

**APPROVE THE RENEWAL OF AN EXISTING AGREEMENT WITH
SM@RT TECHNOLOGY SERVICES, INC. FOR HELP DESK AND BREAK-FIX SERVICES**

THE CHIEF EXECUTIVE OFFICER REPORTS THE FOLLOWING DECISION:

Approve the renewal of an existing agreement with SM@RT Technology Services, Inc. to provide help desk and break-fix services to the Office of Technology Services at a cost not to exceed \$2,635,242.50 for the renewal period. A written renewal agreement for Consultant's services is currently being negotiated. No payment shall be made to Consultant during the renewal period prior to the execution of the renewal 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 renewal agreement is stated below.

SPECIFICATION NO.: 01-250030

CONSULTANT: SM@RT Technology Services, Inc.
188 West Randolph Street
Suite 1526
Chicago, Illinois 60601
Contact: Stephen C. Baker, President/CEO
Telephone No. 312-263-2760
Vendor No. 29748

USER: Office of Technology Services
125 South Clark Street
Chicago, Illinois 60603
Contact: Elaine L. Williams, Chief Technology Officer
Arlene Love, Deputy Chief Technology Officer -- Operations
Telephone No. 773-553-1300

ORIGINAL AGREEMENT: The original Network Support and Maintenance Agreement (authorized by Board Report 01-0328-PR15) in the amount of \$1,846,468.00, is for a term commencing February 20, 2001 and ending September 30, 2001. The original agreement was awarded on a non-competitive basis because it is necessary to have uninterrupted break-fix service and the provider is completely conversant with the Board's complex systems. Sm@rt has provided these services to the Board for 29 months as a subcontractor and as the general service provider for the past 8 months.

RENEWAL PERIOD: The term of this agreement is being renewed for ten (10) months commencing October 1, 2001 and ending July 31, 2002.

EARLY TERMINATION RIGHT: Either party has the right to terminate this renewal agreement with thirty (30) days written notice.

SCOPE OF SERVICES: Consultant will continue to provide LAN/WAN computer and network support services, including all personal computers located at 125 South Clark, 600 school locations, and the 6 (six) Regional Education Offices. Consultant will also continue to support the unique set of applications that form the Administrative network such as; Oracle, SI, SAMAPR, AIMS, Outlook Client, Kronos and Citrix. Consultant will perform all end-to-end services involved in troubleshooting problems regardless if they are hardware, software, operating system, network or wiring related as a comprehensive set of deliverables, including:

- install new work stations;
- move existing work stations;
- add additional components to work stations;
- upgrade or replace existing work stations;
- establish connectivity to the host network;
- resolve equipment failures;

- provide support services related to the installation, configuration, troubleshooting and swap-out of network components;
- support the Kronos datakeepers in all schools and remote office locations;
- provide desk-side software support;
- provide Help Desk agents, including software, to staff the OTS Help Desk;
- provide project management services;
- provide dispatch services.

DELIVERABLES: Vendor shall continue to provide a help desk and total computer equipment and network support for the Board’s LAN/WAN. In support of the services rendered, Consultant shall provide the following:

- Daily jobticket queue status report
- Daily jobticket assignment report
- Weekly desktop and network support report
- Monthly desktop and network report
- Weekly problem management report
- Bi-weekly status report
- Any additional reports as required by the CTO

OUTCOMES: Vendor’s services shall result in the Board receiving quality computer equipment and network support for its LAN/WAN.

COMPENSATION: Vendor shall be paid as follows: \$25,000 monthly fee for help desk services; \$12,500 monthly fee for project management and dispatch services; a one-time payment of \$1,250.00 for software licenses; and an hourly rate of \$55.00 for workstation support services and \$75.00 for network support services; aggregate cost not to exceed \$2,635,242.50.

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

AFFIRMATIVE ACTION: The vendor has proposed M/WBE participation for the renewal period and has identified the following firms and percentages:

93.8% African American Smart Technology, 188 West Randolph Street, Chicago, Illinois	\$2,471,857.46
6% Asian: John Lim, 1048 North Wolcott, Unit 1, Chicago, Illinois	\$158,114.55
.2% WBE: Carolyn Kitty, 332 South Michigan Avenue, Suite 710, Chicago, Illinois	\$5,270.49

Smart Technology is certified with the City of Chicago/Department of Purchases Contracts and Supplies through 10/1/01 and has reapplied on 7/24/01. The two individuals are independent consultants. The identified firm/consultants are subject to change upon approval from the Division of Compliance and Vendor Services in the Procurement and Contracts Department without further Board approval.

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

FINANCIAL: Charge to the Office of Technology Services: \$2,635,242.50
 Budget Classification: 0960-210-000-7536-5410 \$2,635,242.50 FY02

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.

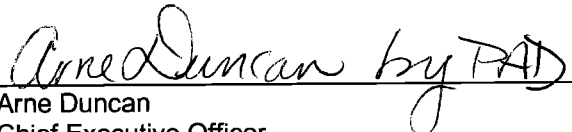
Contingent Liability – The agreement shall contain the clause that any expenditure beyond the current fiscal year is deemed a contingent liability, subject to appropriation in the subsequent fiscal year budget(s).

Approved for Consideration:




Anija Rocha
Acting 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