



DU PAGE COUNTY

Technology Committee

Final Summary

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

Tuesday, March 5, 2024

11:00 AM

Room 3500B

1. CALL TO ORDER

11:00 AM meeting was called to order by Chair Yeena Yoo at 11:00 AM.

2. ROLL CALL

PRESENT	Berlin, Cronin Cahill, Carrier, Eckhoff, Galassi, Gustin, Henry, Kaczmarek, Rutledge, White, and Yoo
ABSENT	Mendrick

3. CHAIRWOMAN'S REMARKS - CHAIR YOO

Chair Yoo thanked Network System Manager Joe Hamlin and his team for their work in rewiring the monitors and sound in the Board room renovation. She then discussed a project the IT department worked on with the State's Attorney's Office and the Secret Service. She said it was a sting to capture three individuals who were running a "pig butchering" scam against DuPage residents. She said CIO McPhearson will be presenting more information on that project later. Lastly, she said GIS Manager Tom Ricker will be presenting on a new application later in the meeting.

4. PUBLIC COMMENT

No public comments were offered.

5. APPROVAL OF MINUTES

5.A. [24-0684](#)

Approval of Minutes for the Technology Committee - Regular Meeting - Tuesday, February 6, 2024

Attachments: [2024-02-06 Technology Minutes \(summary\).pdf](#)

RESULT:	APPROVED
MOVER:	Patty Gustin
SECONDER:	Cynthia Cronin Cahill

6. PROCUREMENT REQUISITIONS

6.A. [TE-P-0006-24](#)

Recommendation for the approval of a contract purchase order to Toshiba Business Solutions, for multi-functional device equipment, supplies, software and service solutions, for all County Departments, for the period of April 1, 2024 through March 31, 2029, for a contract total amount not to exceed \$1,500,000; per lowest responsible bid

24-019-IT.

Member Carrier said according to the proposal, implementation begins in April 2024, to which Mr. McPhearson responded it actually begins after the contract is approved by the full County Board. He said the existing Canon contract ends March 31st, so we have to have the new contract and equipment in place by April 1st. Member Carrier asked when we will see the physical products installed in our departments. Mr. McPhearson said our plan is to implement over the two weeks following County Board approval. He said IT will also provide training so staff will know how to use the new equipment. Member Carrier asked if the machines are larger than the Canon equipment we currently have. Operations Manager Shanita Thompson said the proposal includes the most common copier, as it is closest to what we currently have. Mr. McPhearson said we are working with departments and elected officials' offices to identify their needs, such as larger or smaller devices. Member Carrier asked if there is a schedule for the rollout, to which Mr. McPhearson said there is not yet a schedule, but staff is working on everything in the background and will be able to share more information once the contract is approved.

Attachments: [Toshiba \(Copiers\) - PRCC](#)
[Toshiba \(Copiers\) - Bid Tab 24-019-IT](#)
[Toshiba \(Copiers\) - Technical Proposal](#)
[Toshiba \(Copiers\) - VED](#)

RESULT:	APPROVED AND SENT TO FINANCE
MOVER:	Patty Gustin
SECONDER:	Kathleen Carrier

6.B. [**TE-P-0007-24**](#)

Recommendation for the approval of a contract purchase order to Insight Public Sector, for the replacement of backup appliances and annual maintenance and support of Veritas Netbackup software, for Information Technology, for the period of April 1, 2024 through March 31, 2026, for a contract total amount of \$374,718.84; contract pursuant to the Governmental Joint Purchasing Act, 30 ILCS 525/2 (OMNIA Partners Contract #23-6692-03). (ARPA Item)

Mr. McPhearson explained that the Veritas system backs up all of our data throughout the entire County, so it is a critical system for us to have. He said the existing software will no longer be supported by the end of this year, so we have to upgrade. He said we will get a newer solution with more functionality. Additionally, he said, this solution also provides a disaster recovery option, which saves some of our data to the cloud, so if something should happen and data is wiped out, we should be able to store it at a different site. Member Rutledge asked if that includes a cyber attack, to which Mr. McPhearson responded yes.

Attachments: [Insight - PRCC](#)
 [Insight - Omnia Contract #23-6692-03](#)
 [Insight - Quote #0227062825](#)
 [Insight - VED](#)

RESULT:	APPROVED AND SENT TO FINANCE
MOVER:	Patty Gustin
SECONDER:	Sheila Rutledge

6.C. [24-0834](#)

Recommendation for the approval of a contract purchase order to Sergeant Laboratories, Inc., for annual Aristotle Insight Network licensing, for Information Technology, for the period of March 15, 2024 through March 14, 2025, for a contract total of \$25,746.69; per 55 ILCS 5/5-1022(d) exempt from bidding - IT/Telecom purchases which do not exceed \$35,000.

Attachments: [Sergeant Laboratories - PRCC](#)
 [Sergeant Laboratories - Invoice #011724-C](#)
 [Sergeant Laboratories - GSA Schedule 70 Contract 47QTCA18D00DN](#)
 [Sergeant Laboratories - VED](#)

RESULT:	APPROVED
MOVER:	Patty Gustin
SECONDER:	Kathleen Carrier

6.D. [24-0835](#)

Recommendation for the approval of a contract purchase order to Siteimprove, Inc., for the annual license fee for web governance services, for Information Technology, for the period of May 1, 2024 through April 30, 2025, for a contract total amount of \$18,444.96; per 55 ILCS 5/5-1022(d) exempt from bidding - IT/Telecom purchases which do not exceed \$35,000.

Mr. McPhearson explained that SiteImprove allows for us to keep track of web traffic statistics and manage different links.

Attachments: [SiteImprove - PRCC](#)
 [SiteImprove - Quote #5286](#)
 [SiteImprove - VED](#)

RESULT:	APPROVED
MOVER:	Patty Gustin
SECONDER:	Kari Galassi

7. INFORMATIONAL ITEMS

Member Cahill moved, seconded by Member Gustin, to combine and place on file items 7A through 7D.

7.A. [HS-CO-0001-24](#)

Recommendation for the approval of an amendment to purchase order 6640-0001 SERV, for a contract issued to Benevate, Inc. D/B/A Neighborly Software, for the purchase of grants management software, to increase the contract in the amount of \$8,000 for the SmartyStreets add-on, resulting in an amended contract total amount not to exceed \$142,000, an increase of 5.97%. (ERA2 Grant-Funded)

Attachments: [Neighborly - Change Order.pdf](#)
 [Neighborly - Decision Memo.pdf](#)
 [Neighborly - Vendor Ethics.pdf](#)

RESULT:	ACCEPTED AND PLACED ON FILE
MOVER:	Cynthia Cronin Cahill
SECONDER:	Patty Gustin

7.B. [24-0722](#)

Recommendation for the approval of a contract purchase order to CareVoyant, Inc., for CV hosting for large database and additional licenses, for the DuPage Care Center, for the period May 1, 2024 through April 30, 2025, for a total contract amount not to exceed \$22,800, per Other Professional Services.

Attachments: [CareVoyant, Inc. Comprehensive Checklist.pdf](#)
 [CareVoyant, Inc. Quote Pricing Pages.pdf](#)
 [CareVoyant, Inc. Vendor Ethic Disclosure Statement.pdf](#)

RESULT:	NO ACTION REQUIRED
MOVER:	Cynthia Cronin Cahill
SECONDER:	Patty Gustin

7.C. [24-0847](#)

Recommendation for the approval of a contract purchase order to Redsail Technologies, LLC, for software and software maintenance for the data system in the Pharmacy Department, for the period May 1, 2024 through April 30, 2025, for a total contract amount not to exceed \$17,000; per 55 ILCS 5/5-1022 "Competitive Bids" (D) IT/Telecom purchases under \$35,000.

Attachments: [Redsail Technologies, LLC Comprehensive Checklist.pdf](#)
[Redsail Technologies, LLC Pricing Pages FY24.pdf](#)
[Redsail Technologies, LLC Vendor Ethic Disclosure Statement.pdf](#)

RESULT:	NO ACTION REQUIRED
MOVER:	Cynthia Cronin Cahill
SECONDER:	Patty Gustin

7.D. **24-0803**

Recommendation for the approval of a contract purchase order to Harris Govern, for annual software maintenance and support services, as needed, for the period of April 1, 2024 through March 31, 2025, for Building & Zoning (\$10,702), Division of Transportation (\$6,421), and Public Works (\$2,140), for a contract total amount not to exceed \$19,263. Per 55 ILCS 5/5-1022 (c) not suitable for competitive bids. (Sole Source - Support for Govern System.)

Attachments: [Harris - PRCC](#)
[Govern Inv #GOVMN0000247.PDF](#)
[Harris - Sole Source Letter](#)
[Harris - Vendor Ethics](#)

RESULT:	ACCEPTED AND PLACED ON FILE
MOVER:	Cynthia Cronin Cahill
SECONDER:	Patty Gustin

8. **OLD BUSINESS**

No old business was discussed.

9. **NEW BUSINESS**

Mr. McPhearson presented on the domain seizure project, as attached hereto. Member Rutledge asked what will stop these entities from setting up more websites, to which Mr. McPhearson said unfortunately nothing, as it is difficult to know if these sites are legitimate or not. Member DeSart asked how they find and contact their victims. Mr. McPhearson said they usually find their victims through social media sites such as Facebook and Instagram. Member Rutledge asked if we can do a PSA to draw attention to this sort of scam. Member Henry noted that the County recently held a seminar, primarily for seniors, to educate and address these types of scams. Mr. McPhearson said yes, we can since the project is completed. Member Gustin asked if there is any kind of legislative action being taken to protect people on social media platforms. Mr. McPhearson said he is unaware of anything, but this is a big problem globally, and we can always look into it. Chair Yoo said we may want to consider doing a press release about this project. Mr. McPhearson said he would reach out to PIO Joan Olson and her team about it.

Mr. McPhearson said the GIS division is always working on new applications to help our citizens and staff. He said GIS Manager Tom Ricker and his team created two new applications with a lot of great GIS data. Mr. Ricker shared the two applications, the first of which is general census demographics and the second of which is for WorkNet staff, which is employment demographic data. He presented an overview of each. Member Rutledge asked if both applications are available to the public. Mr. Ricker said the general census application is available but the one for WorkNet is not currently public due to lack of ESRI credits. Member Johnson (Kaczmarek) asked what the credits are and how much they cost. Mr. Ricker explained that credits are shared for internal and external use, adding that staff would need to analyze how many hits we receive for each and calculate the costs.

Member Galassi praised Mr. McPhearson and IT staff for their cybersecurity training program, nothing that she was sent a fake email and was wise enough to forward it to IT for review. Mr. McPhearson encouraged everyone to use the "Phish Alert" button in Outlook so IT can keep up with statistics and tracking, which helps them determine if more training or security is needed. Member Carrier asked what the ratio is of legitimate email vs. scams. Network Systems Manager Joe Hamlin responded we receive millions of emails daily, 99% or so of which are scams. Mr. McPhearson said scam emails are a mixture of true scams and unsolicited sales. Mr. Hamlin said because IT screens them, the majority will never hit an inbox. Member White said you may need to enable the Phish Alert option. Mr. Hamlin said if it goes unused for a period of time, Outlook may disable the button, but you can easily re-enable it.

9.A. [24-0941](#)

Domain Seizure Project

Attachments: [Domain Seizure Project Tech Committee_03-05-24](#)

RESULT: PRESENTED

10. ADJOURNMENT

With no further business, the meeting was adjourned.