APPROVE ENTERING INTO AN AGREEMENT WITH SYSTEM DEVELOPMENT INTEGRATION, LLC FOR NETWORK MONITORING AND MANAGEMENT SYSTEM SERVICES

THE CHIEF EXECUTIVE OFFICER REPORTS THE FOLLOWING DECISION:

Approve entering into an agreement with System Development Integration, LLC ("SDI") to provide network management services to Chicago Public Schools' Information and Technology Services at a cost not to exceed $6,000,000.00. SDI was selected on a competitive basis pursuant to Board Rule 7-2. A written agreement for SDI's services is currently being negotiated. No services shall be provided by SDI and no payment shall be made to SDI 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.

Specification Number :   09-250030
Contract Administrator :   Ethan Sinnema / 773-553-3295

VENDOR:

Vendor # 26704
System Development.Integration
33 West Monroe., Ste 400
Chicago, Il 60603
Bob Kettell
312-580-7500

USER:

Information & Technology Services
125 South Clark Street - 3rd Floor
Chicago, IL 60603

Contact :   Arshele Stevens

Phone: 773-553-1300

TERM:
The term of this agreement shall commence on January 1, 2010 and shall end on June 30, 2013. This agreement shall have three options to renew for periods of 12 months each.

EARLY TERMINATION RIGHT:
The Board shall have the right to terminate this agreement with 30 days written notice.

SCOPE OF SERVICES:
SDI will provide the hardware, installation services, customization, ongoing support, and reporting for a network monitoring and management system (NMS). This system will ensure that ITS is aware of network incidents as they occur throughout the Board's district-wide network infrastructure. The system will be integrated into the Board's existing ticket system by SDI. All services will be provided by skilled resources performing technical support, management, problem identification and problem resolution for all associated systems as defined by the Board.

DELIVERABLES:
SDI will install, configure and support a new network monitoring and management system ("NMS"). This new system will need to be fully operational within six (6) months of the commencement of the agreement. SDI will work with the Board's maintenance vendor in order to seamlessly transition to the new NMS. SDI will also provide maintenance and support of the system on an ongoing basis as well as continue to customize the system and associated applications per the Board's requirements.

The NMS will provide the following:

The ISO network management model's five functional areas:

Fault Management: System will contain and event handler that is capable of correlating and receiving SNMP MIB 2 or 3 traps, poll SNMP MIB 2 or 3 compliant devices, and process Syslog messages as defined in section E1 of the Scope of Services.

The NMS will have the following customizable notification capabilities for each network element:
Create incident ticket in Peregrine
Send email messages
SMS (Short Message Service) messages via modem and IP
Visual and audible alarms

Configuration Management: System should have a topology mapper that contains an automatic discovery function which provides a dynamic listing of devices found in the network. An inventory repository providing detailed configuration information on network devices such is required. The repository should be able to manage the asset lifecycle from initial deployment through decommission.

Common information includes:
Asset inventory (e.g. contract maintenance agreements and warranty, expirations, support codes/numbers).
Physical inventory (e.g. Location (Address, floor, room, rack etc.), device make/model, RAM, CPUs)
Logical inventory (e.g. Firewall/OS versions, patch levels, configuration settings

IP Address Management should include the following:
Tracking of IPv4 address space assignment
Allocation/reallocation within any user-defined hierarchy.
User-defined policies that can determine which block and device types are permitted within the hierarchy and who can administer them
Address utilization trending and forecasting
Provide a "planned vs. actual" views of IP address space.
Configuration and Software management component should include automatic deployment of software Image and configuration changes to multiple devices securely
Device configuration archive should be secure and should be updated daily

Performance Management: The NMS should be able to monitor and analyze real-time, and historical in-depth network statistics for various periods for any network element's KPI (Key Performance Indicators).

Security Management: The NMS shall monitor the equipment in the CPS environment in-order to function effectively the NMS must be provided and maintained on a secure and stable platform.

To provide a secure and stable platform the NMS must meet the following requirements:

Software Updates\Upgrades: All software related to the NMS must be patched\upgraded against vulnerabilities and bugs in a on-demand fashion and at regularly scheduled intervals to maintain a low exposure unnecessary risk and malicious behavior.

2

Information Integrity: SDI must have the ability to prove and maintain the integrity of all information collected, contained and retained by the NMS for a data retention period of 1 year.

Unauthorized Access: Prevent unauthorized access to and discloser of information within and pertaining to the NMS.

Confidentiality: All information collected and contained within the NMS must remain confidential and be available for release upon authorization of access to the information.

Configurations: All configurations in relation to the NMS must be reviewed and maintained by qualified personnel to ensure their accuracy and effectiveness.

Accounting Management: Account Authentication

The NMS must be able to integrate with active directory for account authentication.

Account Activity All account activity must be recorded.

Account Alerting Multiple login failures and privileged account activity must send alerts (via SMS and Email)

Account Reporting Provide real time and historical reports on account activity to include, but not limited to: logons, logouts, additions, modifications, and deletions

OUTCOMES:
SDI will ensure that the NMS is installed within six (6) months of the commencement of the agreement. SDI will then ensure the system is available 99.9% of the time and catches 99.8% of all network incidents. All reports as specified in the contract will be provided in a timely manner.

COMPENSATION:
Consultant shall be paid as follows: per invoice, not to exceed the sum of $6,000,000.00 for the term of the contract.

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:
This contract is in full compliance with the goals required by the Redial Program for the Minority and Women Business Enterprise Contract Participation (M/WBE Program). The goals for this contract are 35% MBE and 5% WBE.

The vendor has identified and scheduled the following firms and percentages:

Total MBE 95%
Environmental System Design, Inc.
175 W. Jackson Blvd., Suite 1400
Chicago, IL 60604

Smart Technology
156 N. Jefferson St.
Chicago, IL 60661

SmarTECHS.net
1727 S. Indiana Ave. Suite G02B
Chicago, IL 60616

Pace Systems, Inc.
2040 Corporate Lane
Naperville, IL 60563

Total WBE 5%
MNJ Technologies Direct
1025 E. Bush Parkway
Buffalo Grove, IL 60089

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

FINANCIAL:
Charge to Information and Technology Services: $6,000,000

12510-499-54125-254901-000000-2010	$2,000,000.00
12540-115-54125-254901-000000-2011	$2,000,000.00
12540-115-54125-254901-000000-2012	$2,000,000.00

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 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).
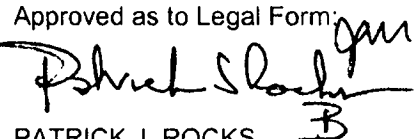
Approved for Consideration:

Opal L. Walls
Chief Purchasing Officer

Within Appropriation:

CHRISTINA HERZOG
ACTING CHIEF FINANCIAL OFFICER

Approved:

Ron Huberman
Chief Executive Officer

Approved as to Legal Form:

PATRICK J. ROCKS
General Counsel