

**APPROVE ENTERING INTO A MASTER AGREEMENT WITH MICROSOFT CORPORATION  
FOR PREMIER SUPPORT SERVICES**

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

Approve entering into a master agreement with Microsoft to provide premium support services to Information & Technology Services at a cost not to exceed \$220,640.00. Microsoft was selected on a non-competitive basis because the Microsoft licenses supplied to the Board require the premier services that Microsoft is uniquely able to provide. A written document for Microsoft's services is currently being negotiated. No services shall be provided by Microsoft and no payment shall be made to Vendor prior to the execution of the written document. The authority granted herein shall automatically rescind in the event a written document is not executed within 90 days of the date of this Board Report. Information pertinent to this document is stated below.

**VENDOR:** Microsoft Corporation  
1 Microsoft Way  
Redmond, WA 98052  
Contact Person: Ellen Gilleran  
Telephone No.: (630) 841-2419  
Vendor No.: 39608

**USER:** Information & Technology Services  
125 S. Clark, 3<sup>rd</sup> Floor  
Chicago, IL 60603  
Contact Person: Robert Runcie  
Telephone No.: (773) 553-1300

**TERM:** The term of this agreement shall commence on October 25, 2007 and shall end June 30, 2008. This agreement shall have two (2) options to renew for periods of one (1) year each.

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

**SCOPE OF SERVICES:** Microsoft will provide premier support services which consists of the following:

- 720 support assistance hours
- 200 hours for problem resolution support
- Technical account management support
- Unlimited access to premier subscriber website

**DELIVERABLES:** Microsoft will provide the following:

- An assigned resource for a single point of contact
- Workshops
- Problem resolution support based on Microsoft applications
- Support assistance for applications other than Microsoft
- Microsoft knowledge assistance

**OUTCOMES:** Microsoft's services will result in:

- Predictability for applications
- Less system interruption due to problem prevention
- Assistance for specific symptoms for Microsoft products
- Better understanding of deployment and design of applications
- Short-term advice and guidance
- Increased in-house Microsoft knowledge and capabilities

**COMPENSATION:** Consultant shall be paid as follows: upon monthly invoicing, not to exceed the sum of \$220,640.00.

**REIMBURSABLE EXPENSES:** None.

**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, including any indemnities to be negotiated by the General Counsel. Authorize Chief Information Officer to execute all ancillary documents required to administer or effectuate this agreement.

**AFFIRMATIVE ACTION:** Not applicable.

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

<b>FINANCIAL:</b> Charge to Information & Technology Services:	\$220,640.00
Budget Classification: 12510-478-54125-009572-000000	\$220,640.00 FY08

**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.

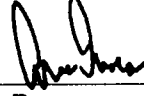
**Contingent Liability** – The agreement shall contain the clause that any expenditure beyond the current fiscal year is deemed a contingent liability, subject to appropriation in the subsequent fiscal year budget(s).

Approved for Consideration:



Heather A. Obora  
Chief Purchasing Officer

Approved:



Arne Duncan  
Chief Executive Officer

Within Appropriation:



Pedro Martinez  
Chief Financial Officer

Approved as to legal form: 



Patrick J. Rocks  
General Counsel