

**AUTHORIZE A NEW AGREEMENT WITH COMPUTER AID INC FOR MANAGED SERVICES FOR  
ENTERPRISE FINANCIAL SYSTEMS**

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

Authorize a new agreement with Computer Aid Inc. to provide Managed Services to Enterprise Financial Systems to the Department of Information Technology Services at an estimated annual cost set forth in the Compensation Section of this report. Vendor was selected pursuant to Board Rule 7-4, which authorizes the Board to purchase through an existing contract with the City of Chicago. A written agreement for Vendor's services is currently being negotiated. No services shall be provided by Vendor and 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 90 days of the date of this Board Report. Information pertinent to this agreement is stated below.

Reference City of Chicago Contract #: 26835

Contract Administrator : Washington, Ms. Nealean T / 773-553-2273

**VENDOR:**

- 1) Vendor # 94462  
COMPUTER AID, INC  
10 South LaSalle, Suite 1000  
Chicago, IL 60603

Ronald Alcaraz  
630 561-9411

Ownership: Anthony Salvaggio - 100%

**USER INFORMATION :**

Project  
Manager: 12510 - Information & Technology Services  
  
42 West Madison Street  
  
Chicago, IL 60602  
  
Van Patten, Mr. Jason J  
  
773-553-3627

**TERM:**

The term of this agreement shall commence on May 1, 2019 and shall end June 30, 2023. This agreement shall have three (3) 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:**

Vendor will provide a managed services team that oversees ongoing operational support and technical maintenance of the Board's Enterprise Financial Systems.

**DELIVERABLES:**

Vendor will provide CPS both operational and project based support for the suite of enterprise financial systems as part of this agreement. Vendor will also provide implementation services to ensure the successful transition of daily support. Operational duties include both functional and technical support of enterprise systems. Project based service components include software maintenance and enhancement activities.

- Implementation and Ongoing Account Management: Vendor will provide a team of transition resources to oversee the smooth migration of system support services from a pool of local consultants. This includes establishment of a CPS support portal, which will contain all critical support documentation for existing applications and functions in the Enterprise Financial Suite. This will also include knowledge transfer between existing CPS FTE and consulting resources to equivalent positions on the proposed managed services team. This includes the ongoing service delivery model of monthly management reports that will be based on Key Performance Indicators (KPIs) and quarterly in-person management (SPRM) meetings with CPS.

- Application Support Functional/Help Desk Vendor's staff will provide functional and technical support for issues raised with the enterprise financial system. This includes the Help Desk core service model, User Support (service ticket escalations via CPS approved ticketing software and method), ticket severity matrix and SLA, and training and support documentation.

- Technical Support: Vendor will provide the following technical support services to maintain the existing suite of Oracle products: batch schedule and off hours system monitoring, system patching, upgrade support, change and release management, database administration and documentation for both applications and projects.

- Project Support: Vendor will provide services in support of project based functional change activity for the Board's enterprise financial systems. This includes continuous improvement of the support approach, demand management, tracking tools and SDLC practices.

**OUTCOMES:**

Vendor's services will result in the following:

- Provide reliable operational support of financial systems to CPS departments
- Improve Knowledge Management practices and establish best practices
- Measure performance of vendor services using Key Performance Indicators
- Establish continuous improvement of CPS Financial Systems

**COMPENSATION:**

Vendor shall be paid as follows: monthly payments for actual hours used based on a fixed rate card used across Chicago agencies.

Estimated annual costs for the four (4) year term are set forth below:

\$520,000, FY19

\$2,750,000, FY20

\$3,400,000, FY21

\$3,500,000, FY22

\$3,600,000, FY23

Total Estimated Cost: \$13,770,000

**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 Information Officer to execute all ancillary documents required to administer or effectuate this agreement.

**AFFIRMATIVE ACTION:**

Pursuant to the Remedial Program for Minority and Women-Owned Business Enterprise Participation in Goods and Services contracts, (M/WBE Program), this contract is in full compliance as the Prime vendor has committed to the participation goals of 30% MBE and 7% WBE. The vendor has scheduled the following firm(s):

Total MBE: 30%  
Clarity Partners  
20 N. Clark, Suite 3600  
Chicago, IL 60602  
Ownership: David C. Namkung

William Everett Group  
35 E Wacker Dr. Suite 3100  
Chicago, IL 60601  
Ownership: Ellen Rozelle Turner

Total WBE: 7%  
AAR & Associates LTD  
1900 S Clark St #102  
Chicago, IL 60616  
Ownership: Arabel Alva Rosales

**LSC REVIEW:**

Local School Council approval is not applicable to this report.

**FINANCIAL:**

Fund 115, Operating Funds, Unit 12510, Information and Technology Services \$520,000, FY19  
\$2,750,000, FY20  
\$3,400,000, FY21  
\$3,500,000, FY22  
\$3,600,000, FY23

Not to exceed \$13,770,000 for the four (4) year term.

Future year funding is contingent upon budget appropriation and approval.

**CFDA#:** Not Applicable

**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 May 25, 2011 (11-0525-PO2), as amended from time to time, shall be incorporated into and made a part of the agreement.

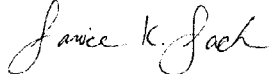
Contingent Liability - The agreement shall contain the clause that any expenditure beyond the current fiscal year is deemed a contingent liability, subject to appropriation in the subsequent fiscal year budget(s).

Approved for Consideration:



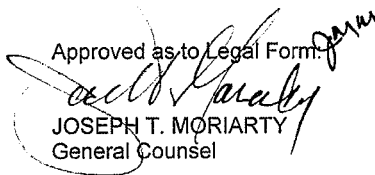
JONATHAN MAPLES  
Chief Procurement Officer

Approved:



JANICE K. JACKSON  
Chief Executive Officer

Approved as to Legal Form:



JOSEPH T. MORIARTY  
General Counsel