

**AMEND BOARD REPORT 06-0125-PR15**  
**APPROVE ENTERING INTO TWO AGREEMENTS WITH SENTINEL TECHNOLOGIES, INC. TO**  
**PROVIDE ENTERPRISE SERVER AND NETWORK MAINTENANCE SUPPORT SERVICES**

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

Approve entering into two agreements with Sentinel Technologies, Inc. (Sentinel) to provide centralized enterprise server and network support services to the Office of Technology Service. The first agreement will cover services eligible for the E-Rate discount at a cost not to exceed ~~\$3,741,494.00~~ \$3,243,525.00 of which approximately \$3,255,099.78 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 total cost to the Board not to exceed \$486,394.22 ("Eligible Contract" or "Contract #1"). The second agreement shall cover services ineligible for the E-Rate discount at a cost to the Board not to exceed ~~\$939,483.00~~ \$1,769,302.00 ("Ineligible Contract" or "Contract #2"). Sentinel was selected on a competitive basis pursuant to a duly advertised Request for Qualifications (Specification No. 05-250035). Written agreements for Consultant are 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 respective written agreement. The authority granted herein shall automatically rescind as to each agreement in the event Consultant fails to execute such agreement within 90 days of the date of this Board Report. Information pertinent to these agreements is stated below.

This amendment is necessary for Contract #2 for the following items: 1.) to account for the ineligible global directory hardware components at a cost of \$84,820.00, as these parts are ineligible since E-Rate will not consider global directory for E-Rate funding; 2.) to reflect the additional eligible percentage decrease from 87% to 86% listed in the financial section at a cost of \$68,044; 3.) to cover the cost of global directory funded at full cost for nine months at a cost of \$109,405.00 since it is now deemed ineligible for E-Rate funding; 4.) to provide for six additional resources required to perform tasks for active directory for Microsoft Operations Manager (MOM) and SMS at a cost of \$500,260.00. A written amendment to Contract #2 is currently being negotiated. The authority granted herein shall automatically rescind as to each amendment in the event Consultant fails to execute such amendment within 90 days of the date of this Board Report.

**CONSULTANT:** Sentinel Technologies, Inc.  
 2550 Warrenville Road  
 Downers Grove 60601  
 Telephone No.: (630) 769-4300  
 Contact Person: Brian Osborne  
 Vendor No.: 21472

**Contract Administrator:** Linda Newcomb-Kelly

**USER:** Office of Technology Services  
 125 South Clark Street  
 Chicago, Illinois 60603  
 Contact: Robert W. Runcie, Chief Information Officer  
 Steve Dorner, Deputy CIO Infrastructure  
 Telephone No.: (773) 553-1300

**TERM:** The term of each agreement shall commence July 1, 2006 and end June 30, 2009. The agreements shall have two (2) options to renew for one (1) year periods.

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

**SCOPE OF SERVICES:** The first agreement covering services eligible for the E-Rate discount shall be as follows: Sentinel will provide onsite basic maintenance services for the Electronic Messaging, Global Directory, and Infrastructure (Domain-Active Directory) and 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 resources to perform basic administration, basic management and break/fix hardware maintenance which include problem identification and problem resolution for all associated systems as defined by the Board.
- 2) Notice of outages and on-site repair services
- 3) 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 of changes/modifications made
  - e. Proper E-Rate billing procedures and coordination

The second agreement shall cover services ineligible for E-Rate as follows: Sentinel will provide management services to monitor and maintain the Enterprise Servers including:

- 1) Proactive remote monitoring and management of Board owned or leased equipment, pro-active and maintenance administration of systems, fault/error detection, reporting, analysis, and correction of issues. Following are the areas of concentration:
  - a. SharePoint Maintenance
  - b. Microsoft Operations Manager
  - c. Payroll – Kronos
  - d. Other Servers as cited in detailed scope
  - e. Hardware Maintenance related to the above Services
  - f. Global Directory
- 2) Notice of outages and on-site repair services
- 3) Reporting
  - fg. Quarterly reports on hardware and software purchases and maintenance, including upgrades
  - gh. Weekly uptime/downtime reporting of the network including incident response time
  - hi. Audit(s) of covered equipment, hardware makeup and software revisions
  - ij. Status and detail documentation of all ongoing projects and current problems/issues
  - jk. Status of changes/modifications made
  - kl. Proper E-Rate billing procedures and coordination

**DELIVERABLES:** Sentinel will provide the following deliverables meeting the Board's specified requirements under both agreements:

- Reporting (all reports accessible online, in a downloaded form and hard copy)
  - Equipment Management - Administration and Monitoring
  - Change request management process
  - Service Level Agreements (SLA) and Implement agreed upon SLAs
  - Installation and configuration of equipment
  - Incident management and onsite maintenance services for all designated equipment
  - All assigned engineers will serve as primary resource with a secondary engineer (familiarized with the Board's environments) acting as backup.
  - Sentinel 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:** Services will result in the Board having support for the Messaging, Global Directory, and Infrastructure environments. These services will result in the Board having managed services and appropriate reporting and maintenance including monitoring, fault management (detection and notification), fault isolation and resolution, configuration and software support, hardware/software dispatch with on-site repair and technical assistance. These services will result in the Board (i) being notified of outages and having the ability to view trouble tickets via a web-based ticketing system and reports; (ii) receiving appropriate on-site repair services (iii) improved ability to maximize uptime.

**COMPENSATION:** Sentinel shall be paid as specified in each agreement. Compensation under the Eligible Contract shall not exceed the sum of ~~\$3,741,494.00~~ \$3,243,525.00, of which approximately \$3,255,099.78 is eligible for E-Rate discounts; the total cost to the Board shall not exceed \$486,394.22. Compensation under the Ineligible Contract shall not exceed ~~\$939,483.00~~ \$1,769,302.00.

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

**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 35% MBE:**

**Total 35% African American:**

**Smart Technology**  
156 N. Jefferson  
Chicago, Illinois 60661

Certified through January 15, 2006

**Total 5% WBE:**

**R-L-Ganning B2B Strategic Solutions, Inc.**  
~~1112 N. Paulina~~ 35 E. Wacker Drive, Suite 450  
Homer Glen ~~Chicago, Illinois 60622~~ 60601

Certified through ~~October 1, 2006~~  
March 1, 2007

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

**FINANCIAL:**

	<b>FY07</b>	<b>FY08</b>	<b>FY09</b>	<b>TOTAL</b>
<b>Annual Eligible</b>	<del>\$1,193,345.00</del>	<del>\$1,252,877.00</del>	<del>\$1,295,272.00</del>	<del>\$3,741,494.00</del>
	<u>\$1,030,530.00</u>	<u>\$1,074,371.00</u>	<u>\$1,138,624.00</u>	<u>\$3,243,525.00</u>
<b>CPS-13%</b>	\$155,134.85	\$162,874.01	\$168,385.36	\$486,394.22
<b>SLD-<del>87%</del>-<u>86%</u></b>	<del>\$1,038,210.15</del>	<del>\$1,090,002.99</del>	<del>\$1,126,886.64</del>	<del>\$3,255,099.78</del>
	<u>\$981,930.00</u>	<u>\$923,959.06</u>	<u>\$979,216.64</u>	<u>\$2,789,431.50</u>
<b>Annual InEligible</b>	<del>\$301,190.00</del>	<del>\$314,050.00</del>	<del>\$324,243.00</del>	<del>\$939,483.00</del>
<b>CPS PAYS - 0220-210-000-1164-5470</b>				
<b>0220-467-000-9580-5730 (FY06 capital funds)</b>	<del>\$456,324.85</del>	<del>\$476,924.01</del>	<del>\$492,628.36</del>	<del>\$1,425,877.22</del>
	<u>\$1,126,204.20</u>	<u>\$548,461.94</u>	<u>\$548,729.36</u>	<u>\$2,223,395.50</u>
<b>SLD PAYS</b>	<del>\$1,038,210.15</del>	<del>\$1,090,002.99</del>	<del>\$1,126,886.64</del>	<del>\$3,255,099.78</del>
	<u>\$886,255.80</u>	<u>\$923,959.06</u>	<u>\$979,216.64</u>	<u>\$2,789,431.50</u>
	<del>\$1,494,535.00</del>	<del>\$1,566,927.00</del>	<del>\$1,619,515.00</del>	<del>\$4,680,977.00</del>
	<u>\$2,012,460.00</u>	<u>\$1,472,421.00</u>	<u>\$1,527,946.00</u>	<u>\$5,012,827.00</u>

**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.

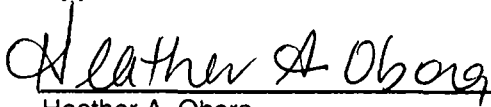
**Conflicts** – The agreement shall not be legally binding on the Board if entered into in violation of the provisions of 105 ILCS 5/34-21.3 which restricts the employment of, or the letting of contracts to, former Board members during the one year period following expiration or other termination of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

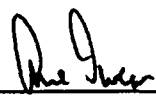
**Ethics** – The Board's Ethics Code adopted June 23, 2004 (04-0623-P04), as amended from time to time, shall be incorporated into and made a part of the agreement.

**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

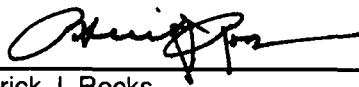
**Approved:**

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

**Within Appropriation:**

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

**Approved as to Legal Form:** 

  
\_\_\_\_\_  
Patrick J. Rocks  
General Counsel