



Agenda Memo

Crest Hill, IL

Date: 11/20/25
Submitter: Julius Hansen, Interim Director of Public Works
Department: Public Works
Agenda Item: Wonderware and Dell Support Renewals

Summary:

The Dell and Wonderware support renewals are for providing uninterrupted service for the SCADA system that is used to operate the East Sewer Treatment Plant. These renewals will expire at the end of 2026.

- Dell- This provides Dell Tech support, including 4-hour onsite service for parts and maintenance, as well as the ability to download the latest firmware for the SCADA server.
- Wonderware- This provides access to Wonderware internet and phone support for the SCADA application. It also entitles the city to the latest software packages, patches and software licensing updates, as well as the ability to move or recover licenses. Lastly, this locks in the City's SCADA licenses at a discounted rate. Without this support, the next time the server is updated, purchasing the licenses again would cost around \$60,000.

Recommended Council Action:

Approve the expenditure for the support renewals. Purchasing the license again is expensive so it is recommended to lock in the current licenses rate to reduce future costs.

Financial Impact:

The cost for one year is \$24,090.27 to be funded by the East STP Wastewater fund.

Attachments:

- Memo
- Quote from Concentric Integration