

AMEND BOARD REPORT 07-0627-PR4
**APPROVE EXERCISING THE FIRST OPTION TO RENEW THE PREQUALIFICATION STATUS OF
AND AGREEMENTS WITH VARIOUS CONSULTANTS TO PROVIDE COMPUTER AND NETWORK
MAINTENANCE /SUPPORT SERVICES**

THE CHIEF EXECUTIVE OFFICER REPORTS THE FOLLOWING DECISION:

Approve exercising the first option to renew the pre-qualification status of and agreements with various consultants to provide Computer and Network Maintenance/Support Services to all schools, area instructional offices and departments at an aggregate cost for the option period not to exceed \$10,000,000.00. Written agreements exercising this option are currently being negotiated. No payment shall be made to consultants during the option period prior to the execution of their written renewal agreement. The authority granted herein shall automatically rescind as to each Consultant in the event their written renewal agreement is not executed within 90 days of the date of this amended Board Report. Information pertinent to this option is stated below.

This amendment is necessary to amend billing options and description of services

CONSULTANTS:

See attached list.

USER:

All schools, area instructional offices and departments.
Contact Person: Commodity Manager: Craig Holloway 553-2903

ORIGINAL AGREEMENT: The original agreements (authorized by Board Report 04-0623-PR2 as amended by Board Report 06-022-PR5) in an aggregate amount not to exceed \$30,000,000.00 are for a term commencing on the date each agreement was signed and ending June 30, 2007 with the Board having 2 options to renew for periods of 1 year each. The original agreements were awarded on a competitive basis pursuant to Board Rule 5-4.1.

OPTION PERIOD: The term of each agreement is being extended for one (1) year commencing July 1, 2007 and ending June 30, 2008.

OPTION PERIODS REMAINING: There is one (1) option period for 1 year remaining.

SCOPE OF SERVICES: Consultants will continue to provide district-wide maintenance and support services, including the acquisition of replacement parts, for supported computer, network, and peripheral equipment, in their area(s) of pre-qualification. Pre-qualification areas are as follows: Level I (help desk), Level II (Basic support), and Level III (Server and advanced support). TECH|XL is the brand name for the computer support services activities encompassed by all three Levels of support referenced in this Board Report. TECH|XL was developed to respond to the needs of principals and technology coordinators in search of a better way to promote technology excellence in their schools. The pre-qualified area(s) for each consultant are indicated on the attached list.

The Board reserves the right to assign Consultants to provide services to particular schools, locations, and/or departments ("units"). Consultants will provide services only at the assigned units unless otherwise specified in an individual SOW. Consultants must agree to work with the CPS appointed Program Manager and the Office of Technology Services (OTS) in implementation and/or transition planning for any new assignments that are made by the Board.

DELIVERABLES: Consultants will continue to provide parts and labor to maintain and support the district-wide instructional and administrative PCs and network.

OUTCOMES: Consultants' services will result in 1) reserve capacity for the CPS Help Desk to meet peak demand, and 2) computer and peripheral equipment being operational for use in instruction and administration.

COMPENSATION: Consultants shall be paid during this option period at the rates set forth on the attached schedule upon receipt and verification of invoices. Time and materials shall not be billed to the Board in advance. The compensation payable to all Consultants, in the aggregate, for this one-year option, shall not exceed \$10,000,000.00

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

AFFIRMATIVE ACTION: The Department of Procurement and Contracts, in consultation with the Office of Business Diversity, has designated this contract for the sheltered market program in accordance with the guidelines set forth in Section 10.2.2 of the Remedial Program for M/WBE participation in Goods & Services Contracts. The impact of this contract's M/WBE participation on CPS' overall technology procurement will be reported in its annual supplier diversity report.

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

FINANCIAL: Charge to various schools and departments
Budget Classification No: 5730 Equipment, 5470-Services /Repair Contracts
Sources of funds: Various

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 member 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).

Computer and Network Maintenance/Support Services Consultants

1.-Advanced System Consultant Inc

PO Box 3176

Joliet IL. 60436

Ms. Rose Wennlund

(773) 617-1315

Vendor 19018

Prequalification Areas

Level I (Help Desk)

Level II (Basic Support)

Level III (Server and Advance Support)

2. Advotek Inc. DBA/ Computerland.

148 Ogden

Downers Grove IL. 60515

Ms. Diana Conley

(630) 924-7762

Vendor # 45666

Prequalification Areas

Level I (Help Desk)

Level II (Basic Support)

Level III (Server and Advance Support)

3. KBS Computer Services INC

418 Highland Rd.

Mattson IL. 60443

Mr. Anthony R. Kitchens

(708) 481-6631 ext 11

Vendor # 15363

Prequalification Areas

Level I (Help Desk)

Level II (Basic Support)

Level III (Server and Advance Support)

4. NJW Technology Solutions INC

1 E. Wacker Drive Suite 2120

Chicago, IL. 60601

Ms. Norma Williams

(847) 875-8961

Vendor # 34101

Prequalification Areas

Level I (Help Desk)

Level II (Basic Support)

Level III (Server and Advance Support)

5. Rico Enterprises Inc.

7022 W. 73rd Place

Chicago, IL 60638

Ms. Guadalupe Rico

(708) 594-7426

Vendor 50080

Prequalification Areas

Level I (Help Desk)

Level II (Basic Support)

Level III (Server and Advance Support)

6. Smart Technology Inc.

156 N. Jefferson Street Suite 300

Chicago, IL 60661

Ms. Theresa Jamison

(312) 775-6554

Vendor 29748

Prequalification Areas

Level I (Help Desk)

Level II (Basic Support)

Level III (Server and Advance Support)

7. System Development, Integration, Inc.

180 N. LaSalle Street Suite 1500

Chicago, IL 60601

Ms. Sharee Wolff

(312) 580-7563

Vendor 26704

Prequalification Areas

Level I (Help Desk)

Level II (Basic Support)

Level III (Server and Advance Support)

**Computer and Network Maintenance/Support Services Consultants
Billing Rate Options**

Extended Support Services Options and Rates

TECH|XL is the Board's brand name for the computer support service activities encompassed by all three levels of support referenced in this Board Report.

Support services can be rendered via TECH|XL Support options or via Standard Time and Material (T & M) services.

TECH|XL Extended Support has three pricing options for schools to obtain support and services for instructional computers: XL Per Seat, XL Pool of Funds, and XL On-site Technician.

XL Per Seat is an annual coverage that is associated with (selected) covers identified in-warranty and out-of-warranty machines that meet OTS minimum requirements. ~~The coverage includes~~ The basic (in-warranty) coverage includes imaging, software installs, driver installs, configuration and troubleshooting for all machines (selected) for this coverage. An additional option is provided to add hardware replacement parts and repair for machines that are no longer covered by the manufacturer's warranty.

XL Pool-of-Funds offers support services for software and replacement parts on an hourly basis to allow more flexibility with budgeting. This option may also include printer maintenance. Any dollar amount can be used as a retainer; however funds transferred in \$2000 increments ~~receive a discounted rate for service~~ will be billed at a rate lower than the standard T&M rates.

XL On-Site Technician offers support services for software issues, installations and moves on a daily basis. Each participating school is assigned a dedicated technician. The frequency of technician visits is decided by the school. The technician will visit the school on a regularly scheduled basis to resolve service failures or requests and provide preventative maintenance tasks. The rates associated with the On-Site Technician option have been adjusted to include level 2 and level 3 coverage at a blended rate.

Extended TECH XL Support Rates		
XL Per Seat	XL Pool-of-Funds	XL On-Site Technician
In-warranty Coverage: \$60 per desktop or laptop	Schools that transfer funds in \$2000 increments will receive a discounted rate for labor <u>will be billed at the following rates:</u>	\$6,420 for 1 day/month
In-warranty Coverage: \$150 per server		\$12,480 for 2 days/month
Out-of-warranty Coverage: \$120 per Desktop or Laptop		\$18,720 for 3 days/month
Out-of-warranty Coverage: \$300 per Desktop or Laptop		\$27,040 for 1 day/week
	<ul style="list-style-type: none"> • \$60/hr desktops or laptops • \$80/her for servers 	

Administrative (Admin) Machine and Peripheral Support Options and Rates

Admin Machine Support

An administrative workstation is defined as a workstation connected to the Chicago Public Schools "administrative" VLAN, physically located in schools, area/remote offices and central office, as well as connected peripherals that contains CPS Administrative software, i.e., SI/MAPR, Personal Communications, etc. In rare cases, administrative workstations are connected to the Chicago Public Schools "instructional" VLAN via VPN access. Administrative support is the management and support of those workstations. FSS vendor will also dispatch, upon request, technicians to resolve equipment failures on these workstations. Each school and office has a limited number of administrative machines.

~~The Office of Technology Services~~ Information & Technology Services is responsible for the management, support and cost of Administrative Support.

Peripheral Support

Computer peripherals are external pieces of optional computer hardware that connect directly to a computer to expand its abilities. ~~Peripherals are optional components of a computer system and require support that is outside of the scope of standard computer support options~~

Support Category	Rate
<p>Admin Machine Support</p> <ul style="list-style-type: none"> • Includes comprehensive support for all makes and models of workstation computers. • Includes machines that meet Admin standards only. • The monthly charge is capped at 80% of the total number of Admin positions per school. 	<p><u>Not to exceed \$13,916 per Area Cluster per month</u> \$20 per machine per month for Medill, OIG, Elizabeth, Central Office and Safety and Security admin locations <u>Rates are subject to change due to budgetary fluctuations in asset counts, etc.</u></p>
<p>Peripheral Support</p> <ul style="list-style-type: none"> • Includes, but not limited to, the comprehensive support of the following: <ul style="list-style-type: none"> ○ CD-ROM ○ CD-RW ○ CD-R ○ DVD-ROM ○ DVD-RW ○ DVD-R ○ USB flash drive ○ Tape drive ○ Floppy disk ○ Punch card ○ Disk array controller ○ Keyboard ○ Pointing devices ○ Mouse ○ Trackball ○ Joystick ○ Touch screen ○ Gamepad ○ Microphone ○ Brain-computer interface ○ Image scanner 	<p>Billed at the TECH XL Discounted Rate if applicable (i.e., Pool of Funds or Onsite Tech only);</p> <p>or at the standard Time and Materials rate (see chart below)</p>

<ul style="list-style-type: none"> ○ Computer terminal ○ Computer speech recognition ○ Webcam ○ Digitizing tablet ○ Barcode reader ○ Plotter ○ Printer ○ Braille embosser ○ Computer speech synthesis ○ Sound card ○ Speakers ○ Digital Camera ○ Graphics card ○ Refreshable Braille display ○ Modem ○ Network card ○ Docking station 	
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Time and Materials Hourly Rates

Prequalification Levels	Normal Business Hours	Off-Hours	Emergency (24 hours)
Level 1	\$30.00	\$45.00	\$60.00
Level 2	\$65.00	\$85.00	\$105.00
Level 3	\$90.00	\$120.00	\$125.00

1. Pre-qualified vendors may purchase parts from any supplier or subcontractor, but the price billed for the part may not exceed the cost charged by the Board's Strategic Sourcing vendors.
2. The maximum markup on replacement parts is 5%.
3. Time and materials shall not be billed to the Board in advance.


VENDOR BILLING FOR SERVICES

1. A minimum charge for a school work order-related visit of one hour is allowed. This includes both standard time and materials charges or TECH|XL support rates. After the one hour minimum charge, billing will occur in 15 minute intervals.
2. Billing must be consistent with the information contained on the official timesheet as approved by the school principal or his/her designee for worked performed at the school.
3. Billing commences upon arrival at the destination school when the Vendor's technician signs in at the front desk of the school and presents the official timesheet.
4. Travel time is not billable.

MANAGEMENT TOOLS

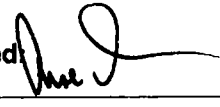
If vendor elects to utilize proprietary management utilities, tools or software, vendor is required to integrate such solutions with the Board's current management tools, i.e., asset tools, service ticket tracking, etc.

Approved for Consideration:



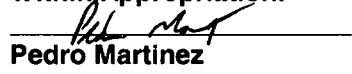
Heather A. Obora
Chief Purchasing Officer

Approved:



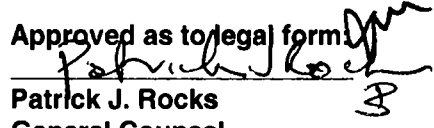
Arne Duncan
Chief Executive Officer

Within Appropriation:



Pedro Martinez
Chief Financial Officer

Approved as to legal form



Patrick J. Rocks
General Counsel