

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 to exceed ~~\$189,331.00~~ **\$234,331.00**. 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 60 days of the date of this Board Report. Information pertinent to this agreement is stated below.

SPECIFICATION NO: 00-250677

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 60 days of the date of this amended Board Report.

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

USER: Office of Technology Services, Department of Telecommunications
125 South Clark Street, 3rd Floor
Chicago, IL 60603
Elaine L. William, CTO
(773) 553-1300

TERM: The term of this agreement shall commence on the date the agreement is signed and shall end twenty-four (24) months thereafter. 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 with 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

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

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.

OUTCOMES: The development of these IVR applications will contribute to improved customer service, streamline department operations, maximize use of existing computer and telephone systems, reduce costs, and provide increased access to information (24 hours per day, 7 days per week).

COMPENSATION: Consultant shall be paid as follows: two (2) equal payments upon invoicing, in an amount not to exceed ~~\$189,331.00~~. \$234,331.00.

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. Authorize the Chief Technology 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: Vendor agrees to comply with and be bound by the provisions of the Revised Remedial plan for Minority and Women Business Enterprise Economic participation (M/WBE Plan).

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

FINANCIAL: Charge to Office of Technology Services: \$114,331.00	Fiscal Year: 2001
Budget Classification: 0220-552-000-1614-5430	
Department of Human Resources: \$50,000.00 <u>\$45,000.00</u>	Fiscal Year: 2001
Budget Classification: 0710-210-000-1403-5410	
Department of Risk & Benefits: \$25,000.00	Fiscal Year: 2001
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.

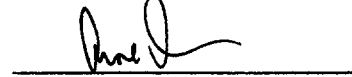
Contingent Liability – The agreement shall contain the clause that any expenditure beyond the current fiscal year is deemed a contingent liability, subject to appropriation in the subsequent fiscal year budget(s).

Approved for Consideration:



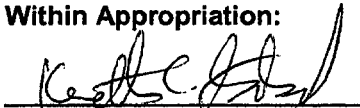
Natalye Paquin
Chief Purchasing Officer

Approved:



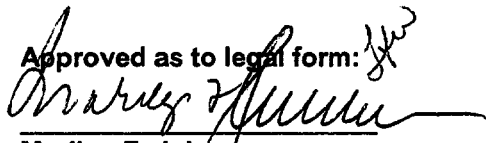
Arne Duncan
Chief Executive Officer

Within Appropriation:



Kenneth C. Gotsch
Chief Fiscal Officer

Approved as to legal form:



Marilyn F. Johnson
General Counsel