

**APPROVE ENTERING INTO AN AGREEMENT WITH  
RELATIONAL TECHNOLOGY SERVICES DBA RELATIONAL TECHNOLOGY SOLUTIONS (RTS)  
FOR CONSULTING AND MAINTENANCE SERVICES**

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

Approve entering into an agreement with Relational Technology Services dba Relational Technology Solutions (RTS). to provide consulting and maintenance services to the Information & Technology Services at a cost not exceed \$465,000.00. Vendor was selected on a non-competitive basis because of the proprietary services they provide in Interactive Voice Response installation, support and maintenance for the Chicago Public Schools' call center environment. A written agreement for Vendor's services is currently being negotiated. No payment shall be made to Vendor 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 ninety (90) days of the date of this Board Report. Information pertinent to this agreement is stated below.

**VENDOR:** Relational Technology Services dba Relational Technology Solutions  
1070 Polaris Parkway, Suite 200  
Columbus, Ohio 43240  
Contact: Pete Milano  
Telephone No.: (847) 637-2337  
Vendor No. 80498

**USER:** Information & Technology Services  
125 South Clark, 3rd Floor  
Chicago, Illinois 60603  
Contact: Robert W. Runcie, Chief Information Officer  
Kathryn Zalewski, ITS Telecommunications Director  
Telephone No.: (773) 553-1300

**TERM:** The term of this agreement shall commence on the date the agreement is signed and shall end on June 30, 2008. This agreement shall have unlimited options to renew for maintenance and call center department(s) programming requests only. The cost for annual maintenance and call center department(s) programming requests shall be in an amount not to exceed \$150,000.00.

**EARLY TERMINATION RIGHT:** The Board has the right to terminate this agreement upon thirty (30) days written notice.

**SCOPE OF SERVICES:** RTS will design, develop, install and maintain voice systems with call center capabilities for three Business Service Center (BSC) locations as described below:

The BSC located at 1900 North Austin will receive an upgrade to the current voice switch and software from G3CSI V12 to CMR4 S8400 G650 with a remote call center elite design for a new Automated Call Distribution (ACD). This system will be the hub for the other two BSC sites. The BSC sites at 4655 S Dearborn and 115<sup>th</sup> and Western will receive G700 gateway systems and software and will be connected to Austin via point-to-point T1 circuits. These BSC sites will have a local Primary Rate Interface (PRI) and a minimum 35 digital extensions on a G700 gateway.

The Call Management System (CMS) at 125 South Clark will be upgraded to allow for ACD reporting for all CPS call center locations. CMS will be delivered to remote sites via point-to-point T1 connections.

In addition, RTS will provide maintenance and as needed software programming for the applications below:

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:** Per the Statement of Work, RTS will provide the following deliverables:

1. Project Management
2. Solution Preparation
3. Solution Design, Development and Documentation
4. Solution Deployment
5. System Integration
6. System Testing
7. Installation and Training
8. Application Maintenance

In addition to the items listed above, RTS will also provide maintenance services and as needed software programming for the applications below

1. Human Resources Substitute Teacher Absence, Substitute Educational Support Personnel (ESP) Absence and Substitute Availability Application
2. Payroll Inquiry Application
3. School Outdial Application

As needed software programming will be funded by the end user department via the Board's 124 funding mechanism. Programming requests will require specific Scopes of Work and corresponding quotes.

**OUTCOMES:** The development of these IVR applications will provide the Board with improved customer service, streamlined operations, maximum use of existing computer and telephone systems, a reduction in cost, and increased access to information (24 hours per day, 7 days per week).

**COMPENSATION:** Vendor shall be paid as follows: upon invoicing, in an amount not to exceed \$465,000.00 in FY08. Thereafter, vendor shall be paid upon invoicing, in an annual amount not to exceed \$150,000.00.

**AUTHORIZATION:** Authorize the General Counsel to include other relevant terms and conditions in the written agreement and any amendments thereto. Authorize the President and Secretary to execute the agreement and any amendments thereto. Authorize the Chief Information 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:** This agreement is in full compliance with the goals required by the Remedial Plan for Minority and Women Business Enterprise Contract Participation (M/WBE Plan). The M/WBE participation goals for the agreement include:

Consultant has identified and scheduled the following firms and percentages:

**Total MBE – 16%**

Informity Network Ltd.

731 Sangamon, Suite 300

Chicago, IL 60622

certified through 04/01/2008

Quantum Crossing, LLC

455 North Cityfront Plaza, Suite 3100

Chicago, Illinois 60611

certified through 12/01/2007

**Total WBE – 4%**

Lynn Hazan & Associates, Inc.  
 55 E. Washington. Suite 715  
 Chicago, Illinois 60602

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

**FINANCIAL:** Charge to Information & Technology Services:

12510-478-54105-009585-000000 (BSC Project)	\$315,000.00	FY08
12510-115-56105-254501-000000 (Mtn)	\$ 50,000.00	FY08
12510-124-54405-254501-169400 (Call Center Dept. Reqs.)	<u>\$100,000.00</u>	FY08
	\$465,000.00	
12510-115-56105-254501-000000(Mtn)	\$50,000.00	OnGoing
12510-124-54405-254501-169400(Call Center Dept. Reqs.)	<u>\$100,000.00</u>	OnGoing
	\$150,000.00	

**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