and time.

☐ Yes ☐ No

B.5 FORMS A or FORMS B: Bidder is properly submitting either Forms A or Forms B, but not both.

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Section 2. Part B. Offer to the State of Illinois

V.20.1

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OFFER TO THE STATE OF ILLINOIS

☐ Yes ☐ No

B.6 BOND: If applicable, Bidder has submitted its Bid Bond or Performance Bond.

☐ Yes ☐ No ☐ N/A

B.7 SMALL BUSINESS SET-ASIDE: Bidder is a qualified small business in the Small Business Set-Aside Program at the time Bids are due.

☐ Yes ☐ No ☐ N/A

B.8 PACKET 1 – CONTRACT

☐ Yes ☐ No

B.8.1 Redacted Copy of Bid, if requesting confidential treatment ☐ Yes ☐ No ☐ N/A

B.9 PACKET 2 – OFFER

☐ Yes ☐ No

B.9.1 Offer ☐ Yes ☐ No

B.9.2 Exceptions to Solicitation Contract Terms and Conditions ☐ Yes ☐ No ☐ N/A

B.9.3 References ☐ Yes ☐ No ☐ N/A

B.10 PACKET 3 – FORMS A

☐ Yes ☐ No

B.10.1 Business and Directory Information ☐ Yes ☐ No

B.10.2 Illinois Department of Human Rights Public Contracts Number ☐ Yes ☐ No

B.10.3 Standard Certifications ☐ Yes ☐ No

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- | | | |
|--------|---|--|
| B.10.4 | Disclosure of Business Operations in Iran | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| B.10.5 | Financial Disclosures and Conflicts of Interest | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| B.10.6 | Taxpayer Identification Number | <input type="checkbox"/> Yes <input type="checkbox"/> No |

B.11 PACKET 3 – FORMS B

☐ Yes ☐ No

- | | | |
|--------|--|--|
| B.11.1 | Illinois Procurement Gateway Registration # with expiration date | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| B.11.2 | Certifications Timely to this Solicitation | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| B.11.3 | Disclosure of Lobbyists and Contracts | <input type="checkbox"/> Yes <input type="checkbox"/> No |

B.12 PACKET 4 – BEP UTILIZATION PLAN

- | | | |
|--------|---|---|
| B.12.1 | Does this solicitation contain a BEP goal? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| B.12.2 | Minorities, Women, Persons with Disabilities Participation and Utilization Plan | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A |

B.13 PACKET 5 – VSB UTILIZATION PLAN

- | | | |
|--------|---|---|
| B.13.1 | Does this solicitation contain a VSB goal? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| B.13.2 | Veteran Small Business Participation and Utilization Plan | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A |

B.14 CONTRACT SIGNATURE

Bidder has signed and filled out all Vendor information on the CONTRACT SIGNATURES page.

☐ Yes ☐ No

B.15 SUBCONTRACTING

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Bidder has indicated if subcontractors will be used and provided all requested information.

☐ Yes ☐ No ☐ N/A

B.16 LOCATION OF PERFORMANCE

Bidder has provided the location and known or anticipated value of services to be performed.

☐ Yes ☐ No

B.17 REFERENCES

Bidder has enclosed references and all pertinent contact information for the references.

☐ Yes ☐ No ☐ N/A

B.18 PRICING

Bidder has completed the PRICING part of the CONTRACT.

☐ Yes ☐ No

B.19 EXCEPTIONS

In preparing the Bid, Bidder has taken (check one box below):

☐ No Exceptions

☐ Exceptions to the State's language or requirements; Exceptions must be provided on the State's form (Section 3, Part C.1) or must be in a substantially similar format. The State discourages taking exceptions. State law shall not be circumvented by the exception process. Exceptions may result in rejection of Bidder's Bid.

B.20 REQUEST FOR CONFIDENTIAL TREATMENT

Bidder has supplied an additional copy of the Bid with confidential information deleted. In the event the designation of confidentiality of this information is challenged, the undersigned hereby agrees to provide legal counsel or other necessary assistance to defend the designation of

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confidentiality and agrees to hold the State harmless for any costs or damages arising out of the State agreeing to withhold the materials based on Bidder's request.

☐ No, Bidder is not requesting confidential treatment for this Bid

☐ Yes, Bidder is seeking confidential treatment for portions of this Bid

B.21 PREFERENCES

The Illinois Procurement Code provides various preferences to promote business opportunities in Illinois.

Does Bidder make any claims for preferences? If so, please mark the applicable preference(s) and include the list of items that qualify for the preference at the end of this section and a description of why the preference applies. The State reserves the right to determine whether the preference indicated applies to Bidder.

☐ Resident Bidder (30 ILCS 500/45-10)

☐ Recycled Supplies (30 ILCS 500/45-20)

☐ Recyclable Paper (30 ILCS 500/45-25)

☐ Environmentally Preferable Supplies or Services (30 ILCS 500/45-26)

☐ Illinois Correctional Industries (30 ILCS 500/45-30)

☐ Not-for-Profit Agencies for Persons with Significant Disabilities (30 ILCS 500/45-35)

☐ Gas Mileage (30 ILCS 500/45-40)

☐ Small Businesses (30 ILCS 500/45-45)

☐ Illinois Agricultural Products (30 ILCS 500/45-50)

☐ Corn-Based Plastics (30 ILCS 500/45-55)

☐ Veterans (30 ILCS 500/45-57)

☐ Vehicles Powered by Agricultural Commodity-Based Fuel (30 ILCS 500/45-60)

☐ Public Purchases in Other State (30 ILCS 520)

☐ Illinois Mined Coal Act (30 ILCS 555)

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- ☐ Steel Products Procurement (30 ILCS 565)
- ☐ Veteran's Preference (330 ILCS 55)
- ☐ Business Enterprise for Minorities, Women, and Persons with Disabilities Act (30 ILCS 575)
- ☐ Procurement of Domestic Products (30 ILCS 517)
- ☐ Bio-based Products (30 ILCS 500/45-75)

Items that Qualify and Explanation: [Click here to enter text](#)

Signature of Authorized Representative: _____

Printed Name of Authorized Representative: _____

Bidder's Name: [Click here to enter text](#)

Date: [Click here to enter a date.](#)

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EXCEPTIONS TO SOLICITATION AND CONTRACT TERMS AND CONDITIONS

SECTION 3.

C. EXCEPTIONS TO SOLICITATION AND CONTRACT TERMS AND CONDITIONS

[Click here to enter text](#) agrees with the terms and conditions set forth in the State of Illinois Invitation for Bid, including the standard terms and conditions, the Agency supplemental provisions, certifications, and disclosures, with the following exceptions. **The State also prefers that Vendor redline these exceptions within the contract document.**

	Excluding certifications required by statute to be made by the Vendor, both Parties agree that all of the duties and obligations that the Vendor owes to the Agency for the work performed shall be pursuant to the solicitation and resulting contract, and Vendor's exceptions accepted by the State thereto as set forth below.
	STANDARD TERMS AND CONDITIONS
Section/ Subsection #	State the exception such as "add," "replace," and/or "delete."
	ADDITIONAL VENDOR TERMS AND CONDITIONS
New Provision(s), # et. seq.	Section/Subsection New Number, Title of New Subsection: State the new additional term or condition.

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EXCEPTIONS TO SOLICITATION AND CONTRACT TERMS AND CONDITIONS

Department of Innovation and Technology hereby agrees to the exceptions provided by [Click here to enter text](#) and to the Additional Terms and Conditions provided by [Click here to enter text](#).

Agreed: Click here to enter text	Agreed: Click here to enter text
By: Click here to enter text	By: Click here to enter text
Signed:	Signed:
Position: Click here to enter text	Position: Click here to enter text
Date: Click here to enter a date.	Date:

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CONTRACT

Illinois Department of Innovation and Technology

JPMC CrowdStrike Software Products
20-448DoITADMIN-B-22722

The Parties to this contract are the State of Illinois acting through the undersigned Agency (collectively the State) and the Vendor. This contract, consisting of the signature page and numbered sections listed below and any attachments referenced in this contract, constitute the entire contract between the Parties concerning the subject matter of the contract, and in signing the contract, the Vendor affirms that the Certifications and Financial Disclosures and Conflicts of Interest attached hereto are true and accurate as of the date of the Vendor's execution of the contract. This contract supersedes all prior proposals, contracts and understandings between the Parties concerning the subject matter of the contract. This contract can be signed in multiple counterparts upon agreement of the Parties.

Contract includes BidBuy Purchase Order? (The Agency answers this question prior to contract filing.)

☐ Yes

☐ No

Contract uses Illinois Procurement Gateway Certifications and Disclosures?

☐ Yes (IPG Certifications and Disclosures including FORMS B)

☐ No

1. **DESCRIPTION OF SUPPLIES AND SERVICES**
2. **PRICING**
3. **TERM AND TERMINATION**
4. **STANDARD BUSINESS TERMS AND CONDITIONS**
5. **STATE SUPPLEMENTAL PROVISIONS**
6. **STANDARD CERTIFICATIONS**
7. **FINANCIAL DISCLOSURES AND CONFLICTS OF INTEREST**
8. **CONTRACT SPECIFIC CERTIFICATIONS AND DISCLOSURES – “FORMS B” (IF APPLICABLE)**

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CONTRACT

Illinois Department of Innovation and Technology

JPMC CrowdStrike Software Products

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9. PURCHASE ORDER FROM BIDBUY (IF APPLICABLE)

In consideration of the mutual covenants and agreements contained in this contract, and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties agree to the terms and conditions set forth herein and have caused this contract to be executed by their duly authorized representatives on the dates shown on the following CONTRACT SIGNATURES page

STATE OF ILLINOIS

CONTRACT

Illinois Department of Innovation and Technology

JPMC CrowdStrike Software Products
20-448DoITADMIN-B-22722

VENDOR

Vendor Name: Click here to enter text.	ALL NOTICES TO: Address (City/State/Zip): Click here to enter text.
Signature:	Phone: Click here to enter text.
Printed Name: Click here to enter text.	Fax: Click here to enter text.
Title: Click here to enter text.	Email: Click here to enter text.
Date:	

STATE OF ILLINOIS

Procuring Agency: Illinois Department of Innovation and Technology	Phone: Click here to enter text.
Street Address: 120 West Jefferson Street	Fax: Click here to enter text.
City, State ZIP: Springfield IL 62702	
Official Signature:	Date:
Printed Name: Jennifer Ricker	
Official's Title: Acting Secretary	
Legal Signature:	Date:
Legal Printed Name: Matthew Runyen	
Legal's Title: General Counsel	

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CONTRACT

Illinois Department of Innovation and Technology

JPMC CrowdStrike Software Products

20-448DoITADMIN-B-22722

Fiscal Signature:	Date:
Fiscal's Printed Name: Brian Turner	
Fiscal's Title: Acting Chief Fiscal Officer	

AGENCY USE ONLY**NOT PART OF CONTRACTUAL PROVISIONS**

- Agency Reference #: 21-448DOIT-SEC44-B-22722
- Project Title: JPMC CrowdStrike Software Products
- Contract #:
- Procurement Method (IFB, RFP, Small Purchase, etc.): IFB
- BidBuy / Bulletin Reference #:
- BidBuy / Bulletin Publication Date:
- Award Code:
- Subcontractor Utilization? ☐ Yes ☐ No Subcontractor Disclosure? ☐ Yes ☐ No
- Funding Source:
- Obligation #:
- Small Business Set-Aside? ☐ Yes ☐ No Percentage:
- Minority Owned Business? ☐ Yes ☐ No Percentage:
- Women Owned Business? ☐ Yes ☐ No Percentage:
- Persons with Disabilities Owned Business? ☐ Yes ☐ No Percentage:
- Veteran Owned Small Business? ☐ Yes ☐ No Percentage:
- Other Preferences?

1. DESCRIPTION OF SUPPLIES AND SERVICES

1.1. GOAL: The Illinois Department of Innovation and Technology (“DoIT”), in cooperation and agreement with Chief Procurement Officer for General Services, intends to execute a multi-year, Joint Purchase Master Contract (JPMC) with a CrowdStrike authorized reseller that can provide Enterprise Licensing Agreement for all CrowdStrike products, offered in the CrowdStrike Offerings Catalog (including but not limited to software, support/maintenance services, etc., to be available to all governmental units and qualified not-for-profit agencies.

1.2. SUPPLIES AND/OR SERVICES REQUIRED: Vendor shall provide CrowdStrike Products on an as needed, if needed basis.

Vendor shall provide any licensing terms that govern the use of these products with their response.

Any Vendor terms and conditions on the Vendor’s ordering document(s) shall not apply to the contract or any orders against it. For each order, the governmental unit or qualified not-for-profit agency shall be solely responsible for all payments or other applicable obligations or disputes that may arise related to the order. DoIT shall have no obligations or responsibilities related to orders placed by other governmental units or qualified not-for-profit agencies. Nothing in this contract or elsewhere, including in any non-State approved forms, shall create any obligation to purchase, and make payments on, any products or services offered hereunder.

Vendor, either directly or in collaboration with manufacturer, shall provide the State a copy of any applicable SOC report related to cloud subscriptions for State review and approval prior to contract execution.

The State shall have no minimum purchase obligation or minimum order requirement under the resulting contract. Orders against the resulting contract will be made by the State using a State approved form (e.g. Basic Ordering Agreement (BOA)) on an as needed, if needed basis. All governmental units and qualified not-for-profit agencies will submit their own purchase forms. Orders written through and including the last day of the resulting contract shall be honored. Each individual order will have its own ship to/bill to information.

All products furnished shall be new, unused, or most recent manufacture and not discontinued. If an item becomes discontinued or otherwise not available during the

term, the vendor may propose to substitute an equivalent or better product at no additional cost, subject to approval by the Department of Innovation and Technology.

The State recognizes that the manufacturer may make changes to service offerings at any time during the contract term (including optional renewals). Vendor is responsible for notifying buyer of such changes. Discount levels/pricing structure shall remain consistent. Vendor shall pass on any price decreases that take effect during the term of the contract, including optional renewals, to the customer.

1.3. MILESTONES AND DELIVERABLES: NA

1.4. VENDOR / STAFF SPECIFICATIONS: Vendor shall be authorized to resell CrowdStrike products throughout the term of this contract and any renewals. DoIT is aware that, in the IT industry, manufacturers often make products, support and services available to customers via an indirect channel. Those channel participants may be referred to as resellers, distributors, partners, providers, or other designations. DoIT is unable to research, distinguish and define the various types of manufacturer sales programs for all products, support and services on the market; therefore, DoIT requires that vendors responding to this solicitation provide a statement indicating their ability and authorization to resell and deliver products, support and services to the State and other purchasing entities on behalf of the manufacturer. Vendors submitting bids are also required to acknowledge responsibility for and authorization to provide pre- and post-sales support, where applicable.

1.5. TRANSPORTATION AND DELIVERY: Delivery and/or electronic delivery shall be as stated on each individual order. Vendor shall not charge for shipping/handling.

1.6. SUBCONTRACTING

Subcontractors are not allowed.

1.6.1. Will subcontractors be utilized? ☐ Yes ☒ No

A subcontractor is a person or entity that enters into a contractual agreement with a total value of \$50,000 or more with a person or entity who has a contract subject to the Illinois Procurement Code pursuant to which the person or entity provides some or all of the goods, services, real property, remuneration, or other

monetary forms of consideration that are the subject of the primary State contract, including subleases from a lessee of a State contract.

All contracts with subcontractors must include Standard Certifications completed and signed by the subcontractor.

1.6.2.

1.7. SUCCESSOR VENDOR

☐ Yes ☒ No This contract is for services subject to 30 ILCS 500/25-80. Heating and air conditioning service contracts, plumbing service contracts, and electrical service contracts are not subject to this requirement. Non-service contracts, construction contracts, qualification-based selection contracts, and professional and artistic services contracts are not subject to this requirement.

If yes is checked, then the Vendor certifies:

- (i) that it shall offer to assume the collective bargaining obligations of the prior employer, including any existing collective bargaining agreement with the bargaining representative of any existing collective bargaining unit or units performing substantially similar work to the services covered by the contract subject to its bid or offer; and
- (ii) that it shall offer employment to all employees currently employed in any existing bargaining unit who perform substantially similar work to the work that will be performed pursuant to this contract.

1.8. WHERE SERVICES ARE TO BE PERFORMED: Unless otherwise disclosed in this section all services shall be performed in the United States. If the Vendor performs the services purchased hereunder in another country in violation of this provision, such action may be deemed by the State as a breach of the contract by Vendor.

Vendor shall disclose the locations where the services required shall be performed and the known or anticipated value of the services to be performed at each location. If the Vendor received additional consideration in the evaluation based on work being performed in the United States, it shall be a breach of contract if the Vendor shifts any such work outside the United States.

- Location where services will be performed: [Click here to enter text](#)

Value of services performed at this location: [Click here to enter text](#)

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- Location where services will be performed: [Click here to enter text](#)

Value of services performed at this location: [Click here to enter text](#)

2. PRICING

2.1 FORMAT OF PRICING:

- 2.1.1 Vendor shall submit pricing in the format shown below, based on the terms and conditions set forth in section 1 of this Contract.
- 2.1.2 Vendor shall provide Percentage Discount (%) off the Manufacturer Suggested Retail Price (MSRP), valid for the initial term.

	PART 1 Product Categories	Percentage Discount off MSRP	Weight	Weighted Score
1	CrowdStrike Product Licensing (To include SaaS)		0.80	
2	CrowdStrike Maintenance/Support		0.15	
3	CrowdStrike Training		0.05	

<u>Sum of Total Weighted Scores</u>	
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Instructions for calculating each Weighted Factor:

- CrowdStrike Product Licensing (100 - Discount % entered as number) multiplied by 0.80
- CrowdStrike Maintenance/Support (100 - Discount % entered as number) multiplied by 0.15
- CrowdStrike Training (100 - Discount % entered as number) multiplied by 0.05

Vendor shall provide a document or a link to a portal that includes CrowdStrike's MSRP price.

Award will be made to lowest total weighted score and responsive and responsible Vendor.

2.2 TYPE OF PRICING: The Illinois Office of the Comptroller requires the State to indicate whether the contract price is firm or estimated at the time it is submitted for obligation. The total price of this contract is estimated.

2.3 EXPENSES ALLOWED: Expenses are not allowed.

2.4 DISCOUNT: The State may receive a [Click here to enter text](#) % discount for payment within [Click here to enter text](#) days of receipt of correct invoice. This discount will not be a factor in making the award.

2.5 VENDOR'S PRICING: Attach additional pages if necessary or if the format of pricing specified above in Section 2.1 requires additional pages.

2.5.1. Vendor's Price for the Initial Term: Discount off MSRP as shown in Table 2.1.2

For procurements conducted in BidBuy, the State may include in this contract the BidBuy Purchase Order as it contains the agreed pricing.

☐ If checked, see the attached BidBuy Purchase Order for the Vendor's Price for the Initial Term.

2.5.2. Renewal Compensation: If the contract is renewed, the price shall be at the same rate as for the initial term unless a different compensation or formula for determining the renewal compensation is stated in this section.

2.5.2.1. Agency Formula for Determining Renewal Compensation: N/A

2.5.2.2. Vendor's Price for Renewal(s): N/A

2.6 MAXIMUM AMOUNT: The total payments under this contract shall not exceed \$N/A without a formal amendment.

3. TERM AND TERMINATION

- 3.1 TERM OF THIS CONTRACT:** This contract has an initial term beginning upon last date of execution for a term of **ten (10) years**.

For procurements conducted in BidBuy, the State may include in this contract the BidBuy Purchase Order as it contains the agreed term.

- 3.1.1 In no event will the total term of the contract, including the initial term, any renewal terms and any extensions, exceed ten (10) years. 30 ILCS 500/20-60
- 3.1.2 Vendor shall not commence billable work in furtherance of the contract prior to final execution of the contract except when permitted pursuant to 30 ILCS 500/20-80.

3.2 RENEWAL:

- 3.2.1. Any renewal is subject to the same terms and conditions as the original contract unless otherwise provided in the pricing section. The State may renew this contract for any or all the option periods specified, may exercise any of the renewal options early, and may exercise more than one option at a time based on continuing need and favorable market conditions, when in the best interest of the State. The contract may neither renew automatically nor renew solely at the Vendor's option.
- 3.2.2. Pricing for the renewal term(s), or the formula for determining price, is shown in the pricing section of this contract.
- 3.2.3. The State reserves the right to renew for a total **N/A**.
- 3.2.3.1 One renewal covering the entire renewal allowance;
- 3.2.3.2 Individual one-year renewals up to and including the entire renewal allowance; or
- 3.2.3.3 Any combination of full or partial year renewals up to and including the entire renewal allowance.

- 3.3 TERMINATION FOR CAUSE:** The State may terminate this contract, in whole or in part, immediately upon notice to the Vendor if: (a) the State determines that the actions or inactions of the Vendor, its agents, employees or subcontractors have caused, or

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reasonably could cause, jeopardy to health, safety, or property, or (b) the Vendor has notified the State that it is unable or unwilling to perform the contract.

If Vendor fails to perform to the State's satisfaction any material requirement of this contract, is in violation of a material provision of this contract, or the State determines that the Vendor lacks the financial resources to perform the contract, the State shall provide written notice to the Vendor to cure the problem identified within the period of time specified in the State's written notice. If not cured by that date the State may either: (a) immediately terminate the contract without additional written notice or (b) enforce the terms and conditions of the contract.

For termination due to any of the causes contained in this Section, the State retains its rights to seek any available legal or equitable remedies and damages.

- 3.4 TERMINATION FOR CONVENIENCE:** The State may, for its convenience and with thirty (30) days prior written notice to Vendor, terminate this contract in whole or in part and without payment of any penalty or incurring any further obligation to the Vendor.

Upon submission of invoices and proof of claim, the Vendor shall be entitled to compensation for supplies and services provided in compliance with this contract up to and including the date of termination.

- 3.5 OTHER TERMINATION:** The State may also terminate, in whole or in part, this contract without advance notice pursuant to Section 3.7.

- 3.6 SUSPENSION:** The State may also suspend, in whole or in part, this contract without advance notice pursuant to Section 3.7.

- 3.7 AVAILABILITY OF APPROPRIATION:** This contract is contingent upon and subject to the availability of funds. The State, at its sole option, may terminate or suspend this contract, in whole or in part, without penalty or further payment being required, if (1) the Illinois General Assembly or the federal funding source fails to make an appropriation sufficient to pay such obligation, or if funds needed are insufficient for any reason (30 ILCS 500/20-60), (2) the Governor or DoIT reserves funds, or (3) the Agency determines, in its sole discretion or as directed by the Office of the Governor, that a reduction is necessary or advisable based upon actual or projected budgetary considerations or available funds for payment. Contractor will be notified in writing of the failure of appropriation or of a reduction or decrease and DoIT's election to terminate or suspend, in whole or in part, as soon as practicable. Any suspension or termination pursuant to this section will be effective upon the date of the written notice unless otherwise indicated.

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4. STANDARD BUSINESS TERMS AND CONDITIONS

4.1 PAYMENT TERMS AND CONDITIONS:

- 4.1.1 Late Payment: Payments, including late payment charges, will be paid in accordance with the State Prompt Payment Act and rules when applicable. 30 ILCS 540; 74 Ill. Adm. Code 900. This shall be Vendor's sole remedy for late payments by the State. Payment terms contained in Vendor's invoices shall have no force or effect.
- 4.1.2 Minority Contractor Initiative: Any Vendor awarded a contract of \$1,000 or more under Section 20-10, 20-15, 20-25 or 20-30 of the Illinois Procurement Code (30 ILCS 500) is required to pay a fee of \$15. The Comptroller shall deduct the fee from the first check issued to the Vendor under the contract and deposit the fee in the Comptroller's Administrative Fund. 15 ILCS 405/23.9.
- 4.1.3 Expenses: The State will not pay for supplies provided or services rendered, including related expenses, incurred prior to the execution of this contract by the Parties even if the effective date of the contract is prior to execution.
- 4.1.4 Prevailing Wage: As a condition of receiving payment Vendor must (i) be in compliance with the contract, (ii) pay its employees prevailing wages when required by law, (iii) pay its suppliers and subcontractors according to the terms of their respective contracts, and (iv) provide lien waivers to the State upon request. Examples of prevailing wage categories include public works, printing, janitorial, window washing, building and grounds services, site technician services, natural resource services, security guard and food services. The prevailing wages are revised by the Illinois Department of Labor (DOL) and are available on DOL's official website, which shall be deemed proper notification of any rate changes under this subsection. Vendor is responsible for contacting DOL at 217-782-6206 or (<http://www.state.il.us/agency/idol/index.htm>) to ensure understanding of prevailing wage requirements.
- 4.1.5 Federal Funding: This contract may be partially or totally funded with Federal funds. If Federal funds are expected to be used, then the percentage of the good/service paid using Federal funds and the total Federal funds expected to be used will be provided to the awarded Vendor in the notice of intent to award.
- 4.1.6 Invoicing: By submitting an invoice, Vendor certifies that the supplies or services provided meet all requirements of this contract, and the amount billed and expenses incurred are as allowed in this contract. Invoices for supplies purchased, services performed, and expenses incurred through June 30 of any year must be submitted to the State no later than July 31 of that year; otherwise Vendor may have to seek payment through the Illinois Court of Claims. 30 ILCS 105/25. All invoices are subject to statutory offset. 30 ILCS 210.

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4.1.6.1 Vendor shall not bill for any taxes unless accompanied by proof that the State is subject to the tax. If necessary, Vendor may request the applicable Agency's Illinois tax exemption number and Federal tax exemption information.

4.1.6.2 Vendor shall invoice the respective governmental unit or qualified not-for-profit agency on a per order basis.

For procurements conducted in BidBuy, the Agency may include in this contract the BidBuy Purchase Order as it contains the Bill To address.

4.2 ASSIGNMENT: This contract may not be assigned or transferred in whole or in part by Vendor without the prior written consent of the State.

4.3 SUBCONTRACTING: For purposes of this section, subcontractors are those specifically hired to perform all or part of the work covered by this contract. Vendor must receive prior written approval before use of any subcontractors in the performance of this contract. Vendor shall describe, in an attachment if not already provided, the names and addresses of all authorized subcontractors to be utilized by Vendor in the performance of this contract, together with a description of the work to be performed by the subcontractor and the anticipated amount of money that each subcontractor is expected to receive pursuant to this contract. If required, Vendor shall provide a copy of any subcontracts within fifteen (15) days after execution of this contract. All subcontracts must include the same certifications that Vendor must make as a condition of this contract. Vendor shall include in each subcontract the subcontractor certifications as shown on the Standard Certification form available from the State. If at any time during the term of the Contract, Vendor adds or changes any subcontractors, then Vendor must promptly notify, by written amendment to the Contract, the State Purchasing Officer or the Chief Procurement Officer of the names and addresses and the expected amount of money that each new or replaced subcontractor will receive pursuant to the Contract. 30 ILCS 500/20-120.

4.4 AUDIT/RETENTION OF RECORDS: Vendor and its subcontractors shall maintain books and records relating to the performance of this contract and any subcontract necessary to support amounts charged to the State pursuant this contract or subcontract. Books and records, including information stored in databases or other computer systems, shall be maintained by the Vendor for a period of three (3) years from the later of the date of final payment under the contract or completion of the contract, and by the subcontractor for a period of three (3) years from the later of final payment under the term or completion of the subcontract. If Federal funds are used to pay contract costs, the Vendor and its subcontractors must retain their respective records for five (5) years. Books and records required to be maintained under this section shall be available for review or audit by representatives of: the procuring Agency, the Auditor General, the Executive Inspector General, the Chief Procurement Officer, State of Illinois internal auditors or other

governmental entities with monitoring authority, upon reasonable notice and during normal business hours. Vendor and its subcontractors shall cooperate fully with any such audit and with any investigation conducted by any of these entities. Failure to maintain books and records required by this section shall establish a presumption in favor of the State for the recovery of any funds paid by the State under this contract or any subcontract for which adequate books and records are not available to support the purported disbursement. The Vendor or subcontractors shall not impose a charge for audit or examination of the Vendor's or subcontractor's books and records. 30 ILCS 500/20-65.

- 4.5 TIME IS OF THE ESSENCE:** Time is of the essence with respect to Vendor's performance of this contract. Vendor shall continue to perform its obligations while any dispute concerning this contract is being resolved unless otherwise directed by the State.
- 4.6 NO WAIVER OF RIGHTS:** Except as specifically waived in writing, failure by a Party to exercise or enforce a right does not waive that Party's right to exercise or enforce that or other rights in the future.
- 4.7 FORCE MAJEURE:** Failure by either Party to perform its duties and obligations will be excused by unforeseeable circumstances beyond its reasonable control and not due to its negligence, including acts of nature, acts of terrorism, riots, labor disputes, fire, flood, explosion, and governmental prohibition. The non-declaring Party may cancel this contract without penalty if performance does not resume within thirty (30) days of the declaration.
- 4.8 CONFIDENTIAL INFORMATION:** Each Party to this contract, including its agents and subcontractors, may have or gain access to confidential data or information owned or maintained by the other Party in the course of carrying out its responsibilities under this contract. Vendor shall presume all information received from the State or to which it gains access pursuant to this contract is confidential. Vendor information, unless clearly marked as confidential and exempt from disclosure under the Illinois Freedom of Information Act, shall be considered public. No confidential data collected, maintained, or used in the course of performance of this contract shall be disseminated except as authorized by law and with the written consent of the disclosing Party, either during the period of this contract or thereafter. The receiving Party must return any and all data collected, maintained, created or used in the course of the performance of this contract, in a non-proprietary format, promptly at the end of this contract, or earlier at the request of the disclosing Party, or notify the disclosing Party in writing of its destruction. The foregoing obligations shall not apply to confidential data or information lawfully in the receiving Party's possession prior to its acquisition from the disclosing Party; received in good faith from a third Party not subject to any confidentiality obligation to the disclosing

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Party; now is or later becomes publicly known through no breach of confidentiality obligation by the receiving Party; or that is independently developed by the receiving Party without the use or benefit of the disclosing Party's confidential information.

- 4.9 USE AND OWNERSHIP:** All work performed or supplies created by Vendor under this contract, whether written documents or data, goods or deliverables of any kind, shall be deemed work for hire under copyright law and all intellectual property and other laws, and the State of Illinois is granted sole and exclusive ownership to all such work, unless otherwise agreed in writing. Vendor hereby assigns to the State all right, title, and interest in and to such work including any related intellectual property rights, and/or waives any and all claims that Vendor may have to such work including any so-called "moral rights" in connection with the work. Vendor acknowledges the State may use the work product for any purpose. Confidential data or information contained in such work shall be subject to the confidentiality provisions of this contract.
- 4.10 INDEMNIFICATION AND LIABILITY:** The Vendor shall indemnify and hold harmless the State of Illinois, its agencies, officers, employees, agents and volunteers from any and all costs, demands, expenses, losses, claims, damages, liabilities, settlements and judgments, including in-house and contracted attorneys' fees and expenses, arising out of: (a) any breach or violation by Vendor of any of its certifications, representations, warranties, covenants or agreements; (b) any actual or alleged death or injury to any person, damage to any real or personal property, or any other damage or loss claimed to result in whole or in part from Vendor's negligent performance; (c) any act, activity or omission of Vendor or any of its employees, representatives, subcontractors or agents; or (d) any actual or alleged claim that the services or goods provided under this contract infringe, misappropriate, or otherwise violate any intellectual property (patent, copyright, trade secret, or trademark) rights of a third party. In accordance with Article VIII, Section 1(a), (b) of the Constitution of the State of Illinois, the State may not indemnify private parties' absent express statutory authority permitting the indemnification. Neither Party shall be liable for incidental, special, consequential, or punitive damages.
- 4.11 INSURANCE:** Vendor shall, at all times during the term of this contract and any renewals or extensions, maintain and provide a Certificate of Insurance naming the State as an additionally insured for all required bonds and insurance. Certificates may not be modified or canceled until at least thirty (30) days' notice has been provided to the State. Vendor shall provide: (a) General Commercial Liability insurance in the amount of \$1,000,000 per occurrence (Combined Single Limit Bodily Injury and Property Damage) and \$2,000,000 Annual Aggregate; (b) Auto Liability, including Hired Auto and Non-owned Auto (Combined Single Limit Bodily Injury and Property Damage), in amount of

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\$1,000,000 per occurrence; and (c) Worker's Compensation Insurance in the amount required by law. Insurance shall not limit Vendor's obligation to indemnify, defend, or settle any claims.

4.12 INDEPENDENT CONTRACTOR: Vendor shall act as an independent contractor and not an agent or employee of, or joint venturer with the State. All payments by the State shall be made on that basis.

4.13 SOLICITATION AND EMPLOYMENT: Vendor shall not employ any person employed by the State during the term of this contract to perform any work under this contract. Vendor shall give notice immediately to the Agency's director if Vendor solicits or intends to solicit State employees to perform any work under this contract.

4.14 COMPLIANCE WITH THE LAW: The Vendor, its employees, agents, and subcontractors shall comply with all applicable Federal, State, and local laws, rules, ordinances, regulations, orders, Federal circulars and all license and permit requirements in the performance of this contract. Vendor shall be in compliance with applicable tax requirements and shall be current in payment of such taxes. Vendor shall obtain at its own expense, all licenses and permissions necessary for the performance of this contract.

4.15 BACKGROUND CHECK: Vendor affirms that it checks the criminal records of all applicants for felony convictions and misdemeanor convictions involving a violent act or threat of violence within seven (7) years prior to employment, where permitted by law.

Whenever the State deems it reasonably necessary for security reasons, the State may conduct, at its expense, criminal and driver history background checks of Vendors and subcontractors, officers, employees or agents performing services on State owned, leased or controlled property. Vendor or subcontractor shall reassign immediately any such individual who, in the reasonable opinion of the State, does not pass the background checks. The background checks shall be in compliance with all federal laws. The State further agrees as follows:

- Use of the information collected will be for the specific purpose of facilitating a background check;
- All information collected will be treated as confidential;
- The State will limit access to the information received and will properly store it in a reasonably secure manner;

- The State will promptly dispose in an appropriate manner all collected information when the purpose for which it was originally collected is no longer valid; and
- State must provide notice and consent forms. Vendor's and subcontractors officers, employees or agents performing services on state owned, leased or controlled property not consenting shall be reassigned.

However, in no event can Vendor agree to waive the rights of its employees, nor can Vendor provide the State with any information protected by law, including but not limited to Vendor's background check data.

4.16 APPLICABLE LAW:

4.16.1 PREVAILING LAW: This contract shall be construed in accordance with and is subject to the laws and rules of the State of Illinois.

4.16.2 EQUAL OPPORTUNITY: The Department of Human Rights' Equal Opportunity requirements are incorporated by reference. 44 Ill. Adm. Code 750.

4.16.3 COURT OF CLAIMS; ARBITRATION; SOVEREIGN IMMUNITY: Any claim against the State arising out of this contract must be filed exclusively with the Illinois Court of Claims. 705 ILCS 505/1. The State shall not enter into binding arbitration to resolve any dispute arising out of this contract. The State of Illinois does not waive sovereign immunity by entering into this contract.

4.16.4 OFFICIAL TEXT: The official text of the statutes cited herein is incorporated by reference. An unofficial version can be viewed at (www.ilga.gov/legislation/ilcs/ilcs.asp).

4.17 ANTI-TRUST ASSIGNMENT: If Vendor does not pursue any claim or cause of action it has arising under Federal or State antitrust laws relating to the subject matter of this contract, then upon request of the Illinois Attorney General, Vendor shall assign to the State all of Vendor's rights, title and interest to the claim or cause of action.

4.18 CONTRACTUAL AUTHORITY: The Agency that signs this contract on behalf of the State of Illinois shall be the only State entity responsible for performance and payment under this contract. When the Chief Procurement Officer or authorized designee or State Purchasing Officer signs in addition to an Agency, he/she does so as approving officer and shall have no liability to Vendor. When the Chief Procurement Officer or authorized designee or State Purchasing Officer signs a master contract on behalf of State agencies, only the Agency that places an order or orders with the Vendor shall have any liability to the Vendor for that order or orders.

- 4.19 EXPATRIATED ENTITIES:** Except in limited circumstances, no business or member of a unitary business group, as defined in the Illinois Income Tax Act, shall submit a bid for or enter into a contract with a State agency if that business or any member of the unitary business group is an expatriated entity.
- 4.20 NOTICES:** Notices and other communications provided for herein shall be given in writing via electronic mail whenever possible. If transmission via electronic mail is not possible, then notices and other communications shall be given in writing via registered or certified mail with return receipt requested, via receipted hand delivery, via courier (UPS, Federal Express or other similar and reliable carrier), or via facsimile showing the date and time of successful receipt. Notices shall be sent to the individuals who signed this contract using the contact information following the signatures. Each such notice shall be deemed to have been provided at the time it is actually received. By giving notice, either Party may change its contact information.
- 4.21 MODIFICATIONS AND SURVIVAL:** Amendments, modifications and waivers must be in writing and signed by authorized representatives of the Parties. Any provision of this contract officially declared void, unenforceable, or against public policy, shall be ignored and the remaining provisions shall be interpreted, as far as possible, to give effect to the Parties' intent. All provisions that by their nature would be expected to survive, shall survive termination. In the event of a conflict between the State's and the Vendor's terms, conditions and attachments, the State's terms, conditions and attachments shall prevail.
- 4.22 PERFORMANCE RECORD / SUSPENSION:** Upon request of the State, Vendor shall meet to discuss performance or provide contract performance updates to help ensure proper performance of this contract. The State may consider Vendor's performance under this contract and compliance with law and rule to determine whether to continue this contract, suspend Vendor from doing future business with the State for a specified period of time, or whether Vendor can be considered responsible on specific future contract opportunities.
- 4.23 FREEDOM OF INFORMATION ACT:** This contract and all related public records maintained by, provided to, or required to be provided to the State are subject to the Illinois Freedom of Information Act (FOIA) notwithstanding any provision to the contrary that may be found in this contract. 5 ILCS 140.
- 4.24 SCHEDULE OF WORK:** Any work performed on State premises shall be performed during the hours designated by the State and performed in a manner that does not interfere with the State and its personnel.

4.25 WARRANTIES FOR SUPPLIES AND SERVICES:

4.25.1. Vendor warrants that the supplies furnished under this contract will: (a) conform to the standards, specifications, drawing, samples or descriptions furnished by the State or furnished by the Vendor and agreed to by the State, including but not limited to all specifications attached as exhibits hereto; (b) be merchantable, of good quality and workmanship, and free from defects for a period of twelve months or longer if so specified in writing, and fit and sufficient for the intended use; (c) comply with all federal and state laws, regulations and ordinances pertaining to the manufacturing, packing, labeling, sale and delivery of the supplies; (d) be of good title and be free and clear of all liens and encumbrances and; (e) not infringe any patent, copyright or other intellectual property rights of any third party. Vendor agrees to reimburse the State for any losses, costs, damages or expenses, including without limitations, reasonable attorney's fees and expenses, arising from failure of the supplies to meet such warranties.

4.25.2. Vendor shall ensure that all manufacturers' warranties are transferred to the State and shall provide to the State copies of such warranties. These warranties shall be in addition to all other warranties, express, implied or statutory, and shall survive the State's payment, acceptance, inspection or failure to inspect the supplies.

4.25.3. Vendor warrants that all services will be performed to meet the requirements of this contract in an efficient and effective manner by trained and competent personnel. Vendor shall monitor performances of each individual and shall immediately reassign any individual who does not perform in accordance with this contract, who is disruptive or not respectful of others in the workplace, or who in any way violates the contract or State policies.

4.26 REPORTING, STATUS AND MONITORING SPECIFICATIONS: Vendor shall immediately notify the State of any event that may have a material impact on Vendor's ability to perform this contract.

4.27 EMPLOYMENT TAX CREDIT: Vendors who hire qualified veterans and certain ex-offenders may be eligible for tax credits. 35 ILCS 5/216, 5/217. Please contact the Illinois Department of Revenue (telephone #: 217-524-4772) for information about tax credits.

4.28 SUPPLEMENTAL TERMS: Notwithstanding any provision to the contrary in the Vendor's supplemental terms and conditions, or in any licensing agreement attached hereto:

- 4.28.1 The procuring Agency and the State do not waive sovereign immunity;
- 4.28.2 The procuring Agency and the State do not consent to be governed by the laws of any state other than Illinois;
- 4.28.3 The procuring Agency and the State do not consent to be represented in any legal proceeding by any person or entity other than the Illinois Attorney General or his or her designee;
- 4.28.4 The procuring Agency and the State shall not be bound by the terms and conditions contained in any click-wrap agreement, click-wrap license, click-through agreement, click-through license, end user license agreement or any other agreement or license contained or referenced in the software or any quote provided by Vendor, except as attached to this Contract.
- 4.28.5 The procuring Agency and the State shall not indemnify Vendor or its subcontractors (including any equipment manufacturers or software companies);
- 4.28.6 Vendor shall indemnify the procuring Agency and State pursuant to the terms and conditions of Section 4.10 of the Contract; and
- 4.28.7 Vendor's liability shall be governed by the terms and conditions contained in Section 4.10 of the Contract.

- 4.29 SECURITY REQUIREMENTS:** The State of Illinois has specific security requirements for information and systems. Vendor must ensure these requirements are fully understood and allocate sufficient project time and resources to address the security requirements.

An information security risk assessment, data classification and system categorization process and the submission of a system security plan must be completed and submitted to the Department of Innovation & Technology, Division of Information Security prior to the commencement of system development or solution delivery activities. Vendor must participate with the risk assessment and data classification and system categorization process. The formal risk assessment, data classification and system categorization process will be administered by the Illinois Department of Innovation & Technology, Division of Information Security. Vendor program and project management personnel must ensure the coordination of these activities with State of Illinois program and project management personnel.

If not specifically addressed in other Vendor Information Technology Requirements, Vendor must adhere to State of Illinois and Illinois Department of Innovation & Technology and security Policies, Procedures, and Standards. <https://www2.illinois.gov/sites/doit/support/policies/Pages/default.aspx>

Vendor must also adhere to a minimum security baseline as identified in the current version of National Institute of Standards and Technology (NIST) Special Publication 800-53, Security and Privacy Controls for Federal Systems and Organizations. If not specifically addressed in other Vendor Information Technology Requirements, Vendors must assure the adoption of, at minimum, the low security control baselines. Exceptions to this requirement must be approved by the Illinois Department of Innovation & Technology, Division of Information Security.

State and Federal laws, rules and regulations as well as industry-specific guidelines require specific and often enhanced security controls on information and systems. The State of Illinois is required to comply with the below laws, standards and regulations. Vendors must ensure compliance with the below as appropriate based upon the formal risk assessment to include a data classification and system categorization process.

- Illinois Identity Protection Act (5 ILCS 179)
- Illinois Personal Information Protection Act (815 ILCS 530)
- The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99)
- Federal Bureau of Investigations Criminal Justice Information Services (CJIS) Security Policy, version 5.5, issued June 26, 2016
- Federal Centers for Medicare & Medicaid Services (CMS) MARS-E Document Suite, Version 2.0 Catalog of Minimum Acceptable Risk Security and Privacy Controls for Exchanges November 10, 2015.
- Federal Centers for Medicare & Medicaid Services Information Security Acceptable Risk Safeguards (ARS) CMS Minimum Security Requirements Version 2.0 September 20, 2013.

5. STATE SUPPLEMENTAL PROVISIONS

☒ Agency Definitions

- 5.1 “Chief Procurement Officer” means the chief procurement officer appointed pursuant to 30 ILCS 500/10-20(a)(4).
- 5.2 “Governmental unit” means State of Illinois, any State agency as defined in Section 1-15.100 of the Illinois Procurement Code, officers of the State of Illinois, any public authority in Illinois which has the power to tax or any other public entity created by Illinois statute.
- 5.3 “Qualified not-for-profit agency” means any not-for-profit agency that qualifies under Section 45-35 of the Illinois Procurement code and that either (1) acts pursuant to a board established by or controlled by a unit of local government or (2) receives grant funds from the State or from a unit of local government.

☐ Required Federal Clauses, Certifications and Assurances

Click here to enter text.

☐ Public Works Requirements (construction and maintenance of a public work) 820 ILCS 130/4.

Click here to enter text.

☐ Prevailing Wage (janitorial cleaning, window cleaning, building and grounds, site technician, natural resources, food services, security services, and printing, if valued at more than \$200 per month or \$2,000 per year) 30 ILCS 500/25-60.

Click here to enter text.

☒ Agency Specific Terms and Conditions

- 5.4 The Chief Procurement Officer for General Services makes this contract available to all governmental units and qualified not-for-profit agencies.
- 5.5 Vendor agrees to extend all terms and conditions, specifications, and pricing or discounts specified in this contract for the items in this contract to all governmental units and qualified not-for-profit agencies.

- 5.6 The supplies or services subject to this Contract shall be distributed or rendered directly to each governmental unit or qualified not-for-profit agency.
- 5.7 Vendor shall bill each governmental unit or qualified not-for-profit agency separately for its actual share of the costs of the supplies or services purchased.
- 5.8 The credit or liability of each governmental unit or qualified not-for-profit agency shall remain separate and distinct.
- 5.9 Disputes between vendors and governmental units or qualified not-for-profit agencies shall be resolved between the affected parties.
- 5.10 All terms and conditions in this Contract apply with full force and effect to all purchase orders.

☒ Other (describe)

Cloud Appendix



ETSB Resolution

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

File #: ETS-R-0012-23

Agenda Date: 3/13/2023

Agenda #: 7.D.1.

RESOLUTION DECLARING EQUIPMENT, INVENTORY, AND/OR PROPERTY ON EXHIBIT 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; and

WHEREAS, DuPage County is the ultimate owner of property purchased with 9-1-1 surcharge funds; and

WHEREAS, the items on Exhibit A were purchased in 2011 for a combined cost of \$23,492.00 with 9-1-1 surcharge for use by the ETSB in its 9-1-1 DuPage Emergency Dispatch Interoperable Radio System (DEDIRS) are fully depreciated as of November 30, 2021; and

WHEREAS, the individual items on Exhibit A are still serviceable but have been replaced as part of the end of life/end of support DEDIRS replacement radio project; and

WHEREAS, the 9-1-1 System Coordinator recommends DU PAGE ETS Board declare the items on Exhibit 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 Exhibit A as Surplus Items.

Enacted and approved this 13th day of March, 2023 at Wheaton, Illinois.

GREG SCHWARZE, CHAIRMAN

Attest: _____

JEAN KACZMAREK, COUNTY CLERK



EAST DUNDEE POLICE DEPARTMENT

115 E. Third St. - East Dundee, IL 60118

Telephone (847) 428-4034

Fax (847) 586-5020

www.eastdundee.net/

James R. Kruger Jr.
Chief of Police

Emergency Telephone System Board
Of DuPage County
421 County Farm Road
Wheaton, IL 60187

Re: Letter of Intent to Purchase APX7000 UHF Portable Radios

Dear Director Zerwin:

The East Dundee Police Department would like to purchase DuPage ETSB surplus radios. The purpose of this Letter of Intent is to begin the process of the purchase of four (4) APX7000 UHF radios:

1	APX7000 UHF	655CMB0498	689
2	APX7000 UHF	655CMX2650	2852
3	APX7000 UHF	655CMX2959	2858
4	APX7000 UHF	655CMX3312	2889

The East Dundee Police Department understands that it is purchasing these radio units "as is" and agrees to pay ETSB fair market value of \$500 per unit.

The East Dundee Police Department understands and agrees that a sale contract will be forthcoming to finalize the sale of the above units.

The undersigned attests that they have the executive and financial authority to enter into this Letter of Intent for the above listed units.

East Dundee Police Department
115 E. Third Street
East Dundee, Illinois 60118

Attest: _____
Chief James R Kruger Jr.

Integrity Fairness and Respect

Emergency Telephone System Board Of DuPage County

421 County Farm Road
Wheaton, IL 60187
Phone 630-550-7743

Equipment Attachment A

February 21, 2023
DEDIRS Radio Resale

Agency:

Agency Name: East Dundee Police Department
Address: 115 E. Third Street
City: East Dundee, IL 60118

QUANTITY	DESCRIPTION	Cost		Sub Total
4	APX7000 dual band UHF	\$ 500.00		\$ 2,000.00
	APX7000XE dual band VHF	\$ 500.00		\$ -
	APX7500 mobile dash mount dual band VHF	\$ 500.00		\$ -
	APX7500 dual head dual band VHF	\$ 500.00		\$ -
	APX7500 remote speaker Dual Band VHF	\$ 500.00		\$ -
	APX7500 mobile dash mount dual band UHF	\$ 500.00		\$ -
	APX7500 dual head dual band UHF	\$ 500.00		\$ -
	APX7500 remote speaker Dual Band UHF	\$ 500.00		\$ -
	APX7500 dash mount UHF	\$ 500.00		\$ -
	APX7000 single unit charger	n/c		
1	APX7000 multi port charger (6 port)	n/c		
4	RMS mics	n/c		
	Total			\$ 2,000.00

Emergency Telephone System Board of DuPage County
Attachment A DEDIRS Equipment List for Resale

Item	Type	Serial Number	Asset Tag #
1	APX7000 UHF	655CMB0498	689
2	APX7000 UHF	655CMX2650	2852
3	APX7000 UHF	655CMX2959	2858
4	APX7000 UHF	655CMX3312	2889
5	mutli port charger	183252153	N/A





ETSB Resolution

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

File #: ETS-R-0013-23

Agenda Date: 3/13/2023

Agenda #: 7.D.2.

RESOLUTION APPROVING THE SALE OF SURPLUS ITEMS FROM THE COUNTY OF DU PAGE ON
BEHALF OF THE EMERGENCY TELEPHONE SYSTEM BOARD OF DU PAGE COUNTY TO THE
EAST DUNDEE POLICE DEPARTMENT

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

WHEREAS, the DU PAGE ETSB is authorized and empowered, pursuant to Section 15.4 (b) of the Act to plan, implement, upgrade, and maintain an Emergency 9-1-1 System; and

WHEREAS, DuPage County is the ultimate owner of property purchased with 9-1-1 surcharge funds; and

WHEREAS, the DU PAGE ETS Board previously designated the four (4) portable radios listed on Attachment A of this resolution as surplus in ETS Resolution ETS-R-0012-23; and

WHEREAS, the 9-1-1 System Coordinator recommends DU PAGE ETS Board approval for the sale of four (4) portable radios listed on Attachment A of this resolution to the East Dundee Police Department; and

WHEREAS, after consultation with the procurement office and Finance Director, DuPage County finds and determines that the Surplus Items are no longer necessary.

NOW THEREFORE, BE IT RESOLVED, that DU PAGE ETS BOARD approves the sale of the four (4) portable radios on Attachment A to the East Dundee Police Department.

Enacted and approved this 13th day of March, 2023 at Wheaton, Illinois.

GREG SCHWARZE, CHAIRMAN

Attest: _____

JEAN KACZMAREK, COUNTY CLERK

SALES AGREEMENT

Contract No.: **23-DEDIRS Sales 003**
Dated: **March 13, 2023**

This is an Agreement by and between The County of DuPage and Emergency Telephone System Board of DuPage County, hereafter called SELLER, and East Dundee Police Department, East Dundee, 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 portable radio in "as is condition". Radio mics, chargers and batteries will be provided one per portable also in "as is condition."
3. **PAYMENT:** BUYER agrees to pay SELLER pursuant to the Illinois Prompt Payment Act (30 ILCS 540). 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. **DELIVERY:** BUYER shall be responsible for the pickup at 420 County Farm Road, Winfield, Illinois or shipping costs of all items on Attachment A.
5. **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.**
6. **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.
7. **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.
8. **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. BUYER shall, at all times, to the extent permitted by law, fully indemnify, hold harmless, and defend the SELLER and its officers, agents, and employees from and against any and all claims and demands, actions or suits brought against them. BUYER shall likewise be liable for the cost, fees and expenses incurred in the SELLER's defense of any such claims, actions, or suits.

9. 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:

By: _____
Authorized Signatory

By: _____
Authorized Signatory

Title: _____

Title: _____

Date: _____

Date: _____

Emergency Telephone System Board Of DuPage County

421 County Farm Road
Wheaton, IL 60187
Phone 630-550-7743

Equipment Attachment A

February 21, 2023
DEDIRS Radio Resale

Agency:

Agency Name: East Dundee Police Department
Address: 115 E. Third Street
City: East Dundee, IL 60118

QUANTITY	DESCRIPTION	Cost		Sub Total
4	APX7000 dual band UHF	\$ 500.00		\$ 2,000.00
	APX7000XE dual band VHF	\$ 500.00		\$ -
	APX7500 mobile dash mount dual band VHF	\$ 500.00		\$ -
	APX7500 dual head dual band VHF	\$ 500.00		\$ -
	APX7500 remote speaker Dual Band VHF	\$ 500.00		\$ -
	APX7500 mobile dash mount dual band UHF	\$ 500.00		\$ -
	APX7500 dual head dual band UHF	\$ 500.00		\$ -
	APX7500 remote speaker Dual Band UHF	\$ 500.00		\$ -
	APX7500 dash mount UHF	\$ 500.00		\$ -
	APX7000 single unit charger	n/c		
1	APX7000 multi port charger (6 port)	n/c		
4	RMS mics	n/c		
	Total			\$ 2,000.00

Emergency Telephone System Board of DuPage County
Attachment A DEDIRS Equipment List for Resale

Item	Type	Serial Number	Asset Tag #
1	APX7000 UHF	655CMB0498	689
2	APX7000 UHF	655CMX2650	2852
3	APX7000 UHF	655CMX2959	2858
4	APX7000 UHF	655CMX3312	2889
5	mutli port charger	183252153	N/A





ETSB Other Action Item

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

File #: 23-1101

Agenda Date: 3/13/2023

Agenda #: 7.E.1.

OVERNIGHT/OUT-OF-STATE TRAVEL REQUEST

Valid for overnight and/or out-of-state travel
Revised 1-08-2019

REQUEST DATE: 3/13/2023	
NAME: TITLE: Telecommunicator	
DEPARTMENT: ETSB PSAP ACDC ACCOUNT CODE: 4000-5820-53500/510/610	
PURPOSE OF TRIP: (explain fully the necessity of making the trip)	
Summit is Motorola's largest annual gathering of software and mobile video customers and offers full days of in-depth training, hands-on certifications, and courses that provide direction on products' new and future functionality. Summit provides an opportunity to network and create relationships with other public safety personnel. This year, attendees will get a look at what Rave Mobile Safety now has to offer as part of Motorola Solutions during this first joint public safety event. As a Charter50 member of Rave, registration has been provided at no cost as well as \$1,000 in travel reimbursements.	
DESTINATION: Orlando, FL	
DATE OF DEPARTURE: 4/9/2023	DATE OF RETURN ARRIVAL: 4/13/2023
(Please include a detailed explanation if different from official business dates)	
Navigator starts early the morning of April 10. It is necessary for attendee to travel the day before to arrive in time for the conference.	
Please indicate the estimated amount for each applicable expense.	
REGISTRATION:	\$0.00
TRANSPORTATION:	\$600.00
LODGING	\$2,500.00
MISCELLANEOUS EXPENSES (parking, mileage, etc.)	\$300.00
RENTAL CAR: (explain fully the necessity)	\$0.00
REFERENCE MATERIALS:	\$0.00
MEALS: (Per Diems)	\$310.00
TOTAL	\$3,710.00

REVIEWED BY AND DATE APPROVED:

Department Head: _____
(Signature)

Date: _____

Committee Name: _____
ALL OVERNIGHT TRAVEL

Date: _____

County Board: _____
ONLY OUT-OF-STATE TRAVEL

Date: _____

Please note: If actual costs exceed the estimates, this form must be re-submitted for approval.



ETSB Other Action Item

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

File #: 23-1102

Agenda Date: 3/13/2023

Agenda #: 7.E.2.

OVERNIGHT/OUT-OF-STATE TRAVEL REQUEST

Valid for overnight and/or out-of-state travel
Revised 1-08-2019

REQUEST DATE: 3/13/2023	
NAME:	TITLE:
DEPARTMENT: ETSB	ACCOUNT CODE: 4000-5820-53500/510/610
PURPOSE OF TRIP: (explain fully the necessity of making the trip)	
HxGN LIVE Global is Hexagon's digital reality solutions conference, bringing together visionaries from around the world to discuss, debate and experience the autonomous future. The programme offer attendees content structured around audience-centric summit topics. The Future of Public Safety Summit at HxGN LIVE Global 2023 brings together emergency communications center leaders and staff, law enforcement and other public safety professionals.	
DESTINATION: Las Vegas, NV	
DATE OF DEPARTURE: 6/11/2023	DATE OF RETURN ARRIVAL: 6/15/2023
(Please include a detailed explanation if different from official business dates)	
HxGN Live Global starts early the morning of June 12. It is necessary for attendee to travel the day before to arrive in time for the conference.	
Please indicate the estimated amount for each applicable expense.	
REGISTRATION:	\$0.00
TRANSPORTATION:	\$890.00
LODGING	\$1,200.00
MISCELLANEOUS EXPENSES (parking, mileage, etc.)	\$300.00
RENTAL CAR: (explain fully the necessity)	\$0.00
REFERENCE MATERIALS:	\$0.00
MEALS: (Per Diems)	\$310.00
TOTAL	\$2,700.00

REVIEWED BY AND DATE APPROVED:

Department Head: _____
(Signature)

Date: _____

Committee Name: _____
ALL OVERNIGHT TRAVEL

Date: _____

County Board: _____
ONLY OUT-OF-STATE TRAVEL

Date: _____

Please note: If actual costs exceed the estimates, this form must be re-submitted for approval.