

**AMEND BOARD REPORT 03-0122-PR04**  
**AMEND BOARD REPORT 01-0725-PR9**  
**AMEND BOARD REPORT 00-0927-PR21**  
**APPROVE ENTERING INTO AN AGREEMENT WITH**  
**AGT INTERNATIONAL, INC. FOR CONSULTING SERVICES**

**THE CHIEF EXECUTIVE OFFICER REPORTS THE FOLLOWING DECISION:**

Approve entering into an agreement with AGT International, Inc. to provide consulting services to the Office of Technology Services at a cost not exceed \$274,331.00. Consultant was selected on a non-competitive basis because of the excellent service they provide in Interactive Voice Response installation, support and maintenance. A written agreement for Consultant's services is currently being negotiated. No payment shall be made to Consultant prior to the execution of the written agreement. The authority granted herein shall automatically rescind in the event a written agreement is not executed within ninety (90) days of the date of this Board Report. Information pertinent to this agreement is stated below.

This amendment is necessary to increase the dollar amount of the contract by \$45,000.00. This increase is necessary to expand the scope of the Human Resources application to include Educational Support Personnel (ESP) Substitute Employees. A written amendment to the agreement is currently being negotiated. No payment for these additional services shall be made prior to the execution of the written agreement. The authority granted in this amended Board Report shall automatically rescind in the event a written amendment is not executed within sixty (60) days of the date of this amended Board Report.

The second amendment is necessary to increase the dollar amount of the Contract by \$40,000.00. This increase is necessary to expand the scope of the Department of Human Resources application to include additional software for the HR Call Center web browser database. A written amendment to the Contract is currently being negotiated. No payment for these additional services shall be made prior to the execution of the written amendment. The authority granted in this amended Board Report shall automatically rescind in the event a written amendment is not executed within sixty (60) days of the date of this amended Board Report.

This third amendment is necessary to extend the term of the agreement for an additional three (3) month period at no additional cost to the Board. This additional time is needed to complete the Outdialer portion of the original project. A written amendment to the Contract is currently being negotiated. The authority granted in this amended Board Report shall automatically rescind in the event a written amendment is not executed within sixty (60) days of the date of this amended Board Report.

**SPECIFICATION NO:** 00-250677

**CONSULTANT:** AGT International, Inc.  
700 Ackerman Road, 5th Floor  
Columbus, Ohio 43202  
Contact: Virginia A. White  
Telephone No.: (614) 781-8010  
Vendor No. 31228

**USERS:** Office of Technology Services  
125 South Clark, 3rd Floor  
Chicago, Illinois 60603  
Contact: Robert W. Runcie, Chief Information Officer  
Elaine L. Williams, Chief Technology Officer  
Telephone No.: (773) 553-1300

**TERM:** The term of this agreement shall commence on the date the agreement is signed (October 26, 2001) and shall end ~~twenty-four (24)~~ twenty-seven (27) months thereafter (~~October 25, 2003; January 25, 2004~~) This agreement shall have unlimited options to renew for maintenance only. The cost for annual maintenance shall be in an amount not to exceed \$20,000.00.

**EARLY TERMINATION RIGHT:** The Board has the right to terminate this agreement upon thirty (30) days written notice.

**SCOPE OF SERVICES:** AGT International, Inc. will develop, install and maintain three (3) IVR (Interactive Voice Response) applications that will reside on existing Lucent Technologies Conversant Voice Information Systems. IVR systems allow individuals to access and/or submit information to CPS database systems via touch-tone telephones and voice responses. The specific applications are as follows:

1. Human Resources Substitute Teacher Absence, Substitute Educational Support Personnel (ESP) Absence and Substitute Availability Application
2. Payroll Inquiry Application
3. School Outdial Application
4. HR Call Center Internet Web Browser and Software

**DELIVERABLES:** AGT will provide a weekly status report of the following deliverables for each application:

1. Script and Call Flow Development
2. Application Design and Documentation
3. Voice Script Recording
4. Software Development
5. System Integration
6. System Testing
7. Installation and Training
8. Application Maintenance
9. Internet Web Browser Interface Software

In addition to the items listed above, AGT will also provide software programming for an Internet web browser interface for agents and IVR users as a part of the Human Resources application and software to enable Call Center agents to view database information from the desktop and update the HR database.

**OUTCOMES:** The development of these IVR applications will provide the Board with improved customer service, streamlined operations, maximum use of existing computer and telephone systems, a reduction in cost, and increased access to information (24 hours per day, 7 days per week). The Board will have an internal web browser that will enable Call Center agents to view database information from the desktop and update the HR database.

**COMPENSATION:** Consultant shall be paid as follows: upon invoicing, in an amount not to exceed \$274,331.00.

**REIMBURSABLE EXPENSES:** None.

**AUTHORIZATION:** Authorize the General Counsel to include other relevant terms and conditions in the written agreement and any amendments thereto. Authorize the President and Secretary to execute the agreement and any amendments thereto. Authorize the Chief Information Officer to approve future renewals of the maintenance agreement where the cost of the annual option period is \$20,000.00 or less.

**AFFIRMATIVE ACTION:** The M/WBE goals for this contract include: 35% total MBE, 22% total Hispanic, 2% total Asian and 5% total WBE.

However, the Waiver Review Committee recommends that a full waiver of the M/WBE participation goals for this contract as required by the Revised Remedial Plan be granted because the contract scope is not further divisible.

**LSC REVIEW:** Local School Council approval is not applicable to this Report.

**FINANCIAL:** Charge to Office of Technology Services: \$114,331.00 + \$40,000.00 = \$154,331.00  
Budget Classification: 0220-552-000-1614-5430 ~~\$114,331.00~~ \$66,456.00 P.O.# 79037 FY01  
0960-210-000-1614-5470 \$ 40,000.00 P.O.# 571772 FY 03  
0960-210-000-1614-5470 \$97,875.00 FY04

Department of Human Resources: \$50,000.00 + \$45,000.00 FY01  
Budget Classification: 0710-210-000-1403-5410

Department of Risk & Benefits: \$25,000.00 FY01  
Budget Classification: 0963-210-000-1634-5410

**GENERAL CONDITIONS:**

Inspector General – Each party to the agreement shall acknowledge that, in accordance with 105 ILCS 5/34-13.1, the Inspector General of the Chicago Board of Education has the authority to conduct certain investigations and that the Inspector General shall have access to all information and personnel necessary to conduct those investigations.

Conflicts – The agreement shall not be legally binding on the Board if entered into in violation of the provisions of 105 ILCS 5/34-21.3 which restricts the employment of, or the letting of contracts to, former Board members during the one year period following expiration or other termination of their terms of office.

Indebtedness – The Board’s Indebtedness Policy adopted July 26, 1995 (95-0726-EX3), as amended from time to time, shall be incorporated into and made a part of the agreement.

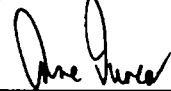
Ethics – The Board’s Ethics Code adopted September 27, 1995 (95-0927-RU3), as amended from time to time, shall be incorporated into and made a part of the agreement.

Contingent Liability – The agreement shall contain the clause that any expenditure beyond the current fiscal year is deemed a contingent liability, subject to appropriation in the subsequent fiscal year budget(s).


**Approved for Consideration:**

  
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Heather Crossley  
Chief Purchasing Officer


**Approved:**

  
\_\_\_\_\_  
Arne Duncan  
Chief Executive Officer

**Within Appropriation:**

  
\_\_\_\_\_  
John Maiorca  
Chief Financial Officer

**Approved as to Legal Form:** 

  
\_\_\_\_\_  
Ruth Moscovitch  
General Counsel