

AGENDA
THE CITY OF ST. CHARLES
GOVERNMENT OPERATIONS COMMITTEE
ALD. STEVE WEBER, CHAIR
MONDAY, NOVEMBER 3, 2025
IMMEDIATELY FOLLOWING THE CITY COUNCIL MEETING
CITY COUNCIL CHAMBERS – 2 EAST MAIN STREET

1. Call to Order

2. Roll Call

3. Administrative

4. Omnibus Vote

Items with an asterisk (*) are considered to be routine matters and will be enacted by one motion. There will be no separate discussion on these items unless a council member/citizen so requests, in which event the item will be removed from the consent agenda and considered in normal sequence on the agenda.

5. Information Technology

- *a. Recommendation to approve a **Resolution** authorizing a three-year agreement with Comcast for Internet Service in the amount of \$36,000.
- *b. Recommendation to approve a **Resolution** authorizing a one-year agreement with the Center for Internet Security for \$27,600.
- *c. Recommendation to approve a **Resolution** authorizing a one-year agreement with StraightPath Solutions for Managed SQL Server Database Administration Services for \$36,000.
- d. Recommendation to approve a **Resolution** authorizing a purchase in the amount of \$207,388 to MindsightIT for hardware, licensing and professional services required for a Cisco Webex Calling migration.

6. Finance

- a. Recommendation to authorize the Finance Director to execute the risk insurance program renewal for the year beginning December 1, 2025, in the amount of \$1,016,689.

7. City Administration

- a. Council Initiatives Discussion – Development, Housing & Zoning

8. Public Comment

9. Additional Items from Mayor, Council or Staff

10. Executive Session

- Pending, Probable or Imminent Litigation – 5 ILCS 120/2(c)(11)
- Property Acquisition – 5 ILCS 120/2(c)(5)
- Collective Bargaining – 5 ILCS 120/2(c)(2)
- Review of Executive Session Minutes – 5 ILCS 120/2(c)(21)
- Personnel – 5 ILCS 120/2(c)(1)

11. Adjournment

ADA Compliance

Any individual with a disability requesting a reasonable accommodation in order to participate in a public meeting should contact the ADA Coordinator, Jennifer McMahon, at least 48 hours in advance of the scheduled meeting. The ADA Coordinator can be reached in person at 2 East Main Street, St. Charles, IL, via telephone at (630) 377 4446 or 800 526 0844 (TTY), or via e-mail at jmcmahon@stcharlesil.gov. Every effort will be made to allow for meeting participation. Notices of this meeting were posted consistent with the requirements of 5 ILCS 120/1 et seq. (Open Meetings Act).

 CITY OF ST. CHARLES ILLINOIS • 1834	AGENDA ITEM EXECUTIVE SUMMARY		Agenda Item number: *5a
	Title:	Resolution authorizing a three-year agreement with Comcast for Internet service for \$36,000	
	Presenter:	Larry Gunderson, Director of Information Technology	
Meeting: Government Operations Committee Date: November 3, 2025			
Proposed Cost: \$36,000 (3 Years)		Budgeted Amount: \$4,000 (FY 26)	Not Budgeted: ☐
TIF District: None			
Executive Summary: The City's computer network is a digital communications system that enables the City's personal computers, laptops, servers, and telephones to connect with each other and the cloud-based services that are accessed over the internet. As a result, the City's internet connectivity is essential to its business operations. To ensure continuity of operations, the City relies upon multiple Internet Service Providers (ISPs) to provide access to the internet. Currently, the City utilizes Comcast broadband cable service for one of its ISPs. The previous agreement with Comcast, which included broadband internet service at an asymmetrical speed of 150 megabits per second (Mbps) has expired. Comcast has proposed a new fiber agreement for internet access at 500 Mbps, which is over three times faster than the current service. Fiber service provides many benefits over broadband including superior symmetrical speeds (i.e. upload and download speed is the same), increased reliability, lower latency and higher bandwidth. The proposed cost is comparable to what the City pays for its other fiber optic-based ISPs. Following is the proposed cost of the agreement: • Year 1 - \$12,000 • Year 2 - \$12,000 • Year 3 - \$12,000			
Attachments (please list): Resolution			
Recommendation/Suggested Action (briefly explain): Recommendation to approve a resolution authorizing a three-year agreement with Comcast for Internet Service in the amount of \$36,000.			

City of St. Charles, Illinois
Resolution No.

**A Resolution to Execute a Three-Year Agreement with Comcast for
Business Internet Service in the submitted amount**

**Presented & Passed by the
City Council on**

WHEREAS, the City relies on fiber optic-based internet service to support its core business operations;

WHEREAS, Comcast has been a consistent, reliable provider of internet service to the City;

WHEREAS, Comcast has submitted pricing for business internet service for a three-year term;

THEREFORE, BE IT RESOLVED by the Mayor and City Council of the City of St. Charles, Kane and DuPage Counties, Illinois, an Agreement be approved with Comcast in the submitted amount.

PRESENTED to the City Council of the City of St. Charles, Illinois, this ____ day of ____, 2025

PASSED by the City Council of the City of St. Charles, Illinois, this ____ day of ____, 2025

APPROVED by the Mayor of the City of St. Charles, Illinois, this ____ day of ____, 2025

Clint Hull, Mayor

ATTEST:

City Clerk

COUNCIL VOTE:

Ayes:

Nays:

Absent:

Abstain:

 CITY OF ST. CHARLES ILLINOIS • 1834	AGENDA ITEM EXECUTIVE SUMMARY		Agenda Item number: *5b
	Title:	Resolution authorizing a one-year agreement with the Center for Internet Security for \$27,600	
	Presenter:	Larry Gunderson, Director of Information Technology	
Meeting: Government Operations Committee Date: November 3, 2025			
Proposed Cost: \$27,600		Budgeted Amount: \$27,600	Not Budgeted: ☐
TIF District: None			
Executive Summary: The City is a member of the Multi-State Information Sharing and Analysis Center (MS-ISAC), a division of the Center for Internet Security (CIS) dedicated to improving the overall cybersecurity posture of the nation's state and local governments. Membership in MS-ISAC provides the City with an outstanding resource to assist in meeting its information security program goals, including access to CIS security services. This will be the fifth year that the City has utilized CIS security services. There is no proposed cost increase for the current year.			
Attachments (please list): Resolution			
Recommendation/Suggested Action (briefly explain): Recommend approval of a resolution authorizing a one-year agreement with the Center for Internet Security for \$27,600			

City of St. Charles, Illinois
Resolution No.

**A Resolution Authorizing the approval of a one-year agreement with
the Center for Internet Security in the submitted amount**

**Presented & Passed by the
City Council on**

WHEREAS, since 2021, the Center for Internet Security has provided cybersecurity services to the City;

WHEREAS, the Center for Internet Security has submitted pricing for cybersecurity services for the period of one year, December 7, 2025 to December 6, 2026;

THEREFORE, BE IT RESOLVED by the Mayor and City Council of the City of St. Charles, Kane and DuPage Counties, Illinois, that the renewal of an Agreement with the Center for Internet Security be approved in the submitted amount.

PRESENTED to the City Council of the City of St. Charles, Illinois, this ____ day of ____, 2025

PASSED by the City Council of the City of St. Charles, Illinois, this ____ day of ____, 2025

APPROVED by the Mayor of the City of St. Charles, Illinois, this ____ day of ____, 2025

ATTEST:

Clint Hull, Mayor

City Clerk

COUNCIL VOTE:

Ayes:

Nays:

Absent:

Abstain:

 CITY OF ST. CHARLES ILLINOIS • 1834	AGENDA ITEM EXECUTIVE SUMMARY		Agenda Item number: *5c
	Title:	Resolution authorizing a one-year agreement with StraightPath Solutions for Managed SQL Server Database Administration Services for \$36,000	
	Presenter:	Larry Gunderson, Director of Information Technology	
Meeting: Government Operations Committee		Date: November 3, 2025	
Proposed Cost: \$36,000		Budgeted Amount: \$50,000	Not Budgeted: ☐
TIF District: None			
Executive Summary: One of the core technologies underlying many of City’s software applications are Microsoft SQL Server databases. Accordingly, administration and support of these databases is a critical function of the Information Technology Department. Due to the time, as well as the technical skills and experience required to successfully manage SQL Server databases, the IT Department has decided to outsource this core function to a consultant company that specializes in administration of SQL Server databases. The consultant that has been chosen to provide SQL Server Database Administration Services (DBA) is StraightPath Solutions. StraightPath was selected in 2024 after a multi-step solicitation process led by IT staff. Before committing to StraightPath for a longer-term agreement, staff evaluated their performance providing DBA services to the City over a six-month trial period. During that time StraightPath provided services that met and exceeded staff expectations at a cost that was competitive with other vendor offerings. In addition, StraightPath completed several initiatives, including standardizing business processes, improving application performance and availability, and upgrading databases. StraightPath’s services for the proposed one-year agreement include: • Real-time monitoring and daily health checks of the City’s databases, • On-call access to technical support staff, • Bank of hours to address any issues or assist with database upgrades or migrations, and a • Dedicated Technical Lead assigned to our account.			
Attachments (please list): Resolution			
Recommendation/Suggested Action (briefly explain): Recommend approval of a resolution authorizing a one-year agreement with StraightPath Solutions for Managed SQL Server Database Administration Services for \$36,000			

City of St. Charles, Illinois
Resolution No.

**A Resolution Authorizing a one-year agreement with StraightPath
Solutions for Managed SQL Server Database Administration Services in
the submitted amount**

**Presented & Passed by the
City Council on**

WHEREAS, StraightPath Solutions, founded in 2010, specializes in Microsoft SQL Server database administration, monitoring, maintenance, migrations and upgrades for small businesses to large enterprises;

WHEREAS, since 2024, StraightPath Solutions has provided Managed SQL Server Database Administration Services to the City;

WHEREAS, StraightPath Solutions submitted pricing for Managed SQL Server Database Administration Services for the period of one year, December 1, 2025 to November 30, 2026;

THEREFORE, BE IT RESOLVED by the Mayor and City Council of the City of St. Charles, Kane and DuPage Counties, Illinois, an Agreement be approved with StraightPath Solutions in the submitted amount.

PRESENTED to the City Council of the City of St. Charles, Illinois, this ____ day of ____, 2025

PASSED by the City Council of the City of St. Charles, Illinois, this ____ day of ____, 2025

APPROVED by the Mayor of the City of St. Charles, Illinois, this ____ day of ____, 2025

Clint Hull, Mayor

ATTEST:

City Clerk

COUNCIL VOTE:

Ayes:

Nays:

Absent:

Abstain:

 CITY OF ST. CHARLES ILLINOIS • 1834	AGENDA ITEM EXECUTIVE SUMMARY		Agenda Item number: 5d
	Title:	Resolution authorizing a purchase in the amount of \$207,388 to MindsightIT for hardware, licensing and professional services required for a Cisco Webex Calling migration.	
	Presenter:	Steve Weishaar, Assistant Director of Information Technology	
Meeting: Government Operations Committee Date: November 3, 2025			
Proposed Cost: \$207,388		Budgeted Amount: \$304,000	Not Budgeted: ☐
TIF District: None			
Executive Summary: The City's phone system is a digital communication system that enables the City to communicate with residents, businesses and internal personnel. The phone system is a core function and essential to the City's business operations. In 2000, the City installed a Cisco Call Manager Voice over Internet Protocol (VoIP) telephone system at a cost of \$218,500. Over the last 25 years we have completed several software and hardware upgrades, costing anywhere from \$25,000 to \$75,000 per upgrade. The last upgrade occurred in 2018, and the software and hardware associated with the phone system are now end of life and are no longer supported by Cisco. In recent years, the City has positioned itself to take advantage of the benefits of cloud-hosted solutions. Moving the phone system to Cisco's cloud platform has many advantages, including: • Simplicity: Simplifies communication with a cloud-based system that requires less internal IT management. • Scalability: Scales easily to accommodate user changes without additional physical hardware. • Accessibility: Supports remote and mobile users as it is accessible from anywhere with an internet connection. • Updates: Cisco handles all maintenance and software updates, ensuring the system is always current. • Security: Built with robust security features, including complete encryption for all cloud calling users. Moving to a cloud platform will also allow the City to save nearly \$24,000 per year on its current phone bill. We will also see savings in maintenance and hardware costs. The City requested quotes from four vendors to migrate our current on-premise Call Manager phone system to cloud-hosted Cisco Webex Calling. These vendors were selected, after working with our Cisco representative, because they are local Cisco business partners experienced with Cisco Webex migrations. Mindsight and Sentinel hold the highest (Gold level) partner level while Pace Systems and Heartland Business Systems are Select level partners.			

A hardware quote was requested to provide the necessary equipment to support Cisco Webex Calling. This includes updated desktop phones, gateway routers and analog telephone adapters.

Vendor	Quote
Mindsight	\$44,128.39
Pace	\$50,007.88
Sentinel	\$52,558.00
Heartland	\$52,776.66

A licensing quote was requested to provide the necessary cloud licensing for the Cisco Webex platform as well as licensing for PSTN (Public Switched Telephone Network) access.

Vendor	Quote (3yr Pricing)
Mindsight	\$96,223.36
Sentinel	\$101,153.00
Pace	\$101,634.92
Heartland	\$101,933.61

A professional services quote was requested to provide implementation services to migrate our on-premise Call Manager system to cloud-hosted Cisco Webex Calling.

Vendor	Quote
Mindsight	\$67,036.00
Heartland	\$69,063.75
Sentinel	\$86,515.00
Pace	No bid

Total project cost for the vendors is as follows: (This includes the hardware quote, licensing quote and professional services quote. Note: Pace did not provide a professional services quote and have been left out of this calculation.)

Vendor	Quote
Mindsight	\$207,387.75
Heartland	\$223,774.02
Sentinel	\$240,226.00

City staff conducted reference checks for Mindsight's similar Cisco Webex projects. All references came back positive. Staff also engaged our Gartner Consulting representative to review Mindsight's quotes and have confirmed the pricing they provided to be in line with Cisco Webex projects of similar size and scope, with discounted rates in some areas 60-70% off MSRP. The City has used Mindsight for various consulting projects over the years and has had excellent experience using their services.

The proposed three-year costs for Mindsight are as follows:

Product/Service	Year 1	Year 2	Year 3	Total
Hardware	\$44,128.39	\$0	\$0	\$44,128.39
Licensing	\$32,074.45	\$32,074.45	\$32,074.46	\$96,223.36
Professional Services	\$67,036.00	\$0	\$0	\$67,036.00
	\$143,238.84	\$32,074.45	\$32,074.46	\$207,387.75

Year 1 of the project was budgeted in the FY 26 Capital Projects Fund. Funding is from the Equipment Replacement Fund.

Attachments (please list):

Resolution

Recommendation/Suggested Action (briefly explain):

Recommend approval of a resolution authorizing a purchase in the amount of \$207,388 to MindsightIT for hardware, licensing and professional services required for a Cisco Webex Calling migration.

City of St. Charles, Illinois
Resolution No.

A Resolution to Approve the Purchase of Hardware, Licensing and Professional Services to MindsightIT in the Submitted Amount

**Presented & Passed by the
City Council on**

WHEREAS, the City relies on its phone system to support its core business operations;

WHEREAS, the Information Technology Department solicited quotes for hardware, licensing and professional services to migrate the City's on-premise Cisco Call Manager system to Cisco Webex Calling;

WHEREAS, Mindsight has submitted lowest pricing for hardware, licensing and professional services to migrate the City's on-premise Call Manager system to Cisco Webex Calling;

THEREFORE, BE IT RESOLVED by the Mayor and City Council of the City of St. Charles, Kane and DuPage Counties, Illinois, an Agreement be approved with Comcast in the submitted amount.

PRESENTED to the City Council of the City of St. Charles, Illinois, this ____ day of ____ 2025.

PASSED by the City Council of the City of St. Charles, Illinois, this ____ day of ____ 2025.

APPROVED by the Mayor of the City of St. Charles, Illinois, this ____ day of ____ 2025.

Clint Hull, Mayor

ATTEST:

City Clerk

COUNCIL VOTE:

Ayes:

Nays:

Absent:

Abstain:

 CITY OF ST. CHARLES ILLINOIS • 1834	AGENDA ITEM EXECUTIVE SUMMARY		Agenda Item number: 6a																																													
	Title:	Motion to authorize the Finance Director to execute the risk insurance program renewal for the year beginning December 1, 2025 in the amount of \$1,016,689																																														
	Presenter:	Bill Hannah, Finance Director																																														
Meeting: Government Operations Committee		Date: November 3, 2025																																														
Proposed Cost: \$1,016,689		Budgeted Amount: \$1,105,807	Not Budgeted: ☐																																													
TIF District: None																																																
The City has retained Marsh McLennan Agency as its consultant for the City's risk insurance program, who works with City staff on obtaining the appropriate level of coverage at the most reasonable and effective premium that also provides for effective claims management. The renewal process has been completed for the City's risk management insurance needs for the upcoming year. The total cost for the recommended renewal beginning December 1, 2025 is \$1,016,689. This compares to a cost of \$1,089,965 for the 2024 renewal equivalent or an overall decrease of 6.72%. Premium summaries are listed below: <table border="1"> <thead> <tr> <th>Policy</th> <th>Expiring</th> <th>Renewal</th> </tr> </thead> <tbody> <tr> <td>Property & Equipment</td> <td>368,342</td> <td>336,761</td> </tr> <tr> <td>Crime</td> <td>2,027</td> <td>2,027</td> </tr> <tr> <td>General Liability</td> <td>109,205</td> <td>94,543</td> </tr> <tr> <td>Law Enforcement Liability</td> <td>43,670</td> <td>37,670</td> </tr> <tr> <td>Public Officials Liability</td> <td>56,796</td> <td>49,820</td> </tr> <tr> <td>Employment Practices</td> <td>16,367</td> <td>14,367</td> </tr> <tr> <td>Employee Benefit Liability</td> <td>398</td> <td>300</td> </tr> <tr> <td>Automobile</td> <td>87,505</td> <td>78,523</td> </tr> <tr> <td>Workers Compensation</td> <td>171,687</td> <td>185,664</td> </tr> <tr> <td>Excess Liability</td> <td>131,916</td> <td>125,690</td> </tr> <tr> <td>Cyber Liability</td> <td>88,134</td> <td>77,406</td> </tr> <tr> <td>Aircraft/Drone Liability*</td> <td>13,200</td> <td>13,200</td> </tr> <tr> <td>Storage Tank Pollution*</td> <td>718</td> <td>718</td> </tr> <tr> <td>Total Annual Estimated Premium</td> <td>1,089,965</td> <td>1,016,689</td> </tr> </tbody> </table> *12/1 Rewrites pending; subject to minimal change				Policy	Expiring	Renewal	Property & Equipment	368,342	336,761	Crime	2,027	2,027	General Liability	109,205	94,543	Law Enforcement Liability	43,670	37,670	Public Officials Liability	56,796	49,820	Employment Practices	16,367	14,367	Employee Benefit Liability	398	300	Automobile	87,505	78,523	Workers Compensation	171,687	185,664	Excess Liability	131,916	125,690	Cyber Liability	88,134	77,406	Aircraft/Drone Liability*	13,200	13,200	Storage Tank Pollution*	718	718	Total Annual Estimated Premium	1,089,965	1,016,689
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Total Annual Estimated Premium	1,089,965	1,016,689																																														
The renewal coverage continues to use the Illinois Public Risk Fund (IPRF) for workers comp coverage, and Travelers for all other coverages. Workers' Comp coverage increased slightly. The cost of umbrella, auto, liability and other coverages are mostly down over the prior year. The City continues to be able to procure an excess/umbrella policy for \$20 million from Travelers directly, significantly reducing the cost of having to procure excess from other carriers.																																																

For 2025, the renewal policy coverage limits remain essentially the same as last year. There have been no negative changes to any of the City's coverage limits, deductibles, or self-insured retention (SIR) amounts. Staff has also, beginning this year, aligned the Drone and Storage Tank coverage to coincide with overall renewal process, so those coverages are included in this renewal and comparison.

Attachments (please list):

Recommendation/Suggested Action (briefly explain):

Motion to authorize the Finance Director to execute the risk insurance program renewal for the year beginning December 1, 2025 in the amount of \$1,016,689.