

**AUTHORIZE THE SECOND (FINAL) RENEWAL AGREEMENT WITH RL CANNING, INC. FOR  
SERVICE DESK AND TECH SUPPORT SERVICES**

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

Authorize the second (final) renewal agreement with RL Canning, Inc. to provide service desk and tech support services to Central Office, other administrative offices, and schools at an estimated annual cost set forth in the Compensation Section of this report. Vendor was selected on a competitive basis pursuant to former Board Rule 7-2. A written agreement exercising this option is currently being negotiated. No payment shall be made to RL Canning, Inc. during the option period prior to execution of the written option document. The authority granted herein shall automatically rescind in the event a written option document is not executed within 90 days of the date of this Board Report. Information pertinent to this option is stated below.

Specification Number : 14-350006

Contract Administrator : Munoz, Rigoberto / 773-553-2280

**VENDOR:**

- 1) Vendor # 35082  
RL CANNING, INC.  
8700 W. BRYN MAWR AVE STE 120N  
CHICAGO, IL 60631  
Rachel Canning  
773 693-1900

Ownership: Rachel Canning 70%, Greg  
Canning 30%

**USER INFORMATION :**

Project 12510 - Information & Technology Services  
Manager: 42 West Madison Street  
Chicago, IL 60602  
Price, Debra  
773-553-1300

**ORIGINAL AGREEMENT:**

The original agreement authorized by Board Report 15-0722-PR18 in the amount of \$16,500,000 is for a term commencing August 1, 2015 and ending June 30, 2020, with the Board having two (2) options to renew for three (3) year terms. The first agreement was renewed (authorized by Board Report 19-1211-PR6) in the amount of \$9,900,000 for a term commencing July 1, 2020 and ending June 30, 2023. The first agreement was amended (authorized by Board Report 23-0125-PR8) in the amount of \$11,120,000 during the renewal term ending June 30, 2023. The original agreement was awarded on a competitive basis pursuant to former Board Rule 7-2.

**OPTION PERIOD:**

The term of this agreement is being renewed for three (3) years commencing July 1, 2023 and ending June 30, 2026.

**OPTION PERIODS REMAINING:**

No option periods remaining.

**SCOPE OF SERVICES:**

Vendor will continue to provide service desk and tech support services to central office, other administrative offices, and schools. Service desk includes: incident management, problem management, change management, service requests, delivery assurance, service request management, etc. Tech support services includes: coverage during normal and extended business hours at the service locations listed in the agreement, and help desk services.

**OUTCOMES:**

Vendor's services will continue to result in service desk and tech support services to central office, other administrative offices, and schools. Service desk includes: incident management, problem management, change management, service requests, delivery assurance, service request management, etc. Tech support services includes: coverage during normal and extended business hours at the service locations listed in the SOW, and help desk services.

**COMPENSATION:**

Vendor shall be paid during this option period in accordance with the Agreement.  
Estimated annual costs for this option period are set forth below:

\$4,511,000, FY24

\$4,622,000, FY25

\$4,737,000, FY26

**AUTHORIZATION:**

Authorize the General Counsel to include other relevant terms and conditions in the written option agreement. Authorize the President and Secretary to execute the option agreement. Authorize the Chief Information Officer to execute all ancillary documents required to administer or effectuate this option 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 agreement is in full compliance with the Business Diversity goals of 30% MBE and 7% WBE as the Prime vendor is 100% MBE.

**LSC REVIEW:**

Local School Council approval is not applicable to this report.

**FINANCIAL:**

Various Funds, Various Units

\$4,511,000, FY24

\$4,622,000, FY25

\$4,737,000, FY26

Not to exceed \$13,870,000 for the three (3) 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:



PATRICIA HERNANDEZ  
Acting Chief Procurement Officer

Approved:



PEDRO MARTINEZ  
Chief Executive Officer

Approved as to Legal Form: 



RUCHI VERMA  
General Counsel