



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: Aug 2, 2024

MinuteTraq (IQM2) ID #: _____

Department Requisition #: 924005/6834-1

Requesting Department: ETSB	Department Contact: Eve Kraus
Contact Email: etsb911@dupagecounty.gov	Contact Phone: 630-550-7743
Vendor Name: SHI International Corp.	Vendor #: 14389

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 approval of Change Order #2 to incorporate migration paperwork into the County PO 6834-1 in the County Finance software for documentation of contractual obligations, and to encumber funds in the amount of \$21,243.15 for FY25 and \$22,895.23 for FY26 for ETSB's portion of PO 6834-1, as per the attached requisition. This \$0 migration will upgrade ETSB from Professional to Enterprise Suite services and locks in the cost through December 30, 2026. There is no monetary change being made to the total amount of this contract. This change order is necessary for ETS Board approval of the migration from PO 6586-1 to PO 6834-1.

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

The DuPage County Board approved a contract with SHI on January 9, 2024 that combines Zendesk ticketing services for County IT and the Health Department. The IT contract allows for the consolidation of ETSB and provides additional services through an upgrade to the Enterprise service level. ETSB and IT/RMS share an instance which allows information and tickets to be shared between the two teams for a more efficient ticketing system for users. RMS reimburses ETSB for 5.5 licenses.

Strategic Impact

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 an upgrade from Suite Pro to Enterprise and allows for enhanced services, four (4) additional licenses for surge or project management events, as well as full-time Zendesk customer service support personnel at a locked in cost though December 30, 2026.

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

This change order is being made through the Sourcwell Technology Catalog Solutions 081419-SHI contract at a discounted rate, through quote #24771831.

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

1. Approve Change Order #2 to PO 6834-1 to allow for an upgrade to the current ticketing system.
2. Deny Change Order #2 to PO 6834-1 and ETSB will remain at the Suite Pro level on the current PO 6586-1 which expires September 7, 2024.

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.

Costs have been budgeted in FY25 in 4000-5820-53807 in the amount of \$33,984.43 and FY26 in the amount of \$35,683.65, for a combined total of \$69,668.08. The actual cost for these calendar years will be locked in at \$21,243.15 for FY25 and \$22,895.23 for FY26, for a total of \$44,138.38. This is a net savings in the amount of \$25,529.70, plus 4 additional licenses. These annual amounts will be reflected in the upcoming budget.