



WEST CHICAGO ELEMENTARY SCHOOLS

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West Chicago, IL 60185
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Board of Education

TO: Board of Education
FROM: Fred Cadena, Director of Facilities and Grounds
DATE: April 9, 2026
RE: Incident IQ, Facilities and Grounds Ticketing System

This memo is:

- Information only.
- Information with a recommendation and a request for Board consent.
- Information with a recommendation and a request for Board approval by vote.

Date by which a Board decision is needed: **04/23/2026**

Previous memos on this topic can be found:

- in previous Board packet(s) dated. _____
- or attached to this memo

Basic information:
The facilities and grounds department is seeking to eliminate the use of "Facility Tree" work order system and wishes to expand the use of Incident IQ, the current comprehensive ticketing system for the Tech department.
Background or historical information:
<p>Incident IQ is currently utilized by the District's Technology Department; therefore, the Administration proposes expanding the existing platform by adding modules to support Facilities and Grounds operations. This expansion will create a more unified, district-wide system, improving efficiency, communication, and coordination across departments.</p> <p>By leveraging an already adopted platform, the District can maximize existing resources while enhancing functionality to better support facility management needs. Transitioning to a modern, streamlined system will also allow the District to reduce redundancies, strengthen accountability, and provide more accurate, real-time data to support more informed decision-making.</p>
Previous decisions, actions, or parameters that relate to this topic or issue:
Recommendations:
<p>The Administration recommends the approval and continued use of Incident IQ with the Facilities and Grounds Department's new and improved ticketing system addition..</p> <p>The cost of the new implementation is; \$13,450.32. Please find the quote attached for your reference.</p>
Other questions? What else does the Board wish to know?



Quote Name f/e/
Company Address 750 Glenwood Ave SE Suite 320
Atlanta, GA 30316
US
Contract Start Date 4/2/2026
Contract End Date 4/1/2027

Created Date 3/9/2026
Expiration Date 3/31/2026
Quote Number 55418

Bill To Name West Chicago ESD 33
Bill To 312 E Forest Ave
West Chicago, IL
United States

Ship To Name West Chicago ESD 33
Ship To 312 E Forest Ave
West Chicago, IL
United States

Product Code	Product	Product Description	Sales Price	Quantity
IIQ-6300	iiQ Facilities	Incident IQ Facilities product (add-on), Subscription	\$5,987.66	1.00
IIQ-6600	iiQ Events	Incident IQ Events (add-on), Subscription	\$5,987.66	1.00
IIQ-9000	iiQ Launchpad On-boarding Services	Implementation of Incident IQ Cloud Services, one-time fee	\$1,475.00	1.00

Total Price \$13,450.32

All Incident IQ products and services are purchased and delivered pursuant to the Incident IQ Cloud Services Master Subscription Agreement, as found at <https://www.incidentiq.com/legal/master-services-agreement>, along with any applicable Supplements (available at <https://www.incidentiq.com/legal>). All of the aforementioned are incorporated into this ordering document by reference to the maximum extent permitted by local, state, and federal laws and regulations. For any legal questions, please contact us at legal@incidentiq.com.