

**Memorandum of Understanding
CAD Interface Request
Between the Emergency Telephone System Board of DuPage County (ETSB)
and
Village of Downers Grove**

This is a Memorandum of Understanding (MOU) between the Emergency Telephone System Board of DuPage County (ETSB) and Village of Downers Grove/Police Department (Agency), the participating agency, governing the development of an interface and connection to the Computer Aided Dispatch (CAD) system and an application the agency(s) seeks to have the ability to retrieve CAD data. It shall cover the specific interface as defined in the Interface request form, completed by the Agency and recommended by the Tech Focus Group attached to this MOU:

Interface: Microsoft – Self—Hosted Integration Runtime

Vendor name: Axon

Type of Interface: Police Records Management (RMS)

[] Real Time Interfaces

The current CAD system utilizes *Edge Frontier (Xalt Interface)*, which is designed to handle these types of interfaces. *Edge Frontier (Xalt Interface)* allows the applications to receive information without impacting the security and performance of the 9-1-1 System. An *Edge Frontier (Xalt Interface)* interface would be developed and maintained by Hexagon for all non-9-1-1 interfaces at the cost of the requesting agency.

[X] Asynchronous Interfaces

For this type of interface, a secondary archive server will be utilized to provide the data requested. This data provided is not real time.

Purpose and Scope

The purpose of this Memorandum of Understanding (Agreement) between the parties is to formalize a usage agreement for the above listed interface connection to the ETSB CAD system and used by public safety service members within the ETSB 9-1-1 System service area. The parties recognize that ETSB will enter into substantially similar agreements with other agencies (agency or agencies).

Further, this Agreement between the parties is to formalize payment for an interface whose cost is the responsibility of the requesting agency(s) and not suitable for support with 9-1-1 surcharge funds.

II. Background

Phase 2 of the DuPage Justice Information System (DuJIS), additional applications and interfaces, has been evolving since "go live" in 2019. This MOU will be for the agencies that have requested interface connections to the Hexagon CAD system for applications that cannot be supported with 9-1-1 surcharge funds (agency or agencies).

Access for Axon police records management software.

The ETSB has had a policy in place since 2012 to address connections to the 9-1-1 system. This policy outlines the system requirements for connections and that each interface request will be reviewed by the Tech Focus Group to make a recommendation on the security and reliability of the submission. The

Tech Focus Group has recommended that there should not be any direct connections to the production CAD system.

III. Responsibilities of the ETSB

The ETSB agrees to make available the CAD system via an Asynchronous Interfaces for its users, including the Agency, until or unless by mutual agreement of the users and ETSB, all parties opt to discontinue the interface.

ETSB agrees to inform the Agency of any changes or modifications made to software that will affect the functionality of the interface prior to said change being implemented. The Agency is responsible for any costs associated with any upgrades, configuration changes or modifications to the interface performed by the CAD Administrator or CAD vendor. This type of work is not considered normal maintenance. ETSB CAD Administrator time will be billed at an hourly rate under a project plan to be developed or a scope of work depending upon the complexity of the project.

The ETSB will provide the Agency with an annual invoice for the cost of the Agency's portion of maintenance for the Interface. The annual invoice will be based on the Agency's portion of the total amount of maintenance as determined by the vendor.

The ETSB will provide the Agency with an annual invoice for the cost of the Agency's portion of maintenance for the Interface by CAD Administrator. The annual invoice will be based on the Agency's portion of the total amount of maintenance as determined by Attachment B of 911-013.1 Computer Aided Dispatch Interface Funds.

The ETSB will provide the Agency with cost projections for time for ETSB staff as noted on the fee summary attached hereto as Attachment B.

IV. Responsibilities of the Agency

The Agency agrees to reimburse the cost of the interface as detailed in the Contract's scope of work for the interface detailed above through the execution of this MOU.

The Agency agrees to continue maintenance and reimburse ETSB annually for the cost of maintenance for the interface. Maintenance of the interface entitles the Agency initial service request review and support from ETSB and vendor support if ETSB staff cannot resolve a service issue at the first-tier level.

The Agency agrees to inform the ETSB of any changes or modifications made to software that will affect the functionality of the interface prior to said change being implemented. The Agency is responsible for any costs associated with any upgrades, configuration changes or modifications to the interface performed by the CAD Administrator or CAD vendor. This type of work is not considered normal maintenance. ETSB CAD Administrator time will be billed at an hourly rate under a project plan to be developed or a scope of work depending upon the complexity of the project.

V. Interface Time and Material Funding – Choose one

[] (Authorized Agency Initials) The Agency wishes to take advantage of a three-year, equal annual payment plan the first invoice to occur one year from the implementation and payment of the time and material cost to development as defined in the Scope of Work attached to this MOU.

Or

[] (Authorized Agency Initials) The Agency wishes to make one payment, invoiced no later than one year from the implementation and payment of the time and material cost to development as defined in the Scope of Work attached to this MOU.

Or

[] (Authorized Agency Initials) The Agency wishes to make one payment, invoiced no later than one year from the implementation and payment of the time expended by ETSB staff to develop, implement and deploy this interface in the amount of \$ as defined attached to this MOU.

VI. Fees

ETSB employees are wholly funded by surcharge. Therefore, all staff time must be related to the 9-1-1 System. Ancillary interfaces covered this policy will require ETSB staff to complete a calculation of their estimated time for the initial project for reimbursement of surcharge funds.

The hourly rate used will be Fiscal Year in which the project was initiated. However, the parties understand and agree that for maintenance unrelated to the initial implementation or upgrade of this system in the future, the hourly rate of the Fiscal Year of the maintenance event shall be used. Each staff member's task and time per task will be calculated with their hourly rate. ETSB employees do not receive overtime.

Additional costs are shown in the attachment: Interface Cost Estimate 1. If the scope of work changes after it has been agreed upon, a reassessment of the hours work will be completed and will go back to the agency for sign off prior to submission of any changes to the scope of work to the vendor.

Annual System Maintenance: ETSB will ask for a minimal fee to reboot/restart the agencies application during normal patching and system maintenance of the 9-1-1 system. Any other task beyond this type of work will be preapproved and charged against the retainer.

Retainer: The ETSB will require a minimum retainer of \$2,500. This retainer will be used and billed against for any interface cost associated with a ticket that is not based on a CAD or ETSB network issue. If the Agency submits a Zendesk ticket and ETSB staff determines that the Agency's network is down or the vendor's system is down, the Agency will be notified. A quarter hour (.25) will be billed against the retainer for each such ticket. If the ticket requires action by the ETSB tech, the time spent will be documented and billed against the retainer. If it is a systemic issue, all parties on the interface will be charged against the total time spent by the tech(s) divided by the number of users per event to their retainer. (ie: 1 hour at \$41.05 (hourly rate)/5 users = \$8.21). All users will be notified that the event occurred. If multiple tickets are submitted, they will not be considered multiple events.

Each agency will be required to provide authorized agents who can grant permission for additional hours of work against the retainer, if needed. This person should be available to grant permission in off hours as needed. Only persons of record will be recognized by the ETSB tech. Note: If the Agency has a business hours only contract with the vendor, ETSB staff cannot assist with any after hours issues that occur with their system. Agency will be billed one (1) of the on-call tech's hourly rate for after hours calls for systems that have business hours only contracts.

If the Agency retainer is eroded to \$500, they may add additional funds. ETSB cannot perform additional work without available funding. If there is a zero balance in an agency's retainer, the ETSB staff will not be able to perform any work.

An agency may have one retainer for multiple interfaces. However, when an additional interface is added, the retained must be rounded to \$2,500 with each new interface.

Further Agreements of the Parties

The parties agree that ETSB shall be the contracting party and authorized agent for maintenance and services on behalf of the users. As discussed above, all maintenance unrelated to the initial implementation or upgrade of this system in the future will be billed at the hourly rate of the Fiscal Year of the maintenance event.

The parties agree that ETSB shall have the right to disconnect the interface, with notification, if the interface is determined to adversely impact the CAD system's ability to function for its primary mission. Such notification shall be via email for documentation and made within a reasonable timeframe prior to disconnection. If exigent circumstances exist, notification shall be made as soon as practicable after disconnection.

VII. 911-013.1 Computer Aided Dispatch Interface Access and Fee Policy

The Agency, specifically the Authorized Agent, have reviewed policy 911-013.1: Computer Aided Dispatch Interface Funds and understand the process and fees associated with an interface to the 9-1-1 CAD system of DuPage ETSB and agree to follow the policy as part of this MOU.

VIII. Term, Termination, Modification of Agreement, Venue, and Controlling Law

This MOU shall become effective upon its execution by both parties and shall remain in effect until terminated, as provided herein.

The Agency may terminate its participation in this Memorandum of Understanding upon sixty (60) days written notice to the ETSB upon payment of any outstanding costs and fees. All property of the core system shall remain the property of ETSB and DuPage County upon termination. Termination of this MOU constitutes disconnection of the interface unless mutually agreed upon in writing by both parties.

Any remaining funds in the retainer will be refunded when all outstanding fees and costs are satisfied, and the Agency has requested so in writing with their written notice.

The venue for all disputes arising out of this MOU shall be the Circuit Court for the Eighteenth Judicial Circuit Court, Wheaton, DuPage County, Illinois. This MOU shall be governed by the laws of the State of Illinois, including all matters of construction, validity, performance, and enforcement.

Emergency Telephone System Board of
DuPage County

By _____
Greg Schwarze, Chair

Date: _____

(Name of Agency) VILLAGE OF DOWNERS GROVE

By _____
Authorized Agent

Date: 5/7/25

911-013.1 Computer Aided Dispatch Interface Funds Policy Attachment B
The following is the fee summary for CAD Interfaces for non-surcharge related expenses:

1. The hourly rate for employees of the ETSB as of FY25:

Employee	Rate	½ Rate
Executive Director	\$104.19	\$52.10
Deputy Director IT	\$78.53	\$39.27
Operations Administrator	\$61.00	\$30.50
CAD Administrator	\$65.00	\$32.50
Senior Network Analyst	\$50.87	\$25.44
CAD Analyst	\$43.94	\$21.97
Data Analyst	\$41.05	\$20.53
Administrative Assistant	\$30.76	\$15.38

2. ETSB Implementation Costs for Non-Surcharge Interface

Task	Employee	Time	Rate	Cost
Scope of Work Development	CAD Administrator	1	\$ 65.00	\$65.00
	Deputy Director	1	\$ 78.53	\$78.53
Tech Focus Review (1 meeting)	CAD Administrator	0.5	\$ 65.00	\$32.50
	Senior Network Analyst	0.5	\$ 50.87	\$25.44
	CAD Analyst	0.5	\$ 43.94	\$21.97
	Data Analyst	0.5	\$ 41.05	\$20.53
	Deputy Director	0.5	\$ 78.53	\$39.27
Prepare paperwork for Board	Administrative Assistant	1	\$ 30.76	\$30.76
Procurement Paperwork	Operations Administrator	1	\$ 61.00	\$61.00
Review, Approval, ASA Review, Bd Prep	Executive Director	1.5	\$104.19	\$156.29
Installation and Testing and Acceptance	CAD Administrator	3	\$ 65.00	\$195.00
	Deputy Director	2	\$ 78.53	\$157.06
Acceptance, Reporting and Invoicing	Administrative Assistant	1	\$ 30.76	\$30.76
	Subtotal	14		\$914.09
Annual Maintenance			Flat Fee	\$250
Customer Assistance Retainer	Tickets after install			\$2,500.00
	Total			\$3,664.09

The above are the minimum hours for a project. Some interface projects are seamless and require a minimum amount of effort for staff because the CAD vendor already has an interface developed and available and the requesting agency is ready to move forward. Other projects can lag and require more hands on work including work on the agreement. These are reported in the monthly report for the ETS Board which is also administrative work for the Administrative Assistant, Operations Administrator, CAD Administrator, Deputy Director and Executive Director. The retainer will begin with tickets submitted and drill down.

3. Additional Costs:

Employee	Task	Time	Cost
If performed by Admin Assistant	Rebill of past due invoices / each occurrence	.25 hr	\$7.69
If performed by Ops Admin	Rebill of past due invoices / each occurrence	.25 hr	\$15.25
Operations Administrator	Monthly report accounts receivable	.25 hr	\$15.25
None	Postage on rebill, email + 2 nd time		Current Rate
None	Postage on rebill, email + 3 rd time certified		Current Rate
CAD Administrator	Annual maintenance	Flat fee	\$175.00
CAD Administrator	Interface modification assistance	TBD	By Plan

Interface Cost Estimate 1: Village of Downers Grove

Task	Employee	Time	Rate	Cost
Scope of Work Development	CAD Administrator	2	\$ 65.00	\$ 130.00
	Deputy Director	2	\$ 78.53	\$ 157.06
Tech Focus Review (Meeting #1 TBD)	CAD Administrator	0.5	\$ 65.00	\$ 32.50
Interface Request Review	Senior Network Analyst	0.5	\$ 50.87	\$ 25.44
Scope Work Develop Review	CAD Analyst	0.5	\$ 43.94	\$ 21.97
	Data Analyst	0.5	\$ 41.05	\$ 20.53
	Deputy Director	0.5	\$ 78.53	\$ 39.27
Tech Focus Review (Meeting #2 TBD)	CAD Administrator	0.5	\$ 65.00	\$ 32.50
if needed	Senior Network Analyst	0.5	\$ 50.87	\$ 25.44
	CAD Analyst	0.5	\$ 43.94	\$ 21.97
	Data Analyst	0.5	\$ 41.05	\$ 20.53
	Deputy Director	0.5	\$ 78.53	\$ 39.27
Prepare paperwork for Board	Administrative Assistant	1	\$ 30.76	\$ 30.76
Procurement Paperwork	Operations Administrator	1	\$ 61.00	\$ 61.00
Review, Approval, ASA Review, Bd Prep	Executive Director	1.5	\$ 104.19	\$ 156.29
Installation and Testing and Acceptance	CAD Administrator	3	\$ 65.00	\$ 195.00
	Deputy Director	2	\$ 78.53	\$ 157.06
Acceptance, Reporting and Invoicing	Administrative Assistant	1	\$ 30.76	\$ 30.76
	Subtotal	18.5		\$ 1,197.32
Annual Maintenance			Flat Fee	\$ 250.00
Customer Assistance Retainer	Tickets after install			\$ 2,500.00
	Estimated Total			\$ 3,947.32

The above information represents estimates for costs to the best of the ability of the ETSB staff. If additional Tech Focus meetings or meetings with Village of Downers Grove and Axon are required, they will be documented and added to this cost estimate along with any other ancillary costs listed in Attachment B of 911-013.1 Computer Aided Dispatch Interface Funds Policy incorporated as part of this MOU.

Hours will be tracked on a Monday.com dashboard that, upon execution of the MOU, Downers Grove staff can view.

A final invoice for implementation will be provided.

Any costs against the retainer will be billed monthly.