

**APPROVE ENTERING INTO AN AGREEMENT WITH NJW TECHNOLOGY SOLUTIONS, INC.
TO PROVIDE ENTERPRISE SERVER AND NETWORK SUPPORT SERVICES**

THE CHIEF EXECUTIVE OFFICER REPORTS THE FOLLOWING DECISION:

Approve entering into an agreement with NJW Technology Solutions Inc. to provide centralized, enterprise server and network support services to the Office of Technology Services at cost not to exceed \$5,400,000.00 of which \$4,200,000.00 is eligible for, but not contingent upon, discounts in accordance with the guidelines and requirements of the Federal Government's Universal Services Program ("E-Rate"), at a cost to the Board not to exceed \$1,200,000.00. Consultant was selected on a competitive basis pursuant to a duly advertised Request for Qualifications (Specification No. 04-250171). A written agreement for consultant is currently being negotiated. No services shall be provided by consultant and no payment shall be made to Consultant prior to the execution of Consultant's written agreement. The authority granted herein shall automatically rescind in the event consultant fails to execute an agreement within 90 days of the date of this Board Report. Information pertinent to this master agreement is stated below.

NAME OF CONSULTANT: NJW Technology Solutions, Inc. **Contract Administrator:** Patricia Hernandez
One East Wacker Drive, Ste. 2120
Chicago, Illinois 60601
Telephone No.: (312) 464-6450
Contact Person: Norma J. Williams/Ahmed S. Khan
Vendor No.: 34101

USER: Office of Technology Services
125 South Clark Street
Chicago, Illinois 60603
Contact: Robert W. Runcie, Chief Information Officer
Anthony McPhearson, LAN Services, Director
Telephone No. (773) 553-1300

TERM: The term of this agreement shall commence July 1, 2005 and end June 30, 2008. The Board shall have the right to extend the agreement for two (2) additional one (1) year periods.

EARLY TERMINATION RIGHT: The Board shall have the right to terminate this agreement with 30 days written notice.

SCOPE OF SERVICES: Vendor will provide onsite maintenance services in conjunction with the Federal E-rate Program to the Chicago Public Schools. The scope of work will include the following:

- 1) Provide appropriately skilled staff to perform network administration, management and maintenance which includes problem identification and problem resolution for all associated systems as defined by the Board.
- 2) Provide proactive tracking and monitoring of system and network activities, and will quickly resolve issues that arise. Following are the areas of concentration:
 - a. Electronic Messaging Maintenance
 - b. WAN Maintenance (DNS/DHCP Services)
 - c. Global Directory Maintenance (LDAP)
 - d. Domain and Server Maintenance (Windows Active Directory)
 - e. Hardware Maintenance related to the above Services
- 3) Staffing
 - a. Provide trained staff to serve as "floaters" for staff absences and peaks in maintenance activities
 - b. Periodically review maintenance requirements for current and planned technologies and propose changes in roles and skill sets
 - c. Provide maintenance services for similar scopes of work as the Board adopts new and emerging technologies. Any changes in skill sets must occur at no additional cost to the Board
 - d. Should maintenance service volumes increase or decrease, the Board reserves the right to add or remove Basic Support Staff, as necessary
 - e. The Board reserves the right to increase the numbers of Maintenance Staff, as necessary,
 - f. The Board reserves the right to hire staff with a sixty day notice

- 4) Training
- 5) Tools
 - a. Equip all maintenance staff with the appropriate tools and equipment necessary to perform required tasks
 - b. Utilize a project management tool to manage staffing and maintenance activities and to produce service level reports
 - c. Knowledge-base maintenance tools to provide maintenance staff with appropriate communication devices that must include but not limited to text pagers and cellular phones
- 6) Reporting
 - a. Quarterly reports on hardware and software purchases and maintenance, including upgrades
 - b. Weekly uptime/downtime reporting of the network including incident response time
 - c. Audit(s) of covered equipment, hardware makeup and software revisions
 - d. Status and detail documentation of all ongoing projects and current problems/issues
 - e. Status of changes/modifications made
 - f. Proper E-Rate billing procedures and coordination

DELIVERABLES: Vendor will respond to problems based on the severity level set on the incident. An incident will be assigned one of the following severity levels.

- 1) Severity
 - a. Outage
 - b. Critical
 - c. General
- 2) Impact
 - a. Business halted/System Down
 - b. Business Impacted
 - c. Regular Business/Day-Day Operations
- 3) Response Times Services Levels – Response time based on the first response attempt by maintenance personnel (this excludes regularly schedules maintenance).

OUTCOMES: Consultant’s services will result in the Board having support Enterprise Server and Network Support Services for all existing and future servers associated with the aforementioned service areas, and associated peripherals.

COMPENSATION: Total compensation to vendor shall not exceed \$5,400,000.00.

AUTHORIZATION: Authorize the General Counsel to include other relevant terms and conditions in the written agreement. Authorize the President and Secretary to execute the agreement. Authorize the Chief Information Officer to execute all ancillary documents required to administer or effectuate the agreement.

AFFIRMATIVE ACTION: This contract is in full compliance with the goals required by the Revised Remedial Plan for Minority and Women Business Enterprise Contract Participation (M/WBE Plan). The M/WBE participation goals for the contract include: 35% total MBE, 22% total African American, 10% total Hispanic, 2% total Asian and 5% total WBE.

The vendor has identified and scheduled the following firms and percentages:

Total 94% MBE:

Total 88% African American:

NJW Technology Solutions, Inc.
One East Drive, Suite #2120
Chicago, Illinois 60601

\$1,056,000.00 / 88%
Certified through

Total 6% WBE:

Edge Technological Resources Inc.	\$72,000.00
230 W. Cermak Rd. Suite #2	Certified through 02/01/07
Chicago, IL. 60616	

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

FINANCIAL: Total Cost: \$5,400,000.00

Charge to the Officer of Technology Services: \$1,200,000.00			
Budget Classification No.:	0220-552-000-1110-5410	\$400,000.00	FY '06
	0220-552-000-1110-5410	\$400,000.00	FY '07
	0220-552-000-1110-5410	\$400,000.00	FY '08

Charge to Schools and Libraries Division: \$4,200,000.00			
	\$1,400,000.00	FY '06	
	\$1,400,000.00	FY '07	
	\$1,400,000.00	FY '08	

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.

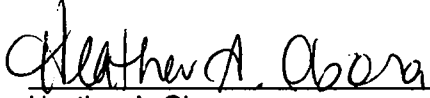
Conflicts – The agreement shall not be legally binding on the Board if entered into in violation of the provisions of 105 ILCS 5/34-21.3 which restricts the employment of, or the letting of contracts to, former Board members during the one year period following expiration or other termination of their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

Indebtedness – The Board's Indebtedness Policy adopted June 26, 1996 (96-0626-PO3), as amended from time to time, shall be incorporated into and made a part of the agreement.

Ethics – The Board's Ethics Code adopted June 23, 2004 (04-0623-PO4), as amended from time to time, shall be incorporated into and made a part of the agreement.

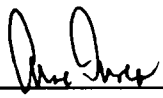
Contingent Liability – The agreement shall contain the clause that any expenditure beyond the current fiscal year is deemed a contingent liability, subject to appropriation in the subsequent fiscal year budget(s).

Approved for Consideration:



Heather A. Obora
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