

**AMEND BOARD REPORT 01-1219-PR15  
APPROVE THE RENEWAL OF THE AGREEMENT WITH  
BLACKWELL CONSULTING SERVICES, LLC FOR NETWORK SUPPORT SERVICES**

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

Approve the renewal of the agreement with Blackwell Consulting Services, LLC ("Blackwell") to provide network support services for the Office of Technology Services ("OTS"), at a cost not to exceed ~~\$2,333,400.00~~ \$3,036,800.00 during the renewal period. Consultant was selected on a non-competitive basis because Blackwell is conversant with the Board's systems and previously assisted in the firewall design and management of the e-mail Tivoli platform, the LDAP, the virtual private network and the anti-virus solution. Because Consultant currently has a contract for these services, a new contract is not necessary and the parties have agreed to renew the current contract. A written renewal agreement is currently being negotiated. No payment shall be made to the Consultant prior to the execution of the written renewal agreement. The authority granted herein shall automatically rescind in the event a written document is not executed with ninety (90) days of the date of this Board Report. Information pertinent to this renewal is stated below.

This amendment is necessary to increase the total amount of the contract by \$703,400.00 due to an expansion of Blackwell's scope of services to include resources to support Payroll (Kronos and Citrix) and SMS management systems. A written amendment to the Contract is currently being negotiated. No payment shall be made for these additional services prior to the execution of the written amendment. The authority granted in this amended Board Report shall automatically rescind in the event a written amendment is not executed within sixty (60) days of the date of this amended Board Report.

**CONSULTANT:** Blackwell Consulting Services  
100 South Wacker Drive, Suite 200  
Chicago, Illinois 60606  
Contact: ~~Sean O'Brien~~-Valerie Tyler  
Telephone No.: ~~312-873-5292~~ (312) 553-0730  
Vendor No.: 20588

**USER:** Office of Technology Services  
125 South Clark Street, 3rd Floor  
Chicago, Illinois 60603  
Contact: David Vitale, Acting Chief Technology Officer  
~~Elaine L. Williams, Chief Technology Officer~~  
Telephone No. (773) 553-1300

**ORIGINAL AGREEMENT:** The original agreement (authorized by Board Report No. 01-0328-PR14) in the amount of \$1,252,117.17 is for a term commencing February 13, 2001 and ending September 30, 2001. The agreement was renewed (authorized by Board Report 01-0926-PR10) for a term commencing October 1, 2001 and ending July 31, 2002, in an amount not to exceed \$1,252,117.17.

**RENEWAL PERIOD:** By mutual consent of the parties, the agreement is being renewed for a period commencing August 1, 2002 and ending June 30, 2003. This 11-month renewal term is necessary to coincide with and allow for the Board's participation in Year 5 of the E-Rate Program.

**SCOPE OF SERVICES:** Blackwell shall continue to provide the services contained in the original Agreement and also provide two (2) additional resources to maintain, configure and support the Kronos and Citrix Metaframe server platforms that host the Payroll applications and utilize existing resource to support the SMS Management System, including:

- Create administration profiles
- Create policy regions and profile managers as required
- Distribute profiles
- Create monitors and distribute monitors
- Administer policy regions

- Backup and administer DB2 databases on inventory and TEC
- Setup any additional events as required and monitor them
- Process firewall rule request
- Create firewall usage reports
- Process VPN user definition requests
- Process ACE Server /SecurID requests
- Monitor intrusion detection systems and respond to intrusion events
- Perform regular updates of intrusion detection software
- Monitor virus protection systems and respond to virus outbreaks
- Perform regular updates for virus protection software
- Day-to-day oversight of student e-mail
- Day-to-day oversight of Global Directory
- Electronic footprint maintenance
- Routine backup verification and fail-over testing
- Server restorations following disasters
- Third party vendor support, including Checkpoint, ISS, Tripwire, Trend Micro, etc.
- Capacity planning
- Tuning and testing
- Periodically perform mailbox and directory object "sunset" reviews
- Install service packs
- Maintain relationships, as necessary for Exchange operations
- Monitor all the Tivoli servers and Tivoli services and take action as appropriate
- Day-to-day oversight of RS600 environment
- Coordinate enhancements for hardware and software, i.e. new revisions, additional memory/dsdd installations, etc.
- Day-to-day oversight of the implemented SMS systems

Blackwell will also continue to conduct an extensive review of the Board's Internet Services Project (ISP) including, but not limited to the following technology tracks:

- Messaging (E-mail)
- Security
- Web Development Infrastructure
- Tivoli/Systems Management
- Infrastructure (Proxy, QIP, Dispatcher, LDAP, FTP, DNS/DHCP)
- Facilities
- Kronos
- Payroll and Subsystems
- Trend Micro Antivirus Support
- McAfee Anti-virus Support
- Microsoft's System Management Server Support
- Netopia's NetOctopus and Timbuktu
- SMS Environment

Blackwell will also provide Network support as follows:

- Develop, implement, configure, tune, troubleshoot and maintain corporate NT 4.0 and WIN2000 servers, as it pertains to the Payroll environment
- Provide administration and support for centralized Kronos communications, Citrix and Web servers, including daily administration of software and hardware, asset management and weekly status reporting
- Provide third-level troubleshooting and consulting of Kronos application-related issues
- Architect, manage and administer corporate email/electronic-messaging environment

**DELIVERABLES:** Blackwell will continue to provide weekly status reports including the following:

- Status and detail document of all ongoing projects
- Status of weekly activities
- Status of all changes / modifications made
- Status and detail document for all current problems/issues

- New problems, concerns, and recommendations as applicable
- Tasks requested by customer deemed to be "Out of Scope"
- Total hours worked by role

Blackwell will also continue to provide reports on the current environment and project status of the Internet Services Project (ISP), and Payroll, and implemented SMS/Netopia/Anti-Virus systems.

Blackwell will also provide reports on network maintenance, configuration and support.

**OUTCOMES:** Blackwell's services will continue to provide Level 2 networking support and services for the Board's Internet infrastructure. Blackwell's additional services will provide Tier II and Tier III networking support and services for the Board's Internet and network Infrastructures.

**COMPENSATION:** Blackwell shall be paid during this renewal as follows: Upon invoicing, based on the hourly rates specified in the existing Agreement, not to exceed the sum of ~~\$2,333,400.00~~ \$3,036,800.00. The services provided herein are eligible for, but not contingent upon, E-Rate discounts under the Federal Government's Universal Services program.

**AUTHORIZATION:** Authorize the General Counsel to include other relevant terms and conditions in the written renewal agreement and any amendments thereto. Authorize the President and Secretary to execute the renewal agreement and any amendments thereto. Authorize the Chief Technology Officer to execute all ancillary documents required to administer or effectuate this renewal 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 95% MBE

Total 83% African American:	<u>\$2,520,544.00</u>
<u>Blackwell</u>	<u>Certified through 7/1/03</u>
<u>100 S. Wacker Dr., #800</u>	
<u>Chicago., Illinois 60606</u>	

Total 10% Hispanic:	<u>\$303,680.00</u>
<u>Lynette Abad</u>	<u>Independent Consultant</u>
<u>1806 W. Diversey Parkway</u>	
<u>Chicago., Illinois 60614</u>	

Total 2% Asian:	<u>\$60,736.00</u>
<u>Shirley Wong</u>	<u>Independent Consultant</u>
<u>77 W. Washington Street</u>	
<u>Chicago., Illinois 60602</u>	

Total 5% WBE:	<u>\$151,840.00</u>
<u>GMS</u>	<u>Certified through 6/1/03</u>
<u>935 E. 49<sup>th</sup> Street</u>	
<u>Chicago., Illinois 60615</u>	

~~This Contract is in full compliance with the goals required by the Revised Remedial Plan for Minority and Women Business Enterprise Contract Participation (MAWBE Plan). The MAWBE participation goals for the Contract are: 35% total MBE, 22% total African American, 10% total Hispanic, 2% total Asian and 5% total WBE. The Consultant has identified and scheduled the following firms and percentages:~~

Total MBE 95%

Total 83% African American:

Blackwell Consulting, 100 South Wacker Drive, #800, Chicago IL 60606

Total Hispanic 10%

Lynette Milkus Abad, 1806 West Diversey, Chicago IL 60614

Total Asian 2%

Shirley Wong, 77 West Washington, Chicago, IL 60602

Total WBE 5%

CMG Consulting, 935 East 49th Street, Chicago, IL

The City of Chicago Department of Procurement Services certifies each identified firm. The identified firms are subject to change upon approval from the Procurement and Contract's Division of Compliance and Vendor Services without further Board approval.

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

**FINANCIAL:** Charge to the Office of Technology Services: \$2,333,400.00 + \$703,400.00 = \$3,036,800.00

Budget Classification: 0960-210-000-1116-5410 \$2,096,680.00 - \$1,488,080.00 = \$608,600.00 P.O.#541591 FY03

0960-210-000-1116-5410 \$ 236,720.00 FY02 P.O.#391005

0960-210-000-1110-5410 \$1,071,200.00 FY03

0960-210-000-1618-5410 \$1,120,280.00 FY03

**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.

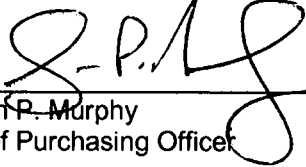
**Conflicts** – The agreement shall not be legally binding on the Board if entered into in violation of the provisions of 105 ILCS 5/34-21.3 which restricts the employment of, or the letting of contracts to, former Board members during the one-year period following expiration or other termination of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

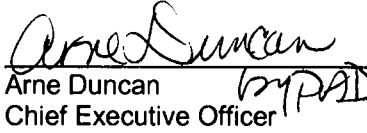
**Contingent Liability** – The agreement shall contain the clause that any expenditure beyond the current fiscal year is deemed a contingent liability, subject to appropriation in the subsequent fiscal year budget(s).

**Approved for Consideration:**



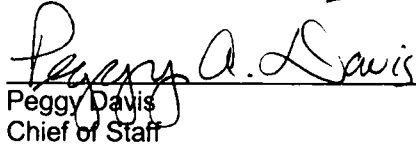
Sean P. Murphy  
Chief Purchasing Officer

**Approved:**



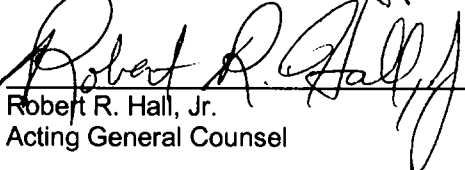
Arne Duncan  
Chief Executive Officer

**Within Appropriation:** DS



Peggy Davis  
Chief of Staff

**Approved as to Legal Form:** JH



Robert R. Hall, Jr.  
Acting General Counsel