1. CALL TO ORDER

2. ROLL CALL

3. PUBLIC COMMENT

4. CHAIRMAN'S REPORT
   A. FY17 Annual Audit Review

5. MEMBERS' REMARKS

6. CONSENT AGENDA
   A. Monthly Staff Report
      1. 17-18-46 Monthly Report for June 12 Regular Meeting
   B. Revenue Report 911 Surcharge Funds
      1. 17-18-44 ETSB Revenue Report for June 12 Regular Meeting for Funds 5820/Equalization, 5810/Wireless and 5800/Wireline
   C. Minutes Approval
      1. Emergency Telephone System Board - Special Call - Monday April 9th, 2018
      2. Emergency Telephone System Board - Regular Meeting - Tuesday May 1st, 2018
      3. Emergency Telephone System Board - Regular Meeting - Tuesday May 22nd, 2018

7. ACTION ITEMS
   A. Resolutions
      1. ETS-R-0031-18 Resolution to Adopt Policy 911-007: Approval of Scope of Work for Milestones for ETSB Contracts
B. Milestones

1. ETS-R-0032-18 Resolution for Approval of Milestone #1, a monetary milestone, in the amount of $309,503.25 in accordance with Document 1.1.2: Milestone Payment Schedule of Contract 3187-0001 SERV between the DuPage County Emergency Telephone System Board and PURVIS Systems, Incorporated (Total Milestone Amount: $309,503.25)

C. Payment of Claims


D. Change Orders

1. ETS-CO-0015-18 Resolution approving Change Order #1 to Ideal Insurance Agency PO 918105\2850-1 to change the name of the vendor to Public Risk Underwriters of Illinois, LLC in the County Finance software (Non-Monetary Change Order)

   Items 2 and 3: ETSB Resolution ETS-CO-0014-18 for Approval of County Board Change Order 17-18-590 through Facilities Management

2. ETS-CO-0014-18 Resolution approving Change Order #1 to PO 918131/3228-1 to decrease the amount of the MP2 Energy NE purchase order and release the funds in the amount of $2,874.52 for the ETSB portion of this purchase order

3. Change Order -- AMENDMENT to County Contract #3228-0001 SERV issued to MP2 Energy NE, for electric utility supply and management services for the County Campus, Stormwater and Public Works, for Facilities Management, to decrease Facilities Management by $1,705,948.81, Animal Services by $8,517.66, the Care Center by $428,130.83, the Division of Transportation by $70,837.54, ETSB by $2,874.52, the Health Department by $138,690.64 and DU-COMM by $100,000.00, for a total decrease amount of $2,455,000.00, taking the original contract amount of $12,626,410.00, and resulting in an amended contract total amount not to exceed $10,171,410.00, a decrease of -19.44%.

E. Purchase Resolutions

1. ETS-R-0027-18 Awarding Resolution to Motorola Solutions, Inc. for continuation of STARCOM21 airtime, DuPage Emergency Dispatch Interoperable Radio Systems (DEDIRS) improvements for inter-agency communication and GPS unit status and location capability (Total Contract Amount: $6,049,798.00)
2. ETS-R-0029-18 Awarding Resolution to Motorola Solutions, Inc. for the renewal of software and hardware maintenance for Computer Aided Dispatch (CAD), Motorola Data Communications (MDC) and NetRMS (Total Contract Amount: $644,692.00)

3. ETS-R-0030-18 Awarding Resolution to AT&T Mobility LLC PO 918132 for three (3) years renewal of NetMotion Mobility Premium software maintenance (Contract Amount: $82,656.66)

Items 4 and 5: ETSB Resolution ETS-R-0033-18 for Approval of County Board Resolution FM-P-0164-18 through Facilities Management

4. ETS-R-0033-18 Resolution to Approve electric utility distribution services to ComEd for thirty-six (36) months (Total Amount: $2,874.52)

5. FM-P-0164-18 Recommendation for the approval of a contract purchase order to ComEd, for electric utility distribution services for the connected County facilities, for Facilities Management, for the three-year period April 1, 2018 through March 31, 2021, $1,705,948.81 for Facilities Management, $8,517.66 for Animal Services, $428,130.83 for the Care Center, $70,837.54 for the Division of Transportation, $2,874.52 for ETSB, $138,690.64 for the Health Department and $100,000 for DU-COMM, for a total contract amount not to exceed $2,455,000.00. Per 55 ILCS 5/5-1022 “Competitive Bids” (c) Not suitable for competitive bids – Public Utility

F. Travel and Training

1. 17-18-43 Authorization to Travel - ACDC Telecommunicator was approved to attend the Rave User Group Summit in Denver, CO April 15-18. Attendee traveled April 15-19. This is a date change only; no monetary changes are needed to the total amount previously approved.

8. DUPAGE ETSB 911 SYSTEM DESIGN

9. DUPAGE JUSTICE INFORMATION SYSTEM PROJECT

10. OLD BUSINESS

11. NEW BUSINESS

12. EXECUTIVE SESSION
A. Minutes

B. Security procedures and the use of personnel and equipment; to 5 ILCS 120/2 (C )
   (8)

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

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

13. MATTERS REFERRED FROM EXECUTIVE SESSION

   A. Review Executive Session Minutes from June 14, 2012 Meeting
   B. Review Executive Session Minutes from June 13, 2017 Meeting

14. ADJOURNMENT

   A. Next Meeting: June 26 at 8:50am in Room 3-500A
Submitted for your consideration is the DuPage ETSB monthly report for activity through May 31, 2018. This report highlights the activities of the DuPage ETSB as achieved by staff, work groups, committees and consultants.

**Administration** – Linda Zerwin

**911 Services Advisory Board (SAB) and 911 Legislation:**
The May 26th meeting was cancelled because pending consolidations have not been received from the Administrative Law Judge and ISP staff continues to work on administrative code changes.

Dates for 2018 – All dates are Mondays
June 25
July 23
August 27
September 24
October 29
November 26
December 17

**PSAP Consolidation and Funding:**
Total Funds disbursed for consolidation since 2010: $4,261,435.45

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Pending: Consolidation costs for Addison (unknown) and Bensenville FPD (unknown).

**Executive Session Minutes:**
The executive session minutes from June 14, 2012 and June 13, 2017 are being provided to the Board for annual review to determine if these minutes should remain under rule of executive session or if they can be released to the public.

**Budget**

**Budget FY19**
Staff participated in the County General Fund FY19 budget kick off. A budget calendar for the County is provided at the end of this report. The governing ordinance for DuPage ETSB states that a budget should be submitted to the County Board office by September 1. Traditionally, the ETS Board has complied with this portion of the ordinance with a preliminary budget, if it has not approved of a budget by September 1. This year, because the County is beginning implementation of new budget software,
staff recommends that the ETS Board attempt to work within the County calendar. The ability to have the ETSB budget in a more sophisticated software than excel will provide budget projections and other analysis in a more efficient manner. Staff has spoken to CFO Rafac and will continue to work with him and his staff to ensure that the County Board Chairman has the data required for his FY19 budget presentation to the County Board September 25th.

**Payment of Claims:**
On the agenda this month, there is the Payment of Claims as listed below. The Bill’s list 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 FY18.

**Bills List FY18**

**Internal Payment**
Total for Fund 5820: $93.70 to the Mailroom for copy paper supplies

**External Payments**
Total for all invoices for three accounts in total amount of $289,312.08
Total for Fund 5800: $3,284.48
Total for Fund 5810: $170,845.99
Total for Fund 5820: $115,181.61

**Change Orders:**
There are two change orders on this month’s agenda board consideration.

Ideal Insurance Agency PO 918105/2850-1: Change Order #1 is to amend the vendor name in the County Finance software from Ideal Insurance Agency to Public Risk Underwriters of Illinois, LLC. This is a non-monetary change order.

MP2 Energy NE PO 3228-1: Change Order #1 is to decrease the contract amount to allow for electric distribution services to be billed directly to DuPage County by ComEd instead of through MP2 Energy. The ETSB portion of the MP2 Energy contract will decrease by $2,874.52 and will be appropriated to the new ComEd contract.

**Revenue and Expenditures**

**Revenue:** Wireline, Wireless and Equalization Revenue Reports are on the consent agenda. Invoices were mailed to each agency on April 17. As of May 31, twenty-one (21) payments has been remitted to ETSB.

**NetRMS Reimbursement Costs by Agency**

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Open Purchase Order Utilization:

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</table>

**Purchase Requests:**

On the agenda this month are four purchase order requests for board consideration.

AT&T Mobility LLC: Purchase Order 918132 is a three-year renewal of NetMotion Mobility Premium software maintenance. NetMotion software allows ETSB staff to manage the security and permission levels of devices. This purchase is made from the State of Illinois contract CMS6909520, for a savings of $18,144.00. Total Purchase Order Amount: $82,656.00.

ComEd: Purchase Order 918137 is for electric utility distribution services for connected County facilities for a three-year period from April 1, 2018 to March 31, 2021. This purchase is made through County resolution FM-P-0164-18. Total Amount of ETSB portion of this contract: $2,874.52.

Motorola Solutions, Inc.: Purchase Order 918134 is for the upgrade to the portable radios in DEDIRS to allow for enhanced unit status and location information through GPS. The contract also includes additional TDMA licenses and airtime for an additional four (4) years. The board has received a preliminary memorandum regarding this contract. In the DEDIRS section of this report, PAC has weighed in on this upgrade to the portable radios. Total Purchase Order amount: $6,049,798.00.

Motorola Solutions, Inc.: Purchase Order 918135 is for the renewal of hardware and software maintenance for Computer Aided Dispatch (CAD) and Friends of CAD. The CAD, HP non-stop servers and MPS (mobile client) support portion runs through March 2019, the NetRMS support has a one-year renewal with an option to renew for a second year. While the ETS Board, through its Memorandum of Understanding, has the ability to procure services to maintain NetRMS, because this contract is being extended as a result of the DuJIS delay, staff has worked with the users to ensure that they would like to renew this maintenance. The users have until the 16th to respond with any objections. Total Purchase Order amount: $644,692.00.

**Procurement/Sourcing Activities:**

Staff will begin working with County for an RFP for insurance coverage. The current coverage will expire in November of 2018. There have been some delays in moving this process forward because of the major projects and the movement of and decommissioning of equipment.

**9-1-1 Core System Management** – Matthew Theusch
Jerry Furmanski/Network, Kris Cieplinski/CAD, Mike DiGiannantonio/GIS

**Fire Station Alerting System (FSAS):**

Staff has been collecting data for the optional equipment for this contract. A kick off meeting with the vendor is scheduled for June 14 which will include the fire chiefs. This unified system will be the final interoperable piece in county-wide consolidation.
Customer Premise Equipment (CPE):
AT&T is currently working through the punch list and is preparing for the move from 600 Wall St. to 420 County Farm.

Meade completed laying the inner-duct and boring the two paths into the 420 building. AT&T installed both the physical fiber for the ASE and ADE paths. AT&T has also completed the copper installation. The ADE path is terminated into rack and was tested and confirmed to be ready back to the central office. AT&T will install the router the week of June 11th. The ASE path is scheduled to be terminated on June 8th, with an anticipated router install the following week.

AT&T technicians have begun to install the command post laptop positions into 600 Wall Street. This will allow the workstations to be moved to 420 County Farm in preparation for the cutover.

The GIS Team is now updating the CPE map on a more frequent basis. This allows for the data to stay more recent and add new data layers when requested.

9-1-1Net and 9-1-1 Data:
This month’s internal statistics report is not available because AT&T and Airbus are troubleshooting a punch list item on the Analytics computer.

Headway was made this month with the 9-1-1Net data provided by West/Intrado for AT&T. The report is still inaccurate. Because of these errors, those statistics are not being included in this report.

Network:
We are in the process of connecting remote sites to the main network. However, the speed and bandwidth issues have been resolved. Comcast is currently performing failover testing that began on Friday June 1st. Comcast has identified some convergence issues during the testing. This results in a delay in the failover sequencing. They are currently researching the cause.

The new DU-COMM building’s layer 2 connection is installed, testing and layer 3 installation will be scheduled pending building availability.

The move of the Site 1 CAD servers from ACDC to DU-COMM is rescheduled for mid-June.

NetMotion:
No major problems reported. We have upwards of 20 agencies that successfully connected test clients.

SONET:
No major connectivity problems this month.

End of Life Equipment Disposal:
The ETSB storage room at the new 420 County Farm location is now accessible. ETSB, PSAP, and County staff are coordinating the collection of equipment that can be removed from closed PSAPs and relocated due to consolidation or the ACDC building cutover. Staff will be working with the County for disposal of end of life equipment.

Records Management System (NetRMS):
The RMS Manager continues to provide NetRMS support and general NetRMS maintenance. ETSB Staff continue to assist, as needed. The new email for support tickets is rmssupport@dupageco.org. Users will continue to use the same phone number for emergency situations.
NetRMS Service Requests

<table>
<thead>
<tr>
<th></th>
<th>May</th>
<th>April</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of New Tickets</td>
<td>52</td>
<td>38</td>
</tr>
<tr>
<td>Number of Closed Tickets</td>
<td>45</td>
<td>36</td>
</tr>
<tr>
<td>Number of Open Tickets</td>
<td>7</td>
<td>3</td>
</tr>
<tr>
<td>Average Age of Open Tickets</td>
<td>3 days</td>
<td>4 days</td>
</tr>
</tbody>
</table>

**DuPage Justice Information System (DuJIS)**

**DuJIS IGA and Costs:**
There is no additional information to report from the PRMS Oversight Committee. The next meeting will be June 19.

One of the items discussed by the committee, that is pertinent to ETSB, was invoicing. The Committee determined that the first installment could be sent out to meet the requests of some municipalities. To date, $406,989.73 of the $834,011.37 invoiced has been remitted.

**DuJIS PRMS:**
The RMS Manager will be providing a report to the DuJIS Oversight Committee which meets on June 19th. The RMS Manager’s monthly report is included at the end of this document.

**DuJIS CAD:**
There was progress on the 911 phone ANI/ALI data transfer to CAD interface in the month of May. Hexagon set up the ANI/ALI servers at DuPage Sheriff’s and Addison Consolidated Dispatch Center. This interface allows CAD to receive caller information from the 911 phone system.

The CAD and Mobile team conducted a large scale MPS test session at the Glen Ellyn police department which identified a few issues. SRs have been initiated and Hexagon is working with the CAD administrator to resolve those issues. Hexagon also split police and fire on the MPS so that sensitive data cannot be seen by unauthorized agencies. This created a need to reconfigure both systems, which contributed to some of the testing issues.

Through continued testing, the CAD team has identified system improvements, that Hexagon is also working to complete. In the month of June, ETSB staff will be working with Hexagon and helping them resolve the MPS and CAD issues that were found in May.

ETSB staff intends to get informer set up on the CAD workstations in the month of June. Informer is the application in CAD that is used to query State police records.

**DuJIS Geographic Information Systems Data:**
The Geographic Information Systems (GIS) Team has completed all data input that is required for the Hexagon CAD system. Data is continuing to be reviewed and updated for consistency.

The new map for the Hexagon CAD system has been developed and is continually being updated based on feedback. This map has been deployed at the PSAPs and on the mobile computers in the field.

The GIS Team continues to document any feedback and enhancements to the map and the data.
DuPage Interoperable Emergency Dispatch Radio System (DEDIRS)

DEDIRS Maintainer:
The monthly DEDIRS maintainer report is included at the end of this document.

Policy Advisory Committee (PAC):
The PAC met on June 6.

The request from Metra Police was tabled for additional questions to the applicant. There is support for interoperability access. Staff will meet with the applicant to discuss the options approved in the April policy update for access talk groups and to procedurally discuss how to ensure communication to the right talk group given the large coverage area of the rail lines in the DEDIRS coverage area.

The PAC voted to recommend the contract under resolution ETS-R-0027 for Unit Status and Location enhancements to DEDIRS in its entirety. The PAC acknowledged that policy may be needed to address certain issues depending on the ETS Board decisions and direction to PAC regarding questions asked by staff for costs for agency owned equipment.
### DUPAGE COUNTY, ILLINOIS
#### FY 2019 BUDGET CALENDAR

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 24, 2018</td>
<td>Budget Kick-off meetings with County-wide Elected Officials and Department Heads. Discuss budget instructions and parameters; distribute budget submission instructions, deadlines, etc.</td>
</tr>
<tr>
<td>May 23 – Aug 15, 2018</td>
<td>Elected Official and Department Heads prepare budgets and supporting materials, which are submitted to the Finance Department no later than Friday, July 6th.</td>
</tr>
<tr>
<td>July 6 – Sept. 11, 2018</td>
<td>Finance Department prepares FY2018 preliminary revenue and expenditure estimates and FY2019 initial outlook. FY2019 Budget Survey is placed on the website for public input.</td>
</tr>
<tr>
<td></td>
<td>Committees hold budget meetings, as appropriate, with County-wide Elected Officials and Department Heads, to develop and approve budget recommendations to the County Board Chairman. Such meetings are open to the public for comment and input. Upon completion of appropriate committee review and approval, departments and Elected Officials submit any revisions to their budget materials to the Finance Department no later than August 15th.</td>
</tr>
<tr>
<td>Sept. 25, 2018</td>
<td>Finance Department meets with County-wide Elected Officials and Department Heads to review their budget requests; compiles and reviews department requests and other documentation; develops spending and revenue estimates, budget scenarios, and options for review. Additional input from committees may be included in budget review.</td>
</tr>
<tr>
<td></td>
<td>The County Board Chairman’s budget recommendation is developed and budget materials are created.</td>
</tr>
<tr>
<td>Sept. 25 – Oct. 23, 2018</td>
<td>County Board Chairman presents his FY2019 budget to the County Board on Tuesday, September 25th. Chairman's budget recommendation is distributed and published on Website for public comment and input.</td>
</tr>
<tr>
<td>Oct. 23, 2018</td>
<td>Finance Committee will review information on proposed operating budget and capital improvement plans. Parent Committees review budget recommendations. Public comment and input will be received at committees.</td>
</tr>
<tr>
<td>Oct. 23 – Nov. 27, 2018</td>
<td>Finance Committee passes proposed final budget and financial plan, including headcount and health insurance. Proposed final budget published and filed with County Clerk at least 15 days prior to passage (on or before November 9th). Truth in Taxation hearing, if required. Public meeting is held on proposed final budget in Finance Committee and County Board.</td>
</tr>
<tr>
<td>Nov. 27, 2018</td>
<td>The County Board approves the annual budget. November 30 is the end of the current Fiscal Year.</td>
</tr>
<tr>
<td>Dec. 1, 2018</td>
<td>New Fiscal Year Begins.</td>
</tr>
</tbody>
</table>
Intergovernmental Agreement (IGA)/Oversight:
The next PRMS Oversight Committee meeting is scheduled for June 19, 2018, at 2:00 pm.

PRMS Module:
The RMS Team continued to work directly with Hexagon’s RMS team in multiple areas and held weekly status calls with the Hexagon team. The purpose of these meetings is to review assigned tasks and to discuss issues that arise during the week. In addition to these meetings, bi-weekly meetings are being held to review open service tickets.

The RMS Team members changed during the month of May. A special thank you to Tracy Adams from Downers Grove Police Department. Tracy has stepped down from the RMS Team focus on multiple major projects taking place internally at Downers Grove PD. Tracy has been a tremendously important part of the team and she will be missed. Additionally to Tracy’s departure, we have welcomed three new members to the team from Carol Stream PD, Glendale Heights PD, and Elmhurst PD.

System Configuration:
During the month of the May, Hexagon held a two-day code workshop. The primary focus of the workshop was to further finalize the list of codes needed for WebRMS. Hexagon had demonstration site set up for the workshop. All WebRMS modules were reviewed during the workshop. Overall, the workshop was profitable and gave the RMS team a clear list of codes that need to be defined. There is still work to be done by the RMS Team to gather these codes. It is important to understand that the County has the ability to edit these codes at any time. WebRMS is completely customizable. These codes will be continuously reviewed and refined during the life of this project.

RMS Test Plan and Test Case Creation and Consulting:
The RMS Team continued to work to develop the test plans and test cases that will be used during System Acceptance Testing.
To: Linda Zerwin, ETSB Executive Director  
From: Michael Galvin, Project Manager  
Date: May 29, 2018  
Re: DuJIS Project Monthly Summary

CAD/RMS Replacement Project

During the month of May, Hexagon conducted the on-site Code Review Workshop with the Law Enforcement RMS team. The focus of the workshop was to review all the existing data fields within the RMS and gain an understanding of the codes required to complete the system configuration. The workshop also provided an opportunity for the RMS team to review the configuration to-date and ask any questions for Hexagon personnel. Bi-weekly calls are still ongoing with the RMS Build Team and Hexagon personnel and the Test Plans (to be used in July and August) are scheduled to be completed in early-June. By the end of May, Hexagon will provide the County a detailed 120-day plan that will pinpoint required milestones to ensure the RMS is configured in time for go-live.

In related news, a number of personnel have been added to the RMS team since last month. A number of personnel previously committed to this Project had to leave the team to focus on other job duties in their respective departments. Their contributions were invaluable over the 18 months; we’re confident the new team members will perform well in their roles.

Regarding CAD/MPS, members of the CAD/MPS teams continue to refine the system. Both the CAD and Mobile teams have had multiple testing sessions to verify system functionality and improve the overall system. At the time of this writing, members of the Law Enforcement Mobile, Fire Mobile, and CAD build teams are gathering to conduct in-depth testing of the CAD/Mobile application. Overall, the CAD and Mobile builds are in excellent shape; the delay in original go-live date has provided additional testing time that will only improve the application. Similar to the RMS Build Team, the CAD Build Team holds bi-weekly calls with Hexagon to review the status of Service Requests (SRs) and the development of interfaces.

In June, there are no on-site activities planned for Hexagon. Work will continue on all applications remotely. The RMS Build Team will be primarily focused on continuing configuration of the application (with particular focus on code values) and preparing for testing later this summer, while the CAD and Mobile build teams will continue internal testing and system refinement.
May Monthly Report

<table>
<thead>
<tr>
<th>Customer Name</th>
<th>DuPage County, IL</th>
<th>Alias</th>
<th>DUPG2.00.11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer PM</td>
<td>Linda Zerwin/Mike Galvin</td>
<td>Hexagon Sales</td>
<td>John Whitehead</td>
</tr>
<tr>
<td>Hexagon Project Manager</td>
<td>Jim Santaferrara</td>
<td>Project / Delivery Name</td>
<td>DuPage ETSB</td>
</tr>
</tbody>
</table>

New Change Requests

| Reporting Period End       | 5/25/2018                   |

Project Overview

<table>
<thead>
<tr>
<th>Budget</th>
<th>Schedule</th>
<th>Scope</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>On target</td>
<td>On target</td>
<td>On target</td>
<td>Poor</td>
</tr>
<tr>
<td>Below target</td>
<td>Behind</td>
<td>Behind</td>
<td>Average</td>
</tr>
<tr>
<td>Above target</td>
<td>Ahead</td>
<td>Ahead</td>
<td>Good</td>
</tr>
</tbody>
</table>

Project Performance - Period ending May 31 2018

- Received Cogent and BEAST ICD and began development. Delivered the following interfaces for testing: Leader, DUCS (Court Case Update, Court Case Import, and Incident Export), SAO Case Prep Export.

Project Activities

Objectives Completed This Period

1. On Site meeting at DuPage
2. Continue work with the team to complete Test Cases and Test Plans by June.
3. Began discussion on UCR.
4. Received final signature on the WebRMS/MORPHOTRUST Live Scan Interface. Development completed and Hexagon began testing
5. Loaded all Statue Codes that were provided
6. Delivered and used the Statue Code Interface and is currently accepting updates. Hexagon completed internal testing and is ready for DuPage to monitor and accept.
7. Completed informal Leader interface testing. DuPage (Kevin V.) making plans to accept live data for end-to-end Testing
8. DUCS Court Case Update, and Incident Export Interface Developed and Hexagon initial testing complete. Ready for DuPage (Kevin V.) Testing.
9. Court Case Import, Hexagon completed internal testing. Ready for DuPage testing.
10. Final configuration for attachments in file share completed for SAO Case Prep Export
11. Hexagon conducting final internal testing of ITOUCH
12. Hexagon developed and conduction final internal testing of COGENT LiveScan
13. Mobile Responder is up and ready for test by DuPage
14. Working on CAD portion of RFP response to COTS Testing Plan
15. Added Temporary and Permanent Evidence Locations
16. Conducted bi-weekly SR meeting (2) for WebRMS/Interfaces and (2) for CAD/MPS
17. Conducted (4) WebRMS Core Team Joint Meeting
18. Upgraded the environment to the latest FBR and WebRMS versions
19. Completed the splitting Police and Fire data
20. Hexagon delivered the MPS porting of the COTS Testing Plan
21. Completed MPS Display Resolution and is ready for DuPage Testin
22. Completed splitting Police and Fire data as requested
23. Completed 2 of the 3 servers. Waiting of Ducom goes live for the 3rd
24. Delivered May's update from the Product Center
25. Received DuPage response on Incident and Field Interview design changes and began development on Pedestrian Stop and Gang Contact Card
26. Developed form designs for Incident (Final), DUI, Domestic Violence, Impound, and Missing Person

Objectives NOT Completed This Period

1. WebRMS - Acceptance Test Plan and Test Cases (Scheduled to be completed June 2018)
## Objectives for Next Period

1. Testing between Hexagon and DuPage on Interfaces
2. Deliver MorphoTrust Interface to DuPage
3. Deliver COGENT Interface to DuPage
4. Deliver ITOUCH Interface to DuPage
5. Receive Motorola OffenderTrack specification from DuPage
6. Receive MorphoTrack information from DuPage
7. Receive final list of codes to be imported as local offences
8. Complete Module to Module Code Workshop
9. Receive DuPage response to Legacy Data Questionnaire
10. Coordinate for the requested additional Informer data base setup
11. Coordinate Legacy Data WebEx
12. Complete the Amendment and submit to DuPage for approval
13. Provide Update from Product Center on WebRMS
15. Complete the Amendment and Submit to DuPage
16. Work on Issue tracking tasks
17. Provide response to CAD portion of COTS Testing Plan

## Change Orders

<table>
<thead>
<tr>
<th>Change Order</th>
<th>Date</th>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>#2 rev. 1</td>
<td>1/30/17</td>
<td>Complete - 03/14/17</td>
<td>Visual Studio 2012 change to 2015 version &amp; VMWare vCenter v5 to v6 version</td>
</tr>
<tr>
<td>#3</td>
<td>5/26/17</td>
<td>Complete - 10/13/17</td>
<td>Rename of custom interface, APS Virtual Partner to LEADER, and Visual Studio 2012 quantity.</td>
</tr>
<tr>
<td>#4</td>
<td>11/27/17</td>
<td>Complete - 12/13/17</td>
<td>Add Addison hardware move.</td>
</tr>
<tr>
<td>#5</td>
<td></td>
<td>Awaiting Management Decision</td>
<td>WebRMS methodology change, milestone realignment, etc.</td>
</tr>
</tbody>
</table>

## New Project Issues

<table>
<thead>
<tr>
<th>Milestones will need to be relooked and scheduled</th>
<th>Actions / Comments</th>
<th>Owner</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>This will be discussed at the Executive Level and the Hexagon Team will make documentation changes once finalized.</td>
<td>Hexagon Executive Team and DuPage Executive Team</td>
<td>TBD</td>
<td></td>
</tr>
</tbody>
</table>

## Milestones / Deliverables

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Baseline Date</th>
<th>New Date</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - Project Kickoff Meeting</td>
<td>Aug/16</td>
<td>Aug/16</td>
<td>Completed and acceptance form delivered, payment received</td>
</tr>
<tr>
<td>2 - Server HW order</td>
<td>Aug/16</td>
<td>Aug/16</td>
<td>Completed and acceptance form delivered, payment received</td>
</tr>
<tr>
<td>3 - Installation of base COTS I/CAD software in first environment</td>
<td>Nov/16</td>
<td>Dec/16</td>
<td>Completed and acceptance form delivered, payment received</td>
</tr>
<tr>
<td>4 - Installation of base COTS WebRMS SW in first environment</td>
<td>Nov/16</td>
<td>Dec/16</td>
<td>Completed and acceptance form delivered, payment received</td>
</tr>
<tr>
<td>5 - I/CAD Essentials for Core Team (IPST 2001)</td>
<td>Jan/17</td>
<td>Jan/17</td>
<td>Completed and acceptance form delivered, payment received</td>
</tr>
<tr>
<td>6 - WebRMS and FBR System Overview Training</td>
<td>Jan/17</td>
<td>Jan/17</td>
<td>Completed and acceptance form delivered, payment received</td>
</tr>
<tr>
<td>7 - CAD System Configure 3</td>
<td>Jul/17</td>
<td>Jul/17</td>
<td>Completed and acceptance form delivered, payment received</td>
</tr>
<tr>
<td>8 - WebRMS Configuration Workshop 3</td>
<td>Apr/17</td>
<td>Apr/17</td>
<td>Completed and acceptance form delivered, payment received</td>
</tr>
<tr>
<td>9 - Mobile for Public Safety Configuration Workshop 3 for Law</td>
<td>Aug/17</td>
<td>Aug/17</td>
<td>Completed and acceptance form delivered, payment received</td>
</tr>
<tr>
<td>10 - WebRMS Configuration Workshop 5</td>
<td>Jun/17</td>
<td>Nov/17</td>
<td>Task realignment necessary. (CO #5)</td>
</tr>
<tr>
<td>11 - Map Roll Consulting for I/CAD Systems (IPST8004)</td>
<td>Aug/17</td>
<td>Nov/17</td>
<td>Completed and acceptance form delivered, payment received</td>
</tr>
<tr>
<td>12 - CAD, MPS and CAD Integration Testing</td>
<td>Nov/17</td>
<td>Dec/17</td>
<td>Completed and acceptance form delivered</td>
</tr>
<tr>
<td>13 - WebRMS, FBR and WebRMS Integration Testing</td>
<td>Sep/18</td>
<td>Sep/18</td>
<td>Task realignment necessary. (CO #5)</td>
</tr>
<tr>
<td>14 - RMS Train-the-Trainer Training</td>
<td>Oct/18</td>
<td>Oct/18</td>
<td></td>
</tr>
<tr>
<td>15 - CAD Train-the-Trainer Training</td>
<td>Dec/18</td>
<td>Dec/18</td>
<td></td>
</tr>
<tr>
<td>16 - Cutover of WebRMS and FBR Subsystems to Production Use at the</td>
<td>Feb/19</td>
<td>Feb/19</td>
<td></td>
</tr>
<tr>
<td>17 - Cutover of I/CAD and MPS Subsystems to Production Use at the</td>
<td>Feb/19</td>
<td>Feb/19</td>
<td></td>
</tr>
<tr>
<td>18 - Acceptance of 30 day Reliability Period for CAD</td>
<td>Mar/18</td>
<td>Mar/18</td>
<td></td>
</tr>
<tr>
<td>Resource</td>
<td>From</td>
<td>To</td>
<td>Comments</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>--------</td>
<td>--------</td>
<td>---------------------------------</td>
</tr>
<tr>
<td>19 - 30 day Reliability Period for WebRMS</td>
<td>Mar/18</td>
<td></td>
<td></td>
</tr>
<tr>
<td>20 - Cutover of Firehouse Interface in First Additional Agency</td>
<td>Mar/18</td>
<td></td>
<td></td>
</tr>
<tr>
<td>21 - Cutover of Smart911 in First Additional Agency</td>
<td>Mar/18</td>
<td></td>
<td></td>
</tr>
<tr>
<td>22 - Cutover of BEAST Interface in First Additional Agency</td>
<td>Mar/18</td>
<td></td>
<td></td>
</tr>
<tr>
<td>23 - Cutover of LiveScan Interface in First Additional Agency</td>
<td>Mar/18</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Notes</strong></td>
<td></td>
<td></td>
<td>1. Once Amendment is completed and signed, Milestones will be redone.</td>
</tr>
</tbody>
</table>

**Vacation / Off Site**

<table>
<thead>
<tr>
<th>Resource</th>
<th>Purpose</th>
<th>From</th>
<th>To</th>
<th>Comments</th>
</tr>
</thead>
</table>

Memorandum

TO: Linda Zerwin, ETSB Executive Director
DATE: Friday, April 27, 2018
FROM: Matthew Baarman, Deputy Director
RE: DEDIRS Maintenance Status Report

Next Touch Preparation:
All fire agencies aliases and templates were received. The aliases are being placed into a master list in the code plug with both STARCOM and conventional MDC IDs as requested. Master code plugs were created, however, a few resource corrections to the WESCOM zone were requested, as the purpose of some talkgroups may have changed. A meeting was held with WESCOM to verify the correct talkgroups and letters of concurrences are being developed. An additional request to share a talkgroup with Naperville is being investigated. A technical solution exists, but involves monitoring and patching by the Naperville PSAP. As of this writing, Naperville opposes the responsibility to setup the patching to interoperate between the separate radios systems. These changes and investigations will delay the start of programming until late May or early June. Even with this delay, no other changes are being accepted at this time. Once corrections are finalized, the master code plugs will be updated and the first agencies will be scheduled.

Radio Repairs:
The most common issue has been the top knob assembly. A supply of spare parts was purchased to improve the repair turnaround time. The repairs for the last 13 months is as follows:

![Radio Repairs Chart]

**Talkgroup Usage:**
The twenty (20) busiest DuPage talkgroups on the DEDIRS STARCOM21 site from April 1 thru April 25, 2018 are as follows (all time in seconds):

<table>
<thead>
<tr>
<th>Talkgroup Alias</th>
<th>Total Group Time</th>
<th>Group Count</th>
<th>Longest Call Time</th>
<th>Group Busy Count</th>
<th>Longest Busy Time</th>
<th>Count of Rejects</th>
</tr>
</thead>
<tbody>
<tr>
<td>DU 3EAST</td>
<td>244,347</td>
<td>80,828</td>
<td>45</td>
<td>0</td>
<td>0</td>
<td>1,440</td>
</tr>
<tr>
<td>DU ACDC 3</td>
<td>240,848</td>
<td>69,485</td>
<td>36</td>
<td>0</td>
<td>0</td>
<td>872</td>
</tr>
<tr>
<td>DU 1EAST</td>
<td>232,634</td>
<td>71,920</td>
<td>41</td>
<td>0</td>
<td>0</td>
<td>1,579</td>
</tr>
<tr>
<td>DU 3WEST</td>
<td>232,469</td>
<td>76,498</td>
<td>48</td>
<td>0</td>
<td>0</td>
<td>1,474</td>
</tr>
<tr>
<td>DU 1SOUTH</td>
<td>208,247</td>
<td>65,324</td>
<td>35</td>
<td>0</td>
<td>0</td>
<td>968</td>
</tr>
<tr>
<td>DU DWG WT 1</td>
<td>191,341</td>
<td>60,668</td>
<td>31</td>
<td>0</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>DU 1NORTH</td>
<td>190,908</td>
<td>62,218</td>
<td>60</td>
<td>0</td>
<td>0</td>
<td>838</td>
</tr>
<tr>
<td>DU 1WEST</td>
<td>188,236</td>
<td>58,973</td>
<td>33</td>
<td>0</td>
<td>0</td>
<td>796</td>
</tr>
<tr>
<td>DU 3SOUTH</td>
<td>173,469</td>
<td>52,769</td>
<td>30</td>
<td>0</td>
<td>0</td>
<td>631</td>
</tr>
<tr>
<td>DU DPSO F1</td>
<td>169,960</td>
<td>53,564</td>
<td>32</td>
<td>0</td>
<td>0</td>
<td>682</td>
</tr>
<tr>
<td>DU 7SOUTH</td>
<td>161,158</td>
<td>48,745</td>
<td>36</td>
<td>0</td>
<td>0</td>
<td>820</td>
</tr>
<tr>
<td>DU 7WEST</td>
<td>156,158</td>
<td>47,913</td>
<td>36</td>
<td>0</td>
<td>0</td>
<td>377</td>
</tr>
<tr>
<td>DU ACDC 2</td>
<td>142,895</td>
<td>43,137</td>
<td>32</td>
<td>0</td>
<td>0</td>
<td>491</td>
</tr>
<tr>
<td>DU FIRE NORTH</td>
<td>142,214</td>
<td>37,031</td>
<td>53</td>
<td>0</td>
<td>0</td>
<td>357</td>
</tr>
<tr>
<td>DU FIRE EAST</td>
<td>121,130</td>
<td>30,883</td>
<td>53</td>
<td>0</td>
<td>0</td>
<td>498</td>
</tr>
<tr>
<td>DU FIRE SOUTH</td>
<td>95,052</td>
<td>25,340</td>
<td>33</td>
<td>0</td>
<td>0</td>
<td>427</td>
</tr>
<tr>
<td>DU FD ACDC1</td>
<td>90,587</td>
<td>21,946</td>
<td>36</td>
<td>0</td>
<td>0</td>
<td>84</td>
</tr>
<tr>
<td>DU DPSO JAIL</td>
<td>80,732</td>
<td>22,820</td>
<td>30</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>DU DPSO COURT</td>
<td>67,703</td>
<td>21,304</td>
<td>45</td>
<td>0</td>
<td>0</td>
<td>1,219</td>
</tr>
<tr>
<td>DU PW 1</td>
<td>65,677</td>
<td>19,058</td>
<td>57</td>
<td>0</td>
<td>0</td>
<td>354</td>
</tr>
</tbody>
</table>

**April Track-it Issues:**
- Number of New Tickets = 25
- Number of Closed Tickets = 31
- Number of Open Tickets = 46
- Average age of Open Tickets = 369 days
  - 11 tickets - Loaner request - 741 days (tickets left open while radios are on loan)
  - 23 tickets - Third touch - 346 days
Memorandum

TO: Linda Zerwin, ETSB Executive Director
DATE: Thursday, May 31, 2018
FROM: Matthew Baarman, Deputy Director
RE: DEDIRS Maintenance Status Report

Next Touch Preparation:
The fire agency template is complete and master code plug for each fire agency is being created. The planned programming schedule is as follows:

<table>
<thead>
<tr>
<th></th>
<th>18</th>
<th>19</th>
<th>20</th>
<th>21</th>
<th>22</th>
</tr>
</thead>
<tbody>
<tr>
<td>June</td>
<td>PLF</td>
<td>TSF</td>
<td>BEF</td>
<td>ITF</td>
<td></td>
</tr>
<tr>
<td></td>
<td>25</td>
<td>26</td>
<td>27</td>
<td>28</td>
<td>29</td>
</tr>
<tr>
<td></td>
<td>ADF</td>
<td>ADF</td>
<td>WSF</td>
<td>WSF</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>Holiday</td>
<td>CHF</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>June</td>
<td>9</td>
<td>10</td>
<td>11</td>
<td>12</td>
<td>13</td>
</tr>
<tr>
<td>July</td>
<td>WDF</td>
<td>HIF</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>16</td>
<td>17</td>
<td>18</td>
<td>19</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>BAF</td>
<td>BAF</td>
<td>BLF</td>
<td>BLF</td>
<td></td>
</tr>
<tr>
<td></td>
<td>23</td>
<td>24</td>
<td>25</td>
<td>26</td>
<td>27</td>
</tr>
<tr>
<td></td>
<td>ELF</td>
<td>ELF</td>
<td>GEF</td>
<td>GEF</td>
<td></td>
</tr>
<tr>
<td>August</td>
<td>30</td>
<td>31</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>CSF</td>
<td>GSF</td>
<td>HPF</td>
<td>HPF</td>
<td></td>
</tr>
<tr>
<td></td>
<td>6</td>
<td>7</td>
<td>8</td>
<td>9</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>LOF</td>
<td>LOF</td>
<td>OBF</td>
<td>OBF</td>
<td></td>
</tr>
<tr>
<td>August</td>
<td>13</td>
<td>14</td>
<td>15</td>
<td>16</td>
<td>17</td>
</tr>
<tr>
<td></td>
<td>OTR</td>
<td>ROF</td>
<td>VPF</td>
<td>WFF</td>
<td></td>
</tr>
<tr>
<td></td>
<td>20</td>
<td>21</td>
<td>22</td>
<td>23</td>
<td>24</td>
</tr>
<tr>
<td></td>
<td>WCF</td>
<td>WCF</td>
<td>WHF</td>
<td>WHF</td>
<td></td>
</tr>
<tr>
<td>August</td>
<td>27</td>
<td>28</td>
<td>29</td>
<td>30</td>
<td>31</td>
</tr>
<tr>
<td></td>
<td>YCF</td>
<td>DGF</td>
<td>DGF</td>
<td>DWF</td>
<td></td>
</tr>
<tr>
<td>September</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>Holiday</td>
<td>LWF</td>
<td>LWF</td>
<td></td>
<td></td>
</tr>
<tr>
<td>September</td>
<td>10</td>
<td>11</td>
<td>12</td>
<td>13</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>WRF</td>
<td>DHE</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Agencies need to make all radios available on the first day of schedule. A second day of programing was reserved for agencies with a larger number of radios to ensure all radios received updates. A few days were intentionally left open to allow for some flexibility in scheduling and keep up to date on help tickets. John Lozar will be contacting each agency roughly two weeks prior to the scheduled date to confirm the programming details with each agency. If you have questions, please contact John Lozar (jlozar@ducomm.org).

**Annual Starcom Maintenance:**
Motorola has scheduled the annual Starcom site preventative maintenance for DuPage as follows:

<table>
<thead>
<tr>
<th>Starcom Tower Site</th>
<th>Scheduled PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lisle</td>
<td>Tuesday, May 29, 2018</td>
</tr>
<tr>
<td>Addison</td>
<td>Wednesday, May 30, 2018</td>
</tr>
<tr>
<td>Argonne</td>
<td>Thursday, May 31, 2018</td>
</tr>
<tr>
<td>Wheaton</td>
<td>Monday, June 11, 2018</td>
</tr>
<tr>
<td>West Chicago</td>
<td>Tuesday, June 12, 2018</td>
</tr>
<tr>
<td>Hanover Park</td>
<td>Wednesday, June 13, 2018</td>
</tr>
<tr>
<td>Bensenville</td>
<td>Thursday, June 14, 2018</td>
</tr>
<tr>
<td>Burr Ridge</td>
<td>Monday, June 18, 2018</td>
</tr>
<tr>
<td>Westchester</td>
<td>Wednesday, August 15, 2018</td>
</tr>
<tr>
<td>Aurora</td>
<td>Thursday, August 16, 2018</td>
</tr>
<tr>
<td>127th St</td>
<td>Monday, August 20, 2018</td>
</tr>
<tr>
<td>Streamwood</td>
<td>Tuesday, August 21, 2018</td>
</tr>
</tbody>
</table>

Motorola may change the schedule due to unplanned issues or weather. No Site Trunking events are expected during the PMs. However, the PM Site is expected to be out of service for approximately an hour starting at 10am each day. The outage will result in reduced radio coverage around that radio site. Starcom expects to have all work at the site completed by 2pm each day.

**Radio Repairs:**
The most common issue has been the top knob assembly. A supply of spare parts was purchased to improve the repair turnaround time. The repairs for the last 13 months is as follows:
**Talkgroup Usage:**
The twenty (20) busiest DuPage talkgroups on the DEDIRS STARCOM21 site from May 1 thru May 30, 2018 are as follows (all time in seconds):

<table>
<thead>
<tr>
<th>Talkgroup Alias</th>
<th>Total Group Time</th>
<th>Group Count</th>
<th>Longest Call Time</th>
<th>Group Busy Count</th>
<th>Longest Busy Time</th>
<th>Count of Rejects</th>
</tr>
</thead>
<tbody>
<tr>
<td>DU 3EAST</td>
<td>274,750</td>
<td>89,539</td>
<td>35</td>
<td>0</td>
<td>0</td>
<td>1,945</td>
</tr>
<tr>
<td>DU ACDC 3</td>
<td>258,874</td>
<td>75,632</td>
<td>41</td>
<td>0</td>
<td>0</td>
<td>1,094</td>
</tr>
<tr>
<td>DU 3WEST</td>
<td>246,584</td>
<td>77,864</td>
<td>52</td>
<td>0</td>
<td>0</td>
<td>1,593</td>
</tr>
<tr>
<td>DU 1EAST</td>
<td>241,475</td>
<td>74,541</td>
<td>40</td>
<td>0</td>
<td>0</td>
<td>1,659</td>
</tr>
<tr>
<td>DU 1SOUTH</td>
<td>214,138</td>
<td>66,274</td>
<td>30</td>
<td>0</td>
<td>0</td>
<td>1,124</td>
</tr>
<tr>
<td>DU 3SOUTH</td>
<td>212,603</td>
<td>63,575</td>
<td>47</td>
<td>0</td>
<td>0</td>
<td>958</td>
</tr>
<tr>
<td>DU 1WEST</td>
<td>206,046</td>
<td>64,327</td>
<td>34</td>
<td>0</td>
<td>0</td>
<td>985</td>
</tr>
<tr>
<td>DU 1NORTH</td>
<td>193,275</td>
<td>62,092</td>
<td>31</td>
<td>0</td>
<td>0</td>
<td>995</td>
</tr>
<tr>
<td>DU 7SOUTH</td>
<td>181,957</td>
<td>56,356</td>
<td>36</td>
<td>0</td>
<td>0</td>
<td>971</td>
</tr>
<tr>
<td>DU DPSO F1</td>
<td>180,861</td>
<td>55,409</td>
<td>33</td>
<td>0</td>
<td>0</td>
<td>698</td>
</tr>
<tr>
<td>DU 7WEST</td>
<td>162,390</td>
<td>50,634</td>
<td>31</td>
<td>0</td>
<td>0</td>
<td>595</td>
</tr>
<tr>
<td>DU ACDC 2</td>
<td>161,884</td>
<td>47,779</td>
<td>38</td>
<td>0</td>
<td>0</td>
<td>577</td>
</tr>
<tr>
<td>DU FIRE NORTH</td>
<td>161,573</td>
<td>41,632</td>
<td>30</td>
<td>0</td>
<td>0</td>
<td>429</td>
</tr>
<tr>
<td>DU FIRE EAST</td>
<td>139,385</td>
<td>36,412</td>
<td>30</td>
<td>0</td>
<td>0</td>
<td>732</td>
</tr>
<tr>
<td>DU DWG WT 1</td>
<td>133,279</td>
<td>41,954</td>
<td>32</td>
<td>0</td>
<td>0</td>
<td>12</td>
</tr>
<tr>
<td>DU FD ACDC1</td>
<td>119,080</td>
<td>27,712</td>
<td>41</td>
<td>0</td>
<td>0</td>
<td>171</td>
</tr>
<tr>
<td>DU DPSO JAIL</td>
<td>117,714</td>
<td>32,592</td>
<td>30</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>DU ACDC 1</td>
<td>111,318</td>
<td>34,908</td>
<td>37</td>
<td>0</td>
<td>0</td>
<td>36</td>
</tr>
<tr>
<td>DU FIRE SOUTH</td>
<td>107,119</td>
<td>27,856</td>
<td>44</td>
<td>0</td>
<td>0</td>
<td>563</td>
</tr>
<tr>
<td>DU DPSO COURT</td>
<td>80,470</td>
<td>24,976</td>
<td>60</td>
<td>0</td>
<td>0</td>
<td>1,624</td>
</tr>
</tbody>
</table>

**May Track-it Issues:**
- Number of New Tickets = 39
- Number of Closed Tickets = 46
- Number of Open Tickets = 50
- Average age of Open Tickets = 362 days  
  A few of the largest categories are:
  - 11 tickets - Loaner request - 771 days  (*tickets left open while radios are on loan*)
  - 22 tickets - Third touch - 394 days
<table>
<thead>
<tr>
<th>Site</th>
<th>INC Create Date</th>
<th>Actual Resolution Date</th>
<th>Resolution</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>DU-COMM DISPATCH CTR-DUPAGE COUNTY</td>
<td>5/3/2018 14:14</td>
<td></td>
<td>Site Link 2018.1 has been stable since 9/05 02:38 AM CDT. Resolving incident.</td>
<td>No Activity from Site 2018, Control Path 1</td>
</tr>
<tr>
<td>DU-COMM DISPATCH CTR-DUPAGE COUNTY</td>
<td>5/4/2018 17:11</td>
<td></td>
<td>Site Link 2018 auto recovered and stable since 19:17.</td>
<td>No Activity from Site 2018, Control Path 1</td>
</tr>
<tr>
<td>DU-COMM DISPATCH CTR-DUPAGE COUNTY</td>
<td>5/4/2018 20:39</td>
<td></td>
<td>SZ01401D17:C7:DOWN, CONSOLE DISCONNECT -10.1.233.100</td>
<td>No Activity from Site 2018, Control Path 1</td>
</tr>
<tr>
<td>DU-COMM DISPATCH CTR-DUPAGE COUNTY</td>
<td>5/5/2018 02:38</td>
<td></td>
<td>SZ01401D17:C4:DOWN, CCGW-ZC Connection Lost.</td>
<td>No Activity from Site 2018, Control Path 1</td>
</tr>
<tr>
<td>DU-COMM DISPATCH CTR-DUPAGE COUNTY</td>
<td>5/5/2018 6:40</td>
<td></td>
<td>SZ01401D17:Site Link 1017.1:DOWN, TRANSMIT RETRY FAILURE - 10.1.233.100</td>
<td>No Activity from Site 2018, Control Path 1</td>
</tr>
<tr>
<td>DU-COMM DISPATCH CTR-DUPAGE COUNTY</td>
<td>5/6/2018 6:33</td>
<td></td>
<td>SZ01401D17:C4:DOWN, CCGW-ZC Connection Lost.</td>
<td>No Activity from Site 2018, Control Path 1</td>
</tr>
<tr>
<td>DU-COMM DISPATCH CTR-DUPAGE COUNTY</td>
<td>5/6/2018 6:46</td>
<td></td>
<td>SZ01401D17:Site Link 2056.1:DOWN, TRANSMIT RETRY FAILURE - 10.1.233.100</td>
<td>No Activity from Site 2018, Control Path 1</td>
</tr>
<tr>
<td>ITASCA PD – DU PAGE COUNTY</td>
<td>5/10/2018 13:49</td>
<td></td>
<td>Chi Comm techs power cycled VPMs and customer stated issues on site have been resolved.</td>
<td>No Activity from Site 2018, Control Path 1</td>
</tr>
<tr>
<td>ITASCA PD – DU PAGE COUNTY</td>
<td>5/10/2018 13:49</td>
<td></td>
<td>Chi Comm techs power cycled VPMs and customer stated issues on site have been resolved.</td>
<td>No Activity from Site 2018, Control Path 1</td>
</tr>
<tr>
<td>WOOD DALE PD – DU PAGE COUNTY</td>
<td>5/10/2018 13:54</td>
<td></td>
<td>Chi Comm techs power cycled VPMs and customer stated issues on site have been resolved.</td>
<td>No Activity from Site 2018, Control Path 1</td>
</tr>
<tr>
<td>WOOD DALE PD – DU PAGE COUNTY</td>
<td>5/10/2018 13:54</td>
<td></td>
<td>Chi Comm techs power cycled VPMs and customer stated issues on site have been resolved.</td>
<td>No Activity from Site 2018, Control Path 1</td>
</tr>
<tr>
<td>WOOD DALE PD – DU PAGE COUNTY</td>
<td>5/10/2018 13:49</td>
<td></td>
<td>Chi Comm techs power cycled VPMs and customer stated issues on site have been resolved.</td>
<td>No Activity from Site 2018, Control Path 1</td>
</tr>
<tr>
<td>WOOD DALE PD – DU PAGE COUNTY</td>
<td>5/10/2018 13:55</td>
<td></td>
<td>Chi Comm techs power cycled VPMs and customer stated issues on site have been resolved.</td>
<td>No Activity from Site 2018, Control Path 1</td>
</tr>
<tr>
<td>DU-COMM DISPATCH CTR-DUPAGE COUNTY</td>
<td>5/14/2018 3:36</td>
<td>5/15/2018 3:36</td>
<td>Last alarm cleared at 23:30 CDT. Resolving ticket.</td>
<td>No Activity from Site 2018, Control Path 1</td>
</tr>
<tr>
<td>DU-COMM DISPATCH CTR-DUPAGE COUNTY</td>
<td>5/13/2018 15:23</td>
<td></td>
<td>Issue self restored, stayed clear during monitoring. Moving to resolve.</td>
<td>No Activity from Site 2018, Control Path 1</td>
</tr>
<tr>
<td>DU-COMM DISPATCH CTR-DUPAGE COUNTY</td>
<td>5/13/2018 17:50</td>
<td></td>
<td>Self resolved. Alarm has remained stable during monitoring period.</td>
<td>No Activity from Site 2018, Control Path 1</td>
</tr>
<tr>
<td>DU-COMM DISPATCH CTR-DUPAGE COUNTY</td>
<td>5/14/2018 12:55</td>
<td></td>
<td>MW's took errors, and T1's failed. Errors have cleared and T1's repaired by AT&amp;T.</td>
<td>No Activity from Site 2018, Control Path 1</td>
</tr>
</tbody>
</table>
NICE-DU-COMM DSP. CTR-DUPAGE COUNTY 5/15/2018 17:27
Resolution:
1. Symptom / Error Message: SZ01401D17_(NICE) / John Lozar / System Coordinator / DuPage Public Safety Communications / 630-260-7516 Office / 630-3304386 Cell / Attached is a picture of the audio on 5/7/18 ... ion audio says it did. In other words, the audio of the radio talkgroup and the position on that talkgroup don't match up.
2. Analysis: The CEN clock has drifted and was off from the time. Mark Monaco work with Scott Klien on site to resolve the issue.
3. Fix / Resolution: Customer site IT was able to resolve the time drift issue as the source was drifting.

NICE-DU-COMM DSP. CTR-DUPAGE COUNTY 5/15/2018 17:29
Resolution:
1. Symptom / Error Message: SZ01401D17_(NICE) / John Lozar / System Coordinator / DuPage Public Safety Communications / 630-260-7516 Office / 630-3304386 Cell / Attached is a picture of the audio on 5/7/18 between 1604 and 1716, at Pos 11, the times of the recordings are delayed. Traffic on Fire North through that position, appears to have happened 12 seconds earlier than the position audio says it did. In other words, the audio of the radio talkgroup and the position on that talkgroup don't match up.
2. Analysis: The CEN clock has drifted and was off from the time. Mark Monaco work with Scott Klien on site to resolve the issue.
3. Fix / Resolution: Customer site IT was able to resolve the time drift issue as the source was drifting.

ADDISON PD DSP.CTR-DUPAGE COUNTY 5/25/2018 15:48
Caused due to work done on CRQ 54001

DOWNERS GROVE PD DISPATCH CTR-DUPAGE CTY 5/25/2018 15:48
Caused due to work done on CRQ 54001

TRI-STATE FIRE PROTECTION DIST - DU PAGE COUNTY 5/25/2018 15:48
Caused due to work done on CRQ 54001

DOWNERS GROVE PD DISPATCH CTR-DUPAGE CTY 5/25/2018 15:48
Caused due to work done on CRQ 54001

TRI-STATE FIRE PROTECTION DIST - DU PAGE COUNTY 5/25/2018 15:48
Caused due to work done on CRQ 54001

ADDISON PD DSP.CTR-DUPAGE COUNTY 5/25/2018 15:48
Caused due to work done on CRQ 54001

DOWNERS GROVE PD DISPATCH CTR-DUPAGE CTY 5/25/2018 15:48
Caused due to work done on CRQ 54001

TRI-STATE FIRE PROTECTION DIST - DU PAGE COUNTY 5/25/2018 15:48
Caused due to work done on CRQ 54001

DUPAGE CTY SHERIFF CSP. CTR-DUPAGE COUNTY 5/30/2018 15:35 6/2/2018 3:06
Self restored. Alarm has remained stable during monitoring period.

DUPAGE CTY SHERIFF CSP. CTR-DUPAGE COUNTY 5/30/2018 23:20
Self restored. Alarm has remained stable during monitoring period.
## Rave 911 Suite Activity

### April 2018

<table>
<thead>
<tr>
<th>Month</th>
<th>Total Number of Smart911 Accounts Created</th>
<th>Total Number of Individuals within those Accounts (Average 2.35 per profile)</th>
<th>Profile Increase</th>
<th>% of Population</th>
<th>Number of Profile Pops</th>
<th>Number of Chat Sessions</th>
<th>Number of Notes</th>
<th>New Facility Profiles Created</th>
<th>Number of Fa Profile Po</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>15,454</td>
<td>36,317</td>
<td>324</td>
<td>4.75%</td>
<td>1,131</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>17</td>
</tr>
<tr>
<td>February</td>
<td>15,545</td>
<td>36,531</td>
<td>91</td>
<td>4.77%</td>
<td>1,107</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>25</td>
</tr>
<tr>
<td>March</td>
<td>15,893</td>
<td>37,349</td>
<td>348</td>
<td>4.88%</td>
<td>998</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>18</td>
</tr>
<tr>
<td>April</td>
<td>16,011</td>
<td>37,626</td>
<td>118</td>
<td>4.92%</td>
<td>186</td>
<td>3</td>
<td>1</td>
<td>2</td>
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### May 2018

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<th>% of Population</th>
<th>Number of Profile Pops</th>
<th>Number of Chat Sessions</th>
<th>Number of Notes</th>
<th>New Facility Profiles Created</th>
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### EQUALIZATION SURCHARGE AND REVENUE FOR FISCAL YEAR: FY2018

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#### EQUALIZATION SURCHARGE HISTORY

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### Wireless Revenue and Surcharge Report FY2018

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<th>Apr 18</th>
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* **for additional equipment requested by agencies or insurance claims reimbursements*

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**Wireless Revenue History - Surcharge Remittance Only**

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*PSIC Grant for radio system transferred for 970 for grant, received grant reimbursement in March FY11*
## WIRELINE SURCHARGE AND REVENUE FOR FISCAL YEAR: FY2018

<table>
<thead>
<tr>
<th>Month Received</th>
<th>17-Dec</th>
<th>18-Jan</th>
<th>18-Feb</th>
<th>18-Mar</th>
<th>18-Apr</th>
<th>18-May</th>
<th>18-Jun</th>
<th>18-Jul</th>
<th>18-Aug</th>
<th>18-Sep</th>
<th>18-Oct</th>
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<tr>
<td>Revenue Received</td>
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<td>$ -</td>
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<td>$ -</td>
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</tr>
<tr>
<td>NetRMS Reim</td>
<td>$ -</td>
<td>$ -</td>
<td>$ -</td>
<td>$ -</td>
<td>$ 1,542.89</td>
<td>$ 43,160.19</td>
<td>$ -</td>
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<td>$ -</td>
<td>$ -</td>
<td>$ -</td>
<td>$ 44,703.08</td>
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<td>$ -</td>
<td>$ 1,542.89</td>
<td>$ 43,160.19</td>
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<td>$ -</td>
<td>$ -</td>
<td>$ -</td>
<td>$ -</td>
<td>$ 44,703.08</td>
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### Remitted for Month Received

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<tr>
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<td>$ -</td>
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<td>2018</td>
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<td>$ 1,542.89</td>
<td>$ 43,160.19</td>
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<td>2019</td>
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<td>2020</td>
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</tr>
<tr>
<td>TOTAL</td>
<td>$ 6,090.52</td>
<td>$ 4,120.00</td>
<td>$ 39.75</td>
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<td>$ 1,542.89</td>
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<td>$ -</td>
<td>$ -</td>
<td>$ 8,259.07</td>
<td>$ 141,783.64</td>
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1. CALL TO ORDER

12:30 PM meeting was called to order by Chairman Timothy Hayden at 12:30 PM.

2. ROLL CALL

PRESENT: Baarman, Hayden, Buckley, Romanelli (12:45 PM)
ABSENT:

Attendees:
Linda Zerwin, DuPage Emergency Telephone Systems Board, Director
Matt Theusch, DuPage Emergency Telephone Systems Board
Michealeena Trakas, Addison Police Department, Secretary

On roll call, Chairman Hayden, Member Baarman, Member Buckley, and Member Romanelli were present, which constituted a quorum.

3. PUBLIC COMMENT

There was no public comment.

4. APPROVAL OF MINUTES

A. ETSB - Policy Advisory Committee - Regular Meeting - Mar 6, 2018 12:30 PM

A motion was made by Member Buckley, seconded by Member Baarman, to forward the minutes to the Emergency Telephone Systems Board of DuPage County (DuPage ETSB) to receive and place on file. Motion passed unanimously.

RESULT: ACCEPTED [UNANIMOUS]
MOVER: John Buckley, Chief
SECONDER: Matt Baarman
AYES: Baarman, Hayden, Buckley
ABSENT: Romanelli

5. CONSENT ITEMS
A. Radio Maintainer Report

1. 17-18-26 DEDIRS Monthly Maintainer Report

   Member Baarman gave a brief overview of the DEDIRS reports for March and said that a great deal of progress had been made on Third Touch.

6. DEDIRS ACCESS REQUEST

   There was no DEDIRS ACCESS REQUEST.

7. THIRD TOUCH

   A. PD and FD Standardization Templates

   B. Alias Changes/Standardization and Due Dates

   Member Baarman gave a presentation on Third Touch, explaining to the PAC what was different and what would change on the radio system.

   Member Buckley and John Lozar of DU-COMM are continuing to work on gathering the fire agencies’ information, which is nearly complete. Bensenville Fire will be the first agency to have their radios touched at the end of April.

8. POLICIES

   1. ETS-R-0013-18 Resolution to Adopt Policy 911-005.2: Access to the DuPage Emergency Dispatch Interoperable Radio System (DEDIRS)

      RESULT: APPROVED [UNANIMOUS]
      MOVER: John Buckley, Chief
      SECONDER: Anthony Romanelli, Chief
      AYES: Baarman, Hayden, Buckley, Romanelli

   2. ETS-R-0014-18 Resolution to Adopt Policy 911-005.3: Access to the DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS) Encrypted Talk Groups

      RESULT: APPROVED [UNANIMOUS]
      MOVER: John Buckley, Chief
      SECONDER: Anthony Romanelli, Chief
      AYES: Baarman, Hayden, Buckley, Romanelli
3. ETS-R-0015-18 Resolution to Adopt Policy 911-005.4: DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS) Subscriber Unit Programming and Use of Talk Groups

RESULT: APPROVED [UNANIMOUS]
MOVER: John Buckley, Chief
SECONDER: Anthony Romanelli, Chief
AYES: Baarman, Hayden, Buckley, Romanelli

4. ETS-R-0016-18 Resolution to Adopt Policy 911-005.5: DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS) Terminology and Definitions

RESULT: APPROVED [UNANIMOUS]
MOVER: John Buckley, Chief
SECONDER: Anthony Romanelli, Chief
AYES: Baarman, Hayden, Buckley, Romanelli

5. ETS-R-0017-18 Resolution to Adopt Policy 911-005.6: DuPage Emergency Dispatch Interoperable Subscriber Unit System (DEDIRS) Use of Emergency Button

RESULT: APPROVED [UNANIMOUS]
MOVER: John Buckley, Chief
SECONDER: Anthony Romanelli, Chief
AYES: Baarman, Hayden, Buckley, Romanelli

9. THIRD TOUCH TEMPLATE APPROVAL

1. 17-18-31 Third Touch Template Approval

Member Buckley made a motion to recommend approval of the templates as presented by the ETS Board, seconded by Member Romanelli. Motion passed unanimously.

10. OLD BUSINESS
There is no old business.

11. NEW BUSINESS
There is no new business.

12. NEXT MEETING:
A. May 1 at 12:30pm in Room 3-500B

13. **ADJOURNMENT**
Member Baarman made a motion to adjourn the meeting at 12:54 PM, seconded by Member Romanelli.

Respectfully submitted,
Michealeena Trakas
1. CALL TO ORDER

12:30 PM meeting was called to order by Chief Anthony Romanelli at 12:30 PM.

2. ROLL CALL

PRESENT: Romanelli
ABSENT: Baarman, Hayden, Buckley

Attendees:
Eve Kraus, DuPage Emergency Telephone Systems Board

On roll call, Member Romanelli was present, which did not constitute a quorum.

3. CHAIRMAN'S REPORT

There was none.

4. PUBLIC COMMENT

There was none.

5. APPROVAL OF MINUTES

A. ETSB - Policy Advisory Committee - Special Call - Apr 9, 2018 12:30 PM

This item was not discussed.

RESULT: MEETING CANCELLED

6. CONSENT ITEMS

A. Radio Maintainer Report

This item was not discussed.

1. 17-18-34 DEDIRS Monthly Maintainer Report
7. **DEDIRS ACCESS REQUEST**
None.

8. **ACTION ITEMS**

   A. **Third Touch**
   These items were not discussed.
   
   A. **PD and FD Standardization Templates**
   
   B. **Alias Changes/Standardization and Due Dates**
   
   B. **Naperville Communication Solution**
   This item was not discussed.
   
   1. 17-18-35 Naperville Communication Solution

   C. **WESCOM Talk Group Approval**
   This item was not discussed.
   
   1. 17-18-36 WESCOM Talk Group Approval

   D. **Grundy County Talk Group Approval**
   This item was not discussed.
   
   1. 17-18-37 Grundy County Talk Group Approval

9. **OLD BUSINESS**
None.

10. **NEW BUSINESS**
None

11. **NEXT MEETING:**

   A. Tuesday, June 5 at 12:30pm in Room 3-500B

12. **ADJOURNMENT**
Acting Chairman Romanelli adjourned the meeting at 12:35pm.
Respectfully submitted,
Michealeena Trakas
1. **CALL TO ORDER**

8:50 AM meeting was called to order by Chairman Gary Grasso at 8:50 AM.

2. **ROLL CALL**

   **PRESENT:** Grasso, Block, Connolly, Tegtmeyer, Tillman, McGinnis, Kruger

   **ABSENT:** Eckhoff (Excused), Franz

   **ETSB STAFF:**
   - Linda Zerwin
   - Matt Theusch
   - Mike DiGiannantonio
   - Jerry Furmanski
   - Kris Cieplinski
   - Eve Kraus
   - Cara Wuchenich

   **COUNTY CLERK:**
   - Paul Hinds, County Clerk

   **ATTENDEES:**
   - Steve Herron – Roselle PD
   - Jen O’Keefe – DPSO

   **ROLL CALL**
   On roll call, Members Block, Connolly, Kruger, McGinnis, Tegtmeyer and Tillman were present. Members Eckhoff and Franz were not present at the time of roll call.

3. **PUBLIC COMMENT**

   There was no Public comment.

4. **CHAIRMAN'S REPORT**
Chairman Grasso stated that he did a walk-through of the new DU-COMM building and was very impressed. He announced that the ribbon cutting will be held on July 10th.

5. MEMBERS' REMARKS
There were no Members' remarks.

6. CONSENT AGENDA

A. Minutes Approval

1. ETSB - Emergency Telephone System Board - Regular Meeting - Apr 10, 2018 8:50 AM

Member McGinnis moved, seconded by Member Tegtmeyer, that the Consent Calendar be approved and adopted. On voice vote, motion carried.

<table>
<thead>
<tr>
<th>RESULT:</th>
<th>ACCEPTED [UNANIMOUS]</th>
</tr>
</thead>
<tbody>
<tr>
<td>MOVER:</td>
<td>Diane McGinnis, Public Representative</td>
</tr>
<tr>
<td>SECONDER:</td>
<td>Brian Tegtmeyer, DU-COMM Rep</td>
</tr>
<tr>
<td>AYES:</td>
<td>Grasso, Block, Connolly, Tegtmeyer, Tillman, McGinnis, Kruger</td>
</tr>
<tr>
<td>ABSENT:</td>
<td>Franz</td>
</tr>
<tr>
<td>ABSENT:</td>
<td>Eckhoff</td>
</tr>
</tbody>
</table>

2. ETSB - Emergency Telephone System Board - Regular Meeting - Apr 24, 2018 8:50 AM

Member McGinnis moved, seconded by Member Tegtmeyer, that the Consent Calendar be approved and adopted. On voice vote, motion carried.

<table>
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<tr>
<th>RESULT:</th>
<th>ACCEPTED [UNANIMOUS]</th>
</tr>
</thead>
<tbody>
<tr>
<td>MOVER:</td>
<td>Diane McGinnis, Public Representative</td>
</tr>
<tr>
<td>SECONDER:</td>
<td>Brian Tegtmeyer, DU-COMM Rep</td>
</tr>
<tr>
<td>AYES:</td>
<td>Grasso, Block, Connolly, Tegtmeyer, Tillman, McGinnis, Kruger</td>
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<tr>
<td>ABSENT:</td>
<td>Franz</td>
</tr>
<tr>
<td>ABSENT:</td>
<td>Eckhoff</td>
</tr>
</tbody>
</table>

3. ETSB - Emergency Telephone System Board - Regular Meeting - May 8, 2018 8:50 AM

Member McGinnis moved, seconded by Member Tegtmeyer, that the Consent Calendar be approved and adopted. On voice vote, motion carried.
RESULT: ACCEPTED [UNANIMOUS]
MOVER: Diane McGinnis, Public Representative
SECONDER: Brian Tegtmeyer, DU-COMM Rep
AYES: Grasso, Block, Connolly, Tegtmeyer, Tillman, McGinnis, Kruger
ABSENT: Franz
ABSENT: Eckhoff

7. ACTION ITEMS

A. Change Orders

1. ETS-CO-0012-18 Resolution approving Change Order #2 to AT&T Inc. PO 917129/2710-1 to replace a T1 with an ethernet circuit in the DU-COMM PSAP and amend the address in the contract (Non-Monetary Change Order)

Member Connolly moved, seconded by Member Tillman, that Resolution #ETS-CO-0012-18 be approved and adopted. On voice vote, motion carried.

RESULT: APPROVED [UNANIMOUS]
MOVER: Jim Connolly, Fire Rep
SECONDER: Michael Tillman
AYES: Grasso, Block, Connolly, Tegtmeyer, Tillman, McGinnis, Kruger
ABSENT: Franz
ABSENT: Eckhoff

2. ETS-CO-0013-18 Resolution approving Change Order #14 to AT&T Inc. PO 950905/2031-1 for additional equipment to connect Session Initiation Protocol (SIP) to Avaya in the ACDC and DU-COMM PSAPs (Total Amount: $31,348.86)

Member Kruger moved, seconded by Member Tillman, that Resolution #ETS-CO-0013-18 be approved and adopted. On voice vote, motion carried.

RESULT: APPROVED [UNANIMOUS]
MOVER: James Kruger, Chiefs of Police Association Representative
SECONDER: Michael Tillman
AYES: Grasso, Block, Connolly, Tegtmeyer, Tillman, McGinnis, Kruger
ABSENT: Franz
ABSENT: Eckhoff
B. Purchase Resolutions

1. ETS-R-0026-18 Awarding Resolution to AT&T Inc. for a renewal of Primary Rate Interface (PRI) line service for the DuPage County Sheriff's PSAP for twenty-four (24) months (Total Amount: $15,000.00)

Member Block moved, seconded by Member Tegtmeyer, that Resolution #ETS-R-0026-18 be approved and adopted. On voice vote, motion carried.

RESULT: APPROVED [UNANIMOUS]
MOVER: Joe Block, Vice Chairman
SECONDER: Brian Tegtmeyer, DU-COMM Rep
AYES: Grasso, Block, Connolly, Tegtmeyer, Tillman, McGinnis, Kruger
ABSENT: Franz
ABSENT: Eckhoff

8. OLD BUSINESS
There was no old business.

9. NEW BUSINESS
There was no new business.

10. EXECUTIVE SESSION

A. Minutes
B. Security procedures and the use of personnel and equipment; to 5 ILCS 120/2 (C ) (8)
C. Personnel Matters Pursuant to 5 ILCS 120/2 (C ) (1)
D. Pending Litigation Matters Pursuant to 5 ILCS 120/2 (C) (11)

11. MATTERS REFERRED FROM EXECUTIVE SESSION

12. ADJOURNMENT

A. Next Meeting: Tuesday, June 12 at 8:50am in Room 3-500B

Member McGinnis moved, seconded by Member Tegtmeyer, that the meeting of the ETSB be adjourned. On voice vote, motion carried.

Respectfully submitted,

Paul Hinds
RESOLUTION TO ADOPT POLICY 911-007: APPROVAL OF SCOPE OF WORK FOR MILESTONES FOR ETSB CONTRACTS

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 shall develop policies in order to plan, implement, upgrade, and maintain the DuPage ETSB 9-1-1 System; and

WHEREAS, DU PAGE ETSB Policy ETS 09 001: Approval of milestones for ETSB Contracts has been reviewed and the process updated for approving milestones for DuPage ETSB contracts including contracts in which stakeholders have a defined financial obligation beyond 9-1-1 surcharge; and

WHEREAS, DU PAGE ETSB Policy ETS 09 001: Approval of milestones for ETSB shall now be known as 911-007: Approval of Scope of Work for Milestones for ETSB Contracts and shall supersede policy ETS 09 001; and

WHEREAS, the 9-1-1 System Coordinator recommends approval of 911-007: Approval of Scope of Work for Milestones to update the process for approving milestones for DuPage ETSB contracts including contracts in which stakeholders have a defined financial obligation beyond 9-1-1 surcharge.

NOW, THEREFORE BE IT RESOLVED, that the DU PAGE ETSB 911-007: Approval of Scope of Work for Milestones for ETSB, be, and it is hereby adopted.

Enacted and approved this 12th day of June, 2018 at Wheaton, Illinois.

________________________________
GARY GRASSO, CHAIRMAN

Attest: _________________________________

PAUL HINDS, COUNTY CLERK
Policy #: 911-007
Previous Policy #: ETS 09 001
Effective Date: February 12, 2009
Revised: June 12, 2018

Approval of Scope of Work for Milestones for ETSB Contracts

Purpose: To define the approval process for Approval of Scope of Work for Milestone approval for ETSB Contracts.

Additional Authority:
Public Act 100-0002
50 ILCS 750 Emergency Telephone System Act
50 ILCS 751 Wireless Emergency Telephone Safety Act
EX-003B-89 Amending Section 40-20 of the DuPage County Code Pertaining to the Emergency Telephone System Board

Goal:
To provide a process for Scope of Work for milestones approval that includes stakeholders who are participating in a joint purchasing project or that will have a financial obligation beyond 9-1-1 surcharge in a contract held by DuPage ETSB. Such process will provide for advisory recommendation of approval from such stakeholders to the ETS Board prior to the payment of a vendor.

Scope:
This policy shall apply to the ETSB Executive Director, staff and all formal committees authorized and appointed by the DuPage ETS Board or the DuPage County Board for certain duties and special projects as a process to facilitate the approval of milestones for major contracts in which stakeholders have a defined financial obligation beyond 9-1-1 surcharge.

This process shall also be applied to any Advisory Committees created by the DuPage County Board or ETS Board that have a financial obligation to an ETSB contract through IGA, Memorandum of Understanding or other binding agreement.

This process shall not apply to reoccurring invoices for maintenance or services provided under a contract in which multiple parties participate. The process for these invoices shall be detailed in any formal document relating to the contract. Absent a formal process, the ETSB staff will follow DuPage County accounts payable procedures.

Definitions:
Authorized Agent: The executive officer of a fire protection district, municipality or other participating group or their designee. If a designee is to be used, the ETSB must be notified in writing on agency letterhead.

County Board: Shall refer to the DuPage County Board.

Detailed Design Document (DDR): A document that outlines the specific work to be performed at a location including but not limited to a PSAP, fire station or police department.
Stakeholders: All persons, agencies, municipalities, fire protection districts, county departments, county agency and other like groups who will have an agreement or financial obligation beyond 9-1-1 surcharge for any specific project or implementation of service. Stakeholders will not be a static group but vary from service to service and project to project.

POLICY

I. Policy Statement
For major system contracts, the ETSB will follow the County guidelines for procurement. Depending upon the size and type of project, the Executive Director will work with the PSAPs to form representative work groups to facilitate the development of Request for Purchase or Invitation to Bid for first responder specific equipment or systems as it relates to the dispatch of a 9-1-1 call.

Standing operational work groups, such as the PSAP Directors and the PSAP Tech Group, will participate in the development of procurement documents for the scope of work.

Such work groups will participate in the evaluation of the operational aspect of the RFP, demonstrations and the financial proposal of the RFP.

When the ETS Board approves a major contract, the Executive Director and Deputy Director will work with the Stakeholders to ensure that any Scope of Work that relates to their facilities or financial obligations are met. This process shall be limited to the Scope of Work of a project. Any operational or standardization of operational procedures shall be dealt with by a separate policy and shall not delay the approval of a milestone.

II. Process
With large projects, the Scope of Work will be defined. If the Scope of Work includes work to be done at locations other than PSAPs, such as police or fire facilities, the authorized agent of that facility will work with the ETSB staff and/or project manager to create a DDR. The authorized agent will initial and date the DDR at least twice: 1) when the authorized agent, ETSB project manager and vendor agree to the initial design; and 2) when the DDR is completed.

If the Scope of Work indicates that the DDR has multiple phases (ie: installation, implementation, acceptance) it may be necessary to have the authorized agent initial and date each phase or milestones. The exact format for the DDR will be determined by ETSB staff for each project utilizing the milestones and scope of work.

When a portion of the DDR is initialed as complete, this process shall be considered an affirmative response to the milestone having been met.

The project manager will responsible to ensure that the work is performed according to the contract and scope of work.

III. Compliance
After the first milestone of a contract is presented to the ETS Board, the Board may authorize the Executive Director to sign further milestones during the course of the project with the exception of the final milestone.
The Executive Director with the project manager will ensure that stakeholders in any project have approved the scope of work tied to any milestone before signing off.

The ETSB monthly report will list any completed milestones in the section for that project.

If an authorized agent does not agree with the completion of a milestone, and the project manager believes the scope of work has been met; the project manager will have the discretion of forwarding the documentation to the Executive Director and, where applicable, committee with a written overview and recommendation.

All efforts shall be made by the committee to make its recommendations to the ETS Board within 30 days of receipt of the dispute or at their next meeting, which ever occurs first. This may require a special call meeting for formal committees. If the committee cannot agree on the approval or the time period has lapsed, the Executive Director will forward the dispute to the ETS Board for consideration and action.

Policy adopted on, _____________________________

_____________________________________________

Gary Grasso, Chairman
EMERGENCY TELEPHONE SYSTEM BOARD
Enhanced 9-1-1 Emergency Service for DuPage County
421 N. County Farm Road     Wheaton, Illinois 60187
Tel: 630-550-7743     Fax: 630-955-1130

Title: Approval of milestones for ETSB Contracts
Policy No: ETS 09 001

It shall be the policy of the Emergency Telephone System Board of DuPage County [hereinafter referred to as “DuPage ETSB”] to approve all project milestones with respect to contracts entered into by DuPage ETSB. Such milestones will be approved at a DuPage ETSB regular board meeting.

When a project has been delegated to a committee by the DuPage ETSB, the committee shall first affirm the milestone by a majority vote. The committee chairperson will then initial the milestone document and forward it to the DuPage ETSB via the 9-1-1 System Coordinator for inclusion on the agenda and approval at a DuPage ETSB regular board meeting. A memorandum from the committee chairperson shall accompany the milestone.

The one-page memorandum shall include:

- The scope of the work
- The benchmark used to authenticate completion
- The date of the committee meeting that the milestone was affirmed
- The results of the vote by the committee
- Signature of the Chairperson and the project manager [if any]

The ETSB Board may, at its discretion, authorize the committee to affirm and approve milestones that are not associated with any payment. The process for such non-monetary milestones will be the same with the exception that the committee chairperson shall be the signatory on the milestone document. The DuPage ETSB board will then receive and place on file the committee approved milestone at a DuPage ETSB regular board meeting.

Policy adopted on: February 12, 2009

Vice Chairman Bradley Bloom
Acting Chairman
RESOLUTION FOR APPROVAL OF MILESTONE #1, A MONETARY MILESTONE, IN THE AMOUNT OF $309,503.25 IN ACCORDANCE WITH DOCUMENT 1.1.2: MILESTONE PAYMENT SCHEDULE, OF CONTRACT 3187-0001 SERV, BETWEEN THE DU PAGE COUNTY EMERGENCY TELEPHONE SYSTEM BOARD AND PURVIS SYSTEMS, INCORPORATED (TOTAL MILESTONE AMOUNT: $309,503.25)

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, a contract, 3187-0001 SERV, has been negotiated and approved in accordance with the DU PAGE ETSB ordinance; and

WHEREAS, the 9-1-1 System Coordinator recommends DU PAGE ETS Board approval of Milestone #1, a monetary milestone, in the amount of $309,503.25, for due “Upon Contract Execution” pursuant to Document 1.1.2: Milestone Payment Schedule of Contract 3187-0001 SERV; and

WHEREAS, approval of said milestone will allow payment of said claim pursuant to the milestones in Document 1.1.2: Milestone Payment Schedule of Contract 3187-0001 SERV, Purchase Order #918126 to PURVIS Systems, Incorporated, in the amount of $309,503.25;

NOW, THEREFORE BE IT RESOLVED, that DU PAGE ETSB Milestone #1, a monetary milestone, in the amount of $309,503.25, for completion of due “Upon Contract Execution” pursuant to Document 1.1.2: Milestone Payment Schedule of covering said, for Contract 3187-0001 SERV, be, and it is hereby approved by the DU PAGE ETSB to PURVIS Systems, Incorporated, 88 Silva Lane, Middletown, RI 02842, in the amount of $309,503.25.

Enacted and approved this 12th day of June, 2018 at Wheaton, Illinois.

________________________________________
GARY GRASSO, CHAIRMAN

Attest: _________________________________
PAUL HINDS, COUNTY CLERK
# PROJECT MILESTONE SIGN OFF FORM

<table>
<thead>
<tr>
<th>Submission Date:</th>
<th>May 17, 2018</th>
<th>Sign-Off Target Date:</th>
<th>May 24, 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submitted By:</td>
<td>Lynne L. De Valerio</td>
<td>Submitted To:</td>
<td>Linda Zerwin</td>
</tr>
<tr>
<td>Customer Contract #:</td>
<td>918126</td>
<td>Customer Project #:</td>
<td></td>
</tr>
</tbody>
</table>

## DELIVERABLE INFORMATION

<table>
<thead>
<tr>
<th>Milestone #</th>
<th>1</th>
<th>Amount of Payment:</th>
<th>$309,503.25</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description:</td>
<td>Contract Execution</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

With the deliverable described above complete, the Customer either sign-off that the deliverable has been met or state in writing below the reason the deliverable has not been met.

Sign-off of the deliverable shall be based solely upon meeting the requirements stated in the Agreement between Purvis Systems and DuPage ETSB. The signature below acknowledges that the deliverable described in the Agreement and listed above meets all of the appropriate criteria and supersedes all prior requirements for this milestone.

With the authorizing signature below, customer acknowledges completion of this milestone according to the Contract Milestone Payment Schedule. Approval of this milestone will authorize Purvis Systems to invoice the amount listed on this form.

Authorized Customer Representative:

<table>
<thead>
<tr>
<th>Signature:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date:</td>
</tr>
</tbody>
</table>

Check here if Deliverable has not been met

<table>
<thead>
<tr>
<th>Reason:</th>
</tr>
</thead>
</table>

Attachment: DUPAGE PROJECT MILESTONE 1 SIGN OFF FORM 20180517 (ETS-R-0032-18 - PURVIS FSA Milestone #1)
<table>
<thead>
<tr>
<th>MS (#)</th>
<th>Milestone Deliverable</th>
<th>MS (%)</th>
<th>MS ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Upon contract execution (invoiced and paid within 60 days of execution)</td>
<td>10.00%</td>
<td>309,503.25</td>
</tr>
<tr>
<td>2</td>
<td>Upon Hardware Delivery Phase 1</td>
<td>5.00%</td>
<td>154,751.63</td>
</tr>
<tr>
<td>3</td>
<td>Upon Hardware Delivery Phase 2</td>
<td>5.00%</td>
<td>154,751.63</td>
</tr>
<tr>
<td>4</td>
<td>Upon Installation of core equipment for Phase 1 ACDC</td>
<td>5.00%</td>
<td>154,751.63</td>
</tr>
<tr>
<td>5</td>
<td>Upon Installation of core equipment for Phase 1 DU-COMM</td>
<td>5.00%</td>
<td>154,751.63</td>
</tr>
<tr>
<td>6</td>
<td>Upon Installation of core equipment for Phase 1 FDACDC1</td>
<td>5.00%</td>
<td>154,751.63</td>
</tr>
<tr>
<td>7</td>
<td>Upon Installation of core equipment for Phase 1 FDACDC2</td>
<td>5.00%</td>
<td>154,751.63</td>
</tr>
<tr>
<td>8</td>
<td>Upon Installation of core equipment for Phase 2 Fire North agencies</td>
<td>5.00%</td>
<td>154,751.63</td>
</tr>
<tr>
<td>9</td>
<td>Upon Installation of core equipment for Phase 2 Fire South agencies</td>
<td>5.00%</td>
<td>154,751.63</td>
</tr>
<tr>
<td>10</td>
<td>Upon Installation of core equipment for Phase 2 Fire East agencies</td>
<td>5.00%</td>
<td>154,751.63</td>
</tr>
<tr>
<td>11</td>
<td>Upon Installation of core equipment for Phase 2 Fire West agencies</td>
<td>5.00%</td>
<td>154,751.63</td>
</tr>
<tr>
<td>12</td>
<td>Upon acceptance of core equipment for Phase 1 ACDC</td>
<td>2.50%</td>
<td>77,375.81</td>
</tr>
<tr>
<td>13</td>
<td>Upon acceptance of core equipment for Phase 2 DU-COMM</td>
<td>2.50%</td>
<td>77,375.81</td>
</tr>
<tr>
<td>14</td>
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<tr>
<td>15</td>
<td>Upon acceptance of core equipment for Phase 1 FDACDC2</td>
<td>2.50%</td>
<td>77,375.81</td>
</tr>
<tr>
<td>16</td>
<td>Upon acceptance of core equipment for Phase 2 Fire North agencies</td>
<td>2.50%</td>
<td>77,375.81</td>
</tr>
<tr>
<td>17</td>
<td>Upon acceptance of core equipment for Phase 2 Fire South agencies</td>
<td>2.50%</td>
<td>77,375.81</td>
</tr>
<tr>
<td>18</td>
<td>Upon acceptance of core equipment for Phase 2 Fire East agencies</td>
<td>2.50%</td>
<td>77,375.81</td>
</tr>
<tr>
<td>19</td>
<td>Upon acceptance of core equipment for Phase 2 Fire West agencies</td>
<td>2.50%</td>
<td>77,375.81</td>
</tr>
<tr>
<td>20</td>
<td>Upon completion of project 30 day reliability period Phase 1</td>
<td>5.00%</td>
<td>154,751.63</td>
</tr>
<tr>
<td>21</td>
<td>Upon completion of project 30 day reliability period Phase 2</td>
<td>5.00%</td>
<td>154,751.63</td>
</tr>
<tr>
<td>22</td>
<td>Final project completion</td>
<td>10.00%</td>
<td>309,503.25</td>
</tr>
</tbody>
</table>

Contract Amount excluding maintenance

| 100.00% | $3,095,032.54 |
TO: DuPage County Finance Department

FROM: Gary Grasso, Chairman
Emergency Telephone System Board of DuPage County

DATE: June 12, 2018

SUBJECT: ETSB Inter-department Claims FY18 June 12, 2018

The Inter-fund transfer for Payment of Claims as detailed on the following page has been approved by the ETS Board at a meeting held on June 12, 2018.

FY 2018 Total Inter-fund Payment of Claims: $93.70

APPROVED BY:

____________________________________
Gary Grasso, Chairman

ATTEST:

_______________________________
Secretary
<table>
<thead>
<tr>
<th>Object Code</th>
<th>Services</th>
<th>Department</th>
<th>Amount</th>
<th>Invoice</th>
</tr>
</thead>
<tbody>
<tr>
<td>5820-52200</td>
<td>Copier Paper</td>
<td>Mailroom</td>
<td>$49.70</td>
<td>December 2017</td>
</tr>
<tr>
<td>5820-52200</td>
<td>Copier Paper</td>
<td>Mailroom</td>
<td>$44.00</td>
<td>April 2018</td>
</tr>
</tbody>
</table>
TO: DuPage County Treasurer’s Office

FROM: Gary Grasso, Chairman
Emergency Telephone System Board of DuPage County

DATE: June 12, 2018

SUBJECT: ETSB Payment of Claims List FY18 – June 12, 2018

The payment of the below listed accounts has been approved by the ETS Board at a meeting held on June 12, 2018. You are hereby authorized to pay the invoices as listed on the attached DuPage County Payment Listing Transaction report dated June 1, 2018.

FY2018 Wireline Fund (4000-5800): $ 3,284.48
FY2018 Equalization Fund (4000-5820): $ 115,181.61

Total for all accounts: $ 289,312.08

APPROVED BY:

_________________________________
Gary Grasso, Chairman

ATTEST:

______________________________
Secretary
<table>
<thead>
<tr>
<th>COMP</th>
<th>AU</th>
<th>Account</th>
<th>Description</th>
<th>BUDGET</th>
<th>EXPENDED</th>
<th>ENCUMBERED</th>
<th>AVAILABLE</th>
<th>REMAINING</th>
<th>% YTD EXPENDED</th>
<th>% YTD REMAINING</th>
</tr>
</thead>
<tbody>
<tr>
<td>4000</td>
<td>SB00</td>
<td>53250-0000</td>
<td>WIRED COMMUNICATION SERVICES</td>
<td>$24,540.00</td>
<td>$9,013.38</td>
<td>$15,526.62</td>
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<td>-</td>
<td>37%</td>
<td>0%</td>
</tr>
<tr>
<td>4000</td>
<td>SB00</td>
<td>53370-0000</td>
<td>REPAIR &amp; MTCE OTHER EQUIPMENT</td>
<td>$566,872.00</td>
<td>$566,871.93</td>
<td>0.07</td>
<td>-</td>
<td>-</td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td>4000</td>
<td>SB00</td>
<td>53410-0000</td>
<td>RENTAL OF MACHINERY &amp; EQUIPMENT</td>
<td>$1,707.76</td>
<td>$853.38</td>
<td>$854.38</td>
<td>0.00</td>
<td>50%</td>
<td>0%</td>
<td></td>
</tr>
<tr>
<td>4000</td>
<td>SB00</td>
<td>53830-0000</td>
<td>OTHER CONTRACTUAL EXPENSES</td>
<td>$5,305.25</td>
<td>$1,851.75</td>
<td>$3,453.50</td>
<td>-</td>
<td>-</td>
<td>35%</td>
<td>0%</td>
</tr>
<tr>
<td>5800</td>
<td></td>
<td></td>
<td></td>
<td>$598,425.01</td>
<td>$578,590.44</td>
<td>$19,834.57</td>
<td>0.00</td>
<td>97%</td>
<td>0%</td>
<td></td>
</tr>
<tr>
<td><strong>EXPENDITURES FOR PERIOD:</strong> May 1-31, 2018</td>
<td></td>
<td></td>
<td></td>
<td>$3,284.48</td>
<td>Internal Transfer:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>COMP</th>
<th>AU</th>
<th>Account</th>
<th>Description</th>
<th>BUDGET</th>
<th>EXPENDED</th>
<th>ENCUMBERED</th>
<th>AVAILABLE</th>
<th>REMAINING</th>
<th>% YTD EXPENDED</th>
<th>% YTD REMAINING</th>
</tr>
</thead>
<tbody>
<tr>
<td>4000</td>
<td>SB10</td>
<td>53090-0000</td>
<td>OTHER PROFESSIONAL SERVICES</td>
<td>$354,010.00</td>
<td>$116,049.60</td>
<td>$237,960.40</td>
<td>-</td>
<td>-</td>
<td>33%</td>
<td>0%</td>
</tr>
<tr>
<td>4000</td>
<td>SB10</td>
<td>53250-0000</td>
<td>WIRED COMMUNICATION SERVICES</td>
<td>$1,453,361.00</td>
<td>$175,336.28</td>
<td>$1,278,024.72</td>
<td>-</td>
<td>-</td>
<td>12%</td>
<td>0%</td>
</tr>
<tr>
<td>4000</td>
<td>SB10</td>
<td>53370-0000</td>
<td>REPAIR &amp; MTCE OTHER EQUIPMENT</td>
<td>$1,330,499.13</td>
<td>$229,454.62</td>
<td>$754,858.08</td>
<td>$346,186.43</td>
<td>17%</td>
<td>26%</td>
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</tr>
<tr>
<td>4000</td>
<td>SB10</td>
<td>53807-0000</td>
<td>SOFTWARE MAINT AGREEMENTS</td>
<td>$43,171.00</td>
<td>-</td>
<td>$43,171.00</td>
<td>-</td>
<td>-</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>4000</td>
<td>SB10</td>
<td>53830-0000</td>
<td>OTHER CONTRACTUAL EXPENSES</td>
<td>$1,356,524.00</td>
<td>$619,133.00</td>
<td>$737,391.00</td>
<td>-</td>
<td>-</td>
<td>46%</td>
<td>0%</td>
</tr>
<tr>
<td>4000</td>
<td>SB10</td>
<td>54100-0000</td>
<td>IT EQUIPMENT</td>
<td>$7,344,390</td>
<td>$1,677,974.05</td>
<td>$2,535,690.41</td>
<td>$130,725.54</td>
<td>39%</td>
<td>3%</td>
<td></td>
</tr>
<tr>
<td>5810</td>
<td></td>
<td></td>
<td></td>
<td>$11,881,866.78</td>
<td>$2,271,026.18</td>
<td>$8,910,369.37</td>
<td>$700,491.23</td>
<td>19%</td>
<td>6%</td>
<td></td>
</tr>
<tr>
<td><strong>EXPENDITURES FOR PERIOD:</strong> May 1-31, 2018</td>
<td></td>
<td></td>
<td></td>
<td>$170,845.99</td>
<td>Internal Transfer:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
To: Hon. Gary Grasso, Chairman  
DuPage County Emergency Telephone System Board (ETSB)  

ETSB Members  

From: Bob Grogan, CPA, CFE  
County Auditor  

Subject: Internal Audit of Accounts Payable  
#18-60  

Date: June 1, 2018  

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 one invoice totaling $4,550.62 that required additional supporting documentation from the department. The missing documents were subsequently provided and attached to the invoice. The invoice has been recommended 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 June 12, 2018 Board Meeting. The invoices listed on the Bank Account Payment History Report dated June 1, 2018 have been examined by the Office of the DuPage County Auditor and are recommended for payment:

- FY2018 Wireline Fund (4000-5800) $ 3,284.48  
- FY2018 Wireless Fund (4000-5810) $ 170,845.99  
- FY2018 Equalization Fund (4000-5820) $ 115,181.61

Audit procedures identified one invoice totaling $4,550.62 that required additional supporting documentation from the department. The missing documents were subsequently provided and attached to the invoice. The invoice has been recommended for payment by the County Auditor.
Objective
The County Auditor will perform a series of procedures designed to evaluate the internal controls involved in the processing of transactions in the Enterprise Resource Planning (ERP) system and the MHC Image Express (MHC) 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 implementation of the ERP system has resulted in significant changes to the processing and reporting of transactions compared to the accounting systems formerly used by the County. One of the many benefits of the ERP system is the ability to reduce duplicate payments to vendors by requiring unique vendor invoice numbers.

The County Auditor performs audit procedures on the payment documentation after the information has been entered into the ERP system by the Finance Department’s Accounts Payable staff. These procedures include reviewing the submitted documentation and comparing it to the information entered into the ERP system. Significant discrepancies noted between the supporting documentation and the information recorded in the ERP system are identified by County Auditor staff as exceptions. In these situations, the invoice recorded in the ERP system is transferred by the County Auditor to a non-processing batch until the exception is resolved. The hard-copy invoice and supporting documentation are returned to the Finance Department with an exception notice.

The County Auditor also performs audit procedures on the payment documentation after the information has been entered into the MHC system. These procedures include reviewing the scanned images of the invoice and supporting documentation and comparing it to the information entered into the MHC system. As is the case with transactions entered into the ERP system, significant discrepancies noted between the supporting documentation and the information recorded in the MHC system are identified by County Auditor staff as exceptions. In these situations, the invoice image scanned in the MHC system is disapproved by the County Auditor and forwarded to the Accounts Payable Division of the Finance Department for correction.

Additionally, after the Bank Account Payment History Report has been generated by the Accounts Payable Division of the Finance Department, the County Auditor verifies that each of the recommended payments was properly posted to the County’s General Ledger.

During the claims pre-audit process, the County Auditor reviewed 58 invoices scanned into the MHC system. One exception was noted.
Invoice number 052218 for $4,550.62 payable to DU-COMM was dated May 22, 2018 and was a reimbursement for three individuals to attend the Navigator 2018 conference on April 24, 25, and 26, 2018 in Las Vegas. The reimbursement request was missing the approved Overnight Travel Request forms for the 3 attendees. The invoice was disapproved in the MHC system by County Auditor staff on May 29, 2018. The missing supporting documentation was subsequently provided to Accounts Payable and attached to the invoice the next day. The invoice was recommended for payment by the County Auditor on May 30, 2018.

The exception is listed below:

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Amount</th>
<th>Exception</th>
</tr>
</thead>
<tbody>
<tr>
<td>DU-COMM</td>
<td>$4,550.62</td>
<td>The approved Overnight Travel Request forms for the 3 conference attendees were missing from the reimbursement request.</td>
</tr>
</tbody>
</table>

Recommendations

Departments should review invoices for completeness and accuracy prior to submission to the Accounts Payable Division of the Finance Department for payment processing.

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.

Thank you for your continued assistance.

cc: Linda Zerwin, Executive Director
    Tom Cuculich, County Administrator
    Paul Rafac, CFO
Bank Account Payment History

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

Pay Group: 4000
Cash Code: 1414  Class C Accounts Payable
Payment Date: 060118 - 060118
Payment Numbers: -
Payment Code: -
<table>
<thead>
<tr>
<th>Payment Number</th>
<th>Vendor</th>
<th>Invoice</th>
<th>Auth PL</th>
<th>Due Date</th>
<th>Dsc Date</th>
<th>Scheduled Amount</th>
<th>Discount Amount</th>
<th>Net Payment Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>10667 MPW1230</td>
<td>IX 102</td>
<td>06/03/18</td>
<td>542.40</td>
<td>0.00</td>
<td>542.40</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10667 MQH6744</td>
<td>IX 102</td>
<td>06/06/18</td>
<td>2,670.50</td>
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<td>2,670.50</td>
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</tr>
<tr>
<td>10667 MRR9428</td>
<td>IX 102</td>
<td>06/11/18</td>
<td>355.67</td>
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<td>355.67</td>
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</tr>
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<td>10667 MSH8261</td>
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<td>74.84</td>
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<td>74.84</td>
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<tr>
<td>10667 MSO5463</td>
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<td>5,747.89</td>
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<td>10667 MSX8676</td>
<td>IX 102</td>
<td>06/16/18</td>
<td>88.55</td>
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<td>88.55</td>
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<tr>
<td>10667 MTG8635</td>
<td>IX 102</td>
<td>06/17/18</td>
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<td>579.96</td>
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<td></td>
</tr>
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</table>

**Total Payment:** 10,059.81

<table>
<thead>
<tr>
<th>Payment Number</th>
<th>Vendor</th>
<th>Invoice</th>
<th>Auth PL</th>
<th>Due Date</th>
<th>Dsc Date</th>
<th>Scheduled Amount</th>
<th>Discount Amount</th>
<th>Net Payment Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>10124 9303562841</td>
<td>IX 102</td>
<td>05/17/18</td>
<td>571.42</td>
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**Total Payment Code ACH:** 10,631.23

**Payment Count:** 2
<table>
<thead>
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<th>Payment Date</th>
<th>Vendor</th>
<th>Invoice</th>
<th>Voucher</th>
<th>Auth PL</th>
<th>Due Date</th>
<th>Dsc Date</th>
<th>Scheduled Amount</th>
<th>Discount Amount</th>
<th>Net Payment Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1068246</td>
<td>06/01/18</td>
<td>10008</td>
<td>IX 101</td>
<td>05/19/18</td>
<td>A T &amp; T</td>
<td>681.51</td>
<td></td>
<td></td>
<td>0.00</td>
<td>681.51</td>
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**Time** 14:26  
**Cash Code** 1414  
**Bank** 071923909  
**Payment Date Range** 06/01/18 thru 06/01/18  
**Payment Currency** USD

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**Attachment:** PoC Regular Meeting 6.12.18 (17-18-45 : Payment of Claims for June 12, 2018)
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**Payment Code CHK Total** 278,680.85

**Cash Code 1414 Total** 289,312.08

**Pay Group 4000 USD Total** 289,312.08
RESOLUTION APPROVING CHANGE ORDER #1 TO IDEAL INSURANCE AGENCY
PO 918105/2850-1 TO CHANGE THE NAME OF THE VENDOR TO PUBLIC RISK
UNDERWRITERS OF ILLINOIS, LLC IN THE COUNTY FINANCE SOFTWARE
(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 PO 918105/2850-1 Change Order #1 to amend the vendor name from Ideal Insurance Agency
to Public Risk Underwriters of Illinois, LLC in the County Finance software for payment of
invoice. This is a non-monetary change order.

NOW, THEREFORE BE IT RESOLVED, that DU PAGE ETSB Change Order #1 to PO
918105/2850-1, dated June 8, 2018, covering said, change the name from Ideal Insurance Agency
to Public Risk Underwriters of Illinois, LLC, be, and is hereby approved by the
DU PAGE ETSB.

Enacted and approved this 12th day of June, 2018 at Wheaton, Illinois.

______________________________
GARY GRASSO, CHAIRMAN

Attest: _________________________________
PAUL HINDS, COUNTY CLERK
## Request for Change Order

**Procurement Services Division**

Attach copies of all prior Change Orders

---

**Purchase Order #: 2850-1**

**Original Purchase Order Date:** Dec 1, 2017

**Change Order #: 1**

**Department:** ETSB

**Vendor Name:** Ideal Insurance Agency

**Vendor #: 11579**

**Dept Contact:** Eve Kraus

**Background and/or Reason for Change Order Request:** Ideal Insurance Agency has changed their name to Public Risk Underwriters of Illinois, LLC. This request is to amend the vendor name in the County finance software to allow for payment of invoice. This is a non-monetary change order.

---

**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.

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### INCREASE/DECREASE

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<td>C</td>
<td>Current contract amount (A + B)</td>
<td>$93,145.00</td>
</tr>
<tr>
<td>D</td>
<td>Amount of this Change Order</td>
<td>Increase</td>
</tr>
<tr>
<td>E</td>
<td>New contract amount (C + D)</td>
<td>$93,145.00</td>
</tr>
<tr>
<td>F</td>
<td>Percent of current contract value this Change Order represents (D / C)</td>
<td>0.00%</td>
</tr>
<tr>
<td>G</td>
<td>Cumulative percent of all Change Orders (B+D/A); (60% maximum on construction contracts)</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

---

### 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

---

### DECISION MEMO REQUIRED

- [ ] Increase (greater than 29 days) contract expiration from: ____________ to: ____________
- [ ] Increase ≥ $2,500.00, or ≥ 10%, of current contract amount
  - Funding Source ____________
- [X] OTHER - explain below:

**Amend the vendor name per the attached letter. $46,574.00 has been paid off this contract; $46,571.00 is remaining.**

---

**EEK** 630-550-7743 Jun 8, 2018

Prepared By (Initials) Phone Ext Date Recommended for Approval (Initials) Phone Ext Date

**REVIEWS BY (Initials Only)**

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Buyer</td>
<td>Date</td>
<td>Procurement Officer</td>
</tr>
<tr>
<td>Chief Financial Officer (Decision Memos Over $25,000)</td>
<td>Date</td>
<td>Chairman's Office (Decision Memos Over $25,000)</td>
</tr>
</tbody>
</table>
June 7, 2018

RE: Change of Assumed Name

To Whom it may Concern,

The business name formally known as Ideal Insurance Agency has been changed to Public Risk Underwriters of Illinois, LLC. Both the previous and current names are a subsidiary of Brown & Brown, Inc.

Sincerely,

David Christensen
Sales
Required Vendor Ethics Disclosure Statement

Failure to complete and return this form may result in delay or cancellation of the County’s Contractual Obligation.

Company Name: Public Risk Underwriters of Illinois, LLC
Contact Phone: 630-889-3513

Company Contact: David Christensen
Contact Email: DChristensen@bbins.com

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

1. Every contractor, union, or vendor that is seeking or has previously obtained a contract, change orders to one (1) or more contracts, or two (2) or more individual contracts with the county 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

<table>
<thead>
<tr>
<th>Recipient</th>
<th>Donor</th>
<th>Description (e.g. cash, type of item, in-kind services, etc.)</th>
<th>Amount/Value</th>
<th>Date Made</th>
</tr>
</thead>
</table>

2. All contractors and vendors who have obtained or are seeking contracts with the county shall disclose the names and contact information of their lobbyists, agents and representatives and all individuals who are or will be having contact with county officers or employees in relation to the contractor bid and shall update such disclosure with any changes that may occur.

☐ NONE (check here) - If no contacts have been made

<table>
<thead>
<tr>
<th>Lobbyists, Agents and Representatives and all individuals who are or will be having contact with county officers or employees in relation to the contact or bid</th>
<th>Telephone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>David Christensen</td>
<td>630-889-3513</td>
<td><a href="mailto:DChristensen@bbins.com">DChristensen@bbins.com</a></td>
</tr>
</tbody>
</table>

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: David Christensen
Title: Sales Representative
Date: Jun 7, 2018

Attach additional sheets if necessary. Sign each sheet and number each page. Page 1 of 1 (total number of pages)
**Request for Taxpayer Identification Number and Certification**

Go to www.irs.gov/FormW9 for instructions and the latest information.

1. **Name**: (as shown on your income tax return). Name is required on this line; do not leave this line blank.
2. **Business name**: disregarded entity name, if different from above.

**Part I: Taxpayer Identification Number (TIN)**

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see How to get a TIN, later.

**Note**: If the account is in more than one name, see the instructions for line 1. Also see What Name and Number To Give the Requester for guidelines on whose number to enter.

**Part II: Certification**

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have not been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax returns. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of real property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to report your identification, but you must provide your correct TIN. See the instructions for Part II, later.

**Sign Here**

**Signature of U.S. person**

**Date**

2/28/18

---

**General Instructions**

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments, for the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

**Purpose of Form**

An individual or entity (Form W-9 requestor) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- **Form 1099-INT** (interest earned or paid)
- **Form 1099-DIV** (dividends, including those from stocks or mutual funds)
- **Form 1099-MISC** (various types of income, prizes, awards, or gross proceeds)
- **Form 1099-D** (stock or mutual fund sales and certain other transactions by broker)
- **Form 1099-E** (proceeds from real estate transactions)
- **Form 1099-K** (merchant card and third party network transactions)
- **Form 1098** (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- **Form 1099-C** (canceled debt)
- **Form 1099-A** (acquisition or abandonment of real property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester, a TIN might be subject to backup withholding. See What Is backup withholding, later.
RESOLUTION APPROVING CHANGE ORDER #1 TO PO 918131/3228-1 TO DECREASE THE AMOUNT OF THE MP2 ENERGY NE PURCHASE ORDER AND RELEASE FUNDS IN THE AMOUNT OF $2,874.52 FOR THE ETSB PORTION OF THIS PURCHASE 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, the principal office of the DU PAGE ETSB and location of significant DU PAGE ETSB resources is within the DuPage County Campus; and

WHEREAS, the County of DuPage had awarded a contract to MP2 Energy NE, for the purchase of electric utility distribution services located on the DuPage County Campus for a period of thirty-six (36) months; and

WHEREAS, the 9-1-1 System Coordinator recommends DU PAGE ETS Board approval of Change Order #1 to PO 918131/3228-1 to decrease the amount of the MP2 Energy NE purchase order and release the funds in the amount of $2,874.52 for the ETSB portion of this purchase, to be applied to electric utility distribution services by ComEd.

NOW, THEREFORE BE IT RESOLVED, that DU PAGE ETSB Change Order #1 to PO 918131/3228-1 dated May 16, 2018 covering said, for monetary contract change of $2,874.52, be, and it is hereby approved.

Enacted and approved this 12th day of June, 2018 at Wheaton, Illinois.

______________________________
GARY GRASSO, CHAIRMAN

Attest: _________________________________
PAUL HINDS, COUNTY CLERK
Request for Change Order
Procurement Services Division

Attach copies of all prior Change Orders

<table>
<thead>
<tr>
<th>Purchase Order #</th>
<th>Original Purchase Order Date: Apr 1, 2018</th>
<th>Change Order #: 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vendor Name:</td>
<td>MP2 Energy NE</td>
<td>Vendor #: 28847</td>
</tr>
<tr>
<td>Dept Contact:</td>
<td>Laura Grobe</td>
<td></td>
</tr>
<tr>
<td>Background and/or Reason for Change Order Request:</td>
<td>Change order to decrease line 1 1000-1100-53210 by $1,705,948.81, line 2 1100-1300-53210 by $8,517.66, line 3 1200-2045-53210 by $428,130.83, line 4 1500-3510-53210 by $70,837.54, line 5 4000-5820-53210 by $2,874.52, (as informational: decrease the Health Department by $138,690.64 and DU-COMM by $100,000); to allow for electric utility distribution services to be billed directly to DuPage County by ComEd.</td>
<td></td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>INCREASE/DECREASE</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Starting contract value</td>
</tr>
<tr>
<td>B Net $ change for previous Change Orders</td>
</tr>
<tr>
<td>C Current contract amount (A + B)</td>
</tr>
<tr>
<td>D Amount of this Change Order</td>
</tr>
<tr>
<td>E New contract amount (C + D)</td>
</tr>
<tr>
<td>F Percent of current contract value this Change Order represents (D / C)</td>
</tr>
<tr>
<td>G Cumulative percent of all Change Orders (B+D/A); (60% maximum on construction contracts)</td>
</tr>
</tbody>
</table>

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 ≥ $2,500.00, or ≥ 10%, of current contract amount
☐ Funding Source ________________________________
☐ OTHER - explain below:

LG 5665 May 17, 2018 R6818 5-18-2018
Prepared By (Initials) Phone Ext Date Recommended for Approval (Initials) Phone Ext Date

REVIEWED BY (Initials Only)

Buyer 5-24-18 Procurement Officer 5-24-18
Date Date

Chief Financial Officer 5-25-18
(Decision Memos Over $25,000)
Date Chairman's Office (Decision Memos Over $25,000)

Rev. 1.6
Packet Pg. 67

FORM OPTIMIZED FOR ADOBE READER VERSION 9 OR LATER
AWARDING RESOLUTION TO MOTOROLA SOLUTIONS, INC. FOR CONTINUATION OF STARCOM21 AIRTIME, DU PAGE EMERGENCY DISPATCH INTEROPERABLE RADIO SYSTEM (DEDIRS) IMPROVEMENTS FOR INTER-AGENCY COMMUNICATION AND GPS UNIT STATUS AND LOCATION CAPABILITY
(TOTAL CONTRACT AMOUNT: $6,049,798.00)

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 ordinance; and

WHEREAS, the 9-1-1 System Coordinator recommends DU PAGE ETS Board approval of Procurement Purchase Order Requisition 918134 to Motorola Solutions, Inc. for an additional four (4) years of STARCOM21 airtime; and

WHEREAS, the 9-1-1 System Coordinator recommends DU PAGE ETS Board approval of Procurement Purchase Order Requisition 918134 to Motorola Solutions, Inc., for DEDIRS improvements for inter-agency communication and GPS unit status and location capability to include enhanced data and GPS flash kits, five (5) years of GPS airtime service, Time Division Multiple Access (TDMA) flash kits, and an interoperable solution for communication with Naperville; and

WHEREAS, the contract for these services will run through December 31, 2023. Total contract amount of $6,049,798.00.

NOW, THEREFORE BE IT RESOLVED, that DU PAGE ETSB Requisition 918134, dated May 25, 2018, covering said, STARCOM21 radio system airtime, GPS airtime, enhanced data and GPS flash kits, TDMA flash kits, and an interoperable Naperville communication solution, be, and is hereby affirmed and approved by the DU PAGE ETSB to Motorola Solutions, Inc., 500 W. Monroe Street, Chicago, IL 60661 for a total of $6,049,798.00.

Enacted and approved this 12th day of June, 2018 at Wheaton, Illinois.

__________________________
GARY GRASSO, CHAIRMAN
ETSB Resolution

ETS-R-0027-18

Attest: _________________________________

PAUL HINDS, COUNTY CLERK
**Procurement Review Checklist**

**Procurement Services Division**

This form must accompany all Purchase Order Requisitions

Attach Required Vendor Ethics Disclosure Statement

---

**Vendor**: Motorola Solutions, Inc.  
**Vendor #**: 10115  
**Contract Term**: 6/12/2018-12/31/2023  
**Contract Total**: $6,049,798.00

**Dept**: ETSB  
**Contact**: Eve Kraus  
**Phone**: (630)550-7743  
**Assigned Committee**: ETSB

**Description of Procurement/Scope of Work/Background**: Recommendation for approval of Purchase Order 919134 with Motorola Solutions Inc. for four (4) years of Airtime on the State of Illinois STARCOM21 System, GPS Airtime for five (5) years, Enhanced Data & GPS Flash Kits, and Time Division Multiple Access (TDMA) Flash Kits and an interoperable solution for communication with Naperville.

**Reason for Procurement**: Will establish pricing for four (4) additional years of Airtime on the ASTRO P25 radio system used by members of ETSB and five (5) years of GPS Airtime for DuPage Emergency Dispatch Interoperable Radio System

---

**FUNDING SOURCE**

- Procurement budgeted for (FY and budget code(s)): FY18-24 4000-5820-53830 ($5,099,792.00) and 4000-5820-54100 ($950,006.00)
- 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)
- 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)**

<table>
<thead>
<tr>
<th>EK</th>
<th>Prepared By</th>
<th>Date</th>
<th>Recommended for Approval</th>
<th>Date</th>
<th>IT Approval, if required</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

**REVIEWED BY (Initials Only)**

<table>
<thead>
<tr>
<th>Buyer</th>
<th>Date</th>
<th>Procurement Officer</th>
<th>Date</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Chief Financial Officer (Decision Memos Over $25,000)</th>
<th>Date</th>
<th>Chairman's Office (Decision Memos Over $25,000)</th>
<th>Date</th>
</tr>
</thead>
</table>

---

**Date**: May 25, 2018  
**MinuteTraq (IQM2) ID #:**

---

**Attachment**: Motorola 918134 GPS & STARCOM21_Redacted_Optimized (ETS-R-0027-18 : Motorola PO 918134)
# Purchase Requisition

**Procurement Services Division**

## Send Purchase Order To:

- **Vendor:** Motorola Solutions, Inc.  
  **Vendor #:** 10115  
  **Attn:** Chris Chisnell  
  **Address:** 500 W. Monroe St.  
  **City:** Chicago  
  **State:** IL  
  **Zip:** 60661  
  **Phone:** (847)489-9379

## Send Invoices To:

- **Dept:** ETSB  
  **Division:**  
  **Attn:** 9-1-1 Coordinator  
  **Email:** etsb911@dupageco.org  
  **Address:** 421 N. County Farm Rd.  
  **City:** Wheaton  
  **State:** IL  
  **Zip:** 60187  
  **Phone:** (630)550-7743

## Send Payments To:

- **Vendor:** Motorola Solutions, Inc.  
  **Vendor #:** 10115  
  **Dept:** ETSB  
  **Division:**  
  **Attn:** 9-1-1 Coordinator  
  **Email:** etsb911@dupageco.org  
  **Address:** 13108 Collections Center Dr.  
  **City:** Chicago  
  **State:** IL  
  **Zip:** 60693  
  **Phone:**  
  **Fax:**

## Shipped To:

- **F.O.B:**  
  **PO 20 Delivery Date:**  
  **Use for PO25 only:** Eve Kraus

<table>
<thead>
<tr>
<th>LN</th>
<th>Qty</th>
<th>UOM</th>
<th>Item Detail (Product #)</th>
<th>Description</th>
<th>FY</th>
<th>Dept #</th>
<th>Acctg Unit</th>
<th>Acct #</th>
<th>Sub-Accts and/or Activity #</th>
<th>Unit Price</th>
<th>Extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>EA</td>
<td>STARCOM21 Impact Fee</td>
<td>Enhance Data</td>
<td>18</td>
<td>4000</td>
<td>5820</td>
<td>54100</td>
<td></td>
<td>20,000.00</td>
<td>20,000.00</td>
</tr>
<tr>
<td>2</td>
<td>1</td>
<td>EA</td>
<td>System Integration</td>
<td>for</td>
<td>18</td>
<td>4000</td>
<td>5820</td>
<td>54100</td>
<td></td>
<td>86,144.00</td>
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<td></td>
<td></td>
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<td>Engineering, System</td>
<td>Technologist</td>
<td>20</td>
<td>4000</td>
<td>5820</td>
<td>54100</td>
<td></td>
<td>736,461.00</td>
<td>736,461.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>and Project Mgmt.</td>
<td></td>
<td>20</td>
<td>5820</td>
<td>54100</td>
<td></td>
<td></td>
<td>736,461.00</td>
<td>736,461.00</td>
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<tr>
<td>3</td>
<td>1</td>
<td>EA</td>
<td>Enhanced Data &amp; GPS</td>
<td>Flash Kits -</td>
<td>18</td>
<td>20</td>
<td>5820</td>
<td>54100</td>
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<td>736,461.00</td>
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<td>54100</td>
<td></td>
<td></td>
<td>736,461.00</td>
<td>736,461.00</td>
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<tr>
<td>4</td>
<td>3</td>
<td>EA</td>
<td>GPS Airtime for five</td>
<td>per</td>
<td>22</td>
<td>23</td>
<td>5820</td>
<td>53830</td>
<td></td>
<td>50,000.00</td>
<td>150,000.00</td>
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<td></td>
<td></td>
<td>(S) years $2 per</td>
<td>subscriber</td>
<td>23</td>
<td>4000</td>
<td>5820</td>
<td>54100</td>
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<td>22.63</td>
<td>45,250.00</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>per month for 5 years</td>
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<td>24</td>
<td>4000</td>
<td>5820</td>
<td>54100</td>
<td></td>
<td>22.63</td>
<td>45,250.00</td>
</tr>
<tr>
<td>5</td>
<td>2000</td>
<td>EA</td>
<td>PMAS4001A UHF 700/800</td>
<td>GPS Antenna</td>
<td>18</td>
<td>20</td>
<td>5820</td>
<td>54100</td>
<td></td>
<td>9,198.00</td>
<td>9,198.00</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Dual Band GPS Whip</td>
<td>(Quantity 200 at $13.14 each)</td>
<td>21</td>
<td>20</td>
<td>5820</td>
<td>54100</td>
<td></td>
<td>13.14</td>
<td>9,198.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Antenna (Quantity 700 @</td>
<td></td>
<td>22</td>
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<td>5820</td>
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## Requisition Total: $6,049,798.00

**Header Comments (these comments will appear on the PO20 and PO25 Purchase Order):**
JUSTIFICATION FOR SOLE SOURCE
(PLEASE COMPLETE AND ATTACH TO PURCHASE REQUISITION)

<table>
<thead>
<tr>
<th>REQUISITION #</th>
<th>918134</th>
<th>DEPARTMENT</th>
<th>ETSB</th>
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<td>MANUFACTURER</td>
<td>Motorola Solutions, Inc.</td>
<td>PRODUCT #</td>
<td>ASTRO P25 Radio System</td>
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DESCRIBE ITEM BEING JUSTIFIED AND ITS FUNCTION:

This Purchase Order is for an agreement with Motorola Solutions, Inc. for four (4) years of Airtime on the State of Illinois STARCOM21 System, GPS Airtime for five (5) years, Enhanced Data & GPS Kits, and Time Division Multiple Access (TDMA) Flash Kits.

THIS IS A SOLE SOURCE BECAUSE VENDOR IS:

- [ ] sole provider of a licensed or patented good or service
- [x] sole provider of items that are compatible with existing equipment, inventory, systems, programs or services
- [ ] sole provider of factory-authorized warranty service
- [x] sole authorized distributor – manufacturer has established territories (e.g. Caterpillar parts) (Please attach letter from the manufacturer)
- [ ] the manufacturer (please detail below or attach information regarding why only this manufacturer’s product can be used)
- [ ] the software manufacturer (and sole maintenance/update provider)
- [ ] other – (please detail below or in an attachment)

REQUESTED SOURCE | Motorola Solutions, Inc. | CONTACT | Chris Chisnell |
PHONE | (847) 469-9379 | WEBSITE | motorolasolutions.com |

WHAT NECESSARY AND UNIQUE FEATURES DOES THIS VENDOR’S PRODUCT OR SERVICE PROVIDE WHICH ARE NOT AVAILABLE FROM OTHER VENDORS? (Please be specific)

The ETSB utilizes the State of Illinois Motorola hosted ASTRO P25 radio system. The ETSB pays for airtime per the STARCOM21 Master Contract #CMS3618850. The TDMA flash kits are specific to Motorola radios.

HAS THE MARKET BEEN TESTED LATELY (LAST 12 MONTHS) ON THE APPLICABILITY OF SOLE SOURCE? (If not, why not?)

There has been no testing because ETSB is purchasing off State contract #CMS3618850 pricing. There is no other option for the STARCOM21 network. The kits to upgrade the radios are specific to Motorola radios.

WHAT STEPS WERE TAKEN TO VERIFY THAT THESE FEATURES ARE NOT AVAILABLE ELSEWHERE? WERE OTHER BRANDS/MANUFACTURERS EXAMINED? (Please list other products or services examined – include names & phone numbers of people contacted)

As the sole source letter indicates, these services are specific to and provided by Motorola.

5/3/2018

DEPARTMENT APPROVAL DATE

Purchasing Review DATE

Attachment: Motorola 918134 GPS & STARCOM21 Redacted_Optimized (ETS-R-0027-18 : Motorola PO 918134)
May 16th, 2018

Ms. Linda Zerwin
Executive Director
ETSB of Dupage County
421 N. County Farm Road
Wheaton, IL 60187

RE: Sole Source Letter for Motorola Solutions STARCOM21 Airtime & GPS Proposal

Dear Ms. Zerwin:

Motorola Solutions currently provides the hosted ASTRO P25 radio system that the Dupage ETSB utilizes for public safety communications. This Motorola proposal will supply four years of prepaid airtime for the radio subscribers to operate on the ASTRO P25 radio system. Airtime to operate on the existing ASTRO P25 radio system can only be supplied by and purchased through Motorola Solutions. In addition, this proposal will also provide a GPS solution that utilizes Dupage ETSB’s existing APX radio subscribers. The GPS solution for the existing Motorola APX radio subscribers can only be supplied by and purchased through Motorola Solutions.

Thank you for your interest in Motorola Solution’s products and services. If you have any questions, please don’t hesitate to call me at (847) 489-9379.

Sincerely,

Chris Chisnell
Sr. Account Manager
Motorola Solutions, Inc.
847-489-9379 Cell
The design, technical, pricing, and other information ("Information") furnished with this submission is proprietary and/or trade secret information of Motorola Solutions, Inc. ("Motorola Solutions") and is submitted with the restriction that it is to be used for evaluation purposes only. To the fullest extent allowed by applicable law, the Information is not to be disclosed publicly or in any manner to anyone other than those required to evaluate the information without the express written permission of Motorola Solutions.

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May 30, 2018

Ms. Linda Zerwin
Executive Director
DuPage County ETSB
421 N. County Farm Road
Wheaton, IL 60187

RE: DuPage ETSB GPS & STARCOM21 Airtime Proposal

Dear Ms. Zerwin:

Motorola Solutions, Inc. (“Motorola Solutions”) is pleased to have the opportunity to provide the DuPage ETSB with quality communications products and services.

Motorola Solutions’ proposal includes a STARCOM21 GPS Solution, Subscriber Flashkits, and includes four (4) years of STARCOM21 airtime.

This proposal contains a pricing summary and two (2) STARCOM21 User Agreements, together with their respective Attachments A, and a Communications System Agreement. In the event radio classifications and quantities change, changes will be documented and airtime billings will be adjusted accordingly. The proposal is subject to the terms and conditions of the STARCOM21 User Agreements for the provision of airtime and associated services described in their respective Attachments A and to the enclosed Communications System Agreement for the provision of equipment, software and implementation services, which is based on the previously negotiated terms and conditions of the September 12, 2017 Communications System Agreement. The DuPage ETSB may accept the proposal by delivering to Motorola Solutions the signed STARCOM21 User Agreements and Communications System Agreement. Alternatively, Motorola Solutions would be pleased to address any concerns you may have regarding the proposal. Any questions can be directed to your Motorola Solutions Account Executive, Chris Chisnell, at 847-489-9379.

We thank you for the opportunity to furnish the DuPage ETSB with our products and services. Our goal is to provide you with the best products and services available in the communications industry.

Sincerely,

Ali Kapadia,
MSSSI Vice President
Motorola Solutions, Inc.

Enclosure
SECTION 1
SYSTEM DESCRIPTION

1.1 SYSTEM OVERVIEW

Motorola Solutions Inc. (Motorola Solutions) offers the DuPage County a GPS solution including the addition of Enhanced Data to the County’s existing simulcast subsystem which integrates into Zone 1 of the STARCOM21 trunked radio system.

The proposed solution will allow DuPage County to:

- Continually track up to 700 portable users simultaneously at a 3-minute cadence, with the addition of Enhanced Data.
- Manually request the location of a portable from a dispatch position.
- Automatically transmit the location of a portable to dispatch after an emergency button press on the portable.

Additionally, in response to DuPage ETSB’s request to provide interoperability between the Warrenville FD and the Naperville’s Radio System, Motorola Solutions is proposing to leverage existing Radio equipment to provide the necessary interconnections between the two systems.

1.2 DUPAGE COUNTY GPS SOLUTION

Motorola Solutions proposes the following components in order to meet the communication needs of DuPage County. This will be a STARCOM21 hosted solution, that DuPage will utilize in accordance with the user agreement.

The STARCOM21-hosted GPS solution for DuPage County consists of the following:

- Core and RF level simulcast licensing.
- Presence and Location licensing for the Intelligent Middleware (IMW) Server—Up to 3,500 users.
- IMW Server connection.
- Enhanced Data and GPS Flash Upgrade Kits for existing 3,500 portables.
- TDMA Flash Upgrade Kits for an additional 225 subscribers.

1.2.1 Enhanced Data

**IMPROVES P25 SHORT DATA PERFORMANCE BY 12X**

Enhanced Data introduces a new type of data channel to support short, periodic inbound messages on APX subscribers, such as GPS location. The ASTRO 25 Enhanced Data option can provide up to 12 times the capacity of a P25 standard data channel. Enhanced Data provides for optimized data services such as outdoor tracking, increasing the safety of field users. Dispatchers use these inbound messages to track the radio users’ status and location with a mapping application.
Enhanced Data coverage is equal to your ASTRO 25 voice system, overcoming limited coverage of a broadband carrier.

Converting P25 FDMA channels to TDMA makes room for additional channels for voice and data. Channels can be dedicated to data to optimize throughput and access times – but emergency voice traffic can automatically take priority.

For agencies using carriers for broadband traffic, Enhanced Data moves the short-burst inbound traffic to the ASTRO 25 network, avoiding carrier charges and coverage limitations.

Enhanced Data enables several data-driven applications (e.g. SCADA, geofencing, telemetry, biometrics, etc.) over the ASTRO 25 system. When supporting a variety of special-purpose applications, Enhanced Data can help provide a more timely and detailed view of resource locations and conditions.

1.2.2 Interface with Hexagon Computer-Aided Dispatch

The Computer-Aided Dispatch (CAD) is located on the Customer Enterprise Network (CEN). In order to pass location information to the Hexagon Computer-Aided Dispatch’s mapping application, an Application Programming Interface (API) will be utilized. DuPage County will have access to the API through the IMW.

The interface to the Hexagon CAD mapping application will be achieved by utilizing the Location Request & Response Protocol (LRRP). This Legacy API is the Project 25 (P25) standards-based (LRRP) in Extensible Markup Language (XML) form for exchanging location-related requests and responses over TCP/IP v4. For third-party applications, the legacy API provides additional features (compared to the 3GPP Parlay X interface), such as:

- Reporting device types, along with location reports.
- Querying a device type.
- Partitioning mapping services by agency.

The Primary CAD server A will be located at DU-COMM. This is where the GPS feed from the IMW (UNS) at the STARCOM21 Master Site will be provided. The demarcation of the GPS feed for the CAD Servers A and B will be at the RJ45 port at the ACX MPLS router at DU-COMM. DuPage ETSB’s IT can take the GPS feed from the MPLS router and interface it with DuPage County’s CAD system.

1.2.3 System Data Capacity Analysis

The System Data Capacity Analysis shows DuPage County how enhanced data leads to improved infield efficiency and more efficient personnel location applications. For this study, Motorola Solutions analyzed typical system usage for various types of radio calls and modeled coverage of DuPage County’s as-built systems. The results of the Data Capacity Analysis indicated the ability to track 700 users simultaneously at a three-minute cadence, with a message success rate that supersedes the 95% design goal.
1.3 WARRENVILLE INTEROPERABILITY SOLUTION

Motorola Solutions is proposing to integrate a Harris Control Station or Consolette, communicating on the Naperville’s Radio system, into DU-COMM’s MCC7500 Consoles.

Motorola Solutions will provide the Harris Control Station or Consolette to be installed at the Wheaton RF site. The audio to/from that Control Station will travel through the Wheaton’s site link to STARCOM21 Master Site and from there it will be available to all DuPage PSAPs. All DuPage PSAPs, including DU-COMM, will have access to a new Radio Resource (Harris Control Station) that will be talking on a designated Talkgroup (TG) on Naperville’s Radio system. DU-COMM will be able to communicate on that Naperville TG when needed and will be able to patch it with existing Warrenville Talkgroups to provide interoperability between the Warrenville and Naperville users.

When a Naperville system’s radio user needs to interoperate with Warrenville FD, a request can be made to DU-COMM’s dispatch operators to setup a patch to allow for this interoperability. This patch can be setup and removed as necessary for interoperability.

Figure 1-1 is a high level drawing of the proposed solution.

![System drawing integrating Harris Radio to DU-COMM PSAP](image)

1.3.1 Motorola Solutions Provided Components

- Motorola Solutions will provide and install the Harris Control Station/Consolette and any necessary programming.
- Motorola Solutions will connect Harris Control Station to antenna, via jumper, already at Wheaton Site.
- Motorola Solutions will be providing the labor to provision the Control Station resource and make it appear as a channel on to the DU-COMM Consoles.
- New antenna or line is not included in this price.

1.3.2 DU-COMM Provided Components

- DU-COMM will provide the CCGW.
1.3.3 **Failure Scenarios**

DU-COMM will lose communication with the Harris Control Station/Consolette resource if any one of the following fails:

1. Harris Control Station/Consolette or its antenna
2. Wheaton site’s LAN Switch or Router
3. T1 link from the Wheaton site to STARCOM21 Master Site.

1.4 **ASSUMPTIONS**

All assumptions have been listed below for review. Should Motorola Solutions’ assumptions be deemed incorrect or not agreeable to DuPage County, a revised proposal with the necessary changes and adjusted costs may be required. Changes to the equipment or scope of the project after contract may require a change order.

- Information collected from the customer/Hexagon is accurate and up-to-date. Costs associated with delays, due to inaccurate information provided by the customer during the design phase, are the responsibility of the customer.
- Where necessary, the customer will provide a dedicated delivery point, such as a warehouse, for receipt, inventory, and storage of equipment prior to delivery to the sites.
- If, for any reason, any of the proposed sites cannot be utilized due to reasons beyond Motorola Solutions’ control, the costs associated with site changes or delays including, but not limited to, re-engineering, frequency re-licensing, site zoning, site permitting, schedule delays, site abnormalities, re-mobilization, etc., will be paid for by the customer and documented through the change order process.
- All work is to be performed during normal work hours, Monday through Friday.
- Any required system interconnections not specifically outlined here will be provided by the customer. These may include dedicated phone circuits, microwave links or other types of connectivity.
SECTION 2

STATEMENT OF WORK

2.1 DATA UPGRADE STATEMENT OF WORK

Motorola Solutions is proposing to DuPage County ETSB for the data upgrade for the installation and configuration of the following equipment at the specified locations.

Table 2–1: Major Site Equipment

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<thead>
<tr>
<th>Site Name</th>
<th>Major Equipment</th>
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<tbody>
<tr>
<td>Subscribers</td>
<td>Upgrade for Enhanced Data &amp; GPS</td>
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<tr>
<td>SC21 Zone</td>
<td>Impact Fee Enhanced Data</td>
</tr>
<tr>
<td>Warrenville Interoperability/Wheaton RF Site</td>
<td>Installation of Harris Control Station</td>
</tr>
</tbody>
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The document delineates the general responsibilities between Motorola Solutions and DuPage County ETSB as agreed to by contract.

2.1.1 Overview

This proposal includes the subscriber and site software and licensing to enable Enhanced Data and GPS location services on DuPage County ETSB’s existing SC21 equipment and subscribers. This proposal includes the installation and integration work for the Warrenville Interoperability project.

This Statement of Work (SOW) describes the deliverables to be furnished to DuPage County ETSB. The tasks described herein will be performed to implement the solution described in the System Description. It describes the actual work involved in installation, identifies the installation standards to be followed, and clarifies the responsibilities for both Motorola Solutions and Customer during the project implementation.

2.1.2 Assumptions

All assumptions have been listed below for review. Should Motorola Solutions’ assumptions be deemed incorrect or not agreeable to DuPage County ETSB, a revised proposal with the necessary changes and adjusted costs may be required. Changes to the equipment or scope of the project after contract may require a change order.

- No additional coverage guarantee or coverage acceptance test plan is included in this proposal.

2.1.3 Motorola Solutions Responsibilities

Motorola Solutions’ general responsibilities include the following:

- Conduct project kickoff meeting with DuPage County ETSB to review project design and finalize requirements.
- Inventory the Motorola Solutions supplied equipment described in the system description and the equipment list.
- Deliver and perform the installation of the Motorola Solutions supplied equipment described in the system description and the equipment list.
- Connect the appropriate equipment to DuPage County ETSB supplied ground system in accordance with Motorola Solutions’ R56 Site Installation Standards.
- Program the data upgrade and network interface devices and enter that information into the appropriate SC21 Zone database. Integration of system into the SC21 system.
- Inventory and install the subscriber Flash Upgrade Kits in the customer supplied subscribers. Verify and/or configure the subscriber code plug(s) with the correct Flash Upgrade Kits and parameters to support ASTRO location services.
- The UNS/IMW server provides the location data to the customers network (CEN) that allows the CAD vendor to access the subscribers location information provided from the IMW.
- The IMW API is provided as part of this project and allows the CAD vendor to write to the API and display the location of the end users location.
- Verify connection of the IMW to ASTRO core. Configure IMW with the necessary data to implement the required Location Service API(s). Configure the IMW with the subscribers’ parameters necessary for Location Service. (This is part of the SC21 owned equipment)
- Configure a sample of test subscribers in the IMW.
- Verify connection of the IMW to the mapping application.
- Assist in validating end-to-end connectivity.
- Provide and discuss the Capacity Analysis Report.
- Work with DuPage County ETSB and the CAD vendor on the interface for GPS mapping solution. Motorola Solutions has included up to 8 days of engineering and 8 days of ST time to work with the CAD manufacturer.
- Optimize the existing equipment for data upgrade operation.
- Testing with customer to confirm operation using existing configurations.
- Coordinate the activities of all Motorola Solutions subcontractors under this contract.
- Administer safe work procedures for installation.
- Test operation and functionality to ensure they are in accordance with manufacturers’ specifications.
- If any major task as contractually described fails, repeat that particular task after Motorola Solutions determines that corrective action has been taken.
- Document all issues that arise during testing.
- Document the results of any acceptance tests and present to DuPage County ETSB for review.
- Resolve any punchlist items before project completion.
- Warrenville Fire Department Interoperability
  - Motorola Solutions will provide and install the Harris Control Station/Consolette and any necessary programming.
  - Motorola Solutions will connect Harris Control Station to antenna, via jumper, already at Wheaton Site.
  - Motorola Solutions will be providing the labor to provision the Control Station resource and make it appear as a channel on to the DU-COMM Consoles.
2.1.4 DuPage County ETSB’s Responsibilities

DuPage County ETSB will assume responsibility for the installation and performance of all other equipment and work necessary for completion of this project that is not provided by Motorola Solutions. DuPage County ETSB’s general responsibilities include the following:

- Assign a Project Manager, as the single point of contact responsible for Customer signed approvals.
- Assign other resources necessary to ensure completion of project tasks for which the Customer is responsible. Coordinate the activities of all DuPage County ETSB’s vendors or other contractors.
- Customer is responsible for assisting with the integration and coordination between Motorola Solutions and the CAD vendor for mapping applications and providing the necessary system parameters.
- Customer to supply the mapping application CAD solution. The Software Development Kit (SDK) is available from Motorola Solutions for third party application developers to interface to applications located on Motorola Solutions’ Radio Network. There may be API, Licensing and services costs from the CAD Vendor in order to support this effort.
- The customer is responsible to provide the interface and network connections from the customer-supplied mapping application (CAD servers) to the MPLS router at DU-COMM.
- Attend and participate in project meetings and reviews.
- Provide ongoing communication, as applicable; with SC21 and users regarding the project and schedule.
- Supply the subscribers that will receive the Flash Upgrade Kits. If applicable, supply the vehicles which include the installed mobiles.
- Obtain all site access required for project implementation.
- Customer is responsible for coordinating with the appropriate resources to provide training for the equipment provided in this proposal.
- Warrenville Fire Department Interoperability
  - DU-COMM will provide the CCGW.
  - DU-COMM will provide existing antenna and line for the Harris Control Station.

2.2 PROJECT SCHEDULE

A final project schedule will be developed based upon mutual agreement between Motorola Solutions and DuPage County ETSB at the Detailed Design Review (DDR).

The dates for the installation and activation of the DuPage County ETSB system are highly dependent on the actual completion dates of the DuPage County ETSB, or their subcontractors, tasks associated with R56 upgrades, installation, cabling and providing unobstructed cable routes.
SECTION 3

WARRANTY AND MAINTENANCE

The existing life cycle support and maintenance services and timeline will remain in place and be unaffected by this proposal.
SECTION 4

ACCEPTANCE TEST PLAN

This section is to test use cases for the system to be accepted as completed.

4.1  TERMS AND DEFINITIONS

Use Cases – Use Cases are the specific user and product functional interactions required to execute a task.

Test Cases – Test Cases are a high-level description of test activities to be defined and executed in a test procedure.

Disposition – Disposition is given to each test step to signify the outcome of that step. Acceptable dispositions are Pass, Fail, and Not Applicable (N/A).

Defect # – Defect number will be used to track any problem or issue.

4.2  CONFIGURATION CONTROL

System configuration will be controlled throughout the Acceptance Test period. At the start of the Acceptance Test period, all configurable items will become the baseline, any subsequent changes will be configuration controlled to ensure consistency in the testing processes.

4.2.1 Test Execution

Execution of test procedures/cases will be conducted in an orderly manner. Each step will be properly witnessed by customer designated personnel and recorded pass/fail on forms provided as part of this document. The customer may request some tests be re-executed in order to provide clarity on the result or allow comprehensive witness to the sometimes many variables of observation.

4.2.2 Expected Result

An expected result is listed for each step of a test case to draw attention to a direct response the customer is to observe upon execution of any step.

4.2.3 Pass/Fail Criteria

Customer shall deem a test case as a PASS when the executions of all steps have successfully demonstrated the functions perform as defined. If however, an abnormality is discovered during the execution of the test case, the customer will make note of the issue and Motorola will open a case to research and determine the root cause of the abnormality. If the root cause analysis shows the abnormality was caused by an incorrect setting of a configurable parameter, Motorola will make the necessary correction and the test case will be re-executed.
4.3 TEST CASE

4.3.1 GPS Radio Cadence

Description

This test procedure produces a data report that shows that the Portable Radios are reporting GPS location at the required cadence rate configured in the Intelligent Middleware application (IMW). The test will demonstrate a cadence rate of 3 minutes for a quantity of 700 Portable Radios or a quantity specified by DuPage ETSB if less than 700. A report will be generated and provided to the DuPage ETSB that shows the GPS test cadence result at the demarcation point (MPLS Router at DU-COMM only) between the Motorola radio system and the Hexagon CAD system.

Note: The designed acceptable success rate of location reports is 95%, so 5% of the time, a report can be missing.

Use Case

1. GPS enabled DuPage portables will provide a location report at the 3 minutes cadence rate configured in the IMW.

Precondition

2. Confirm that GPS enabled DuPage portables are properly configured and sending location reports to the IMW.
## Test Steps

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
<th>Expected Result</th>
<th>Disposition</th>
<th>Defect #</th>
<th>Date</th>
<th>Test Personnel</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Access the IMW UNS Web Location Administrative client.</td>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Select “All Devices” in the device filter</td>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Click on Submit</td>
<td>All devices that have reported presence to IMW return.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Click on the Export button in the upper left corner of the results table.</td>
<td>A dialog box opens asking, “Do you want to open or save DeviceHistory.csv from localhost?”</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Click the Save button and pick a location to save the file. Change the name of the file to DeviceHistory1.csv when saving.</td>
<td>The file is saved to the chosen location with the name DeviceHistory1.csv.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Wait for a period of time that matches the cadence + 0.5 * the cadence. For example, if the cadence is 3 minutes, wait for 4.5 minutes.</td>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Select “All Devices” in the device filter</td>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Click on Submit</td>
<td>All devices that have reported presence to IMW return.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Click on the Export button in the upper left corner of the results table.</td>
<td>A dialog box opens asking, “Do you want to open or save DeviceHistory.csv from localhost?”</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Click the Save button and pick a location to save the file. Change the name of the file to DeviceHistory2.csv.</td>
<td>The file is saved to the chosen location with the name DeviceHistory2.csv.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Open DeviceHistory1.csv in a spreadsheet program and filter out all non-DuPage County subscribers.</td>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Open DeviceHistory2.csv in a spreadsheet program and filter out all non-DuPage County subscribers.</td>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Using the native spreadsheet tools, compare the Update Time columns between the two files.</td>
<td>The difference between the two files will be equal to the cadence period of 3 minutes.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Pass ___ Fail ___
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Signoff Certificate

By their signatures below, the following witnesses certify they have observed the GPS Cadence Rate System Acceptance Test Procedure:

Signatures

WITNESS: ______________________________ Date: _____

Please Print Name: ______________________________ Init _____
Please Print Title: ______________________________

WITNESS: ______________________________ Date: _____

Please Print Name: ______________________________ Init _____
Please Print Title: ______________________________

WITNESS: ______________________________ Date: _____

Please Print Name: ______________________________ Init _____
Please Print Title: ______________________________
## SECTION 5

### EQUIPMENT LIST

#### EQUIPMENT FOR STARCOM PARTNERSHIP

<table>
<thead>
<tr>
<th>QTY</th>
<th>NOMENCLATURE</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>SQM01SUM0273</td>
<td>MASTER SITE CONFIGURATION</td>
</tr>
<tr>
<td>1</td>
<td>CA02629AC</td>
<td>ADD: EXPAND 7.17 M CORE</td>
</tr>
<tr>
<td>1</td>
<td>CA02389AA</td>
<td>ENH: TRUNKED ENHANCED DATA</td>
</tr>
<tr>
<td>12</td>
<td>UA00408AA</td>
<td>ADD: ENHANCED DATA-P25 TRNK SITE</td>
</tr>
<tr>
<td>7</td>
<td>CA02473AA</td>
<td>ENH: 500 ENHANCED TRUNKED DATA USER LICENSES</td>
</tr>
<tr>
<td>1</td>
<td>T7140</td>
<td>G-SERIES SOFTWARE UPGRADE</td>
</tr>
<tr>
<td>2</td>
<td>CA03002AA</td>
<td>ADD:SITE RPR TR SC EXP IV&amp;D- ENH DATA</td>
</tr>
<tr>
<td>24</td>
<td>CA03010AA</td>
<td>ADD:SIMUL REM ST LC EXP IV&amp;D-ENDATA</td>
</tr>
<tr>
<td>1</td>
<td>T8086</td>
<td>IMW UPG TO LATEST SHIPPING SOFTWARE ASTRO/LTE</td>
</tr>
<tr>
<td>1</td>
<td>T8108</td>
<td>UNS RESOURCE EXPANSIONS</td>
</tr>
<tr>
<td>4</td>
<td>UA00441AA</td>
<td>ADD: ADDITIONAL 1000 RESOURCES FOR PRESENCE</td>
</tr>
<tr>
<td>4</td>
<td>UA00439AA</td>
<td>ADD: ADDITIONAL 1000 RESOURCES FOR LOCATION</td>
</tr>
</tbody>
</table>

#### GPS and ENHANCED DATA FLASH KITS

<table>
<thead>
<tr>
<th>QTY</th>
<th>NOMENCLATURE</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>3500</td>
<td>T7627</td>
<td>TDMA</td>
</tr>
<tr>
<td>3500</td>
<td>QA03399AB</td>
<td>ADD: ENHANCED DATA</td>
</tr>
<tr>
<td>3500</td>
<td>QA00782AB</td>
<td>ENH: APX GPS ACTIVATION</td>
</tr>
<tr>
<td>2000</td>
<td>PMAS4001A</td>
<td>UHF 700/800 MHz Dual Band, GPS Whip Antenna</td>
</tr>
<tr>
<td>700</td>
<td>NAG4000</td>
<td>GPS Antenna</td>
</tr>
</tbody>
</table>

#### TDMA FLASH KITS

<table>
<thead>
<tr>
<th>QTY</th>
<th>NOMENCLATURE</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>T7553</td>
<td>DIGITAL SMARTZONE</td>
</tr>
<tr>
<td>225</td>
<td>QA00580AB</td>
<td>ENH: TDMA OPERATION</td>
</tr>
</tbody>
</table>
## SECTION 6

### PRICING SUMMARY

#### 6.1 DUPAGE ETSB PRICING SUMMARY

<table>
<thead>
<tr>
<th>Description</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>STARCOM21 Impact Fee Enhanced Data</td>
<td>$20,000.00</td>
</tr>
<tr>
<td>System Integration For Engineering, System Technologist and Project Management</td>
<td>$86,144.00</td>
</tr>
<tr>
<td>STARCOM21 Equipment Enhanced Data</td>
<td>$416,120.00</td>
</tr>
<tr>
<td>Discount: STARCOM21 Equipment Enhanced Data</td>
<td>($416,120.00)</td>
</tr>
<tr>
<td>Enhanced Data &amp; GPS Flash Kits (Quantity for 3,500 Subscribers)</td>
<td>$736,461.00</td>
</tr>
<tr>
<td>GPS AirTime ($2 per subscriber for 3,500 subscribers) for 5 years (capped at 2,838 Subscribers)</td>
<td>$340,560.00</td>
</tr>
<tr>
<td>GPS Discount: ($50K Annually Will Be Billed in Years 3,4 and 5 for $150K GPS AirTime Total)</td>
<td>($190,560.00)</td>
</tr>
<tr>
<td>PMAS4001A UHF 700/800 MHz Dual Band, GPS Whip Antenna (Qty 2,000 @ $22.63 each)</td>
<td>$45,260.00</td>
</tr>
<tr>
<td>NAG4000 GPS Antenna Qty 700 @$13.14 each</td>
<td>$9,198.00</td>
</tr>
<tr>
<td><strong>Total GPS</strong></td>
<td><strong>$1,047,063.00</strong></td>
</tr>
</tbody>
</table>

* If any of the 3,500 GPS/Enhanced Data Flashkits supplied in the contract are not needed they can be returned within 1 year of the final Acceptance Test Plan signature date for an equivalent credit applied toward Dupage’s STARCOM21 Airtime.

* A future GPS/Enhanced Data discount will be applied to any new APX subscribers that is purchased in 2018 or 2019 per the following schedule:
  - Year 2018: Discount: $210 per subscriber (100% Discount)
  - Year 2019: Discount: $105 per subscriber (50% Discount)
  - Year 2020 & Beyond: Discount: $0

<table>
<thead>
<tr>
<th>Description</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>TDMA Flash Kits (Quantity 225)</td>
<td>$116,550.00</td>
</tr>
<tr>
<td>Customer Loyalty Discount</td>
<td>($80,536.00)</td>
</tr>
<tr>
<td><strong>TOTAL: TDMA Flash Kits (Quantity 225 at $160 each)</strong></td>
<td><strong>$36,000.00</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Description</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Warrenville/Naperville Interoperability Solution (includes Harris Consolette)</td>
<td>$16,943.00</td>
</tr>
</tbody>
</table>
### 4 Year STARCOM21 AirTime

<table>
<thead>
<tr>
<th>Qty</th>
<th>Description</th>
<th>Unit Price</th>
<th>Mo Total</th>
<th>Annual Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2,658</td>
<td>Local Use</td>
<td>$34.00</td>
<td>$90,372.00</td>
<td>$1,084,464.00</td>
</tr>
<tr>
<td>100</td>
<td>Dual Radios</td>
<td>$18.00</td>
<td>$1,800.00</td>
<td>$21,600.00</td>
</tr>
<tr>
<td>238</td>
<td>County Use</td>
<td>$39.00</td>
<td>$9,282.00</td>
<td>$111,384.00</td>
</tr>
<tr>
<td>200</td>
<td>Campus Use (Jail radios - capped at 200)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3,196</td>
<td>Subscriber Total</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Airtime Annual Total</td>
<td></td>
<td></td>
<td>$1,237,448.00</td>
</tr>
<tr>
<td></td>
<td>Airtime Four Year Total</td>
<td></td>
<td></td>
<td>$4,949,792.00</td>
</tr>
<tr>
<td></td>
<td>Grand Total (4 Years Starcom21 Air time)</td>
<td></td>
<td></td>
<td>$4,949,792.00</td>
</tr>
<tr>
<td></td>
<td>Project Grand Total:</td>
<td></td>
<td></td>
<td>$6,049,798.00</td>
</tr>
</tbody>
</table>

* The current IL STARCOM21 contract ends 6/30/22. If there is any future Airtime rate reductions it would be credited back to the DuPage ETSB.

*Subscriber model types can be swapped or changed at anytime and will not affect the airtime prices or rates.

#### 6.2 PAYMENT SCHEDULE

Except for a payment that is due on the Effective Date, Customer will make payments to Motorola Solutions per the Illinois Prompt Payment Act (50 ILCS 505/1). Customer will make payments when due in the form of a check, cashier’s check, or wire transfer drawn on a U.S. financial institution and in accordance with the following milestones.

- 100% of STARCOM21 Impact Fee – Due upon contract execution.
- 100% of Enhanced Data & System Integration for Engineering, System Technologist Project Management – Due upon contract execution.
- 100% of System Integration for Warenville/Naperville Interoperability Solution – Due upon contract execution.
- 100% of Enhanced Data, GPS Flash Kits, TDMA Flash Kits – Will be invoiced upon Shipment.
- Installation of Flash Kits – invoiced upon completion of services.

Motorola Solutions shall make partial shipments of equipment and will request payment upon shipment of such equipment. In addition, Motorola Solutions shall invoice for installations or civil work completed on a site-by-site basis or when professional services are completed, when applicable. The value of the equipment shipped/services performed will be determined by the value shipped/services performed as a percentage of the total milestone value.

**STARCOM21 Airtime** – Motorola Solutions will invoice Customer annually in advance of each year of the plan.
SECTION 7

CONTRACTUAL DOCUMENTATION

The following Contractual Documentation has been provided in the following pages:

- STARCOM21 User Agreement
- Attachment A (For County, Local, Campus Use Rate)
- Attachment A (For Dual Radio Use Rate)
- Communications System Agreement
STARCOM21 USER AGREEMENT

THIS STARCOM21 USER AGREEMENT including all Attachments hereto (the “User Agreement”) is made as of ____________ (the “Effective Date”) by and between Motorola Solutions, Inc., a Delaware corporation (“Motorola”), and Emergency Telephone System Board of DuPage County (“User”). No modification, amendment or waiver of any provision of this User Agreement shall be effective unless approved in writing by each of the Parties hereto.

Introduction

In 2001, Motorola and the State of Illinois (“State”) entered into Master Contract #TCVS1500, as amended January 15, 2005 and as amended subsequently, hereinafter referred to as the “Master Contract” pursuant to which the State agreed to lease from Motorola, and Motorola agreed to build, own and operate, a statewide, trunked-digital voice radio network for the State. As part of that contract, the parties agreed that the network, commonly referred to as the STARCOM21 Network (“STARCOM21”) had to have the capability of being expanded consistent with the Public Safety Wireless Network for use by other federal, state and local agencies as well as qualified non-governmental entities. The Master Contract is an indefinite quantity, non-exclusive master contract established for the use of State agencies, universities, boards, authorities and commissions (collectively “State Users”), and is also established for the use of federal, county and local governmental agencies and qualified non-governmental entities.

The Parties agree that the User Agreement shall be the vehicle that will be utilized to identify the terms and conditions that non-State Users will agree to in order to be able to access STARCOM21. Motorola is obligated in the Master Contract to provide certain levels of performance, and this User Agreement coordinates the rights and responsibilities of the parties in compliance with the Master Contract’s performance requirements. The obligations of Motorola to the State in the Master Contract take precedence over anything herein.

Pursuant to the Master Contract, Motorola is required, under the direction, guidance and oversight of the State, to supervise the day-to-day operations of STARCOM21 and maintain, and oversee, STARCOM21’s performance, coverage, functionality, availability, and reliability requirements. As a result of additional governmental and non-governmental entities utilizing STARCOM21, the State established an Oversight Committee. That Oversight Committee will govern the manner in which STARCOM21 is used by governmental and non-governmental entities. The State and Motorola are required to develop a joint system administration plan for STARCOM21.

NOW, THEREFORE, in consideration of the foregoing and the mutual promises herein contained, and for other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, Motorola and User hereby covenant and agree that all the provisions above are hereby incorporated by reference, as if fully set forth herein, and hereby covenant and agree as follows:

1. DEFINITIONS:

ISP: Illinois State Police. The ISP provides common communication channels to county and local law enforcement agencies including VHF frequencies known as “ISPERN” and “IREACH” and its inter-jurisdictional radio communications known as “HF-4”. STARCOM21 will incorporate and supplement these frequencies by interfacing the frequencies to ISP dispatch consoles.
ISPERN: Illinois State Police Emergency Radio Network is a dedicated VHF high-band radio channel established in 1965 to provide interagency communications capability to municipal, county, State, and Federal law-enforcement agencies to facilitate coordination of operations, wide-area dissemination of criminal or traffic offense information, and officer safety, and shall be integrated with STARCOM21.

IREACH: Illinois Radio Emergency Assistance Channel is a dedicated radio channel, 155.055 MHz, used for coordination of official public-safety activities by State or local agencies, including police, fire, EMS, IEMA, highway maintenance and natural resources, and shall be integrated with STARCOM21.

STARCOM21: Statewide, leased, trunked, digital voice mobile radio system being made available to the State by Motorola in compliance with the features, statewide coverage requirements, system performance, grade of service and reliability and other requirements set forth in the STARCOM21 Master Contract between Motorola and the State. As part of the Master Contract, Motorola is required to deploy, install and commission an infrastructure comprised of at least 169 tower sites or other “high” repeater sites, outfitted with fixed radio and transport equipment. The infrastructure will utilize the radio trunking control protocol conforming to the Association of Public Safety Communications Officials (“APCO”) Project 25 common air interface (“CAI”) standard. Subscriber services and user equipment must conform to APCO P25 standards for functionality, interoperability and construction.

2. ACCEPTANCE

This document, including the preceding clauses and any attachments, will become a contract when accepted in writing by an authorized employee of Motorola and an authorized signatory of the User. It is agreed that services will be provided only on the terms and conditions herein.

3. SERVICES AND USER FEES

3.1 User requests, and Motorola agrees to provide, the additional services at the fees detailed on Attachment A that are unique to User and that do not conflict or limit Motorola’s ability to meet its obligations to the State under the Master Contract. The fees do not include any taxes, assessments or duties, all of which will be paid by User, except as exempt by law. User and Motorola understand and agree that User shall load on STARCOM21 the radios specified in Attachment A pursuant to the schedule set forth in that attachment (User may load the specified radios onto STARCOM21 in advance of the schedule with prior written approval of Motorola).

3.2 User understands and agrees that any and all programming of User equipment or other related expenses associated with the service provided to User under this User Agreement shall be the responsibility of and paid for by User. Any incompatibility resulting from equipment provided by User shall be at User’s sole risk, responsibility and expense. Motorola agrees to take no action that would result in programming or reprogramming of User equipment prior to discussing such action with User.

3.3 User specifically acknowledges that Motorola is managing STARCOM21 on behalf of the State and is only authorized to provide access to STARCOM21 in accordance with its obligations under the Master Contract. To the extent that any User authorizes Motorola to use its resources in connection with STARCOM21 (e.g. frequencies, towers, sites, etc.) all STARCOM21 Users shall be entitled to use such resources in connection with their use of STARCOM21, subject to FCC restrictions or authorizations. The provisions of this paragraph 3.3 are subject to the following requirements:
a. Any expansions of STARCOM21 to accommodate radio communication needs for authorized, non-State users cannot compromise or degrade STARCOM21’s functionality and performance, service level (i.e. “Grade of Service”), availability, and radio coverage for existing STARCOM21 Users. Motorola will be required to provide STARCOM21 Users access to any additional working channels or sites deployed to expand STARCOM21 at no additional cost to the State.

b. Participating STARCOM21 Users that have patching requirements will need to have such requirements reviewed and approved by the Motorola System Manager and, if applicable, the Oversight Committee. Approval of additional patching is contingent on the impact that the patches will have on the Grade of Service for existing STARCOM21 Users.

The use of vehicular repeaters on STARCOM21 is contingent on spectrum availability and will need to be reviewed by the Motorola System Manager and, if applicable, the Oversight Committee.

User further understands certain talk group prioritization of non-first responder public safety users may occur.

4. REGULATORY ISSUES

4.1 It shall be the responsibility and obligation of User to seek all approvals including federal, state, county, municipal or other governmental authority having jurisdiction over User in order to enter into this User Agreement.

4.2 User understands that numerous entities, including, without limitation, public safety users and special emergency users, will utilize STARCOM21.

4.3 User understands that pursuant to Federal Communications Commission (FCC) rules only certain entities are qualified to utilize STARCOM21. User represents and warrants that it will meet all FCC eligibility requirements to utilize STARCOM21 during the term of this User Agreement. User represents, warrants and covenants on the date hereof and throughout the term of this User Agreement that it is, and will remain, qualified to utilize STARCOM21 and that it meets, and will continue to meet, all such FCC eligibility requirements. If for any reason User finds that it is not in compliance with FCC regulations, it shall immediately notify Motorola in writing, (but under no circumstances exceeding 14 days) and outline a course of action to come into compliance within a reasonable period of time.

4.4 User understands and acknowledges that some or all of the licenses pursuant to which STARCOM21 operates are held by governmental and non-governmental entities, who are also Licensees. For purposes of this User Agreement, a Licensee is defined as a qualified governmental or non-governmental entity that owns its own frequencies and agrees to allow those frequencies to be utilized on STARCOM21 by STARCOM21 participants. User acknowledges that all shared transmitter use must be subject to Licensees’ control. User understands there may be significant consequences to Motorola and other STARCOM21 Users should access to and use of such transmitters be unreasonably withheld by a Licensee.

4.5 User understands that Motorola and/or the Licensees can discontinue service, remove one or more licenses from STARCOM21, or take any other steps that they reasonably believe are in the best interests of STARCOM21 or that may be necessary to comply with any federal, state, or local law, order, or directive. Any such action shall not give rise to any claim on the part of User against Motorola or the
Licensees. Motorola shall provide written notice to User of any action under this paragraph no less than ninety (90) days prior to taking such action unless otherwise required by law.

5. TERM

5.1 Unless otherwise provided in Attachment A, this User Agreement will remain in full force and effect for a period of one (1) year from the Effective Date. After such one (1) year period, it shall automatically renew for additional one (1) year periods unless either party notifies the other party in writing of its intent not to renew at least ninety (90) days prior to the end of the then current term. Notwithstanding anything contained herein or in Attachment A to the contrary, expiration of the STARCOM21 TCVS-1500 Master Contract due to the time limit set forth in either: a) the Illinois Procurement Code (30 ILCS 500/20-60 et al.); or b) the contract itself, shall not result in the automatic termination of this Agreement, provided that Motorola and the State enter into a functionally equivalent replacement contract to ensure continuity of services and operation of the STARCOM21 radio system.

5.2 In the event any frequency authorization held by User, Motorola, or any other Licensee under which STARCOM21 operates is revoked by the FCC, then Motorola may elect to terminate this User Agreement without any liability to Motorola or the Licensees, upon written notification from Motorola to User.

6. ASSIGNMENT SUBCONTRACT

User may not assign its rights or delegate its duties hereunder in whole or in part without the express written consent of Motorola. Motorola may assign its rights, delegate or subcontract its duties hereunder in whole or in part consistent with Motorola’s obligations under the Master Contract, provided that written notice is given to User.

7. ADDITIONAL UNITS

If User is not in default, then at any time during the term of this User Agreement or any renewal period hereof, service will be provided for additional radios ordered by the User, up to the total number of additional radios specified in Attachment A, and according to the terms of Attachment A.

8. COVENANTS OF USER

User agrees (a) to observe and abide by all applicable statutes, laws, ordinances, rules and regulations, including but not limited to those of the FCC, and (b) to operate its radios and any related equipment so as not to cause undue interference with any other users using STARCOM21. Motorola reserves the right to temporarily suspend service to specific radio users subsequent to notification of the user due to harmful interference or disruptive radio use created by such individual user. Any such action shall not give rise to any claim on the part of User against Motorola or STARCOM21 Users. User recognizes that applicable FCC rules and other statutes, laws, ordinances, rules and regulations may change from time to time and that, accordingly, Motorola may propose modifications to this User Agreement to comply with any such changes in FCC requirements, and User shall not unreasonably withhold approval of such changes.
9. COVERAGE

9.1 STARCOM21 coverage prediction is based on the knowledge of the propagation of radio signals and the ways in which they are attenuated as they travel through the atmosphere, over terrain, through trees, around buildings, and around various obstacles. Predicted coverage is dependent on many factors including the following: (1) transmitter power; (2) receiver sensitivity; (3) antenna gains; (4) transmission line loss; (5) antenna height; (6) noise; (7) tree density; (8) buildings; (9) terrain variations; and (10) atmospheric conditions. Coverage is also dependent on user factors including: (1) antenna type and location; (2) radio programming; (3) battery condition of portables; (4) maintenance of the radio; and (5) firmware version.

9.2 User acknowledges that one hundred percent (100%) coverage of any area at all times is improbable. Testing and experience with actual field conditions indicate adverse propagation conditions, such as short-term unpredictable meteorological effects and sky wave interference from distant stations, can interrupt service at any time. Such events are beyond the reasonable control of Motorola and STARCOM21 Users. Other causes beyond the reasonable control of Motorola and STARCOM21 Users include but are not limited to motor ignition and other electrical noise that could be minimized by corrective devices at User’s expense.

10. DEFAULT AND REMEDIES

10.1 If (a) User fails to make any payment of any sum due or fails to perform as required by any other provision hereunder, and continues in such failure for fifteen (15) days after written notice has been sent by Motorola to User or (b) User defaults under a System Management Agreement or similar agreement whereby User contracts with Motorola for management services for User’s FCC license(s) in conjunction with STARCOM21 and such default continues beyond any applicable cure period, then the User shall be deemed in default under this User Agreement.

10.2 In the event of default by User hereunder, Motorola has the right, at its option, to immediately terminate this User Agreement, retain all payments made hereunder, deny User any service provided by STARCOM21, and impose a separate charge for disconnect and a separate charge for reconnect expenses, each in an amount reasonably determined by Motorola. If disconnect takes place, User may also be subjected to additional costs for reprogramming its equipment in an amount reasonably determined by Motorola and User agrees to immediately pay all such costs. Each and all of the rights and remedies of Motorola hereunder are cumulative to, and not in lieu of, each and every other such right and remedy and every other right and remedy afforded by law and equity. In the event that Motorola determines that it is necessary to exercise the rights above, then Motorola will provide User written notice of its intention to exercise such right and provide ninety (90) days notice prior to the exercise of such right.

11. DISCLAIMER OF WARRANTIES AND LIMITATIONS OF REMEDIES

WITH RESPECT TO ANY EQUIPMENT WHICH MAY BE USED CONSISTENT WITH THIS USER AGREEMENT TO ACCESS STARCOM21 OR ANY SERVICES PROVIDED HEREUNDER, MOTOROLA AND STARCOM21 USERS HEREBY DISCLAIM ALL REPRESENTATIONS AND WARRANTIES, DIRECT OR INDIRECT, EXPRESS OR IMPLIED, WRITTEN OR ORAL, IN CONNECTION WITH SUCH EQUIPMENT (WHETHER PURCHASED OR LEASED BY USER FROM MOTOROLA OR FROM A THIRD PARTY) AND SERVICES,
INCLUDING BUT NOT LIMITED TO, ANY AND ALL EXPRESS AND IMPLIED WARRANTIES OF SUITABILITY, DURABILITY, MERCHANTABILITY, AND FITNESS FOR A PARTICULAR PURPOSE.

12. INTERRUPTION OF SERVICE; FORCE MAJEURE

Notwithstanding any other provision of this User Agreement, neither Motorola nor STARCOM21 Users shall be liable to User or any other person for any loss or damage, regardless of cause, for interruption, delay, or loss of radio service except as described in Section 13 hererof. Motorola and/or STARCOM21 Users do not assume and shall have no liability under this User Agreement for failure to provide, interruption, or delay in providing service due directly or indirectly to causes beyond the control of Motorola and/or STARCOM21 Users or their agents, employees or contractors, including without limitation, matters listed in Sections 8 and 9 herein, results of the rebanding projects, acts of God, acts of a public enemy, acts or failures to act on the part of any third party, acts by civil or military authority, governmental priorities, strikes or other labor disturbances; earthquakes, fires, floods, epidemics, embargoes, war or riot. In the event of any failure or delay attributable to the fault of Motorola, STARCOM21 Users or their agents, employees or contractors, User’s sole remedy shall be limited as is more fully described in Section 13 below.

13. LIMITATIONS OF LIABILITY

13.1 User acknowledges that the radio service provided hereunder uses radio channels to transmit voice and data communications and that the service may not be completely private. Neither Motorola, nor Licensees shall be liable to User for any claims, loss, damages or cost that may result from lack of privacy on STARCOM21.

13.2 Neither Motorola, nor STARCOM21 Users shall be liable for any damage, accident, injury or the like occasioned by the use of the radio service or the presence of equipment, including 700 or 800 MHz radio handsets and other devices, facsimile units, and ancillary equipment of User and/or Motorola.

13.3 Neither Motorola, nor STARCOM21 Users shall be liable for any defacement or damage to User’s motor vehicle(s) or any personal or real property resulting from the presence of 700 or 800 MHz radio and ancillary equipment.

13.4 NO INDEMNIFICATION SHALL BE PROVIDED HEREUNDER BY MOTOROLA OR LICENSEES.

13.5 EXCEPT FOR PERSONAL INJURY OR DEATH, MOTOROLA’S TOTAL LIABILITY RELATED TO THE SERVICES PERFORMED HEREUNDER, WHETHER FOR BREACH OF CONTRACT, WARRANTY, NEGLIGENCE, STRICT LIABILITY IN TORT, OR OTHERWISE, WILL BE LIMITED TO THE DIRECT DAMAGES RECOVERABLE UNDER LAW, BUT NOT TO EXCEED THE PRICE OF THE USER FEES AND SERVICES IDENTIFIED IN ATTACHMENT A WITH RESPECT TO WHICH LOSSES OR DAMAGES ARE CLAIMED (UNLESS LIABILITY IS OTHERWISE DISCLAIMED HEREIN IN WHICH CASE, MOTOROLA SHALL HAVE NO LIABILITY).

13.6 USER ACKNOWLEDGES AND AGREES THAT IN NO EVENT WILL MOTOROLA, OR STARCOM21 USERS HAVE ANY LIABILITY TO USER UNDER THIS USER AGREEMENT FOR LOSSES OR DAMAGES OF ANY KIND RELATED TO ANY EQUIPMENT,
INCLUDING WITHOUT LIMITATION, PERSONAL INJURY OR DEATH, PROPERTY DAMAGE, LOSSES OR DAMAGES IN EITHER CONTRACT WARRANTY, INDEMNIFICATION, NEGLIGENCE, OR STRICT LIABILITY IN TORT, OR OTHERWISE.

13.7 USER ACKNOWLEDGES AND AGREES THAT IN NO EVENT WILL LICENSEES HAVE ANY LIABILITY TO USER UNDER THIS USER AGREEMENT FOR LOSSES OR DAMAGES OF ANY KIND RELATED TO SERVICES PERFORMED HEREUNDER, INCLUDING WITHOUT LIMITATION, PERSONAL INJURY OR DEATH, PROPERTY DAMAGE, LOSSES OR DAMAGES IN EITHER CONTRACT WARRANTY, INDEMNIFICATION, NEGLIGENCE, OR STRICT LIABILITY IN TORT, OR OTHERWISE.

13.8 NOTWITHSTANDING ANYTHING HEREIN TO THE CONTRARY, ALTHOUGH THE PARTIES ACKNOWLEDGE THE POSSIBILITY OF SUCH LOSSES OR DAMAGES, THEY AGREE THAT NEITHER MOTOROLA, NOR LICENSEES WILL BE LIABLE FOR ANY COMMERCIAL LOSS; INCONVENIENCE; LOSS OF USE, TIME, DATA, GOODWILL, REVENUES, SAVINGS, OR PROFITS; OR OTHER SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES IN ANY WAY RELATED TO OR ARISING FROM THIS USER AGREEMENT, THE EQUIPMENT, OR THE PERFORMANCE OF SERVICES PURSUANT TO THIS USER AGREEMENT.

13.9 No action for contract breach or otherwise relating to the transactions contemplated by this User Agreement may be brought more than one (1) year after the accrual of the cause of action, except for money due upon an open account.

13.10 User does not waive any of its protection under the Local Government and Governmental Tort Immunity Act.

14. NOTICES

Any notice or demand required or permitted to be given or made hereunder shall be given or made by certified or registered mail to the addresses shown immediately below the signature of the parties’ signatory to this User Agreement.

15. WAIVER

Failure or delay on the part of any party to exercise any right, remedy, power or privilege hereunder shall not operate as a waiver thereof. A waiver, to be effective, must be in writing and signed by the party making the waiver. A written waiver of a default shall not operate as a waiver of any other default or of the same type default on a future occasion.

16. GENERAL

In the event of a conflict between the obligations of Motorola to User under this User Agreement and the obligations of Motorola to the State under the Master Contract, the obligations of Motorola to the State will take precedence over those to User hereunder. No modification or amendment of this User Agreement, including any attachments hereto, shall be valid unless made in writing and signed by the parties hereto. This User Agreement constitutes the entire agreement of the parties related to the subject matter hereof and shall supersede all prior offers, proposals, negotiations and agreements, except where
incorporated into or referenced by this User Agreement. If any provision of this User Agreement or the application thereof to any person or circumstance shall, at any time or to any extent, be invalid or unenforceable, the remainder of this User Agreement shall not be affected thereby. This User Agreement is exclusively for the benefit of the parties hereto and STARCOM21 Users and shall, under no circumstances, be deemed to benefit any other party whatsoever except STARCOM21 Users. This User Agreement shall be construed in accordance with and governed by the laws of the State of Illinois. All of the Sections in this User Agreement shall survive the expiration or termination of this User Agreement for any reason, with the exception of the following: Sections 1, 2, 5, 6 and 7.

IN WITNESS WHEREOF, User and Motorola, by and through their authorized representatives, have made and executed this User Agreement.

MOTOROLA

MOTOROLA SOLUTIONS, INC., a Delaware corporation

By: ________________________________
Title: ______________________________
Date: ______________________________

Address
Motorola Solutions, Inc.
Attn: Commercial Counsel
Motorola Solutions Law Department
500 West Monroe, 43rd Floor
Chicago, IL 60661

Copy to:
Motorola Solutions, Inc.
Attn: STARCOM21 System Manager
1299 E. Algonquin Rd
Schaumburg, IL 60196

USER

ETSB of DuPage County
By: ________________________________
Title: ______________________________
Date: ______________________________

Address
ETSB of DuPage County
421 N. County Farm Road
Wheaton, IL 60187
ATTACHMENT A
TO
STARCOM21 USER AGREEMENT
(For County, Local, Campus Use Rate)

THIS ATTACHMENT A TO THE USER AGREEMENT sets forth the STARCOM21 management services to be provided by Motorola and the fees for those services.

STARCOM21 Management Services
Motorola shall perform the following STARCOM21 management services:

- Shared Access, Maintenance, and System Upgrades of the Motorola Owned Master Site – Master Switching Office (Zone Controller).
- 24x7 Maintenance of the Motorola Owned RF Site Infrastructure.
  - On-site Response
  - Depot Repair
  - Remote Monitoring
  - HVAC Maintenance (of STARCOM21 sites)
  - Generator, Battery, UPS Maintenance (of STARCOM21 sites)
  - Generator Fuel
  - Antenna System Maintenance
- Telco Leased Line – Site Connectivity
  - Motorola will provide connectivity to the STARCOM21 sites.
- Software Maintenance
  - Motorola will provide a Software Subscription Agreement (SSA) as part of the Annual Fee (as defined below). The SSA includes software and hardware upgrades only to Motorola owned STARCOM21 infrastructure.
  - Motorola agrees not to make any software or hardware changes to the Master Switch Office which would require upgrades to the User infrastructure without advance notification to User.

Any services not specifically set forth above shall not be provided by Motorola, including, but not limited to the following:

- Radio hardware maintenance
- Any software or hardware upgrades that may be required to the User owned infrastructure or radio units.

The radios will be loaded on STARCOM21 in accordance with the following schedule: _N/A_____.

Fees
The initial monthly fee for STARCOM21 management services shall be calculated as follows: the number of radios loaded on the system multiplied by the applicable monthly fee (“Monthly Fee”) from the table below. The parties have agreed that initially there will be 3,096 radios loaded on the system. The initial annual fee shall be the monthly fee multiplied by twelve (12). There shall be no airtime charges (i.e., roaming) assessed. User will be invoiced on a monthly basis in advance of the period of service. Payment will be due in accordance with the Local Government Prompt Payment Act, 50ILCS 505/1. All fees are subject to increase based upon the terms of the Master Contract.

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Additional Terms and Conditions to the User Agreement

Any information or data in the form of specifications, drawings, reprints, technical information or otherwise furnished to User under this User Agreement will remain Motorola’s property, will be deemed proprietary, will be kept confidential, and will be promptly returned at Motorola's request. User may not disclose, without Motorola's written permission or as required by law, any confidential information or data to any person, or use confidential information or data for any purpose other than performing its obligations under this User Agreement. Unless otherwise agreed in writing, no commercial or technical information disclosed in any manner or at any time by User to Motorola will be deemed secret or confidential. Motorola will have no obligation to provide User with access to its confidential and proprietary information, including cost and pricing data. This User Agreement does not grant directly or by implication, estoppel, or otherwise, any ownership right or license under any Motorola patent, copyright, trade secret, or other intellectual property, including any intellectual property created as a result of or related to the services performed under this User Agreement. This Section shall survive the expiration or termination of the User Agreement.

The term “Master Contract” shall include any and all amendments, revisions or replacements thereof as may now exist or be agreed upon from time to time by Motorola and the State.
ATTACHMENT A
TO
STARCOM21 USER AGREEMENT
(For Dual Radio Use Rate)

THIS ATTACHMENT A TO THE USER AGREEMENT sets forth the STARCOM21 management services to be provided by Motorola and the fees for those services.

STARCOM21 Management Services
Motorola shall perform the following STARCOM21 management services:

- Shared Access, Maintenance, and System Upgrades of the Motorola Owned Master Site – Master Switching Office (Zone Controller).
- 24x7 Maintenance of the Motorola Owned RF Site Infrastructure.
  - On-site Response
  - Depot Repair
  - Remote Monitoring
  - HVAC Maintenance (of STARCOM21 sites)
  - Generator, Battery, UPS Maintenance (of STARCOM21 sites)
  - Generator Fuel
  - Antenna System Maintenance
- Telco Leased Line – Site Connectivity
  - Motorola will provide connectivity to the STARCOM21 sites.
- Software Maintenance
  - Motorola will provide a Software Subscription Agreement (SSA) as part of the Annual Fee (as defined below). The SSA includes software and hardware upgrades only to Motorola owned STARCOM21 infrastructure.
  - Motorola agrees not to make any software or hardware changes to the Master Switch Office which would require upgrades to the User infrastructure without advance notification to User.

Any services not specifically set forth above shall not be provided by Motorola, including, but not limited to the following:

- Radio hardware maintenance
- Any software or hardware upgrades that may be required to the User owned infrastructure or radio units.

The radios will be loaded on STARCOM21 in accordance with the following schedule: __N/A__.
Fees

The initial monthly fee for STARCOM21 management services shall be calculated as follows: the number of radios loaded on the system multiplied by $18.00 (“Monthly Fee”). The parties have agreed that initially there will be 100 radios loaded on the system. The initial annual fee shall be the monthly fee multiplied by twelve (12). There shall be no airtime charges (i.e., roaming) assessed. User will be invoiced on a monthly basis in advance of the period of service. Payment will be due in accordance with the Local Government Prompt Payment Act, 50ILCS 505/1. All fees are subject to increase based upon the terms of the Master Contract.

Additional Terms and Conditions to the User Agreement

Any information or data in the form of specifications, drawings, reprints, technical information or otherwise furnished to User under this User Agreement will remain Motorola’s property, will be deemed proprietary, will be kept confidential, and will be promptly returned at Motorola's request. User may not disclose, without Motorola's written permission or as required by law, any confidential information or data to any person, or use confidential information or data for any purpose other than performing its obligations under this User Agreement. Unless otherwise agreed in writing, no commercial or technical information disclosed in any manner or at any time by User to Motorola will be deemed secret or confidential. Motorola will have no obligation to provide User with access to its confidential and proprietary information, including cost and pricing data. This User Agreement does not grant directly or by implication, estoppel, or otherwise, any ownership right or license under any Motorola patent, copyright, trade secret, or other intellectual property, including any intellectual property created as a result of or related to the services performed under this User Agreement. This Section shall survive the expiration or termination of the User Agreement.

The term “Master Contract” shall include any and all amendments, revisions or replacements thereof as may now exist or be agreed upon from time to time by Motorola and the State.
Communications System Agreement

Motorola Solutions, Inc. (“Motorola”) and Emergency Telephone System Board of the County of DuPage, an agency of the County of DuPage (“Customer”) enter into this “Agreement,” pursuant to which Customer will purchase and Motorola will sell the System, as described below. Motorola and Customer may be referred to individually as a “Party” and collectively as the “Parties.” For good and valuable consideration, the Parties agree as follows:

Section 1  EXHIBITS

The exhibits listed below are incorporated into and made a part of this Agreement. In interpreting this Agreement and resolving any ambiguities, the main body of this Agreement takes precedence over the exhibits and any inconsistency between Exhibits A through F will be resolved in their listed order.

Exhibit A  Motorola “Software License Agreement”
Exhibit B  “Pricing Summary” and “Payment Schedule”
          B-1  “Pricing Summary” dated 5/30/18
          B-2  “Payment Schedule” undated
Exhibit C  “Technical and Implementation Documents”
          C-1  “System Description” dated 5/30/18
          C-2  “Equipment List” dated 5/30/18
          C-3  “Statement of Work” dated 5/30/18
          C-4  “Acceptance Test Plan” or “ATP” dated 5/30/18
          C-5  “Performance Schedule” dated 5/30/18
Exhibit D  Service Statement(s) of Work and “Service Terms and Conditions” (INAPPLICABLE)
Exhibit E  INTENTIONALLY OMITTED.
Exhibit F  “System Acceptance Certificate” F

Section 2  DEFINITIONS

Capitalized terms used in this Agreement have the following meanings:


2.2. “Administrative User Credentials” means an account that has total access over the operating system, files, end user accounts and passwords at either the System level or box level. Customer’s personnel with access to the Administrative User Credentials may be referred to as the Administrative User.

2.3. “Beneficial Use” means when Customer first uses the System or a Subsystem for operational purposes (excluding training or testing).

2.4. “Confidential Information” means any information that is disclosed in written, graphic, verbal, or machine-recognizable form, and is marked, designated, or identified at the time of disclosure as being confidential or its equivalent; or if the information is in verbal form, it is identified as confidential at the time of disclosure and is confirmed in writing within thirty (30) days of the disclosure. Confidential Information does not include any information that: is or becomes publicly known through no wrongful act of the receiving Party; is already known to the receiving Party without restriction when it is disclosed; is or becomes, rightfully and without breach of this Agreement, in the receiving Party’s possession without any obligation restricting disclosure; is independently developed by the receiving Party without breach of this Agreement; or is explicitly approved for release by written authorization of the disclosing Party.

2.5. “Contract Price” means the price for the System, excluding applicable sales or similar taxes and freight charges.

2.6. “Effective Date” means that date upon which the last Party executes this Agreement.
2.7. “Equipment” means the equipment that Customer purchases from Motorola under this Agreement. Equipment that is part of the System is described in the Equipment List.

2.8. “Force Majeure” means an event, circumstance, or act of a third party that is beyond a Party’s reasonable control (e.g., an act of God, an act of the public enemy, an act of a government entity, strikes or other labor disturbances, hurricanes, earthquakes, fires, floods, epidemics, embargoes, war, and riots).

2.9. “Infringement Claim” means a third party claim alleging that the Equipment manufactured by Motorola or the Motorola Software directly infringes a United States patent or copyright.

2.10. “Motorola Software” means Software that Motorola or its affiliated company owns.

2.11. “Non-Motorola Software” means Software that another party owns.

2.12. “Open Source Software” (also called “freeware” or “shareware”) means software with either freely obtainable source code, license for modification, or permission for free distribution.

2.13. “Proprietary Rights” means the patents, patent applications, inventions, copyrights, trade secrets, trademarks, trade names, mask works, know-how, and other intellectual property rights in and to the Equipment and Software, including those created or produced by Motorola under this Agreement and any corrections, bug fixes, enhancements, updates or modifications to or derivative works from the Software whether made by Motorola or another party.

2.14. “Software” means the Motorola Software and Non-Motorola Software, in object code format that is furnished with the System or Equipment.

2.15. “Specifications” means the functionality and performance requirements that are described in the Technical and Implementation Documents.

2.16. “Subsystem” means a major part of the System that performs specific functions or operations. Subsystems are described in the Technical and Implementation Documents.

2.17. “System” means the Equipment, Software, and incidental hardware and materials that are combined together into an integrated system; the System is described in the Technical and Implementation Documents.

2.18. “System Acceptance” means the Acceptance Tests have been successfully completed.

2.19. “Warranty Period” means one (1) year from the date of System Acceptance or Beneficial Use, whichever occurs first.

Section 3  SCOPE OF AGREEMENT AND TERM

3.1. SCOPE OF WORK. Motorola will provide, install and test the System, and perform its other contractual responsibilities, all in accordance with this Agreement. Customer will perform its contractual responsibilities in accordance with this Agreement.

3.2. CHANGE ORDERS. Either Party may request changes within the general scope of this Agreement. If a requested change causes an increase or decrease in the cost or time required to perform this Agreement, the Parties will agree to an equitable adjustment of the Contract Price, Performance Schedule, or both, and will reflect the adjustment in a change order. Neither Party is obligated to perform requested changes unless both Parties execute a written change order.

3.3. TERM. Unless terminated in accordance with other provisions of this Agreement or extended by mutual agreement of the Parties, the term of this Agreement begins on the Effective Date and continues until Final System Acceptance or expiration of the Warranty Period, whichever occurs last.
3.4. ADDITIONAL EQUIPMENT OR SOFTWARE. For three (3) years after the Effective Date, Customer may order additional Equipment or Software if it is then available. Each order must refer to this Agreement and must specify the pricing and delivery terms. Notwithstanding any additional or contrary terms in the order, the applicable provisions of this Agreement (except for pricing, delivery, passage of title and risk of loss to Equipment, warranty commencement, and payment terms) will govern the purchase and sale of the additional Equipment or Software. Title and risk of loss to additional Equipment will pass at shipment, warranty will commence upon delivery, and Customer will pay all such invoices in accordance with the provisions of the Local Government Prompt Payment Act (50 ILCS 505/1, et seq), based upon receipt of invoice. Motorola will send Customer an invoice as the additional Equipment is shipped or Software is licensed. Alternatively, Customer may register with and place orders through Motorola Online (“MOL”), and this Agreement will be the “Underlying Agreement” for those MOL transactions rather than the MOL On-Line Terms and Conditions of Sale. MOL registration and other information may be found at http://www.motorola.com/businessandgovernment/ and the MOL telephone number is (800) 814-0601.

3.5. INTENTIONALLY OMITTED.

3.6. MAINTENANCE SERVICE. During the Warranty Period, in addition to warranty services, Motorola will provide maintenance services for the Equipment and support for the Motorola Software pursuant to the Statement of Work set forth in Exhibit D. Those services and support are included in the Contract Price. If Customer wishes to purchase additional maintenance and support services for the Equipment during the Warranty Period, the description of and pricing for the services will be set forth in a separate document. If Customer wishes to purchase extended support for the Motorola Software after the Warranty Period, it may do so by ordering software subscription services. Unless otherwise agreed by the parties in writing, the terms and conditions applicable to those other maintenance, support or software subscription services will be Motorola’s standard Service Terms and Conditions, together with the appropriate statements of work.

3.7. MOTOROLA SOFTWARE. Any Motorola Software, including subsequent releases, is licensed to Customer solely in accordance with the Software License Agreement. Customer hereby accepts and agrees to abide by all of the terms and restrictions of the Software License Agreement.

3.8. NON-MOTOROLA SOFTWARE. Any Non-Motorola Software is licensed to Customer in accordance with the standard license, terms, and restrictions of the copyright owner on the Effective Date unless the copyright owner has granted to Motorola the right to sublicense the Non-Motorola Software pursuant to the Software License Agreement, in which case it applies and the copyright owner will have all of Licensor’s rights and protections under the Software License Agreement. Motorola makes no representations or warranties of any kind regarding Non-Motorola Software. Non-Motorola Software may include Open Source Software. All Open Source Software is licensed to Customer in accordance with, and Customer agrees to abide by, the provisions of the standard license of the copyright owner and not the Software License Agreement. Upon request by Customer, Motorola will use commercially reasonable efforts to determine whether any Open Source Software will be provided under this Agreement; and if so, identify the Open Source Software and provide to Customer a copy of the applicable standard license (or specify where that license may be found); and provide to Customer a copy of the Open Source Software source code if it is publicly available without charge (although a distribution fee or a charge for related services may be applicable).

3.9. SUBSTITUTIONS. At no additional cost to Customer, Motorola may substitute any Equipment, Software, or services to be provided by Motorola, if the substitute meets or exceeds the Specifications and is of equivalent or better quality to the Customer. Any substitution will be reflected in a change order.

3.10. OPTIONAL EQUIPMENT OR SOFTWARE. This paragraph applies only if a “Priced Options” exhibit is shown in Section 1, or if the parties amend this Agreement to add a Priced Options exhibit. During the term of the option as stated in the Priced Options exhibit (or if no term is stated, then for one (1) year after the Effective Date), Customer has the right and option to purchase the equipment, software, and related services that are described in the Priced Options exhibit. Customer may exercise this option by giving written notice to Seller which must designate what equipment, software, and related services
Customer is selecting (including quantities, if applicable). To the extent they apply, the terms and conditions of this Agreement will govern the transaction; however, the parties acknowledge that certain provisions must be agreed upon, and they agree to negotiate those in good faith promptly after Customer delivers the option exercise notice. Examples of provisions that may need to be negotiated are: specific lists of deliverables, statements of work, acceptance test plans, delivery and implementation schedules, payment terms, maintenance and support provisions, additions to or modifications of the Software License Agreement, hosting terms, and modifications to the acceptance and warranty provisions.

3.11. FIBER-BASED BACKHAUL TRANSPORT SERVICE. Motorola will arrange for fiber-based backhaul transport service pursuant to the applicable terms and conditions of this Agreement. The service will commence near the time of System Acceptance.

Section 4 PERFORMANCE SCHEDULE

The Parties will perform their respective responsibilities in accordance with the Performance Schedule. By executing this Agreement, Customer authorizes Motorola to proceed with contract performance. Customer affirms that a purchase order or notice to proceed is not required for subsequent years of service and that Customer will appropriate according to the Payment Schedule. The Customer will pay all invoices as received from Motorola and any changes in scope will be subject to the change order process as described in this Agreement. At the time of execution of this Agreement, the Customer will provide all necessary reference information to include on invoices for payment per this Agreement.

Section 5 CONTRACT PRICE, PAYMENT AND INVOICING

5.1. CONTRACT PRICE. The Contract Price in U.S. dollars is detailed in Exhibit B-1, based on initial System design. Motorola has priced the services, Software, and Equipment as an integrated system. A change in Software or Equipment quantities, or services, may affect the overall Contract Price, including discounts if applicable.

5.2. INVOICING AND PAYMENT. Motorola will submit invoices to Customer according to the Payment Schedule. Customer will pay all such invoices in accordance with the provisions of the Local Government Prompt Payment Act (50 ILCS 505/1, et seq) based upon receipt of invoice and incur interest charges for late payment in accordance with the provisions of that Act. For reference, the Federal Tax Identification Number for Motorola Solutions, Inc. is 36-1155800.

5.3. FREIGHT, TITLE, AND RISK OF LOSS. Motorola will pre-pay and add all freight charges to the invoices. Title to the Equipment will pass to Customer upon delivery. Title to Software will not pass to Customer at any time. Risk of loss will pass to Customer upon delivery of the Equipment to the Customer. Motorola will pack and ship all Equipment in accordance with good commercial practices.

5.4. INVOICING AND SHIPPING ADDRESSES. Invoices will be sent to the Customer at the following address:

ETS R of DuPage County
421 N. County Farm Road, Wheaton, IL 60187

The address which is the ultimate destination where the Equipment will be delivered to Customer is: DuPage County

The Equipment will be shipped to the Customer at the following address (insert if this information is known):
N/A

Customer may change this information by giving written notice to Motorola.
Section 6  SITES AND SITE CONDITIONS

6.1. ACCESS TO SITES. In addition to its responsibilities described elsewhere in this Agreement, Customer will provide a designated project manager; all necessary construction and building permits, zoning variances, licenses, and any other approvals that are necessary to develop or use the sites and mounting locations; and access to the work sites or vehicles identified in the Technical and Implementation Documents as reasonably requested by Motorola so that it may perform its duties in accordance with the Performance Schedule and Statement of Work. If the Statement of Work so indicates, Motorola may assist Customer in the local building permit process. Any Motorola employee, technician, or subcontractor who has not previously obtained a background check and security clearance from Customer shall obtain a background check and security clearance from Customer before commencing work for Customer.

6.2. SITE CONDITIONS. Customer will ensure that all work sites it provides will be safe, secure, and in compliance with all applicable industry and OSHA standards. To the extent applicable and unless the Statement of Work states to the contrary, Customer will ensure that these work sites have adequate: physical space; air conditioning and other environmental conditions; adequate and appropriate electrical power outlets, distribution, equipment and connections; and adequate telephone or other communication lines (including modern access and adequate interfacing networking capabilities), all for the installation, use and maintenance of the System. Before installing the Equipment or Software at a work site, Motorola may inspect the work site and advise Customer of any apparent deficiencies or non-conformities with the requirements of this Section. This Agreement is predicated upon normal soil conditions as defined by the version of E.I.A. standard RS-222 in effect on the Effective Date.

6.3. SITE ISSUES. If a Party determines that the sites identified in the Technical and Implementation Documents are no longer available or desired, or if subsurface, structural, adverse environmental or latent conditions at any site differ from those indicated in the Technical and Implementation Documents, the Parties will promptly investigate the conditions and will select replacement sites or adjust the installation plans and specifications as necessary. If change in sites or adjustment to the installation plans and specifications causes a change in the cost or time to perform, the Parties will equitably amend the Contract Price, Performance Schedule, or both, by a change order.

Section 7  TRAINING

Any training to be provided by Motorola to Customer will be described in the Statement of Work. Customer will notify Motorola immediately if a date change for a scheduled training program is required. If Motorola incurs additional costs because Customer reschedules a training program less than thirty (30) days before its scheduled start date, Motorola may recover these additional costs.

Section 8  SYSTEM ACCEPTANCE

8.1. COMMENCEMENT OF ACCEPTANCE TESTING. Motorola will provide to Customer at least ten (10) days notice before the Acceptance Tests commence. System testing will occur only in accordance with the Acceptance Test Plan.

8.2. SYSTEM ACCEPTANCE. System Acceptance will occur upon successful completion of the Acceptance Tests as determined by Customer. Upon System Acceptance, the Parties will memorialize this event by promptly executing a System Acceptance Certificate. If the Acceptance Test Plan includes separate tests for individual Subsystems or phases of the System, acceptance of the individual Subsystem or phase will occur upon the successful completion of the Acceptance Tests for the Subsystem or phase, and the Parties will promptly execute an acceptance certificate for the Subsystem or phase. If Customer believes the System has failed the completed Acceptance Tests, Customer will provide to Motorola a written notice that includes the specific details of the failure. Minor omissions or variances in the System that do not materially impair the operation of the System as a whole will not postpone System Acceptance or Subsystem acceptance, but will be corrected according to a mutually agreed schedule.
8.3. BENEFICIAL USE. Customer acknowledges that Motorola’s ability to perform its implementation and testing responsibilities may be impeded if Customer begins using the System before System Acceptance. Therefore, Customer will not commence Beneficial Use before System Acceptance without Motorola’s prior written authorization, which will not be unreasonably withheld. Motorola is not responsible for System performance deficiencies that occur during unauthorized Beneficial Use. Upon commencement of Beneficial Use, Customer assumes responsibility for the use and operation of the System.

8.4 FINAL PROJECT ACCEPTANCE. Final Project Acceptance will occur after System Acceptance when all deliverables and other work have been completed. When Final Project Acceptance occurs, the parties will promptly memorialize this final event by so indicating on the System Acceptance Certificate.

Section 9 REPRESENTATIONS AND WARRANTIES

9.1. SYSTEM FUNCTIONALITY. Motorola represents that the System will perform in accordance with the Specifications in all material respects. Upon System Acceptance or Beneficial Use, whichever occurs first, this System functionality representation is fulfilled. Motorola is not responsible for System performance deficiencies that are caused by ancillary equipment not furnished by Motorola which is attached to or used in connection with the System or for reasons or parties beyond Motorola’s control, such as natural causes; the construction of a building that adversely affects the microwave path reliability or radio frequency (RF) coverage; the addition of frequencies at System sites that cause RF interference or intermodulation; or Customer changes to load usage or configuration outside the Specifications.

9.2. EQUIPMENT WARRANTY. During the Warranty Period, Motorola warrants that the Equipment under normal use and service will be free from material defects in materials and workmanship. If System Acceptance is delayed beyond six (6) months after shipment of the Equipment by events or causes within Customer’s control, this warranty expires eighteen (18) months after the shipment of the Equipment.

9.3. MOTOROLA SOFTWARE WARRANTY. Unless otherwise stated in the Software License Agreement, during the Warranty Period, Motorola warrants the Motorola Software in accordance with the terms of the Software License Agreement and the provisions of this Section 9 that are applicable to the Motorola Software. If System Acceptance is delayed beyond six (6) months after shipment of the Motorola Software by events or causes within Customer’s control, this warranty expires eighteen (18) months after the shipment of the Motorola Software. TO THE EXTENT, IF ANY, THAT THERE IS A SEPARATE LICENSE AGREEMENT PACKAGED WITH, OR PROVIDED ELECTRONICALLY WITH, A PARTICULAR PRODUCT THAT BECOMES EFFECTIVE ON AN ACT OF ACCEPTANCE BY THE END USER, THEN THAT AGREEMENT SUPERcedes THIS SOFTWARE LICENSE AGREEMENT AS TO THE END USER OF EACH SUCH PRODUCT.

9.4. EXCLUSIONS TO EQUIPMENT AND MOTOROLA SOFTWARE WARRANTIES. These warranties do not apply to: (i) defects or damage resulting from: use of the Equipment or Motorola Software in other than its normal, customary, and authorized manner; accident, liquids, neglect, or acts of God; testing, maintenance, disassembly, repair, installation, alteration, modification, or adjustment not provided or authorized in writing by Motorola; Customer’s failure to comply with all applicable industry and OSHA standards; (ii) breakage of or damage to antennas unless caused directly by defects in material or workmanship; (iii) Equipment that has had the serial number removed or made illegible; (iv) batteries (because they carry their own separate limited warranty) or consumables; (v) freight costs to ship Equipment to the repair depot; (vi) scratches or other cosmetic damage to Equipment surfaces that does not affect the operation of the Equipment; and (vii) normal or customary wear and tear.

9.5. WARRANTY CLAIMS. To assert a warranty claim, Customer must notify Motorola in writing of the claim before the expiration of the Warranty Period. Upon receipt of this notice, Motorola will investigate the warranty claim. If this investigation confirms a valid warranty claim, Motorola will (at its option and at no additional charge to Customer) repair the defective Equipment or Motorola Software, replace it with the same or equivalent product, or refund the price of the defective Equipment or Motorola Software. That action will be the full extent of Motorola’s liability for the warranty claim. If this investigation indicates the warranty claim is not valid, then Motorola may invoice Customer for responding
to the claim on a time and materials basis using Motorola’s then current labor rates. Repaired or replaced product is warranted for the balance of the original applicable warranty period. All replaced products or parts will become the property of Motorola.

9.6. ORIGINAL END USER IS COVERED. These express limited warranties are extended by Motorola to the original user purchasing the System for commercial, industrial, or governmental use only, and are not assignable or transferable.

9.7. DISCLAIMER OF OTHER WARRANTIES. THESE WARRANTIES ARE THE COMPLETE WARRANTIES FOR THE EQUIPMENT AND MOTOROLA SOFTWARE PROVIDED UNDER THIS AGREEMENT AND ARE GIVEN IN LIEU OF ALL OTHER WARRANTIES. MOTOROLA DISCLAIMS ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Section 10 DELAYS

10.1. FORCE MAJEURE. Neither Party will be liable for its non-performance or delayed performance if caused by a Force Majeure. A Party that becomes aware of a Force Majeure that will significantly delay performance will notify the other Party promptly (but in no event later than fifteen days) after it discovers the Force Majeure. If a Force Majeure occurs, the Parties will execute a change order to extend the Performance Schedule for a time period that is reasonable under the circumstances.

10.2. PERFORMANCE SCHEDULE DELAYS CAUSED BY CUSTOMER. If Customer (including its other contractors) delays the Performance Schedule, it will make the promised payments according to the Payment Schedule as if no delay occurred; and the Parties will execute a change order to extend the Performance Schedule and, if requested, compensate Motorola for all reasonable charges incurred because of the delay. Delay charges may include costs incurred by Motorola or its subcontractors for additional freight, warehousing and handling of Equipment; extension of the warranties; travel; suspending and re-mobilizing the work; additional engineering, project management, and standby time calculated at then current rates; and preparing and implementing an alternative implementation plan.

Section 11 DISPUTES

The Parties will use the following procedure to address any dispute arising under this Agreement (a “Dispute”).

11.1. GOVERNING LAW. This Agreement will be governed by and construed in accordance with the laws of the State in which the System is installed.

11.2. NEGOTIATION. Either Party may initiate the Dispute resolution procedures by sending a notice of Dispute (“Notice of Dispute”). The Parties will attempt to resolve the Dispute promptly through good faith negotiations including 1) timely escalation of the Dispute to executives who have authority to settle the Dispute and who are at a higher level of management than the persons with direct responsibility for the matter and 2) direct communication between the executives.

11.4. LITIGATION, VENUE and JURISDICTION. If a Dispute remains unresolved for sixty (60) days after receipt of the Notice of Dispute, either Party may then submit the Dispute to the Circuit Court of the Eighteenth Judicial Circuit, DuPage County, State of Illinois or United States District Court for the Northern District of Illinois. Each Party irrevocably agrees to submit to the exclusive jurisdiction of the courts in such state over any claim or matter arising under or in connection with this Agreement.

11.5. CONFIDENTIALITY. All communications pursuant to subsections 11.2 and 11.3 will be treated as compromise and settlement negotiations for purposes of applicable rules of evidence and any additional confidentiality protections provided by applicable law. The use of these Dispute resolution procedures will not be construed under the doctrines of laches, waiver or estoppel to affect adversely the rights of either Party.
Section 12  DEFAULT AND TERMINATION

12.1  DEFAULT BY A PARTY.  If either Party fails to perform a material obligation under this Agreement, the other Party may consider the non-performing Party to be in default (unless a Force Majeure causes the failure) and may assert a default claim by giving the non-performing Party a written and detailed notice of default.  Except for a default by Customer for failing to pay any amount when due under this Agreement which must be cured immediately, the defaulting Party will have thirty (30) days after receipt of the notice of default to either cure the default or, if the default is not curable within thirty (30) days, provide a written cure plan.  The defaulting Party will begin implementing the cure plan immediately after receipt of notice by the other Party that it approves the plan.  If Customer is the defaulting Party, Motorola may stop work on the project until it approves the Customer’s cure plan.

12.2  FAILURE TO CURE.  If a defaulting Party fails to cure the default as provided above in Section 12.1, unless otherwise agreed in writing, the non-defaulting Party may terminate any unfulfilled portion of this Agreement.  In the event of termination for default, the defaulting Party will promptly return to the non-defaulting Party any of its Confidential Information.  If Customer is the non-defaulting Party, terminates this Agreement as permitted by this Section, and completes the System through a third Party, Customer may as its exclusive remedy recover from Motorola reasonable costs incurred to complete the System to a capability not exceeding that specified in this Agreement less the unpaid portion of the Contract Price.  Customer will mitigate damages and provide Motorola with detailed invoices substantiating the charges.

12.3  CONVENIENCE.  Customer may terminate this Agreement (in whole or part) at any time.  To exercise this right, Customer must provide to Motorola formal written notice at least thirty (30) days in advance of the effective date of the termination.  The notice must explicitly state the effective date of the termination and whether the contract termination is in whole or in part, and if in part, which part is being terminated.  If Customer exercises this right to terminate for convenience, it will be liable to pay Motorola for (1) the portion of the Contract Price attributable to the Equipment and/or Software delivered, and all services performed, on or before the effective date of the termination; and (2) costs and expenses that Motorola incurs as a result of the termination of the Agreement, including but not limited to costs and expenses associated with cancellation of subcontracts, restocking fees, removal of installation or test equipment, etc.  If the portion of the Contract Price and/or the recoverable costs and expenses attributable to the termination of the Agreement are not readily ascertainable, Customer will be liable to pay Motorola for the reasonable value of such Equipment, Software, services, costs and expenses.  Notwithstanding the above, Customer shall have no right to terminate this Agreement if Motorola has given Customer a notice of default and such default has not been cured.

12.4  INTENTIONALLY OMITTED.
Section 13  INDEMNIFICATION

13.1. GENERAL INDEMNITY BY MOTOROLA. Motorola will indemnify and hold Customer harmless from any and all liability, expense, judgment, suit, cause of action, or demand for personal injury, death, or direct damage to tangible property which may accrue against Customer arising from performance of this Agreement to the extent permitted by law and caused by tortious or wrongful acts or omissions of Motorola, its subcontractors, or their employees or agents, if Customer gives Motorola prompt, written notice of any the claim or suit. Customer will cooperate with Motorola in its defense or settlement of the claim or suit. This section sets forth the full extent of Motorola’s general indemnification of Customer from liabilities that are in any way related to Motorola’s performance under this Agreement.

13.2. INTENTIONALLY OMITTED.

13.3. PATENT AND COPYRIGHT INFRINGEMENT.

13.3.1. Motorola will defend at its expense any suit brought against Customer to the extent it is based on a third-party claim alleging that the Equipment manufactured by Motorola or the Motorola Software ("Motorola Product") directly infringes a United States patent or copyright ("Infringement Claim"). Motorola’s duties to defend and indemnify are conditioned upon: Customer promptly notifying Motorola in writing of the Infringement Claim; Motorola having sole control of the defense of the suit and all negotiations for its settlement or compromise; and Customer providing to Motorola cooperation and, if requested by Motorola, reasonable assistance in the defense of the Infringement Claim. In addition to Motorola’s obligation to defend, and subject to the same conditions, Motorola will pay all damages finally awarded against Customer by a court of competent jurisdiction for an Infringement Claim or agreed to, in writing, by Motorola in settlement of an Infringement Claim. Notwithstanding any provision of this Paragraph to the contrary, the State’s Attorney of DuPage County is the Customer’s exclusive legal representative. Motorola’s control of the defense of the suit and all negotiations for its settlement or compromise shall be subject to the approval of the State’s Attorney, who shall not unreasonably interfere with Motorola’s defense, negotiations, or settlement.

13.3.2. If an Infringement Claim occurs, or in Motorola's opinion is likely to occur, Motorola may at its option and expense: (a) procure for Customer the right to continue using the Motorola Product; (b) replace or modify the Motorola Product so that it becomes non-infringing while providing functionally equivalent performance; or (c) accept the return of the Motorola Product and grant Customer a credit for the Motorola Product, less a reasonable charge for depreciation. The depreciation amount will be calculated based upon generally accepted accounting standards.

13.3.3. Motorola will have no duty to defend or indemnify for any Infringement Claim that is based upon: (a) the combination of the Motorola Product with any software, apparatus or device not furnished by Motorola; (b) the use of ancillary equipment or software not furnished by Motorola and that is attached to or used in connection with the Motorola Product; (c) Motorola Product designed or manufactured in accordance with Customer's designs, specifications, guidelines or instructions, if the alleged infringement would not have occurred without such designs, specifications, guidelines or instructions; (d) a modification of the Motorola Product by a party other than Motorola; (e) use of the Motorola Product in a manner for which the Motorola Product was not designed or that is inconsistent with the terms of this Agreement; or (f) the failure by Customer to install an enhancement release to the Motorola Software that is intended to correct the claimed infringement. In no event will Motorola’s liability resulting from its indemnity obligation to Customer extend in any way to royalties payable on a per use basis or the Customer’s revenues, or any royalty basis other than a reasonable royalty based upon revenue derived by Motorola from Customer from sales or license of the infringing Motorola Product.

13.3.4. This Section 13 provides Customer’s sole and exclusive remedies and Motorola’s entire liability in the event of an Infringement Claim. Customer has no right to recover and Motorola has no obligation to provide any other or further remedies, whether under another provision of this Agreement or any other legal theory or principle, in connection with an Infringement Claim. In addition, the rights and remedies provided in this Section 13 are subject to and limited by the restrictions set forth in Section 14.
Section 14 LIMITATION OF LIABILITY

Except for personal injury or death, Motorola's total liability, whether for breach of contract, warranty, negligence, strict liability in tort, indemnification, or otherwise, will be limited to the direct damages recoverable under law, but not to exceed the price of the Equipment, Software, or services with respect to which losses or damages are claimed. ALTHOUGH THE PARTIES ACKNOWLEDGE THE POSSIBILITY OF SUCH LOSSES OR DAMAGES, THEY AGREE THAT MOTOROLA WILL NOT BE LIABLE FOR ANY COMMERCIAL LOSS; INCONVENIENCE; LOSS OF USE, TIME, DATA, GOOD WILL, REVENUES, PROFITS OR SAVINGS; OR OTHER SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES IN ANY WAY RELATED TO OR ARISING FROM THIS AGREEMENT, THE SALE OR USE OF THE EQUIPMENT OR SOFTWARE, OR THE PERFORMANCE OF SERVICES BY MOTOROLA PURSUANT TO THIS AGREEMENT. This limitation of liability provision survives the expiration or termination of the Agreement and applies notwithstanding any contrary provision. No action for contract breach or otherwise relating to the transactions contemplated by this Agreement may be brought more than one (1) year after the accrual of the cause of action, except for money due upon an open account.

Section 15 CONFIDENTIALITY AND PROPRIETARY RIGHTS

15.1. CONFIDENTIAL INFORMATION. During the term of this Agreement, the parties may provide each other with Confidential Information. Each Party will: maintain the confidentiality of the other Party's Confidential Information and not disclose it to any third party, except as authorized by the disclosing Party in writing or as required by a court of competent jurisdiction; restrict disclosure of the Confidential Information to its employees who have a “need to know” and not copy or reproduce the Confidential Information; take necessary and appropriate precautions to guard the confidentiality of the Confidential Information, including informing its employees who handle the Confidential Information that it is confidential and is not to be disclosed to others, but these precautions will be at least the same degree of care that the receiving Party applies to its own confidential information and will not be less than reasonable care; and use the Confidential Information only in furtherance of the performance of this Agreement. Confidential Information is and will at all times remain the property of the disclosing Party, and no grant of any proprietary rights in the Confidential Information is given or intended, including any express or implied license, other than the limited right of the recipient to use the Confidential Information in the manner and to the extent permitted by this Agreement.

15.2. PRESERVATION OF MOTOROLA’S PROPRIETARY RIGHTS. Motorola, the third party manufacturer of any Equipment, and the copyright owner of any Non-Motorola Software own and retain all of their respective Proprietary Rights in the Equipment and Software, and nothing in this Agreement is intended to restrict their Proprietary Rights. All intellectual property developed, originated, or prepared by Motorola in connection with providing to Customer the Equipment, Software, or related services remain vested exclusively in Motorola, and this Agreement does not grant to Customer any shared development rights of intellectual property. Except as explicitly provided in the Software License Agreement, Motorola does not grant to Customer, either directly or by implication, estoppel, or otherwise, any right, title or interest in Motorola’s Proprietary Rights. Customer will not modify, disassemble, peel components, decompile, otherwise reverse engineer or attempt to reverse engineer, derive source code or create derivative works from, adapt, translate, merge with other software, reproduce, distribute, sublicense, sell or export the Software, or permit or encourage any third party to do so. The preceding sentence does not apply to Open Source Software which is governed by the standard license of the copyright owner.

Section 16 GENERAL

16.1. TAXES. The Contract Price does not include any excise, sales, lease, use, property, or other taxes, assessments or duties, all of which will be paid by Customer except as exempt by law. If Motorola is required to pay any of these taxes, Motorola will send an invoice to Customer and Customer will pay to Motorola the amount of the taxes (including any interest and penalties) in accordance with the provisions of the Local Government Prompt Payment Act (50 ILCS 505/1, et seq) based upon receipt of invoice. Customer will be solely responsible for reporting the Equipment for personal property tax purposes, and Motorola will be solely responsible for reporting taxes on its income or net worth.
16.2. ASSIGNABILITY AND SUBCONTRACTING. Except as provided herein, neither Party may assign this Agreement or any of its rights or obligations hereunder without the prior written consent of the other Party, which consent will not be unreasonably withheld. Any attempted assignment, delegation, or transfer without the necessary consent will be void. Notwithstanding the foregoing, Motorola may assign this Agreement to any of its affiliates or its right to receive payment without the prior consent of Customer. In addition, in the event Motorola separates one or more of its businesses (each a “Separated Business”), whether by way of a sale, establishment of a joint venture, spin-off or otherwise (each a “Separation Event”), Motorola may, without the prior written consent of the other Party and at no additional cost to Motorola, assign this Agreement such that it will continue to benefit the Separated Business and its affiliates (and Motorola and its affiliates, to the extent applicable) following the Separation Event. Motorola may subcontract any of the work, but subcontracting will not relieve Motorola of its duties under this Agreement.

16.3 WAIVER. Failure or delay by either Party to exercise a right or power under this Agreement will not be a waiver of the right or power. For a waiver of a right or power to be effective, it must be in a writing signed by the waiving Party. An effective waiver of a right or power will not be construed as either a future or continuing waiver of that same right or power, or the waiver of any other right or power.

16.4. SEVERABILITY. If a court of competent jurisdiction renders any part of this Agreement invalid or unenforceable, that part will be severed and the remainder of this Agreement will continue in full force and effect.

16.5. INDEPENDENT CONTRACTORS. Each Party will perform its duties under this Agreement as an independent contractor. The Parties and their personnel will not be considered to be employees or agents of the other Party. Nothing in this Agreement will be interpreted as granting either Party the right or authority to make commitments of any kind for the other. This Agreement will not constitute, create, or be interpreted as a joint venture, partnership or formal business organization of any kind.

16.6. HEADINGS AND SECTION REFERENCES. The section headings in this Agreement are inserted only for convenience and are not to be construed as part of this Agreement or as a limitation of the scope of the particular section to which the heading refers. This Agreement will be fairly interpreted in accordance with its terms and conditions and not for or against either Party.

16.7. ENTIRE AGREEMENT. This Agreement, including all Exhibits, constitutes the entire agreement of the Parties regarding the subject matter of the Agreement and supersedes all previous agreements, proposals, and understandings, whether written or oral, relating to this subject matter. This Agreement may be executed in multiple counterparts, each of which shall be an original and all of which shall constitute one and the same instrument. A facsimile copy or computer image, such as a PDF or tiff image, or a signature shall be treated as and shall have the same effect as an original signature. In addition, a true and correct facsimile copy or computer image of this Agreement shall be treated as and shall have the same effect as an original signed copy of this document. This Agreement may be amended or modified only by a written instrument signed by authorized representatives of both Parties. The preprinted terms and conditions found on any Customer purchase order, acknowledgment or other form will not be considered an amendment or modification of this Agreement, even if a representative of each Party signs that document.

16.8. NOTICES. Notices required under this Agreement to be given by one Party to the other must be in writing and either personally delivered or sent to the address shown below by certified mail, return receipt requested and postage prepaid (or by a recognized courier service, such as Federal Express, UPS, or DHL), or by facsimile with correct answering received, and will be effective upon receipt:

Motorola Solutions, Inc. DuPage County ETSB
Attn: Law Department Attn: 911 System Coordinator
500 West Monroe Street, 43rd Floor 421 County Farm Road
Chicago, IL 60661 Wheaton, IL 60187

Motorola.CSA.PREVIOUSLY NEGOTIATED_FINAL.5.30.18
Motorola Contract No. __________________________
16.9. COMPLIANCE WITH APPLICABLE LAWS. Each Party will comply with all applicable federal, state, and local laws, regulations and rules concerning the performance of this Agreement or use of the System. Customer will obtain and comply with all Federal Communications Commission ("FCC") licenses and authorizations required for the installation, operation and use of the System before the scheduled installation of the Equipment. Although Motorola might assist Customer in the preparation of its FCC license applications, neither Motorola nor any of its employees is an agent or representative of Customer in FCC or other matters.

16.10. AUTHORITY TO EXECUTE AGREEMENT. Each Party represents that it has obtained all necessary approvals, consents and authorizations to enter into this Agreement and to perform its duties under this Agreement; the person executing this Agreement on its behalf has the authority to do so; upon execution and delivery of this Agreement by the Parties, it is a valid and binding contract, enforceable in accordance with its terms; and the execution, delivery, and performance of this Agreement does not violate any bylaw, charter, regulation, law or any other governing authority of the Party.

16.11. ADMINISTRATOR LEVEL ACCOUNT ACCESS. Motorola will provide Customer with Administrative User Credentials. Customer agrees to only grant Administrative User Credentials to those personnel with the training or experience to correctly use the access. Customer is responsible for protecting Administrative User Credentials from disclosure and maintaining Credential validity by, among other things, updating passwords when required. Customer may be asked to provide valid Administrative User Credentials when in contact with Motorola System support. Customer understands that changes made as the Administrative User can significantly impact the performance of the System. Customer agrees that it will be solely responsible for any negative impact on the System or its users by any such changes. System issues occurring as a result of changes made by an Administrative User may impact Motorola's ability to perform its obligations under the Agreement or its Maintenance and Support Agreement. In such cases, a revision to the appropriate provisions of the Agreement, including the Statement of Work, may be necessary. To the extent Motorola provides assistance to correct any issues caused by or arising out of the use of or failure to maintain Administrative User Credentials, Motorola will be entitled to bill Customer and Customer will pay Motorola on a time and materials basis for resolving the issue.

16.12. SURVIVAL OF TERMS. The following provisions will survive the expiration or termination of this Agreement for any reason: Section 3.7 (Motorola Software); Section 3.8 (Non-Motorola Software); if any payment obligations exist, Sections 5.1 and 5.2 (Contract Price and Invoicing and Payment); Subsection 9.7 (Disclaimer of Implied Warranties); Section 11 (Disputes); Section 14 (Limitation of Liability); and Section 15 (Confidentiality and Proprietary Rights); and all of the General provisions in Section 16.
The Parties hereby enter into this Agreement as of the Effective Date.

Motorola Solutions, Inc.  
By: ____________________________  
Name: ____________________________  
Title: ____________________________  
Date: ____________________________

DuPage County ETSB  
By: ____________________________  
Name: ____________________________  
Title: ____________________________  
Date: ____________________________
Exhibit A

SOFTWARE LICENSE AGREEMENT

This Exhibit A Software License Agreement ("Agreement") is between Motorola Solutions, Inc., ("Motorola"), and Emergency Telephone System Board of the County of DuPage, an agency of the County of DuPage ("Licensee").

For good and valuable consideration, the parties agree as follows:

Section 1  DEFINITIONS

1.1  "Designated Products" means products provided by Motorola to Licensee with which or for which the Software and Documentation is licensed for use.

1.2  "Documentation" means product and software documentation that specifies technical and performance features and capabilities, and the user, operation and training manuals for the Software (including all physical or electronic media upon which such information is provided).

1.3  "Open Source Software" means software with either freely obtainable source code, license for modification, or permission for free distribution.

1.4  "Open Source Software License" means the terms or conditions under which the Open Source Software is licensed.

1.5  "Primary Agreement" means the agreement to which this exhibit is attached.

1.6  "Security Vulnerability" means a flaw or weakness in system security procedures, design, implementation, or internal controls that could be exercised (accidentally triggered or intentionally exploited) and result in a security breach such that data is compromised, manipulated or stolen or the system damaged.

1.7  "Software" (i) means proprietary software in object code format, and adaptations, translations, de-compilations, disassemblies, emulations, or derivative works of such software; (ii) means any modifications, enhancements, new versions and new releases of the software provided by Motorola; and (iii) may contain one or more items of software owned by a third party supplier. The term "Software" does not include any third party software provided under separate license or third party software not licensable under the terms of this Agreement.

Section 2  SCOPE

Motorola and Licensee enter into this Agreement in connection with Motorola's delivery of certain proprietary Software or products containing embedded or pre-loaded proprietary Software, or both. This Agreement contains the terms and conditions of the license Motorola is providing to Licensee, and Licensee's use of the Software and Documentation.

Section 3  GRANT OF LICENSE

3.1.  Subject to the provisions of this Agreement and the payment of applicable license fees, Motorola grants to Licensee a personal, limited, non-transferable (except as permitted in Section 7) and non-exclusive license under Motorola’s copyrights and Confidential Information (as defined in the Primary Agreement) embodied in the Software to use the Software, in object code form, and the Documentation solely in connection with Licensee’s use of the Designated Products. This Agreement does not grant any rights to source code.
3.2. If the Software licensed under this Agreement contains or is derived from Open Source Software, the terms and conditions governing the use of such Open Source Software are in the Open Source Software Licenses of the copyright owner and not this Agreement. If there is a conflict between the terms and conditions of this Agreement and the terms and conditions of the Open Source Software Licenses governing Licensee's use of the Open Source Software, the terms and conditions of the license grant of the applicable Open Source Software Licenses will take precedence over the license grants in this Agreement. If requested by Licensee, Motorola will use commercially reasonable efforts to: (i) determine whether any Open Source Software is provided under this Agreement; (ii) identify the Open Source Software and provide Licensee a copy of the applicable Open Source Software License (or specify where that license may be found); and, (iii) provide Licensee a copy of the Open Source Software source code, without charge, if it is publicly available (although distribution fees may be applicable).

Section 4 LIMITATIONS ON USE

4.1. Licensee may use the Software only for Licensee’s internal business purposes and only in accordance with the Documentation. Any other use of the Software is strictly prohibited. Without limiting the general nature of these restrictions, Licensee will not make the Software available for use by third parties on a "time sharing," "application service provider," or "service bureau" basis or for any other similar commercial rental or sharing arrangement.

4.2. Licensee will not, and will not allow or enable any third party to: (i) reverse engineer, disassemble, peel components, decompile, reprogram or otherwise reduce the Software or any portion to a human perceptible form or otherwise attempt to recreate the source code; (ii) modify, adapt, create derivative works of, or merge the Software; (iii) copy, reproduce, distribute, lend, or lease the Software or Documentation to any third party, grant any sublicense or other rights in the Software or Documentation to any third party, or take any action that would cause the Software or Documentation to be placed in the public domain; (iv) remove, or in any way alter or obscure, any copyright notice or other notice of Motorola's proprietary rights; (v) provide, copy, transmit, disclose, divulge or make the Software or Documentation available to, or permit the use of the Software by any third party or on any machine except as expressly authorized by this Agreement; or (vi) use, or permit the use of, the Software in a manner that would result in the production of a copy of the Software solely by activating a machine containing the Software. Licensee may make one copy of Software to be used solely for archival, back-up, or disaster recovery purposes; provided that Licensee may not operate that copy of the Software at the same time as the original Software is being operated. Licensee may make as many copies of the Documentation as it may reasonably require for the internal use of the Software.

4.3. Unless otherwise authorized by Motorola in writing, Licensee will not, and will not enable or allow any third party to: (i) install a licensed copy of the Software on more than one unit of a Designated Product; or (ii) copy onto or transfer Software installed in one unit of a Designated Product onto one other device. Licensee may temporarily transfer Software installed on a Designated Product to another device if the Designated Product is inoperable or malfunctioning, if Licensee provides written notice to Motorola of the temporary transfer and identifies the device on which the Software is transferred. Temporary transfer of the Software to another device must be discontinued when the original Designated Product is returned to operation and the Software must be removed from the other device. Licensee must provide prompt written notice to Motorola at the time temporary transfer is discontinued.

4.4. When using Motorola's Radio Service Software ("RSS"), Licensee must purchase a separate license for each location at which Licensee uses RSS. Licensee's use of RSS at a licensed location does not entitle Licensee to use or access RSS remotely. Licensee may make one copy of RSS for each licensed location. Licensee shall provide Motorola with a list of all locations at which Licensee uses or intends to use RSS upon Motorola's request.

4.5. Licensee will maintain, during the term of this Agreement and for a period of two years thereafter, accurate records relating to this license grant to verify compliance with this Agreement. Motorola or an independent third party ("Auditor") may inspect Licensee's premises, books and records, upon reasonable prior notice to Licensee, during Licensee's normal business hours and subject to Licensee's facility and security regulations. Motorola is responsible for the payment of all expenses and costs of the Auditor.
Any information obtained by Motorola and the Auditor will be kept in strict confidence by Motorola and the Auditor and used solely for the purpose of verifying Licensee’s compliance with the terms of this Agreement.

Section 5 OWNERSHIP AND TITLE

Motorola, its licensors, and its suppliers retain all of their proprietary rights in any form in and to the Software and Documentation, including, but not limited to, all rights in patents, patent applications, inventions, copyrights, trademarks, trade secrets, trade names, and other proprietary rights in or relating to the Software and Documentation (including any corrections, bug fixes, enhancements, updates, modifications, adaptations, translations, de-compilations, disassemblies, emulations to or derivative works from the Software or Documentation, whether made by Motorola or another party, or any improvements that result from Motorola’s processes or, provision of information services). No rights are granted to Licensee under this Agreement by implication, estoppel or otherwise, except for those rights which are expressly granted to Licensee in this Agreement. All intellectual property developed, originated, or prepared by Motorola in connection with providing the Software, Designated Products, Documentation or related services, remains vested exclusively in Motorola, and Licensee will not have any shared development or other intellectual property rights.

Section 6 LIMITED WARRANTY; DISCLAIMER OF WARRANTY

6.1 Subject to the Customer delay provision of Section 9.3 of the Communications System Agreement, the commencement date and the term of the Software warranty for Software included in the System will be a period of one (1) year from the date of System Acceptance or Beneficial Use, whichever occurs first (the "Warranty Period"). The commencement date and the term of the Software warranty for Software licensed separately from the System in accordance with Section 3.4 of the Communications System Agreement will be a period of ninety (90) days from Motorola’s shipment of the Software. If Licensee is not in breach of any of its obligations under this Agreement, Motorola warrants that the unmodified Software, when used properly and in accordance with the Documentation and this Agreement, will be free from a reproducible defect that eliminates the functionality or successful operation of a feature critical to the primary functionality or successful operation of the Software. Whether a defect occurs will be determined by Motorola solely with reference to the Documentation. Motorola does not warrant that Licensee’s use of the Software or the Designated Products will be uninterrupted, error-free, completely free of Security Vulnerabilities, or that the Software or the Designated Products will meet Licensee’s particular requirements. Motorola makes no representations or warranties with respect to any third party software included in the Software.

6.2 Motorola’s sole obligation to Licensee and Licensee’s exclusive remedy under this warranty is to use reasonable efforts to remedy any material Software defect covered by this warranty. These efforts will involve either replacing the media or attempting to correct significant, demonstrable program or documentation errors or Security Vulnerabilities. If Motorola cannot correct the defect within a reasonable time, then at Motorola’s option, Motorola will replace the defective Software with functionally-equivalent Software, license to Licensee substitute Software which will accomplish the same objective, or terminate the license and refund the Licensee’s paid license fee.

6.3 Warranty claims are described in the Primary Agreement.

6.4 The express warranties set forth in this Section 6 are in lieu of, and Motorola disclaims, any and all other warranties (express or implied, oral or written) with respect to the Software or Documentation, including, without limitation, any and all implied warranties of condition, title, non-infringement, merchantability, or fitness for a particular purpose or use by Licensee (whether or not Motorola knows, has reason to know, has been advised, or is otherwise aware of any such purpose or use), whether arising by law, by reason of custom or usage of trade, or by course of dealing. In addition, Motorola disclaims any warranty to any person other than Licensee with respect to the Software or Documentation.
Section 7 TRANSFERS

Licensee will not transfer the Software or Documentation to any third party without Motorola's prior written consent. Motorola's consent may be withheld at its discretion and may be conditioned upon transferee paying all applicable license fees and agreeing to be bound by this Agreement. If the Designated Products are Motorola's radio products and Licensee transfers ownership of the Motorola radio products to a third party, Licensee may assign its right to use the Software (other than RSS and Motorola's FLASHPort® software) which is embedded in or furnished for use with the radio products and the related Documentation; provided that Licensee transfers all copies of the Software and Documentation to the transferee, and Licensee and the transferee sign a transfer form to be provided by Motorola upon request, obligating the transferee to be bound by this Agreement.

Section 8 TERM AND TERMINATION

8.1 Licensee’s right to use the Software and Documentation will begin when the Primary Agreement is signed by both parties and will continue for the life of the Designated Products with which or for which the Software and Documentation have been provided by Motorola, unless Licensee breaches this Agreement, in which case this Agreement and Licensee’s right to use the Software and Documentation may be terminated immediately upon notice by Motorola.

8.2 Within thirty (30) days after termination of this Agreement, Licensee must certify in writing to Motorola that all copies of the Software have been removed or deleted from the Designated Products and that all copies of the Software and Documentation have been returned to Motorola or destroyed by Licensee and are no longer in use by Licensee.

8.3 Licensee acknowledges that Motorola made a considerable investment of resources in the development, marketing, and distribution of the Software and Documentation and that Licensee's breach of this Agreement will result in irreparable harm to Motorola for which monetary damages would be inadequate. If Licensee breaches this Agreement, Motorola may terminate this Agreement and be entitled to all available remedies at law or in equity (including immediate injunctive relief and repossession of all non-embedded Software and associated Documentation unless Licensee is a Federal agency of the United States Government).

Section 9 UNITED STATES GOVERNMENT LICENSING PROVISIONS

This Section applies if Licensee is the United States Government or a United States Government agency. Licensee’s use, duplication or disclosure of the Software and Documentation under Motorola’s copyrights or trade secret rights is subject to the restrictions set forth in subparagraphs (c)(1) and (2) of the Commercial Computer Software-Restricted Rights clause at FAR 52.227-19 (JUNE 1987), if applicable, unless they are being provided to the Department of Defense. If the Software and Documentation are being provided to the Department of Defense, Licensee’s use, duplication, or disclosure of the Software and Documentation is subject to the restricted rights set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.227-7013 (OCT 1988), if applicable. The Software and Documentation may or may not include a Restricted Rights notice, or other notice referring to this Agreement. The provisions of this Agreement will continue to apply, but only to the extent that they are consistent with the rights provided to the Licensee under the provisions of the FAR or DFARS mentioned above, as applicable to the particular procuring agency and procurement transaction.

Section 10 CONFIDENTIALITY

Licensee acknowledges that the Software and Documentation contain Motorola’s valuable proprietary and Confidential Information and are Motorola’s trade secrets, and that the provisions in the Primary Agreement concerning Confidential Information apply.

Section 11 LIMITATION OF LIABILITY

The Limitation of Liability provision is described in the Primary Agreement.
Section 12   NOTICES

Notices are described in the Primary Agreement.

Section 13   GENERAL

13.1. COPYRIGHT NOTICES. The existence of a copyright notice on the Software will not be construed as an admission or presumption of publication of the Software or public disclosure of any trade secrets associated with the Software.

13.2. COMPLIANCE WITH LAWS. Licensee acknowledges that the Software is subject to the laws and regulations of the United States and Licensee will comply with all applicable laws and regulations, including export laws and regulations of the United States. Licensee will not, without the prior authorization of Motorola and the appropriate governmental authority of the United States, in any form export or re-export, sell or resell, ship or reship, or divert, through direct or indirect means, any item or technical data or direct or indirect products sold or otherwise furnished to any person within any territory for which the United States Government or any of its agencies at the time of the action, requires an export license or other governmental approval. Violation of this provision is a material breach of this Agreement.

13.3. ASSIGNMENTS AND SUBCONTRACTING. Motorola may assign its rights or subcontract its obligations under this Agreement, or encumber or sell its rights in any Software, without prior notice to or consent of Licensee.

13.4. GOVERNING LAW. This Agreement is governed by the laws of the United States to the extent that they apply and otherwise by the internal substantive laws of the State of Illinois. The terms of the U.N. Convention on Contracts for the International Sale of Goods do not apply. In the event that the Uniform Computer Information Transaction Act, any version of this Act, or a substantially similar law (collectively "UCITA") becomes applicable to a party's performance under this Agreement, UCITA does not govern any aspect of this Agreement or any license granted under this Agreement, or any of the parties' rights or obligations under this Agreement. The governing law will be that in effect prior to the applicability of UCITA.

13.5. THIRD PARTY BENEFICIARIES. This Agreement is entered into solely for the benefit of Motorola and Licensee. No third party has the right to make any claim or assert any right under this Agreement, and no third party is deemed a beneficiary of this Agreement. Notwithstanding the foregoing, any licensor or supplier of third party software included in the Software will be a direct and intended third party beneficiary of this Agreement.

13.6. SURVIVAL. Sections 4, 5, 6.4, 7, 8, 9, 10, 11 and 13 survive the termination of this Agreement.

13.7. ORDER OF PRECEDENCE. In the event of inconsistencies between this Exhibit and the Primary Agreement, the parties agree that this Exhibit prevails, only with respect to the specific subject matter of this Exhibit, and not the Primary Agreement or any other exhibit as it applies to any other subject matter.

13.8 SECURITY. Motorola uses reasonable means in the design and writing of its own Software and the acquisition of third party Software to limit Security Vulnerabilities. While no software can be guaranteed to be free from Security Vulnerabilities, if a Security Vulnerability is discovered, Motorola will take the steps set forth in Section 6 of this Agreement.
Exhibit B-1

PRICING SUMMARY

SEE MOTOROLA’S PROPOSAL DATED MAY 30, 2018
Exhibit B-2

PAYMENT SCHEDULE

Except for a payment that is due on the Effective Date, Customer will make payments to Motorola Solutions per the Illinois Prompt Payment Act (50 ILCS 505/1. Customer will make payments when due in the form of a check, cashier’s check, or wire transfer drawn on a U.S. financial institution and in accordance with the following milestones.

• 100% of STARCOM21 Impact Fee – Due upon contract execution.

• 100% of Enhanced Data & System Integration for Engineering, System Technologist Project Management – Due upon contract execution.

• 100% of System Integration for Warrenville/Naperville Interoperability Solution – Due upon contract execution.

• 100% of Enhanced Data, GPS Flash Kits, TDMA Flash Kits – Will be invoiced upon Shipment.
• Installation of Flash Kits – invoiced upon completion of services.
Motorola Solutions shall make partial shipments of equipment and will request payment upon shipment of such equipment. In addition, Motorola Solutions shall invoice for installations or civil work completed on a site-by-site basis or when professional services are completed, when applicable. The value of the equipment shipped/services performed will be determined by the value shipped/services performed as a percentage of the total milestone value.

**STARCOM21 Airt ime** – Motorola Solutions will invoice Customer annually in advance of each year of the plan.
Exhibit C

TECHNICAL AND IMPLEMENTATION DOCUMENTS

SEE MOTOROLA’S PROPOSAL DATED MAY 30, 2018
Exhibit D

SERVICE STATEMENT(S) OF WORK AND SERVICE TERMS AND CONDITIONS

INAPPLICABLE
SERVICE TERMS AND CONDITIONS

Motorola Solutions, Inc. ("Motorola") and the customer named in the Communications System Agreement ("Customer") hereby agree as follows:

Section 1  APPLICABILITY

These Service Terms and Conditions apply to Maintenance Services provided in accordance with the Statements of Work included in Exhibit D of the Communications System Agreement to which these terms and conditions are attached.

Section 2  DEFINITIONS AND INTERPRETATION

2.1. "Agreement" means these Service Terms and Conditions and the other attachments in Exhibit D of the Communications System Agreement, all of which are incorporated herein by this reference. In interpreting this Agreement and resolving any ambiguities, these Service Terms and Conditions take precedence over the other attachments in Exhibit D.

2.2. "Equipment" means the equipment that is specified in the attachments or is subsequently added to this Agreement.

2.3. "Services" means those installation, maintenance, support, training, and other services described in this Agreement.

Section 3  ACCEPTANCE

Customer accepts these Service Terms and Conditions and agrees to pay the prices set forth in Exhibit B of the Communications System Agreement to which these terms and conditions are attached.

Section 4  SCOPE OF SERVICES

4.1. Motorola will provide the Services described in this Agreement or in a more detailed statement of work or other document attached to this Agreement. At Customer’s request, Motorola may also provide additional services at Motorola’s then-applicable rates for the services.

4.2. If Motorola is providing Services for Equipment, Motorola parts or parts of equal quality will be used; the Equipment will be serviced at levels set forth in the manufacturer’s product manuals; and routine service procedures that are prescribed by Motorola will be followed.

4.3. If Customer purchases from Motorola additional equipment that becomes part of the same system as the initial Equipment, the additional equipment may be added to this Agreement and will be billed at the applicable rates after the warranty for that additional equipment expires.

4.4. All Equipment must be in good working order on the Start Date or when additional equipment is added to the Agreement. Upon reasonable request by Motorola, Customer will provide a complete serial and model number list of the Equipment. Customer must promptly notify Motorola in writing when any Equipment is lost, damaged, stolen or taken out of service. Customer’s obligation to pay Service fees for this Equipment will terminate at the end of the month in which Motorola receives the written notice.

4.5. Customer must specifically identify any Equipment that is labeled intrinsically safe for use in hazardous environments.

4.6. If Equipment cannot, in Motorola’s reasonable opinion, be properly or economically serviced for any reason, Motorola may modify the scope of Services related to that Equipment; remove that Equipment from the Agreement; or increase the price to Service that Equipment.
4.7. Customer must promptly notify Motorola of any Equipment failure. Motorola will respond to
Customer's notification in a manner consistent with the level of Service purchased as indicated in this
Agreement.

Section 5 EXCLUDED SERVICES

5.1. Service excludes the repair or replacement of Equipment that has become defective or damaged
from use in other than the normal, customary, intended, and authorized manner; use not in compliance
with applicable industry standards; excessive wear and tear; or accident, liquids, power surges, neglect,
acts of God or other force majeure events.

5.2. Unless specifically included in this Agreement, Service excludes items that are consumed in the
normal operation of the Equipment, such as batteries or magnetic tapes; upgrading or reprogramming
Equipment; accessories, belt clips, battery chargers, custom or special products, modified units, or
software; and repair or maintenance of any transmission line, antenna, microwave equipment, tower or
tower lighting, duplexer, combiner, or multicoupler. Motorola has no obligations for any transmission
medium, such as telephone lines, computer networks, the internet or the worldwide web, or for Equipment
malfunction caused by the transmission medium.

Section 6 TIME AND PLACE OF SERVICE

Service will be provided at the location specified in this Agreement. When Motorola performs service at
Customer's location, Customer will provide Motorola, at no charge, a non-hazardous work environment
with adequate shelter, heat, light, and power and with full and free access to the Equipment. Waivers of
liability from Motorola or its subcontractors will not be imposed as a site access requirement. Customer
will provide all information pertaining to the hardware and software elements of any system with which the
Equipment is interfacing so that Motorola may perform its Services. Unless otherwise stated in this
Agreement, the hours of Service will be 8:30 a.m. to 4:30 p.m., local time, excluding weekends and
holidays. Unless otherwise stated in this Agreement, the price for the Services exclude any charges or
expenses associated with helicopter or other unusual access requirements; if these charges or expenses
are reasonably incurred by Motorola in rendering the Services, Customer agrees to reimburse Motorola
for those charges and expenses.

Section 7 CUSTOMER CONTACT

Customer will provide Motorola with designated points of contact (list of names and phone numbers) that
will be available twenty-four (24) hours per day, seven (7) days per week, and an escalation procedure to
enable Customer's personnel to maintain contact, as needed, with Motorola.

Section 8 PAYMENT

Motorola will invoice Customer annually in advance of each year of Services. All other charges will be
billed monthly, and Customer must pay each invoice in accordance with the Illinois Local Government
Prompt Payment Act based upon receipt of invoice.

Section 9 WARRANTY

Motorola warrants that its Services under this Agreement will be free of defects in materials and
workmanship for a period of ninety (90) days from the date the performance of the Services are
completed. In the event of a breach of this warranty, Customer’s sole remedy is to require Motorola to re-
perform the non-conforming Service or to refund, on a pro-rata basis, the fees paid for the non-
conforming Service. MOTOROLA DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED,
INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A
PARTICULAR PURPOSE.
Section 10  DEFAULT/TERMINATION

10.1. If either party defaults in the performance of this Agreement, the other party will give to the non-performing party a written and detailed notice of the default. The non-performing party will have thirty (30) days thereafter to provide a written plan to cure the default that is acceptable to the other party and begin implementing the cure plan immediately after plan approval. If the non-performing party fails to provide or implement the cure plan, then the injured party, in addition to any other rights available to it under law, may immediately terminate this Agreement effective upon giving a written notice of termination to the defaulting party.

10.2. Any termination of this Agreement will not relieve either party of obligations previously incurred pursuant to this Agreement, including payments which may be due and owing at the time of termination. All sums owed by Customer to Motorola will become due and payable immediately upon termination of this Agreement. Upon the effective date of termination, Motorola will have no further obligation to provide Services.

10.3. Customer may terminate this Agreement (in whole or part) at any time. To exercise this right, Customer must provide to Motorola formal written notice at least thirty (30) days in advance of the effective date of the termination. The notice must explicitly state the effective date of the termination and whether the contract termination is in whole or in part, and if in part, which part is being terminated. If Customer exercises this right to terminate for convenience, it will be liable to pay Motorola for (1) the portion of the Contract Price attributable to the Services performed, on or before the effective date of the termination; and (2) costs and expenses that Motorola incurs as a result of the termination of the Agreement, including but not limited to costs and expenses associated with cancellation of subcontracts, restocking fees, removal of installation or test equipment, etc. If the portion of the Contract Price and/or the recoverable costs and expenses attributable to the termination of the Agreement are not readily ascertainable, Customer will be liable to pay Motorola for the reasonable value of such Services, costs and expenses. Notwithstanding the above, Customer shall have no right to terminate this Agreement if Motorola has given Customer a notice of default and such default has not been cured.

10.4. If the Customer terminates this Agreement before the end of the Term, for any reason other than Motorola default, then the Customer will pay to Motorola an early termination fee equal to the discount applied to the last three (3) years of Service payments for the original Term. Annual discounts for the Term can be found on the Pricing exhibit.

Section 11  LIMITATION OF LIABILITY

Except for personal injury or death, Motorola's total liability, whether for breach of contract, warranty, negligence, strict liability in tort, or otherwise, will be limited to the direct damages recoverable under law, but not to exceed the price of twelve (12) months of Service provided under this Agreement. ALTHOUGH THE PARTIES ACKNOWLEDGE THE POSSIBILITY OF SUCH LOSSES OR DAMAGES, THEY AGREE THAT MOTOROLA WILL NOT BE LIABLE FOR ANY COMMERCIAL LOSS; INCONVENIENCE; LOSS OF USE, TIME, DATA, GOOD WILL, REVENUES, PROFITS OR SAVINGS; OR OTHER SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES IN ANY WAY RELATED TO OR ARISING FROM THIS AGREEMENT OR THE PERFORMANCE OF SERVICES BY MOTOROLA PURSUANT TO THIS AGREEMENT. No action for contract breach or otherwise relating to the transactions contemplated by this Agreement may be brought more than one (1) year after the accrual of the cause of action, except for money due upon an open account. This limitation of liability will survive the expiration or termination of this Agreement and applies notwithstanding any contrary provision.

Section 12  EXCLUSIVE TERMS AND CONDITIONS

12.1. In the event of inconsistencies between this Exhibit and the Communications System Agreement, the parties agree that this Exhibit prevails, only with respect to the specific subject matter of this Exhibit, and not the Communications System Agreement or any other exhibit as it applies to any other subject matter.

Motorola.CSA .PREVIOUSLY NEGOTIATED_FINAL_5.30.18 Motorola Contract No. __________
12.2. Customer agrees to reference this Agreement on any purchase order issued in furtherance of this Agreement, however, an omission of the reference to this Agreement will not affect its applicability. In no event will either party be bound by any terms contained in a Customer purchase order, acknowledgement, or other writings unless: the purchase order, acknowledgement, or other writing specifically refers to this Agreement; clearly indicate the intention of both parties to override and modify this Agreement; and the purchase order, acknowledgement, or other writing is signed by authorized representatives of both parties.

Section 13 PROPRIETARY INFORMATION; CONFIDENTIALITY; INTELLECTUAL PROPERTY RIGHTS

13.1. Any information or data in the form of specifications, drawings, reprints, technical information or otherwise furnished to Customer under this Agreement will remain Motorola’s property, will be deemed proprietary, will be kept confidential, and will be promptly returned at Motorola’s request. Customer may not disclose, without Motorola’s written permission or as required by law, any confidential information or data to any person, or use confidential information or data for any purpose other than performing its obligations under this Agreement. The obligations set forth in this Section survive the expiration or termination of this Agreement.

13.2. Unless otherwise agreed in writing, no commercial or technical information disclosed in any manner or at any time by Customer to Motorola will be deemed secret or confidential. Motorola will have no obligation to provide Customer with access to its confidential and proprietary information, including cost and pricing data.

13.3. This Agreement does not grant directly or by implication, estoppel, or otherwise, any ownership right or license under any Motorola patent, copyright, trade secret, or other intellectual property, including any intellectual property created as a result of or related to the Equipment sold or Services performed under this Agreement.

Section 14 FCC LICENSES AND OTHER AUTHORIZATIONS

Customer is solely responsible for obtaining licenses or other authorizations required by the Federal Communications Commission or any other federal, state, or local government agency and for complying with all rules and regulations required by governmental agencies. Neither Motorola nor any of its employees is an agent or representative of Customer in any governmental matters.

Section 15 COVENANT NOT TO EMPLOY

During the term of this Agreement and continuing for a period of two (2) years thereafter, Customer will not hire, engage on contract, solicit the employment of, or recommend employment to any third party of any employee of Motorola or its subcontractors without the prior written authorization of Motorola. This provision applies only to those employees of Motorola or its subcontractors who are responsible for rendering services under this Agreement. If this provision is found to be overly broad under applicable law, it will be modified as necessary to conform to applicable law.

Section 16 MATERIALS, TOOLS AND EQUIPMENT

All tools, equipment, dies, gauges, models, drawings or other materials paid for or furnished by Motorola for the purpose of this Agreement will be and remain the sole property of Motorola. Customer will safeguard all such property while it is in Customer’s custody or control, be liable for any loss or damage to this property, and return it to Motorola upon request. This property will be held by Customer for Motorola’s use without charge and may be removed from Customer’s premises by Motorola at any time without restriction.
Section 17  GENERAL TERMS

17.1. If any court renders any portion of this Agreement unenforceable, the remaining terms will continue in full force and effect.

17.2. This Agreement and the rights and duties of the parties will be interpreted in accordance with the laws of the State in which the Services are performed.

17.3. Failure to exercise any right will not operate as a waiver of that right, power, or privilege.

17.4. Neither party is liable for delays or lack of performance resulting from any causes that are beyond that party’s reasonable control, such as strikes, material shortages, or acts of God.

17.5. Motorola may subcontract any of the work, but subcontracting will not relieve Motorola of its duties under this Agreement.

17.6. Except as provided herein, neither Party may assign this Agreement or any of its rights or obligations hereunder without the prior written consent of the other Party, which consent will not be unreasonably withheld. Any attempted assignment, delegation, or transfer without the necessary consent will be void. Notwithstanding the foregoing, Motorola may assign this Agreement to any of its affiliates or its right to receive payment without the prior consent of Customer. In addition, in the event Motorola separates one or more of its businesses (each a “Separated Business”), whether by way of a sale, establishment of a joint venture, spin-off or otherwise (each a “Separation Event”), Motorola may, without the prior written consent of the other Party and at no additional cost to Motorola, assign this Agreement such that it will continue to benefit the Separated Business and its affiliates (and Motorola and its affiliates, to the extent applicable) following the Separation Event.

17.7. Motorola has priced the Agreement based on the initial System configuration and Service plans. A change in Software or Equipment quantities, or Services, may affect the overall Contract Price, including discounts if applicable. Further, at the end of the first year of the Agreement and each year thereafter, a CPI percentage change calculation shall be performed. Should the annual inflation rate increase greater than 5% during the previous year, Motorola shall have the right to increase all future maintenance prices by the CPI increase amount exceeding 5%. The Midwest Region Consumer Price Index (http://www.bls.gov/cpi/cpimid.htm), All items, Not seasonally adjusted shall be used as the measure of CPI for this price adjustment. Measurement will take place once the annual average for the new year has been posted by the Bureau of Labor Statistics. The parties will execute a change order to reflect any price change.

17.8. If Motorola provides Services after the termination or expiration of this Agreement, the terms and conditions in effect at the time of the termination or expiration will apply to those Services and Customer agrees to pay for those services on a time and materials basis at Motorola’s then effective hourly rates.
Exhibit E

INTENTIONALLY OMITTED
Exhibit F

SYSTEM ACCEPTANCE CERTIFICATE

Customer Name: ________________________________

Project Name: ________________________________

This System Acceptance Certificate memorializes the occurrence of System Acceptance. Motorola and Customer acknowledge that:

1. The Acceptance Tests set forth in the Acceptance Test Plan have been successfully completed.

2. The System is accepted.

Customer Representative: ___________________________  Motorola Representative: ___________________________

Signature: ___________________________  Signature: ___________________________
Print Name: ___________________________  Print Name: ___________________________
Title: ___________________________  Title: ___________________________
Date: ___________________________  Date: ___________________________

FINAL PROJECT ACCEPTANCE:

Motorola has provided and Customer has received all deliverables, and Motorola has performed all other work required for Final Project Acceptance.

Customer Representative: ___________________________  Motorola Representative: ___________________________

Signature: ___________________________  Signature: ___________________________
Print Name: ___________________________  Print Name: ___________________________
Title: ___________________________  Title: ___________________________
Date: ___________________________  Date: ___________________________
Form W-9
(Rev. November 2017)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Go to www.irs.gov/FormW9 for instructions and the latest information.

Give Form to the requester. Do not send to the IRS.

Name (as shown on your income tax return. Name is required on this line; do not leave this line blank.)
Motorola Solutions, Inc.
2 Business name/disregarded entity name, if different from above
3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of
the following seven boxes.
   □ Individual(s) sole proprietor or single-member LLC
   □ Corporation
   □ S Corporation
   □ Partnership
   □ Trust/estate
   □ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶
Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check
LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC
is another LLC that is not disregarded from the owner for federal tax purposes. Otherwise, a single-member LLC that
is disregarded from the owner should check the appropriate box for the tax classification of its owner.
   □ Other (See instructions) ▶
5 Address (number, street, and apt. or suite no.) See instructions.
500 W. Monroe Street, 44th Floor
6 City, state, and ZIP code
   Chicago, IL 60661
7 List account number(s) here (optional)

Print or type. See Specific Instructions on page 2.

Requestor's name and address (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid
backup withholding. For individuals, this is generally your social security number (SSN). However, for
a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other
entities, it is your employer identification number (EIN). If you do not have a number, see How to get a
TIN, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see What Name and
Number To Give the Requester for guidelines on whose number to enter.

Social security number
OR
Employer identification number
3 6 1 1 5 8 0 0

Part II Certification

Under penalties of perjury, I certify that:
1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue
   Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am
   no longer subject to backup withholding; and
3. I am a U.S. Citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because
you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid,
acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments
other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here
Signature of U.S. person ▶ Date ▶

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted
after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an
information return with the IRS must obtain your correct taxpayer
identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption
taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other
amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

* Form 1099-INT (interest earned or paid)
* Form 1099-DIV (dividends, including those from stocks or mutual funds)
* Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
* Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
* Form 1099-S (proceeds from real estate transactions)
* Form 1099-K (merchant card and third party network transactions)
* Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
* Form 1099-C (canceled debt)
* Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN. If you do not return Form W-9 to the requester with a TIN, you might
be subject to backup withholding. See What is backup withholding, later.
The DuPage County Procurement Ordinance requires the following written disclosures prior to award:

1. Every contractor, union, or vendor that is seeking or has previously obtained a contract, change orders to one (1) or more contracts, or two (2) or more individual contracts with the county 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.

<table>
<thead>
<tr>
<th>Recipient</th>
<th>Donor</th>
<th>Description (e.g. cash, type of item, in-kind services, etc.)</th>
<th>Amount/Value</th>
<th>Date Made</th>
</tr>
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<tbody>
<tr>
<td>Citizens for Dan Cronin</td>
<td>Motorola Solutions, Inc.</td>
<td>Cash</td>
<td>$500.00</td>
<td>Feb 20, 2018</td>
</tr>
</tbody>
</table>

2. All contractors and vendors who have obtained or are seeking contracts with the county shall disclose the names and contact information of their lobbyists, agents and representatives and all individuals who are or will be having contact with county officers or employees in relation to the contractor bid and shall update such disclosure with any changes that may occur.

<table>
<thead>
<tr>
<th>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</th>
<th>Telephone</th>
<th>Email</th>
</tr>
</thead>
</table>

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

Pat Hughes

Title

IL Sales Manager

Date

May 17, 2018

Attach additional sheets if necessary. Sign each sheet and number each page. Page of (total number of pages)
AWARDING RESOLUTION TO MOTOROLA SOLUTIONS, INC. FOR THE RENEWAL OF SOFTWARE AND HARDWARE MAINTENANCE FOR COMPUTER AIDED DISPATCH (CAD), MOTOROLA DATA COMMUNICATIONS (MDC) AND NETRMS
(TOTAL CONTRACT AMOUNT: $644,692.00)

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 ordinance; and

WHEREAS, the 9-1-1 System Coordinator recommends DU PAGE ETS Board approval of Procurement Purchase Order Requisition 918135 to Motorola Solutions, Inc. for the renewal of software and hardware maintenance for Computer Aided Dispatch (CAD), Motorola Data Communications (MDC) and NetRMS and interfaces. Total contract amount of $644,692.00.

NOW, THEREFORE BE IT RESOLVED, that DU PAGE ETSB Requisition 918135, dated May 25, 2018, covering said, renewal of software and hardware maintenance for Computer Aided Dispatch (CAD), Motorola Data Communications (MDC) and NetRMS, be, and is hereby approved by the DU PAGE ETSB to Motorola Solutions, Inc., 500 W. Monroe Street, Chicago, IL 60661 for a total of $644,692.00.

Enacted and approved this 12th day of June, 2018 at Wheaton, Illinois.

______________________________________________
GARY GRASSO, CHAIRMAN

Attest: _______________________________________
PAUL HINDS, COUNTY CLERK
**Procurement Review Checklist**

**Procurement Services Division**

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

**Vendor:** Motorola Solutions, Inc.  
**Vendor #:** 10115  
**Dept:** ETSB  
**Contract Term:** 9/1/18-8/31/20  
**Contract Total:** $644,692.00  
**Contact:** Eve Kraus  
**Phone:** (630)550-7743  
**Assigned Committee:** ETSB  

**Description of Procurement/Scope of Work/Background:** Recommendation for renewal of software and hardware maintenance for Computer Aided Dispatch (CAD), Motorola Data Communications (MDC) and NetRMS and interfaces. The renewal for PremierCAD covers the period of September 1, 2018 through March 31, 2019. The renewal period for PremierMDC and NetRMS runs September 1, 2018 through August 31, 2019.

**Reason for Procurement:** This a renewal for maintenance services. The renewal is required because the new CAD system will not be operational until February 2019.

**FUNDING SOURCE**

- Procurement budgeted for (FY and budget code(s)): FY18-19 4000-5820-53807
- [ ] 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(S) (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)
- [ ] 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)**

<table>
<thead>
<tr>
<th>Prepared By</th>
<th>Date</th>
<th>Recommended for Approval</th>
<th>Date</th>
<th>N/A</th>
<th>IT Approval, if required</th>
<th>Date</th>
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</thead>
<tbody>
<tr>
<td>Eve Kraus</td>
<td>May 25, 2018</td>
<td>*</td>
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**REVIEWED BY (Initials Only)**

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<th>Procurement Officer</th>
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<tr>
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<th>Date</th>
<th>Chairman's Office (Decision Memos Over $25,000)</th>
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## Purchase Requisition
### Procurement Services Division

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<th>UOM</th>
<th>Item Detail (Product #)</th>
<th>Description</th>
<th>FY</th>
<th>Dept #</th>
<th>Acctg Unit</th>
<th>Acct #</th>
<th>Sub-Accts and/or Activity #</th>
<th>Unit Price</th>
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<td>1</td>
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<td>CAD, NetRMS &amp; Interface(s) software &amp; Hardware Maintenance</td>
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<td>534,939.00</td>
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<td>1</td>
<td>EA</td>
<td>NetRMS &amp; Interface(s) software Maintenance</td>
<td>19 20 4000 5820 53807</td>
<td>109,753.00</td>
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**Requisition Total** $ 644,692.00

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

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

This is a renewal for maintenance of software and hardware, nothing will be shipped.

**User Department Internal Notes** (these comments will NOT appear on the Purchase Order):
JUSTIFICATION FOR SOLE SOURCE

(PLEASE COMPLETE AND ATTACH TO PURCHASE REQUISITION)

<table>
<thead>
<tr>
<th>REQUISITION #</th>
<th>918135</th>
<th>DEPARTMENT</th>
<th>ETSB</th>
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<tbody>
<tr>
<td>MANUFACTURER</td>
<td>Motorola Solutions, Inc.</td>
<td>PRODUCT #</td>
<td>PremierCAD, PremierMDC, and NetRMS</td>
</tr>
</tbody>
</table>

DESCRIBE ITEM BEING JUSTIFIED AND ITS FUNCTION:
The maintenance contract for proprietary software for these systems offered by Motorola Solutions, Inc. covers licensing for all software and hardware, system support including: single point of contact for Motorola service requests; logging, dispatching and tracking of service requests; system capabilities to identify pending cases and automatically escalate to management; database and customer profile management; standard reports with on-demand distribution; case notification.

THIS IS A SOLE SOURCE BECAUSE VENDOR IS:
☐ sole provider of a licensed or patented good or service
☐ sole provider of items that are compatible with existing equipment, inventory, systems, programs or services
☐ sole provider of factory-authorized warranty service
☐ sole authorized distributor – manufacturer has established territories (e.g. Caterpillar parts) (Please attach letter from the manufacturer)
☐ the manufacturer (please detail below or attach information regarding why only this manufacturer's product can be used)
✓ the software manufacturer (and sole maintenance/update provider)
☐ other – (please detail below or in an attachment)

REQUESTED SOURCE | Motorola Solutions, Inc. | CONTACT | Andrew Baum |
PHONE | (224) 523-5424 | WEBSITE | motorolasolutions.com |

WHAT NECESSARY AND UNIQUE FEATURES DOES THIS VENDOR'S PRODUCT OR SERVICE PROVIDE WHICH ARE NOT AVAILABLE FROM OTHER VENDORS? (Please be specific)
The PremierCAD (PCAD), PremierMDC (PMDC), and NetRMS products were purchased from Motorola Solutions, Inc. All of the components were configured to meet the needs of the ETSB. This maintenance contract provides ongoing support for these products which are proprietary to Motorola Solutions.

HAS THE MARKET BEEN TESTED LATELY (LAST 12 MONTHS) ON THE APPLICABILITY OF SOLE SOURCE? (If not, why not?)
The market has not been tested because these products are proprietary to Motorola and this a renewal for maintenance services.

WHAT STEPS WERE TAKEN TO VERIFY THAT THESE FEATURES ARE NOT AVAILABLE ELSEWHERE? WERE OTHER BRANDS/MANUFACTURERS EXAMINED? (Please list other products or services examined – include names & phone numbers of people contacted)
No other vendor can supply support for software applications developed by Motorola Solutions, Inc. The support includes software updates to improve the product and to meet compliance requirements. These products are proprietary to Motorola and other vendors do not have access to Motorola's software source code.

DEPARTMENT APPROVAL DATE | PURCHASING REVIEW DATE

FORM #7607-008
05/03/10
Packet Pg. 143
May 29, 2018

Ms. Eve Kraus  
Emergency Telephone System Board of DuPage County  
421 North County Farm Road  
Wheaton, IL 60187

RE: Sole Source for PremierCAD™, PremierMDC™, and NetRMS

Dear Ms. Kraus

Motorola, Solutions, Inc. is a worldwide leader in PremierCAD™, PremierMDC™, and NetRMS products. Our software is integrated at our Westminster Office located at 7237 Church Ranch Blvd, Westminster, CO 80021 or Salt Lake City Office located at 756 East Winchester Drive, Suite 150, Salt Lake City, UT 84107.

The above referenced products contain proprietary software developed and owned by Motorola. To provide complete software maintenance services for the products, another vendor would need access to Motorola’s proprietary software source code. No other vendor has access to Motorola source code and Motorola has not authorized any dealer or other party to obtain such access.

Thank you for your continued support of Motorola. Let us know if we can provide any additional information.

Sincerely,
Motorola Solutions, Inc.

Andrew Baum  
Customer Support Manager

Motorola, Inc., Public Safety Applications  
7237 Church Ranch Boulevard, Suite 406, Westminster, CO 80021
June 4, 2018

Ms. Linda Zerwin
Emergency Telephone System Board of DuPage County
421 North County Farm Road
Wheaton, IL 60187

RE: Extension to Maintenance and Support Agreement: 117
Product: PremierCAD™, PremierMDC™, and NetRMS

Dear Ms. Zerwin:

By means of this letter, Motorola Solutions, Inc. hereby extends Emergency Telephone System Board of DuPage County’s maintenance and support agreement as referenced above. Enclosed is one (1) copy of the updated Exhibit A Covered Products, Support Options and Pricing and Exhibit B Customer Support Plan for the period September 1, 2018 through March 31, 2019 on the PremierCAD™ and September 1, 2018 through August 31, 2019 on the PremierMDC™ and NetRMS. NetRMS may be renew as an optional year from September 1, 2019 through August 31, 2020. Pursuant to Section 3.2 of the original agreement as referenced above, all terms and conditions shall remain in full force and effect.

The following Section 5.1 replaced the previous Section 5.1 of this Agreement #117 effective September 1, 2018:

5.1 Prices in United States dollars are shown in the Covered Products, Support Options and Pricing Exhibit. The term prices shown in the Covered Products, Support Options and Pricing Exhibit will be invoiced annually in advance of the period of service. Customer affirms that a purchase order or notice to proceed is not required for the duration of this services contract and will appropriate funds each year through the contract end date. At the time of execution of this Agreement, the Customer will provide all necessary reference information to include on invoices for payment in accordance with this Agreement. Motorola will provide to Customer an invoice, and Customer shall make payment in accordance to the Local Government Prompt Payment Act, 50ILCS 505/1. Payments when due, will be in the form of a check, cashier’s check, or wire transfer drawn on a United States financial institution. Motorola’s annual maintenance and support pricing for Motorola products increases each year 5% over the previous term’s pricing. Third-party products will increase annually based on a current vendor supplied maintenance and support quote.

Please indicate acceptance of this extension by signing the acceptance block below and returning one copy to my attention by e-mailing it to Andrew.Baum@motorolasolutions.com.

If you have any questions or need further clarification, please contact me directly at (224) 523-5424 or by e-mailing Andrew.Baum@motorolasolutions.com.

Sincerely,

Andrew Baum
Customer Support Manager
Motorola Solutions, Inc.
RE: Extension to Maintenance and Support Agreement: 117
Product: PremierCAD™, PremierMDC™, and NetRMS

Accepted by:

MOTOROLA SOLUTIONS, INC. 

By: ________________________________ By: ________________________________

Name: Chris Carroll  

Title: MSSSI Vice President and Director, Sales 

Date: June 4, 2018 

EMERGENCY TELEPHONE SYSTEM BOARD OF DUPAGE COUNTY

By: ________________________________ By: ________________________________

Name: ________________________________ 

Title: ________________________________

Date: ________________________________
Exhibit A

COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING

9/1/2018-3/31/2019 (PremierCAD)

9/1/2018-8/31/2019 (PremierMDC & NetRMS)

**MAINTENANCE AND SUPPORT AGREEMENT**

<table>
<thead>
<tr>
<th>CUSTOMER AGENCY</th>
<th>BILLING AGENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Telephone System Board of DuPage County</td>
<td>Emergency Telephone System Board of DuPage County</td>
</tr>
</tbody>
</table>

**TERM:** 9/1/2018-8/31/2019

**CUSTOMER AGENCY:** Emergency Telephone System Board of DuPage County

**BILLING AGENCY:** Emergency Telephone System Board of DuPage County

**Address:** 421 North County Farm Road

**City, State, Zip:** Wheaton, IL 60187

**Contact Name:** Linda Zerwin

**Contact Title:** Executive Director

**Telephone Number:** (630) 878-2509

**Email Address:** Linda.Zerwin@dupageco.org

For support and updates on products below, please contact Motorola’s Public Safety Application’s Customer Support: (800) 323-9949 Option 2, Option 6, then select the corresponding prompt by product

### Site Identification Numbers

<table>
<thead>
<tr>
<th>Product Group</th>
<th>Site Identification Number</th>
<th>Location</th>
<th>Phone Prompt</th>
</tr>
</thead>
<tbody>
<tr>
<td>PremierCAD™</td>
<td>PSA186100 (CAD)</td>
<td>DuPage County</td>
<td>1</td>
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<tr>
<td>NetRMS™</td>
<td>PSA426600 (NetRMS)</td>
<td>DuPage County</td>
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<tr>
<td>PremierMDC™</td>
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<td>PremierCAD™</td>
<td>PSA812500 (CAD)</td>
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<td>PremierMDC™</td>
<td>PSA1024 (PMDC)</td>
<td>DuComm County</td>
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</table>

### Standard Services Include:

- Customer Support Plan
- Case Management 24x7
- Technical Support 9x5
- Third-party Vendor Coordination

Virtual Private Network VPN Tool, if applicable

On-site Support (when applicable)

Software Releases, as defined

Access to Users Group Site

### MOTOROLA SUPPORTED PRODUCTS

**DUPAGE COUNTY**

<table>
<thead>
<tr>
<th>Product</th>
<th>Description</th>
<th>Technical Service Level</th>
<th>Qty</th>
<th>TERM FEES 9/1/18-8/31/19 (12-month)</th>
<th>OPTIONA TERM FEES 9/1/19-8/31/20 (12-month)</th>
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**DUCOMM COUNTY**

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## COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING

**MAINTENANCE AND SUPPORT AGREEMENT**

**TERM:** 9/1/2018-8/31/2019 (PremierMDC & NetRMS)

### MOTOROLA SUPPORTED PRODUCTS

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<thead>
<tr>
<th>Product Description</th>
<th>Technical Service Level</th>
<th>Qty</th>
<th>TERM FEES 9/1/18-3/31/19 (7-month)</th>
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<td><strong>DUCOMM COUNTY</strong></td>
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<tr>
<td><strong>DUPAGE COUNTY AND DUCOMM COUNTY</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PremierMDC™</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PremierMDC™ Message Switch Server</td>
<td></td>
<td>1</td>
<td>$47,153.00</td>
<td>REMO</td>
</tr>
<tr>
<td>TalkThru/RF Server</td>
<td></td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Redirector Sever</td>
<td></td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PremierMDC™ In-House Client</td>
<td></td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PremierMDC™ Client (101-500 units)</td>
<td></td>
<td>385</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PremierMDC™ Interface</td>
<td></td>
<td>2</td>
<td>Included in PremierMDC™</td>
<td>REMO</td>
</tr>
<tr>
<td>CAD to Standard Motorola API</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>State/NCIC/NLETS Interface</td>
<td></td>
<td>1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**MOTOROLA SUPPORTED PRODUCTS TOTAL**

<table>
<thead>
<tr>
<th></th>
<th>9/1/18-3/31/19 (7-month)</th>
<th>4/1/19-8/31/20 (17-month)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TOTAL</strong></td>
<td>$496,234.00</td>
<td>$114,925.00</td>
</tr>
</tbody>
</table>
## Third-Party Vendor Supported Products

### Covered Products, Support Options and Pricing

**Maintenance and Support Agreement**: 117

**Term**: 9/1/2018-8/31/2019 (PremierMDC & NetRMS)

### Exhibit to the Maintenance and Support Agreement

**Exhibit A Continued**

**Covered Products, Support Options and Pricing**

**9/1/2018-3/31/2019 (PremierCAD)**

## Third-Party Vendor Supported Products

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Description</th>
<th>Vendor Service Level</th>
<th>Qty</th>
<th>TERM FEES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DUPAGE COUNTY</strong></td>
<td><strong>HARDWARE</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3880</td>
<td>SERVERNET WIDE AREA NET CONCENTRATOR</td>
<td>24x7</td>
<td>1</td>
<td>$32,842.00</td>
</tr>
<tr>
<td>M1204M4</td>
<td>HP NS1200 4P/4GB MEM HW BASE BUNDLE</td>
<td>24x7</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>M8330-6</td>
<td>UPS FOR NA/JAPAN: NONSTOP MODULAR</td>
<td>24x7</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>M8330-ERM</td>
<td>MODULAR EXTENDED RUN-TIME MODULE</td>
<td>24x7</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>M8400-44</td>
<td>146 GB FIBRE CHANNEL DISK DRIVE</td>
<td>24x7</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>M8505</td>
<td>LTO GEN3 TAPE DRIVE TABLE TOP; NO ACL</td>
<td>24x7</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>NSCR215</td>
<td>HPE NONSTOP RACK MOUNT SYSTEM CONSOLE</td>
<td>24x7</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>SMOD-USB</td>
<td>NONSTOP SERVICE CONNECT USB MODEM</td>
<td>24x7</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>DMR</td>
<td>DEFECTIVE MEDIA RETENTION</td>
<td>24x7</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td><strong>DUPAGE COUNTY</strong></td>
<td><strong>SOFTWARE</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>H9190</td>
<td>NETBATCH</td>
<td>24x7</td>
<td>4</td>
<td>Included in HPE System #70429 Hardware</td>
</tr>
<tr>
<td>HSA30</td>
<td>PERFORMANCE MANAGEMENT BUNDLE</td>
<td>24x7</td>
<td>4</td>
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<tr>
<td>HSA31V4</td>
<td>PERFORMANCE MGMT BUNDLE WORKSTATION</td>
<td>24x7</td>
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<tr>
<td>HSA57</td>
<td>EXPAND</td>
<td>24x7</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>HSB02</td>
<td>COBOL RUNTIME FOR TNS/E</td>
<td>24x7</td>
<td>4</td>
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</tr>
<tr>
<td>HSB81</td>
<td>COBOL85 RUNTIME FOR TNS</td>
<td>24x7</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>HSJ70V5</td>
<td>WEB VIEWPOINT</td>
<td>24x7</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>HSM58V1</td>
<td>RSC/MP HOST</td>
<td>24x7</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>HSM67V1</td>
<td>RSC/MP WINDOWS 32 CLIENT V1.0 UPD 7</td>
<td>24x7</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>HSN01</td>
<td>NONSTOP OS, MISSION CRITICAL EDITION</td>
<td>24x7</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>HSR76</td>
<td>PATHWAY WITH TS/MP</td>
<td>24x7</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td><strong>Network Technologies</strong></td>
<td><strong>DRNet</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Full Node NS1204 &quot;DUC226 (#070428)</td>
<td>24x7</td>
<td>1</td>
<td>$25,933.00</td>
</tr>
<tr>
<td></td>
<td>- Full Node NS1204 &quot;DUC228 (#070429)</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

**DUPAGE COUNTY THIRD PARTY VENDOR SUPPORTED PRODUCTS TOTAL**: $58,775.00

**NOTE**: Per Hewlett Packard Enterprise (HPE), the period of performance quoted for the HPE system #70419 is subject to change based on the pending approval of the End of Support Life extension for the period through March 31, 2019.
### Covered Products, Support Options and Pricing

#### Maintenance and Support Agreement

**Term:** 9/1/2018-8/31/2019 (PremierMDC & NetRMS)

## Third-Party Vendor Supported Products

### Covered Products, Support Options and Pricing

#### Exhibit A Continued

**Covered Products, Support Options and Pricing**

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Description</th>
<th>Service Level</th>
<th>Qty</th>
<th>TERM FEES 9/1/18-3/31/19 (7-month)</th>
<th>TERM FEES 4/1/19-8/31/20 (17-month)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DUCOMM COUNTY</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>HARDWARE</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>M1204M4</td>
<td>HP NS1200 4P/4GB MEM HW BASE BUNDLE</td>
<td>24x7</td>
<td>1</td>
<td>$31,516.00</td>
<td>REMOVED</td>
</tr>
<tr>
<td>M8400-44</td>
<td>146 GB FIBRE CHANNEL DISK DRIVE</td>
<td>24x7</td>
<td>8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>M8505</td>
<td>LTO GEN3 TAPE DRIVE TABLE TOP; NO ACL</td>
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</tr>
<tr>
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<td>24x7</td>
<td>1</td>
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</tr>
<tr>
<td><strong>SOFTWARE</strong></td>
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</tr>
<tr>
<td>H9190</td>
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<td>24x7</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HSA30</td>
<td>PERFORMANCE MANAGEMENT BUNDLE</td>
<td>24x7</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HSA31V4</td>
<td>PERFORMANCE MGMT BUNDLE WORKSTATION</td>
<td>24x7</td>
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<tr>
<td>HSA57</td>
<td>EXPAND</td>
<td>24x7</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HSB02</td>
<td>COBOL RUNTIME FOR TNS/E</td>
<td>24x7</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HSB81</td>
<td>COBOL85 RUNTIME FOR TNS</td>
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</tr>
<tr>
<td>HSM58V1</td>
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<td></td>
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<tr>
<td>HSM67V1</td>
<td>RSC/MP WINDOWS 32 CLIENT V1.0 UDP 7</td>
<td>24x7</td>
<td>1</td>
<td></td>
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<tr>
<td>HSN01</td>
<td>NONSTOP OS, MISSION CRITICAL EDITION</td>
<td>24x7</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>HSR76</td>
<td>PATHWAY WITH TS/MP</td>
<td>24x7</td>
<td>4</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**DUCCOMM COUNTY THIRD PARTY VENDOR SUPPORTED PRODUCTS TOTAL**

$31,516.00 REMOVED

**NOTE:** Per Hewlett Packard Enterprise (HPE), the period of performance quoted for the HPE system #70428 is subject to change based on the pending approval of the End of Support Life extension for the period through March 31, 2019.

### Optional Services Available:

- 24X7 Technical Support
- Professional Services Consultation
- GeoFile Services
- Professional Services Upgrades*
- Professional Services Training
- Time and Materials
- Hardware Refresh*
- Users Conference Advance Purchase**
- Lifecycle Services*

**USERS CONFERENCE ATTENDANCE ADVANCE PURCHASE DETAILS**

<table>
<thead>
<tr>
<th>Users Conference Attendance ($2,800 per Attendee) Includes:</th>
<th>Year 2018 &amp; 2019</th>
<th>Number Attendees</th>
<th>0</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Registration fee</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Roundtrip travel for event (booked by Motorola)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Hotel accommodations (booked by Customer Agency per Motorola website instructions)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Ground Transportation (booked by Motorola)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Daily meal allowance*</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* Daily meal allowance is determined by Motorola based on published guidelines. In no event will the amount provided exceed attendee’s applicable Agency rules regarding meal expenses, provided the attendee or his/her agency notifies Motorola in advance of the conference of any restrictions, prohibitions or limitations that apply.

Motorola Solutions, Inc. Applications and Data Solutions Public Safety Applications
Exhibit to the Maintenance and Support Agreement

Version 11-30-15
## SUPPORT FEES SUMMARY

<table>
<thead>
<tr>
<th>Product</th>
<th>Service Level</th>
<th>TERM FEES 9/1/18-8/31/19 (12-month)</th>
<th>OPTIONAL TERM FEES 9/1/19-8/31/20 (12-month)</th>
</tr>
</thead>
<tbody>
<tr>
<td>NetRMS &amp; Interfaces (DuPage County)**</td>
<td>9x5</td>
<td>$104,477.00</td>
<td>$114,925.00</td>
</tr>
<tr>
<td>PremierCAD™ &amp; Interfaces (DuPage County)** -Maintenance Term: 9/1/18-3/31/19 (7-month)</td>
<td>24x7</td>
<td>$199,651.00</td>
<td>REMOVED</td>
</tr>
<tr>
<td>PremierCAD™ &amp; Interfaces (DuComm County)** -Maintenance Term: 9/1/18-3/31/19 (7-month)</td>
<td>24x7</td>
<td>$144,953.00</td>
<td>REMOVED</td>
</tr>
<tr>
<td>PremierMDC™ &amp; Interfaces (DuPage County &amp; DuComm County)</td>
<td>24x7</td>
<td>$47,153.00</td>
<td>REMOVED</td>
</tr>
</tbody>
</table>

Multi-System Discount* - 10% for 9/1/18-8/31/19 & 2.5% for 9/1/19-8/31/20

(-$49,496.00) (-$2,873.00)

**SUBTOTAL MOTOROLA SUPPORT**

$446,738.00 $112,052.00

<table>
<thead>
<tr>
<th>Product</th>
<th>Service Level</th>
<th>TERM FEES 9/1/18-8/31/19 (12-month)</th>
<th>OPTIONAL TERM FEES 9/1/19-8/31/20 (12-month)</th>
</tr>
</thead>
<tbody>
<tr>
<td>HPE HW/SW System #70429 (DuPage County)** -Maintenance Term: 9/1/18-3/31/19 (7-month)</td>
<td>24x7</td>
<td>$32,842.00</td>
<td>REMOVED</td>
</tr>
<tr>
<td>HPE HW/SW System #70428 (DuComm County)** -Maintenance Term: 9/1/18-3/31/19 (7-month)</td>
<td>24x7</td>
<td>$31,516.00</td>
<td>REMOVED</td>
</tr>
<tr>
<td>Network Technologies International - DRNet/HBR SW (DuPage County)** -Maintenance Term: 9/1/18-3/31/19 (7-month)</td>
<td>24x7</td>
<td>$25,933.00</td>
<td>REMOVED</td>
</tr>
</tbody>
</table>

**SUBTOTAL THIRD PARTY SUPPORT**

$90,291.00 REMOVED

**GRAND TOTAL**

$537,029.00 $112,052.00

*Multi-System Discount tied to DuPage County’s Agreement #950

**Limited Support below applies to PremierCAD™ and NetRMS**

- Support can be reached via phone, email or Motorola On-Line as is currently available.
- For Severity Levels 3 and 4 situations, Support will attempt resolution on a best effort basis. For those situations where Support cannot achieve resolution, the problem ticket will be closed
- For Severity Levels 1 and 2 situations, Support will attempt resolution on a best effort basis.
- situations where Support cannot achieve resolution, the problem will be escalated to the next level of Support.
- Resolution of escalated Severity Level 2 situations will be attempted on a best effort basis. For those situations where the next level of Support cannot achieve resolution, the problem ticket will be closed.
- Service will be restored for escalated Severity Level 1 situations.
- For all severity levels, no product defect resolution or interface updates will be provided.
- There will be no product changes or enhancements made for any reason including technology advancements (i.e. Microsoft Version EOL) or CJIS security standard updates.
- NetRMS support may be renewed as an optional year from September 1, 2019 through August 31, 2020. If the optional year is not renewed, then the NetRMS will be on Time and Materials.
Introduction
Welcome to Motorola Customer Support. We appreciate your business and look forward to serving your needs on your Public Safety Applications (PSA) system.

The Customer Support Plan is designed to provide Motorola customers the details necessary for understanding Motorola overall support processes and policies as a compliment to the Motorola Maintenance and Support Agreement.

The Motorola Maintenance and Support Agreement is the legal and binding contractual terms for which services are provided under. Questions or concerns regarding your support plan can be directed to your Support Manager.

Below are the topics outlined in this Customer Support Plan:

I. Service Offerings
   II. Accessing Customer Support
   III. Severity Levels and Case Management
   IV. Responsibilities
   V. Customer Call Flow
   VI. Contacts

I. Service Offerings

Motorola Customer Support organization includes a staff of Support Analysts who are managed by Motorola Customer Support Managers and are chartered with the direct front-line support of Motorola Customers. A Support Analyst is a system technologist responsible for providing direct or escalation support. A Support Analyst is sometimes referred to as a Customer Support Analyst (“CSA”) or Technical Support Analyst (“TSA”) or Technical Support Representative.

Motorola Support Organization offers a multi-layered approach to a total service solution. Levels of support are defined as follows:

<table>
<thead>
<tr>
<th>Service Levels</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 0</td>
<td>Logging, dispatching and tracking service requests</td>
</tr>
<tr>
<td>Level 1</td>
<td>Selected 1st call support, triage and resolution</td>
</tr>
<tr>
<td>Level 2</td>
<td>Telephone and/or on-site support for normal technical requirements</td>
</tr>
<tr>
<td>Level 3</td>
<td>High-level technical support prior to Engineering escalation</td>
</tr>
<tr>
<td>Level 4</td>
<td>Engineering software code fixes and changes</td>
</tr>
</tbody>
</table>

Motorola provides to customers on an active Maintenance and Support Agreement defined services and Software Releases. Specific support definitions, offerings and customer responsibilities are detailed in Section 3 of the main body of the Maintenance and Support Agreement.
II. Accessing Customer Support

The Motorola Solutions System Support Center Operations

Motorola Public Safety Applications Technical Support personnel in cooperation with Motorola System Support Center ("SSC") provide the gateway to technical support for all of Motorola Public Safety Application systems. Accessing support through Motorola toll free 800 number, web ticketing or email ticketing ensures accurate case handling and tracking. The goal of the Support team and SSC is to make certain systems are restored and running at peak levels as quickly as possible. This is accomplished by obtaining accurate customer and problem details and by directing requests to the right support team in a timely manner.

The System Support Center offers total call management including:
- Single point of contact for Motorola service requests
- Logging, dispatching and tracking of service requests
- System capabilities to identify pending cases and automatically escalate to management
- Database and customer profile management
- Standard reports with on-demand distribution
- Case notification

Motorola System Support Center operates 24 hours a day, 7 days a week, 365 days a year. That means you can call us anytime. Support Center personnel enter requests for service, technical assistance, or telephone messages into a database system. Every time you call us, we log information about your request into the tracking system so that the information is available for reference and analysis to better serve your future service needs. Another benefit of logging every service request is that Motorola and customers can track the progress from initial contact to final resolution.

There are three options for accessing Support at Motorola:
1. Motorola System Support Center Toll Free Number
2. eCase Management through Motorola Online
3. Email Case Ticketing

Option 1 - Call Motorola Solutions System Support Center

Call Motorola Solutions Toll free 800-323-9949
- Select from the auto attendant as follows:
  - Option 2 – Technical Support of Infrastructure Products
  - Then select Option 6 – Public Safety Applications
  - Next select the appropriate system type option
  1. CAD
  2. RMS, Records
  3. Mobile Applications
  4. Jail Management Systems
  5. Law Records (LRMS)
  6. Customer Service Request System (CSR)
  0. All Other Applications

Upon contact with the SSC personnel, you will provide the name and phone number for Customer contact and your agency and product specific Site Identification Number. Providing a brief problem description will assist in defining the severity level and determine proper case routing to the appropriate Motorola Technical Support Team Member. A unique tracking number will be provided to your agency for future reference.
Generally customers calling the toll-free 800 number will access Public Safety Applications technical support directly. For heavy call times or after hours the caller will be directed to Motorola System Support Call Center Operations. Once the logging process is complete customers are transferred directly to a Technical Support Analyst 24/7/365.
# How to Obtain Technical Support for Products

## Action / Response

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1.</strong></td>
<td>Call the Motorola Solutions System Support Center 1-800-323-9949</td>
</tr>
<tr>
<td><strong>Step 2.</strong></td>
<td>Select option 2 (Technical Support)</td>
</tr>
<tr>
<td><strong>Step 3.</strong></td>
<td>Select option 6 (Public Safety Applications)</td>
</tr>
<tr>
<td><strong>Step 4.</strong></td>
<td>Select product specific option</td>
</tr>
<tr>
<td><strong>Step 5.</strong></td>
<td>Provide Site Identification Number (See Covered Products Exhibit for your agency’s Site Identification Numbers)</td>
</tr>
</tbody>
</table>

## Step 6. Provide Your Information

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caller Name</td>
<td></td>
</tr>
<tr>
<td>Contact Phone Number</td>
<td></td>
</tr>
<tr>
<td>Description of problem</td>
<td></td>
</tr>
<tr>
<td>Severity of system problem determined at time of call</td>
<td></td>
</tr>
<tr>
<td>Time available for call back</td>
<td></td>
</tr>
<tr>
<td>Email address</td>
<td></td>
</tr>
</tbody>
</table>

## Step 7. Case Number Generated

<table>
<thead>
<tr>
<th>Description</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Caller will receive a Case number for tracking the service request.</td>
<td></td>
</tr>
</tbody>
</table>

## Check Status

<table>
<thead>
<tr>
<th>Description</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>The caller may check the status of a Case at any time by calling the System Support Center at 1-800-323-9949 and following steps 2-4 above and providing the case number.</td>
<td></td>
</tr>
</tbody>
</table>

## Case Assignment

<table>
<thead>
<tr>
<th>Description</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>The Customer Support Representative will determine a course of action and assign the Case to the appropriate group.</td>
<td></td>
</tr>
</tbody>
</table>

## Standard Response Time

<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Severity 1:</td>
<td>1 hour</td>
</tr>
<tr>
<td>Severity 2:</td>
<td>3 business hours</td>
</tr>
<tr>
<td>Severity 3:</td>
<td>6 business hours</td>
</tr>
<tr>
<td>Severity 4:</td>
<td>2 business days</td>
</tr>
</tbody>
</table>

## Step 8. Notification of CASE ALL Activity

<table>
<thead>
<tr>
<th>Description</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Case Notifications are available for up to 4 persons.</td>
<td></td>
</tr>
<tr>
<td>Notifications are sent via pager or email when any of the following events occur on a Case: Open, Assigned, Site Arrival, Deferred or Closure.</td>
<td></td>
</tr>
<tr>
<td>To request case notifications, please contact your Support Manager.</td>
<td></td>
</tr>
</tbody>
</table>

## Notification of CASE Open/Close Activity

<table>
<thead>
<tr>
<th>Description</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Case Notifications are available for up to 4 persons.</td>
<td></td>
</tr>
<tr>
<td>Notifications are sent via pager or email when any of the following events occur on a Case: Open or Closure.</td>
<td></td>
</tr>
<tr>
<td>To request case notifications, please contact your Support Manager.</td>
<td></td>
</tr>
</tbody>
</table>
Option 2 - Submit a ticket via eCase Management from Motorola On-Line
Motorola Online eCase Management provides a fast, intuitive, and efficient interface for Technical Case Management that allows customers to open, update, and view the status of their cases on the web.

Setting Up a Motorola Solutions Online Account
To set up a Motorola Solutions On-Line account, please visit https://businessonline.motorolasolutions.com and follow the directions on the link for “Sign Up Now.”

A User ID and Password are not required for setting up your account. After accessing the link above, indicate in the “Additional Information” field you are a Public Safety customer seeking access to eCase Management. Once you submit your request, you will receive a confirmation email indicating receipt and including additional details about the Motorola Solutions Online account set up. In approximately 4-5 business days an additional email will be sent which includes details about your Online account.

Accessing the Technical Case Management web site
Once you have set up your agency’s Motorola On-Line Account, to access the site simply log onto Motorola at businessonline.motorolasolutions.com with your user ID and password, click on the Contact Us Open Case, and select System Support Issue from the Issue Type drop-down.

Primary Features of Online Technical Case Management
Motorola customers have three main functions available through Motorola Online to manage their cases:
A. Open new cases
B. Search for existing cases and view details of the existing case
C. Update existing cases by adding notes

A. Open a New Case
1. Log into Motorola Solutions Online
2. Click on the “Case Mgmt” Open Case
3. Select the Reason Code = **System Support Issue** (and the page will automatically reload)

4. Fill in the Case Title (description of request) and choose the applicable Site (which are listed alphabetically)

5. Choose case type **Technical Support**, Severity Level and **Public Safety Applications** System

6. Fill in a detailed description of your issue

7. Click “Create Case”
8. eCase Management will give immediate confirmation of case number (new case numbers are 8 digits long). Note: The confirmation screen includes “expand all” and “collapse all” buttons for case notes.

B. Search for an Existing Case
   1. Log into Motorola Online
   2. Click on the “Case Mgmt” > Search Case
   3. Enter the exact case number or enter search criteria to find a range of tickets
   4. Click “Got To” or “Search”
C. Update an Existing Case

1. You can also add notes after submitting your case, by clicking on the “Add Notes” button.

Motorola Solutions On-Line Support

1. Motorola does not recommend using this tool for opening Severity 1 or 2 cases. For any critical issues, customers should contact the System Support Center by calling 800-323-9949 and following the appropriate prompts.

2. The same guidelines would apply to updating cases with critical information. Any critical updates should be reported directly to Support at 800-323-9949.

3. When updating case notes, please provide contact information, which includes phone number, email, etc.

4. For questions on Motorola Online eCase Management or Support, please contact the Motorola Online Helpdesk at 800-814-0601.
Requirements for effective usage:
Browser: Internet Explorer 5.0 or greater
Valid MOL user ID and Password

Motorola On-line Flow

1. eCase Process
2. Is the customer entitled to service?
   - Yes
   - No, follow the process to create a PO
3. Is the product supported by Boulder or Salt Lake City?
   - Salt Lake City
   - Boulder
4. Assign the case to the "PSA Boulder Clarify Queue"
5. Assign the Tech Support case to the "PSA Salt Lake City Clarify Queue"
6. The case is assigned to the appropriate queue.
7. An auto notification is sent to the owners of the queue.
8. To Technical Staff
Option 3 - Submit a ticket via Email Case Management

An alternative Customer Support tool is available for PSA customers. Along with the toll-free phone number and Motorola Online, customers can request technical support by email. For many customers who use their PDA as a means to open cases, email ticketing provides additional flexibility for initiating cases.

To ensure proper case management and contractual response, email ticketing is only available for severity levels three and four. In order to properly process a ticket via email, the message must be formatted exactly as described below:

1. Address your email to PSACASE@motorolasolutions.com
2. Type PSA Service Request and a brief description of the system issue in the Subject line of the e-mail message. This will become the case title
3. Type Site ID = followed by the site identification number of the system location
4. Type Product Type= followed by the product family type. Choose from the following list:
   - CAD (OR FRIENDS OF CAD, such as AWW, ATM, AVL and UDT)
   - CSR (CUSTOMER SERVICE REQUEST)
   - INFOTRAK, LRMS
   - JAIL MANAGEMENT (OFFENDERTRAK)
   - MOBILE APPLICATIONS (PMDC, AIRMObILE, TXMESSENGER)
   - NETRMS
5. Type Contact First Name = followed by your first name or the name of the person you would like support personnel to contact
6. Type Contact Last Name = followed by your last name or the name of the person you would like support personnel to contact.
7. Type Phone Number = followed by the area code and phone number where the contact person may be reached
8. Type Severity Level = followed by either severity level 3 or 4. All severity level one or two cases must be opened via the toll-free PSA customer support number
9. Type Problem Description = followed by a comprehensive description of the problem
10. Send the message to us. You will receive an email with your case number for future reference.

If an email response is not received, or if you need to open a severity level one or two case, please contact the PSA Customer Support at 1 800-323-9949 for further assistance.

SAMPLE Email Ticket Formatting:
### III. Severity Levels and Case Management

Motorola services and response times are based on the severity levels of the error a customer is experiencing as defined below. This method of response allows Motorola to prioritize its resources for availability on our customer’s more severe service needs. Severity level response time defines the actions that will be taken by Motorola Support and Engineering teams. Due to the urgency involved in some service cases, Motorola will make every reasonable effort to provide a temporary or work around solution (On Demand). When a permanent solution is developed and certified through testing, it will be incorporated into the applicable On Demand, Cumulative Update, Supplemental, or Standard Release.

<table>
<thead>
<tr>
<th>SEVERITY LEVEL</th>
<th>DEFINITION</th>
<th>RESPONSE TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Total System Failure</strong> - occurs when the System is not functioning and there is no workaround; such as a Central Server is down or when the workflow of an entire agency is not functioning. This level is meant to represent a major issue that results in an unusable System, Subsystem, Product, or critical features. No work around or immediate solution is available.</td>
<td>Telephone conference within 1 Hour of initial voice notification</td>
</tr>
<tr>
<td>2</td>
<td><strong>Critical Failure</strong> - Critical process failure occurs when a crucial element in the System that does not prohibit continuance of basic operations is not functioning and there is usually no suitable work-around. Note that this may not be applicable to intermittent problems. This level is meant to represent a moderate issue that limits a Customer’s normal use of the System, Subsystem, Product or major non-critical features.</td>
<td>Telephone conference within 3 Business Hours of initial voice notification during normal business hours</td>
</tr>
<tr>
<td>3</td>
<td><strong>Non-Critical Failure</strong> - Non-Critical part or component failure occurs when a System component is not functioning, but the System is still usable for its intended purpose, or there is a reasonable workaround. This level is meant to represent a minor issue that does not preclude use of the System, Subsystem, Product, or critical features.</td>
<td>Telephone conference within 6 Business Hours of initial notification during normal business hours</td>
</tr>
<tr>
<td>4</td>
<td><strong>Inconvenience</strong> - An inconvenience occurs when System causes a minor disruption in the way tasks are performed but does not stop workflow. This level is meant to represent very minor issues, such as cosmetic issues, documentation errors, general usage questions, and product or System Update requests.</td>
<td>Telephone conference within 2 Standard Business Days of initial notification</td>
</tr>
</tbody>
</table>

Incoming cases are automatically assigned an initial Severity Level of 3, unless otherwise indicated or determined at the time the case is logged. When escalation is required, Motorola adheres to strict policy dictated by the level of problem severity.
Severity Level One Escalation

Once an issue is escalated to Engineering, the following table is used as an Engineering resolution guideline for standard product problems.

<table>
<thead>
<tr>
<th>CRITICAL</th>
<th>ACTION</th>
<th>RESPONSIBILITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 Hours</td>
<td>Initial service request is placed. Support Analyst begins working on problem and verifies / determines severity level.</td>
<td>Support Analyst</td>
</tr>
</tbody>
</table>
| 2 Hours  | If a resolution is not identified within this timeframe, SA escalates to the Customer Support Manager who assigns additional resources. Email notification to Director of Customer Support and Director of System Integration. | Support Analyst  
Support Manager |
| 4 Hours  | If a resolution is not identified within this timeframe, Customer Support Manager escalates to the Director of Customer Support and Director of System Integration to assign additional resources. Email notification to Vice President of System Integration and Vice President Customer Support. | Support Manager  
Director of Customer Support  
Director of System Integration |
| 8 Hours  | If a resolution is not identified within this timeframe, Director of Customer Support escalates to Vice President of System Integration, Vice President of Support, and Account Team. | Support Manager  
VP of System Integration  
VP of Customer Support |
| 12 Hours | If a resolution is not identified within this timeframe, Director of Customer Support escalates to Vice President of System Integration, Vice President of Support, and Account Team, Senior Vice President of Operations, System Integration, Customer Support and Engineering. | Senior Management  
Support Operations  
Systems Integration  
Engineering |

All Severity Level 1 problems will be transferred or dispatched immediately to the assigned Motorola technical support representative, to include notification to Motorola management 24x7. All other severity level problems logged after business hours will be dispatched the next business morning.

3.1 Reporting a Problem. Customer will assign an initial Severity Level for each error reported, either verbally or in writing, based upon the definitions listed above. Because of the urgency involved, Severity Level 1 or 2 problems must be reported verbally to the Motorola call incoming center. Motorola will notify the Customer if Motorola makes any changes in Severity Level (up or down) of any Customer-reported problem.

3.2 Motorola will use best efforts to provide Customer with a resolution for Severity 1 and Severity 2 issues within a reasonable time and in accordance with the assigned Severity Level when Customer allows timely access to the System and Motorola diagnostics indicate that a Residual Error is present in the Software. Should Customer report an error that Motorola cannot reproduce, Motorola may enable a detailed error capture/logging process to monitor the System. If Motorola is unable to correct the reported Residual Error within a reasonable time, Motorola will escalate its procedure and assign such personnel or designee to correct such Residual Error promptly. Should Motorola, in its sole discretion, determine that such Residual Error is not present in its Release, Motorola will verify: (a) the Software operates in conformity to the System Specifications, (b) the Software is being used in a manner for which it was intended or designed, and (c) the Software is used only with approved hardware or software.

3.3 Error Correction Status Report. Motorola will provide verbal status reports on Severity Level 1 and 2 Residual Errors. Written status reports on outstanding Residual Errors will be provided to System Administrator on a monthly basis.
IV. Key Responsibilities

4.1 Motorola Responsibilities

4.1.1 Support on Motorola Software. Motorola will provide any required software fixes in the form of either a “patch” or in an On Demand, Cumulative Update, Supplemental or Standard Release.

4.1.2 Motorola Response. Motorola will provide telephone and on-site response to Central Site, defined as the Customer’s primary data processing facility, and Remote Site, defined as any site outside the Central Site, as shown in the Covered Products, Support Options and Pricing Exhibit.

4.1.3 Remote Installation. At Customer’s request, Motorola will provide remote installation advice or assistance for Updates.

4.1.4 Software Release Compatibility. At Customer’s request, Motorola will provide: (a) current list of compatible hardware operating system releases, if applicable; and (b) a list of Motorola Software Cumulative Updates, Supplemental, or Standard Releases.

4.1.5 Customer Notifications. Motorola will provide access to (a) Field Changes; (b) Customer Alert Bulletins; and (c) Hardware and Firmware Updates, as released and if applicable.

4.1.6 On-Site Software Correction. Unless otherwise stated herein, all suspected Residual Errors will be investigated and corrected from Motorola facilities. Motorola will decide whether on-site correction of any Residual Error is required and will take appropriate action.

4.1.7 On-site Product Technical Support Services. Motorola will furnish remote labor and parts required due to normal wear to restore the Equipment to good operating condition. Customer will provide on-site hardware service or is responsible for purchasing on-going maintenance for Third Party on-site hardware support.

4.1.8 Principal Period of Maintenance. At Customer’s request, Motorola will provide continuous effort to repair a reported problem beyond the PPM per the customer selected service level, provided Customer gives Motorola access to the Equipment before the end of the PPM, Motorola will extend a two (2) hour grace period beyond PPM at no charge. Following this grace period, any additional support will be invoiced on a time and material basis at Motorola then current rates for Professional Services.

4.1.9 Compliance to Local, County, State and/or Federal Mandated Changes. (Applies to Software and interfaces to those Products) Unless otherwise stated herein, compliance to local, county, state and/or federally mandated changes, including but not limited to IBR, UCR, NCIC and state interfaces are not part of the covered Services and will be quoted at the time of the request. Federal and State mandated changes for IBR and UCR are included in Motorola’s standard maintenance offering.

4.1.10 Anti-virus Software. At Customer’s request, Motorola will make every reasonable effort to test and verify specific anti-virus, anti-worm, or anti-hacker patches against a replication of Customer’s application. Motorola will respond to any reported problem as an escalated support call.

4.1.11 Account Reviews. Upon request, Motorola will provide annual account reviews to include (a) service history of site; (b) downtime analysis; and (c) service trend analysis.

4.1.12 Reports. Service history reports and notifications are available from the Motorola call tracking system. If you are interested in obtaining access to service history reports and ticketing notifications, inquire with your Technical Support Representative.
4.1.13 **Maintenance Contract Administration.** Motorola’s Maintenance Contracts Business manages the maintenance agreement following the warranty term that may be included in the purchase of a Motorola system.

Approximately four months prior to the expiration of the warranty period, a Motorola Customer Support Manager will contact you to discuss the options available for your specific site. The terms of the agreement can be customized to your agency’s budgetary requirements and cycle. Motorola offers various levels of support to meet an agency’s requirements, for example:

- Telephone, VPN support for software fixes
- Varying hours of coverage
- Third party vendor services
- On-site services
- Users Conference
- Professional Services

4.2 **Customer Responsibilities**

4.2.1 **Initiate Service Request Cases.** Contact Motorola through authorized tools and processes outlined in the Motorola Maintenance and Support Agreement Customer Support Plan Exhibit to initiate technical support request case.

4.2.2 **Assess Severity Level.** Assist in assessing the correct severity level per the severity level definitions found in the Customer Support Plan Exhibit.

4.2.3 **Escalate Appropriately.** Contact Motorola to add information or make changes to existing technical support cases, or escalate service requests to Motorola management. Motorola Services management contact information provided in the Customer Support Plan Exhibit.

4.2.4 **Support on Hardware.** Customer will provide all on-site hardware service or is responsible for purchasing on-going maintenance for 3rd party on-site hardware support. Third party support on some system components may be available through Motorola Maintenance and Support Agreement. Customer will contact the appropriate vendor directly for parts and hardware service if not purchased through the Motorola Maintenance and Support Agreement.

4.2.5 **VPN connectivity.** Provide VPN connectivity and telephone access to Motorola personnel.

4.2.6 **Anti-virus software.** Run installed anti-virus software.

4.2.7 **Operating System (“OS”) Upgrades.** Unless otherwise stated herein, Customer is responsible for any OS upgrades to the System, except HP OS upgrades. Before installing OS upgrades, Customer will contact Motorola to verify that a given OS upgrade is appropriate.

4.2.8 **Trouble Report Form.** To better assist us in gathering details for analyzing and repairing your system errors, Motorola has created the Trouble Report Form (page 21). Completion of this form by the customer is voluntary.

The Trouble Report form helps Motorola Technical Support reduce errors by increasing the understanding of the problem description definition. It may also improve repair time by understanding the probability of repeat errors. Additionally, should escalation to Motorola Engineering team be required, information gathered on this form will aid by potentially avoiding the wait associated with error reoccurrence.

Information customers provide on the Trouble Report form will assist Motorola Support team in expediting and troubleshooting the issue. Your assistance in providing the information is appreciated. Once you complete the form, please e-mail or fax this form to the Technical Support Representative assigned to work on the issue reported.
Trouble Report Form

Agency Name: ___________________________  Motorola Case Number: ___________________________
Contact Name: ___________________________  E-mail Address: ___________________________
Contact Phone: ___________________________  Contact Fax: ___________________________
Severity Level: ___________________________  CAD Correction#: ___________________________
Product/Version: ___________________________

Please ensure that the description provided is as detailed as possible. Including accurate details, helps Motorola to resolve the issue promptly and successfully. Please be sensitive to the use of verbiage that is specific to your agency or area of the country. Full understanding of the facts on a reported issue increases Motorola probability of locating a root cause and achieving a timely resolution.

Problem Description:

Steps to Duplicate: Motorola understands that duplication is not always easy. However, if you are able to duplicate the issue, providing us with the detailed keystrokes will greatly improve our ability to correct the issue in question. When unable to duplicate the issue on demand, providing us with detailed steps that preceded the issue reported will greatly help.

Step One: ___________________________
Step Two: ___________________________
Step Three: ___________________________
Step Four: ___________________________
Step Five: ___________________________
Step Six: ___________________________
Step Seven: ___________________________
Additional Steps: ___________________________

Expected Results: ___________________________
Actual Results: ___________________________
Configuration Checked: ___________________________
V. Customer Call Flow

To Be Provided By Customer

VI. Contact Information

Motorola Contacts

<table>
<thead>
<tr>
<th>CONTACT</th>
<th>PHONE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Motorola Solutions System Support Center</td>
<td>(800) 393-9949</td>
</tr>
</tbody>
</table>
| Linda Hudson  
Senior Manager, Technical Support  
Linda.Hudson@motorolasolutions.com | (303) 527-4017 - office |
| Phillip Askey  
Tier 2 - Technical Support Manager  
P.Askey@motorolasolutions.com | (720) 565-4764 - office |
| Jeff Dolph  
Tier 1 - Technical Support Manager  
JeffDolph@motorolasolutions.com | (303) 527-4038 - office  
(303) 319-8935 - mobile |
| Wayne Parent  
Technical Support Lead – Records Applications  
Wayne.Parent@motorolasolutions.com | (801) 234-9971 - mobile |
| Andrew Baum  
Customer Support Manager  
Andrew.Baum@motorolasolutions.com | (224) 523-5424 - mobile |

Customer Contacts (to be provided by Customer)

| Customer Agency Name:  
Address:  
City, State and Zip: |  |
|----------------------|---|
| Billing Contact Name:  
Phone No:  
Email: |  |
| Backup System Administrator Name:  
Phone No:  
Email: |  |
| Service Escalations Contact Name:  
Title:  
Phone No:  
Email: |  |
Form W-9 (Rev. November 2017)
Department of the Treasury Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Go to www.irs.gov/FormW9 for instructions and the latest information.

Give Form to the requester. Do not send to the IRS.

Motorola Solutions, Inc.

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes:

☐ Individual/sole proprietor or single-member LLC

☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership)

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

☐ Other (see instructions)

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any)

Exemption from FATCA reporting code (if any)

(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions, 500 W. Monroe Street, 44th Floor

City, state, and ZIP code

Requester's name and address (optional)

ChicagO, IL 60661

3 List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)
Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see How to get a TIN, later.

Social security number

or

Employer identification number

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and

2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and

3. I am a U.S. citizen or other U.S. person (defined below); and

4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here

Signature of U.S. person

Date

1/3/18

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of Information returns include, but are not limited to, the following.

• Form 1099-DIV (dividends, including those from stocks or mutual funds)
• Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
• Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
• Form 1098 (proceeds from real estate transactions)
• Form 1099-K (merchant card and third party network transactions)
• Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
• Form 1098-C (canceled debt)
• Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.
Required Vendor Ethics Disclosure Statement

Date: May 17, 2018

BID/Contract/PO #:

Company Name: Motorola Solutions, Inc.
Company Contact: Chris Chisnell
Contact Phone: 847-489-9379
Contact Email: chris.chisnell@motorolasolutions.com

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

1. Every contractor, union, or vendor that is seeking or has previously obtained a contract, change orders to one (1) or more contracts, or two (2) or more individual contracts with the county 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

<table>
<thead>
<tr>
<th>Recipient</th>
<th>Donor</th>
<th>Description (e.g. cash, type of item, in-kind services, etc.)</th>
<th>Amount/Value</th>
<th>Date Made</th>
</tr>
</thead>
<tbody>
<tr>
<td>Citizens for Dan Cronin</td>
<td>Motorola Solutions, Inc.</td>
<td>Cash</td>
<td>$500.00</td>
<td>Feb 20, 2018</td>
</tr>
</tbody>
</table>

2. All contractors and vendors who have obtained or are seeking contracts with the county shall disclose the names and contact information of their lobbyists, agents and representatives and all individuals who are or will be having contact with county officers or employees in relation to the contractor bid and shall update such disclosure with any changes that may occur.

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

<table>
<thead>
<tr>
<th>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</th>
<th>Telephone</th>
<th>Email</th>
</tr>
</thead>
</table>

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: Pat Hughes
Title: IL Sales Manager
Date: May 17, 2018

Attach additional sheets if necessary. Sign each sheet and number each page. Page ______ of ______ (total number of pages)
AWARDING RESOLUTION TO AT&T MOBILITY LLC PO 918132 FOR THREE (3) YEARS RENEWAL OF NETMOTION MOBILITY PREMIUM SOFTWARE MAINTENANCE (CONTRACT AMOUNT: $82,656.00)

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 918132 to AT&T Mobility LLC for three (3) years of NetMotion Mobility Premium software maintenance. The contract will cover the period from August 14, 2018 through August 13, 2021. Total contract amount of $82,656.00.

NOW, THEREFORE BE IT RESOLVED, that DU PAGE ETSB Requisition 917132, dated May 10, 2018, covering said, for the renewal of three years of NetMotion software maintenance, be, and it is hereby approved by the DU PAGE ETSB to AT&T Mobility LLC, One AT&T Way, Bedminster, NJ 07921.

Enacted and approved this 12th day of June, 2018 at Wheaton, Illinois.

_____________________________________________________
GARY GRASSO, CHAIRMAN

Attest: _________________________________
PAUL HINDS, COUNTY CLERK
**Procurement Review Checklist**

**Procurement Services Division**

This form must accompany all Purchase Order Requisitions

Attach Required Vendor Ethics Disclosure Statement

---

<table>
<thead>
<tr>
<th>Vendor: AT&amp;T Mobility LLC</th>
<th>Vendor #: 10009</th>
<th>Contract Term: 3 Years</th>
<th>Contract Total: $82,656.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dept: ETSB</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contact: Eve Kraus</td>
<td>Phone: (630) 550-7743</td>
<td>Assigned Committee: ETSB</td>
<td></td>
</tr>
</tbody>
</table>

**Description of Procurement/Scope of Work/Background**

Recommendation for approval of a three (3) year renewal of NetMotion Mobility Premium Maintenance.

**Reason for Procurement**

NetMotion software allows ETSB staff to manage the security and permission levels of devices.

---

**FUNDING SOURCE**

- Procurement budgeted for (FY and budget code(s)): 4000-5820-53807
- 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 # CM56306520
- 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)**

<table>
<thead>
<tr>
<th>Eve Kraus</th>
<th>5/25/18</th>
<th>5/25/18</th>
<th>5/25/18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepared By</td>
<td>Date</td>
<td>Recommended for Approval</td>
<td>IT Approval, if required</td>
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**REVIEWED BY (Initials Only)**

<table>
<thead>
<tr>
<th>Buyer</th>
<th>5/25/18</th>
<th>Procurement Officer</th>
<th>5-25-18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Chief Financial Officer

(Decision Memos Over $25,000)

Chairman's Office

(Decision Memos Over $25,000)

---

FORM OPTIMIZED FOR ACROBAT AND ADOBE READER VERSION 9 OR LATER
Purchase Requisition  
Procurement Services Division

<table>
<thead>
<tr>
<th>Send Purchase Order To:</th>
<th>Send Invoices To:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vendor: AT&amp;T Mobility LLC</td>
<td>Dept: ETSB</td>
</tr>
<tr>
<td>Attn: Robert Burt</td>
<td>Attn: 9-1-1 Coordinator</td>
</tr>
<tr>
<td>Address: One AT&amp;T Way</td>
<td>Email: <a href="mailto:etsb911@dupageco.org">etsb911@dupageco.org</a></td>
</tr>
<tr>
<td>City: Bedminster</td>
<td>City: Wheaton</td>
</tr>
<tr>
<td>Phone: 312-208-3337</td>
<td>Phone: 630-550-7743</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Send Payments To:</th>
<th>Ship To:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vendor: 10009</td>
<td>Dept: ETSB</td>
</tr>
<tr>
<td>Attn:</td>
<td>Attn: 9-1-1 Coordinator</td>
</tr>
<tr>
<td>Address: PO Box 6463</td>
<td>Email: <a href="mailto:etsb911@dupageco.org">etsb911@dupageco.org</a></td>
</tr>
<tr>
<td>City: Carol Stream</td>
<td>City: Wheaton</td>
</tr>
<tr>
<td>Phone:</td>
<td>Phone: 630-550-7743</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Payment Terms</th>
<th>F.O.B.</th>
<th>PO 20 Delivery Date</th>
<th>Requisitioner</th>
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<tbody>
<tr>
<td>PER 50 ILCS 505/1</td>
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<td></td>
<td></td>
</tr>
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</table>

<table>
<thead>
<tr>
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<th>Contract Administrator</th>
<th>Contract Start Date</th>
<th>Contract End Date</th>
<th>Use for</th>
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</thead>
<tbody>
<tr>
<td>PO25 only</td>
<td></td>
<td>Aug 14, 2018</td>
<td>Aug 13, 2021</td>
<td>PO25 only</td>
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</table>

<table>
<thead>
<tr>
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<th>Qty</th>
<th>UOM</th>
<th>Item Detail (Product #)</th>
<th>Description</th>
<th>FY</th>
<th>Dept #</th>
<th>Acct #</th>
<th>Sub-Accts and/or Activity #</th>
<th>Unit Price</th>
<th>Extension</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>EA</td>
<td>NetMotion Mobility</td>
<td>Security and maintenance renewal for 1000 devices, Analytics Module, NAC Module, Policy Module</td>
<td>18</td>
<td>4000</td>
<td>5820</td>
<td>53807</td>
<td>82,656.00</td>
<td>82,656.00</td>
</tr>
</tbody>
</table>

Requisition Total $ 82,656.00

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

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

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.

<table>
<thead>
<tr>
<th>Requesting Department: ETSB</th>
<th>Department Contact: Eve Kraus</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Email: <a href="mailto:etsb911@dupageco.org">etsb911@dupageco.org</a></td>
<td>Contact Phone: 630-550-7743</td>
</tr>
<tr>
<td>Vendor Name: AT&amp;T Mobility LLC</td>
<td>Vendor #: 10009</td>
</tr>
</tbody>
</table>

### 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 of NetMotion Mobility Premium Maintenance for a period of three (3) years for a total amount of $82,656.00, from existing State of Illinois contract CMS6909520, for a savings of $18,144.00.

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

NetMotion provides a stable and secure platform for the new CAD system on the new network. This software allows ETSB staff to manage the security and permission levels of devices connecting to the network.

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

NetMotion software improves public safety security by providing users with a more reliable method of transferring 911 information between the PSAPs and the first responders.

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

Purchase Order 918132 is made through the Illinois Department of Central Management Services (CMS) NetMotion Statewide Master CMS6909520 contract and quote# Q-135596-1.

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

1. Approve purchase order 918132 to allow for maintenance of NetMotion security software.
2. Deny renewal increasing the network vulnerability.

### 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 budgeted expense for FY18-21 in account 5820-53807.
### 1-Year Premium Maintenance

<table>
<thead>
<tr>
<th>Product Description</th>
<th>Quantity</th>
<th>List Price</th>
<th>Discount</th>
<th>(Less Each)</th>
<th>Extended</th>
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</thead>
<tbody>
<tr>
<td>11NMXP25 NIIM Mobility Premium Maintenance</td>
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<td>18%</td>
<td>$34,440.00</td>
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</tr>
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**Total for 1-Year Premium Maintenance:** $34,440.00

### 2-Year Premium Maintenance

<table>
<thead>
<tr>
<th>Product Description</th>
<th>Quantity</th>
<th>List Price</th>
<th>Discount</th>
<th>(Less Each)</th>
<th>Extended</th>
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</thead>
<tbody>
<tr>
<td>11NMXP22 NIIM Mobility Premium Maintenance</td>
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<td>$73,000.00</td>
<td>18%</td>
<td>$60,614.40</td>
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</table>

**Total for 2-Year Premium Maintenance:** $60,614.40

### 3-Year Premium Maintenance

<table>
<thead>
<tr>
<th>Product Description</th>
<th>Quantity</th>
<th>List Price</th>
<th>Discount</th>
<th>(Less Each)</th>
<th>Extended</th>
</tr>
</thead>
<tbody>
<tr>
<td>11NMXP20 NIIM Mobility Premium Maintenance</td>
<td>1</td>
<td>$100,800.00</td>
<td>18%</td>
<td>$82,606.00</td>
<td></td>
</tr>
</tbody>
</table>

**Total for 3-Year Premium Maintenance:** $82,606.00

Remaining current on NetMotion Software maintenance provides you and your organization a number of benefits:
- 24x7 technical support
- Major version upgrades
- Tech notes and web based support
- Cumulative quantity discounts on additional device licenses
- Patch and point releases at no additional charge
- Guaranteed response times

By renewing your maintenance agreement, you retain email (support@netmotionsoftware.com) and phone (North American Toll Free: (888) 723-2662) access to the NetMotion Software technical support team. Our technical support team is staffed by highly qualified networking experts who are full time employees of the company (not outsourced), and are located in two US based support centers - Seattle, Washington and Bethlehem, PA.

Our goal is to continue to support you, your IT staff and the users of NetMotion Software and ensure your organization is optimizing its deployment.

Please do not hesitate to contact your AT&T and NetMotion Software Sales Representatives, who are available to answer any questions you may have.

Judd Kupers
NetMotion Maintenance Renewals
judd.kupers@netmotionsoftware.com

Robert Burt
AT&T
rb1735@at.com
(312) 203-3337

Above prices in US dollars. State and local sales tax will apply in certain states. Exempt customers must provide an official sales tax exemption certificate in compliance with state and local laws to avoid sales tax charges. Please note that pricing on this quote is subject to change if you purchase additional licenses, add new software features, or if we change our software prices. Maintenance renewals are based on current software list prices at the time of renewal and must include the total quantity of licenses, servers, and features that you own at the time of renewal.

This pricing quote is confidential and may not be redistributed.

Please do not hesitate to contact your AT&T and NetMotion Software Sales Representatives, who are available to answer any questions you may have.

Tyler Burgess
Inside Sales Representative
tyler.burgess@netmotionsoftware.com

Jane Holt
AT&T Mobility
jkh334@at.com
(303) 260-8996

Above prices in US dollars. State and local sales tax will apply in certain states. Exempt customers must provide an official sales tax exemption certificate in compliance with state and local laws to avoid sales tax charges. Please note that pricing on this quote is subject to change if you purchase additional licenses, add new software features, or if we change our software prices. Maintenance renewals are based on current software list prices at the time of renewal and must include the total quantity of licenses, servers, and features that you own at the time of renewal.

This pricing quote is confidential and may not be redistributed.

AT&T Proprietary (Internal Use Only)
Not for use or disclosure outside the AT&T companies except under written agreement
Request for Taxpayer Identification Number and Certification

Go to www.irs.gov/FormW9 for instructions and the latest information.

Give Form to the requester. Do not send to the IRS.

### 1. Name

Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.

- **AT&T Mobility LLC**

### 3. Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes.

- Individual/s Sole proprietor or single-member LLC
- C Corporation
- S Corporation
- Partnership
- Trust/estate
- Limited liability company. Enter the tax classification of the single-member owner.
- Applicable to accounts maintained outside the U.S.

### 4. Exemptions

Exempt payee code (if any) ______

Exemption from FATCA reporting code (if any) ______

### 5. Address (number, street, and apt. or suite no.) See instructions.

PO Box 5085

City, state, and ZIP code

Carol Stream, IL 60197-5085

Requestor's name and address (optional)

### Part II: Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see How to get a TIN, later.

**Note:** If the account is in more than one name, see the instructions for line 1. Also see What Name and Number To Give the Requester for guidelines on whose number to enter.

#### Part II: Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certifications instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

### General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

### Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.
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: May 22, 2018

Company Name: AT&T Mobility
Contact Phone: 312-208-3337
Company Contact: Rob Burt
Contact Email: rlb1735@att.com

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

1. Every contractor, union, or vendor that is seeking or has previously obtained a contract, change orders to one (1) or more contracts, or two (2) or more individual contracts with the county 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.

<table>
<thead>
<tr>
<th>Recipient</th>
<th>Donor</th>
<th>Description (e.g. cash, type of item, in-kind services, etc.)</th>
<th>Amount/Value</th>
<th>Date Made</th>
</tr>
</thead>
<tbody>
<tr>
<td>DuPage County Board Chairman Dan Cronin</td>
<td>AT&amp;T Employee PAC</td>
<td>Check (#3712)</td>
<td>$500.00</td>
<td>Oct 19, 2017</td>
</tr>
<tr>
<td>DuPage County Board Chairman Dan Cronin</td>
<td>AT&amp;T Employee PAC</td>
<td>Check (#3798)</td>
<td>$1,000.00</td>
<td>Mar 16, 2018</td>
</tr>
</tbody>
</table>

2. All contractors and vendors who have obtained or are seeking contracts with the county shall disclose the names and contact information of their lobbyists, agents and representatives and all individuals who are or will be having contact with county officers or employees in relation to the contractor bid and shall update such disclosure with any changes that may occur.

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: Robert S. Burt
Title: Client Solutions Executive II
Date: May 22, 2018
RESOLUTION TO APPROVE ELECTRIC UTILITY DISTRIBUTION SERVICES TO COMED FOR THIRTY-SIX (36) MONTHS (TOTAL AMOUNT: $2,874.52)

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, the principal office of the DU PAGE ETSB and location of significant DU PAGE ETSB resources is within the DuPage County Campus; and

WHEREAS, the County of DuPage has awarded a contract to ComEd, for the purchase of electric utility distribution services located on the DuPage County Campus for a period of thirty-six (36) months under Resolution FM-P-0164-18; and

WHEREAS, the 9-1-1 System Coordinator recommends DU PAGE ETS Board approval of Purchase Order Number 918137, to encumber its portion of the County contract awarded under Resolution FM-P-0164-18 for thirty-six (36) months for electric utility distribution services. The encumbrance period will be from April 1, 2018 through March 31, 2021. Total amount based on square footage is $2,874.52.

NOW, THEREFORE BE IT RESOLVED, that DU PAGE ETSB Purchase Order 918137, encumbering funds for said electric utility distribution services, be, and is hereby approved by the DU PAGE ETSB for its portion of the County contract under Resolution FM-P-0164-18 for thirty-six (36) months for electric utility distribution services for a total of $2,874.52.

Enacted and approved this 12th day of June, 2018 at Wheaton, Illinois.

______________________________
GARY GRASSO, CHAIRMAN

Attest: _________________________________
PAUL HINDS, COUNTY CLERK
AWARDING RESOLUTION
ISSUED TO COM ED
FOR ELECTRIC UTILITY DISTRIBUTION SERVICES
FOR THE CONNECTED COUNTY FACILITIES
FOR FACILITIES MANAGEMENT
(CONTRACT TOTAL AMOUNT: $2,455,000)

WHEREAS, an agreement has been negotiated in accordance with County Board policy; and

WHEREAS, the Public Works Committee recommends County Board approval for the issuance of a contract purchase order to ComEd, for electric utility distribution services, for the connected County facilities, for the three-year period April 1, 2018 through March 31, 2021, for Facilities Management.

NOW, THEREFORE BE IT RESOLVED, that County Contract, covering said, for electric utility distribution services, for the connected County facilities, for the three-year period April 1, 2018 through March 31, 2021, for Facilities Management, be, and it is hereby approved for issuance of a contract purchase order by the Procurement Division to, ComEd, PO Box 6111, Carol Stream, IL 60197, $1,705,948.81 for Facilities Management, $8,517.66 for Animal Services, $428,130.83 for the Care Center, $70,837.54 for the Division of Transportation, $2,874.52 for ETSB, $138,690.64 for the Health Department and $100,000 for DU-COMM, for a total contract amount not to exceed $2,455,000.00. Public Utility

Enacted and approved this 12th day of June, 2018 at Wheaton, Illinois.

________________________________
DANIEL J. CRONIN, CHAIRMAN
DU PAGE COUNTY BOARD

Attest: _________________________________
PAUL HINDS, COUNTY CLERK
### PROCUREMENT REVIEW CHECKLIST

**REQUISITION**

This form must accompany all County Purchase Requisitions.

#### NEW PURCHASE ORDER REQUEST

<table>
<thead>
<tr>
<th>DATE SUBMITTED</th>
<th>CONTRACT TERM</th>
<th>CONTRACT TOTAL AMOUNT</th>
<th>REQUESTING DEPT.</th>
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</thead>
<tbody>
<tr>
<td>May 22, 2018</td>
<td>APRIL 1, 2018 THROUGH MARCH 31, 2021</td>
<td>$2,455,000.00</td>
<td>FACILITIES MANAGEMENT</td>
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</tbody>
</table>

#### SOLICITATION METHOD FOR SOURCE SELECTION

**No Decision Memo Required**  
Public Utility

Laura Grobe
- Completed 05/22/2018 8:45 AM

Tim Harbaugh
- Completed 05/22/2018 2:54 PM

Nick Kottmeyer
- Completed 05/22/2018 4:20 PM

Laura Flamion
- Completed 05/23/2018 8:39 AM

Eva Hitchcock
- Completed 05/23/2018 9:09 AM

Christopher Snyder
- Completed 05/23/2018 3:25 PM

Janelle Chadwick
- Completed 05/24/2018 10:20 AM

Linda Zerwin
- Completed 05/24/2018 10:45 AM

Kathy Ostrowski
- Completed 05/24/2018 10:46 AM

James McGuire
- Completed 05/25/2018 2:36 PM

Paul Rafac
- Completed 05/29/2018 11:35 AM

Kathy Ostrowski
- Completed 05/29/2018 12:41 PM

Public Works Committee
- Completed 06/05/2018 9:15 AM

Transportation Committee
- Completed 06/05/2018 10:00 AM

Health & Human Services
- Completed 06/05/2018 10:15 AM

Animal Services Committee
- Completed 06/05/2018 10:30 AM

ETSB - Emergency Telephone System Board
- Pending 06/12/2018 8:50 AM

Finance Committee
- Pending 06/12/2018 8:00 AM

County Board
- Completed 06/12/2018 10:00 AM
**Procurement Review Checklist**

**Procurement Services Division**

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

**Vendor:** ComEd  
**Vendor #:** 10023  
**Contract Term:** 4/1/18 - 3/31/21  
**Contract Total:** $2,455,000.00

**Dept:** Facilities Management  
**Contact:** Laura Grobe  
**Phone:** 407-5665  
**Assigned Committee:** PW, DOT, HHS 6/5/18

**Description of Procurement/Scope of Work/Background:**
Recommendation for the approval of a contract purchase order to ComEd, for electric utility distribution services for the connected County facilities, for Facilities Management, for the three-year period April 1, 2018 through March 31, 2021, $1,705,948.81 for Facilities Management, $8,517.66 for Animal Services, $428,130.83 for the Care Center, $70,837.54 for the Division of Transportation, $2,875.52 for ETS8, $136,690.64 for the Health Department and $100,000 for DU-COMM, for a total contract amount not to exceed $2,455,000.00. Per 55 ILCS 5/5-1022 "Competitive Bids" (c) Not suitable for competitive bids – Public Utility

**Reason for Procurement:** Electric utility services are required to maintain the operations of the County Facilities.

**FUNDING SOURCE**

- [X] Procurement budgeted for (FY and budget code(s)): See Requisition
- [ ] 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
- [X] Public Utility

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

- [ ] Public Utility

**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)**

<table>
<thead>
<tr>
<th>Prepared By</th>
<th>Date</th>
<th>Recommended for Approval</th>
<th>Date</th>
<th>IT Approval, if required</th>
<th>Date</th>
</tr>
</thead>
<tbody>
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<td>[Signature]</td>
<td>May 17, 2018</td>
<td>5/10/18</td>
<td>5/19/18</td>
<td>5/25/18</td>
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**REVIEWED BY (Initials Only)**

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<td>[Signature]</td>
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</tr>
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**Chief Financial Officer**

(Decision Memos Over $25,000)

Date

**Chairman's Office**

(Decision Memos Over $25,000)

Date
## Purchase Requisition

**Procurement Services Division**

**Date:**
May 17, 2018

**MinuteTraq (IQM2) ID #:** 12739

**Department Req #:**

**RFP, Bid or Quote #:**

### Send Purchase Order To:

<table>
<thead>
<tr>
<th>Vendor: ComEd</th>
<th>Vendor #: 10023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attn:</td>
<td>Email:</td>
</tr>
<tr>
<td>Address:</td>
<td></td>
</tr>
<tr>
<td>City:</td>
<td>State: IL</td>
</tr>
<tr>
<td>Zip:</td>
<td></td>
</tr>
<tr>
<td>Phone:</td>
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### Send Invoices To:

<table>
<thead>
<tr>
<th>Dept: Facilities Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attn: Tim Harbaugh</td>
</tr>
<tr>
<td>Email: <a href="mailto:katrina.boffa@dupageco.org">katrina.boffa@dupageco.org</a></td>
</tr>
<tr>
<td>Address: 421 N. County Farm Road</td>
</tr>
<tr>
<td>Room: 2-700</td>
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</table>

### Send Payments To:

<table>
<thead>
<tr>
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<th>Vendor #: 10023</th>
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<td>Attn:</td>
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<td>Zip:</td>
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<td>Phone:</td>
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### Send Payments To:

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<tr>
<th>Dept: Facilities Management</th>
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</thead>
<tbody>
<tr>
<td>Attn: Email:</td>
</tr>
<tr>
<td>Address: 421 N. County Farm Road</td>
</tr>
<tr>
<td>Room: 2-700</td>
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### Payment Terms

- **F.O.B.**
- **PO 20 Delivery Date**
- **Requisitioner**

### Use for Command Administrator

<table>
<thead>
<tr>
<th>Use for PO25 only</th>
<th>Laura Grobe</th>
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### Contract Administrator

<table>
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<tr>
<th>Contract Start Date</th>
<th>Contract End Date</th>
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<td>Apr 1, 2018</td>
<td>Mar 31, 2021</td>
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<th>Qty</th>
<th>UOM</th>
<th>Item Detail (Product #)</th>
<th>Description</th>
<th>FY</th>
<th>Dept #</th>
<th>Acctg Unit</th>
<th>Acct #</th>
<th>Sub-Accts and/or Activity #</th>
<th>Unit Price</th>
<th>Extensior</th>
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<td>100,000.00</td>
<td>100,000</td>
</tr>
</tbody>
</table>

**Requisition Total:** $2,455,000

### Header Comments

Electric utility distribution services for the connected County facilities, for the three year period 4/1/18 through 3/31/21.

### Special Instructions/Comments to Buyer or Approver

These comments will NOT appear on the Purchase Order:

**User Department Internal Notes**

PW, DOT, HHS, AS, 6/5/18, ETSB 6/12/18, CB 6/12/18

---

**Packet Pg. 182**
Authorization to Travel - ACDC Telecommunicator was approved to attend the Rave User Group Summit in Denver, CO April 15-18. Attendee traveled April 15-19. This is a date change only; no monetary changes are needed to the total amount previously approved.

<table>
<thead>
<tr>
<th>Name: [REDACTED]</th>
<th>Title: ACDC Telecommunicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department: ETSB - Emergency Telephone System Board</td>
<td></td>
</tr>
</tbody>
</table>

**Reviewed by and Date Approved**

- Eve Kraus  
  Completed  06/01/2018 3:37 PM
- Linda Zerwin  
  Completed  06/01/2018 4:07 PM
- ETSB - Emergency Telephone System Board  
  Pending  06/12/2018 8:50 AM
OVERNIGHT TRAVEL REQUEST
Valid for ALL overnight travel
Revised 3-14-2017

<table>
<thead>
<tr>
<th>REQUEST DATE:</th>
<th>6/12/2018</th>
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</thead>
<tbody>
<tr>
<td>NAME:</td>
<td></td>
</tr>
<tr>
<td>TITLE:</td>
<td>Telecommunicator</td>
</tr>
<tr>
<td>DEPARTMENT:</td>
<td>ACDC</td>
</tr>
<tr>
<td>ACCOUNT CODE:</td>
<td>5820-53510/53600/53610</td>
</tr>
</tbody>
</table>

PURPOSE OF TRIP: (explain fully the necessity of making the trip)
Attendance at Rave allows the attendee to hear from industry experts about the best practices in public safety, security and emergency management. This includes new products and enhancements regarding Smart911, keynotes and discussion regarding community preparedness. Rave provides complimentary registration (a $400/attendee value) to ETSB and its PSAPs. Rave also provides 3 nights’ lodging and up to $250 in airfare for a single attendee.

DESTINATION: Denver, CO

| DATE OF DEPARTURE: | 4/15/2018 |
| DATE OF RETURN ARRIVAL: | 4/19/2018 |

(Please include a detailed explanation if different from official business dates)
The Rave conference starts early the morning of April 16. It is necessary for attendees to travel the day before to arrive in time. The Rave conference ended late on the evening of the 18th so attendee's return travel was postponed until the morning of the 19th.

Please indicate the estimated amount for each applicable expense.

<table>
<thead>
<tr>
<th>EXPENSE</th>
<th>AMOUNT</th>
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</thead>
<tbody>
<tr>
<td>REGISTRATION:</td>
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<tr>
<td>TRANSPORTATION:</td>
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</tr>
<tr>
<td>LODGING</td>
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</tr>
<tr>
<td>MISCELLANEOUS EXPENSES (parking, mileage, etc.)</td>
<td>$100.00</td>
</tr>
<tr>
<td>RENTAL CAR: (explain fully the necessity)</td>
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</tr>
<tr>
<td>REFERENCE MATERIALS:</td>
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<tr>
<td>MEALS: (Per Diems)</td>
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<tr>
<td>TOTAL</td>
<td>$1,430.00</td>
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</tbody>
</table>

REVIEWED BY AND DATE APPROVED:

<table>
<thead>
<tr>
<th>Department Head:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>(Signature)</td>
<td></td>
</tr>
<tr>
<td>Date:</td>
<td></td>
</tr>
<tr>
<td>Committee Name:</td>
<td></td>
</tr>
<tr>
<td>Date:</td>
<td></td>
</tr>
<tr>
<td>County Board:</td>
<td></td>
</tr>
<tr>
<td>Date:</td>
<td></td>
</tr>
</tbody>
</table>

Please note: If actual costs exceed the estimates, this form must be re-submitted for approval.