

**APPROVE ENTERING INTO TWO AGREEMENTS WITH SENTINEL TECHNOLOGIES, INC. TO PROVIDE ENTERPRISE SERVER AND NETWORK MAINTENANCE SUPPORT SERVICES**

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

Approve entering into two agreements with Sentinel Technologies, Inc. ("Sentinel" or "Consultant") to provide centralized enterprise server and network support services to Chicago Public Schools Information Technology Services. The first agreement ("Eligible Contract" or "Contract #1") will cover services eligible for the E-Rate discount at a cost not to exceed \$1,993,244.77 of which approximately \$1,592,731.16 is eligible for discounts to be funded by the School and Libraries Division of the Universal Services Program ("SLD/USAC"), at a total cost to the Board not to exceed \$559,786.73. No Board funds will be disbursed if E-Rate funding is denied except for Priority 2 Basic Maintenance Services as defined by SLD/USAC. Basic Maintenance Services are those that are necessary for the continuing operations of eligible equipment, including repair and upkeep of eligible hardware, wire and cable maintenance, basic technical support, and configuration changes.

The second agreement ("Ineligible Contract" or "Contract #2") shall cover services ineligible for the E-Rate discount at a cost to the Board not to exceed \$1,520,172.42. Consultant was selected on a competitive basis pursuant to Board Rule 7-2. Written agreements for Consultant's services are currently being negotiated. No services shall be provided by Consultant and no payment shall be made to Consultant prior to execution of the respective written agreement. The authority granted herein shall automatically rescind as to each agreement in the event the written agreement is not executed within 90 days of the date of this Board Report. Information pertinent to these agreements is stated below.

Specification Number : 10-250060  
Contract Administrator : Pamela Seanior / 773-553-2254

**VENDOR:**

- 1) Vendor # 21472  
SENTINEL TECHNOLOGIES, INC.  
2550 WARRENVILLE ROAD  
DOWNS GROVE, IL 60515  
Brian Osborne  
630-769-4325

**USER:**

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

Contact : Arshele Stevens  
Phone: 773-553-1300  
Project Manager: Sandip Vashi  
Phone: 773-553-1300

**TERM:**

The term of each agreement shall commence on July 1, 2011 and shall end June 30, 2014. Each agreement shall have two options to renew for periods of one year each.

**EARLY TERMINATION RIGHT:**

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

**SCOPE OF SERVICES:**

Under Contract #1, covering services eligible for the E-Rate discount, Sentinel shall provide onsite basic maintenance services for the electronic messaging, global directory, and infrastructure (domain-active directory); appropriately skilled resources to perform basic administration, basic management and break/fix hardware maintenance which includes problem identification and problem resolution for all associated systems as defined by the Board; notice of outages and on-site repair services; reporting that includes quarterly reports on hardware and software purchases and maintenance, including upgrades, weekly uptime/downtime reporting of the network including incident response time, audit(s) of covered equipment, hardware makeup and software revisions, status of changes/modifications made and proper E-Rate billing procedures.

Under Contract #2, covering services ineligible for the E-Rate discount, Sentinel shall provide management services to monitor and maintain the Enterprise Servers including: proactive remote monitoring and management of Board owned or leased equipment, pro-active maintenance administration of systems, fault/error detection, reporting, analysis, and correction of issues. Sentinel shall also maintain and support: SharePoint, Microsoft Operations Manager; Kronos; hardware maintenance related to the above services; and Global Directory. Sentinel shall provide notice of outages and on-site repair services and reporting that includes quarterly reports on hardware and software purchases and maintenance, including upgrades, weekly uptime/downtime reporting of the network including incident response time, audit(s) of covered equipment, hardware makeup and software revisions, status and detail documentation of all ongoing projects and current problems/issues, status of changes/modifications made and proper E-Rate billing procedures.

**DELIVERABLES:**

Sentinel will provide the following deliverables meeting the Board's specified requirements under both agreements:

- 1) Reporting (all reports accessible online, in a downloaded form and hard copy);
- 2) Equipment management - administration and monitoring;
- 3) Change request management process;
- 4) Installation and configuration of equipment;
- 5) Incident management and onsite maintenance services for all designated equipment;
- 6) All assigned engineers will serve as primary resource with a secondary engineer (familiarized with the Board's environments) acting as backup;
- 7) Sentinel will respond to problems based on the following severity level set on the incident. An incident will be assigned one of the following severity levels: a) Outage (business halted/system shutdown, b) Critical (business impacted), c) General (regular business). Response time will be based on the first response attempt by maintenance personnel (this excludes regularly schedules maintenance).

**OUTCOMES:**

Sentinel's services shall result in the Board having support for the messaging, global directory, and infrastructure environments; the Board having managed services and appropriate reporting and maintenance including monitoring, fault management (detection and notification), fault isolation and resolution, configuration and software support, hardware/software dispatch with on-site repair and technical assistance; and, the Board (i) being notified of outages and having the ability to view trouble tickets via a web-based ticketing system and reports; (ii) receiving appropriate on-site repair services and (iii) improved ability to maximize uptime.

**COMPENSATION:**

Sentinel shall be paid as specified in each agreement. Compensation for Contract 1 shall not exceed the sum of \$1,993,244.77, of which approximately \$1,592,731.16 is eligible for E-Rate discounts; the total cost to the Board shall not exceed \$559,786.73. No Board funds will be disbursed if E-Rate funding is denied except for Priority 2 Basic Maintenance Services as defined by SLD/USAC. Compensation for Contract 2 shall not exceed \$1,520,172.42.

**REIMBURSABLE EXPENSES:**

None

**AUTHORIZATION:**

Authorize the General Counsel to include other relevant terms and conditions in the written agreements. Authorize the President and Secretary to execute the agreements. Authorize Chief Information Officer to execute all ancillary documents required to administer or effectuate the agreements.

**AFFIRMATIVE ACTION:**

This contract is in full compliance with the goals required by the Remedial Program for Minority and Women Owned Business Enterprise Participation in Goods and Services Contracts. The M/WBE requirements for this agreement include: 25% total MBE and 5% total WBE participation.

The Vendor has identified the following:

**Total MBE - 25%**

Smart Technologies, Inc. (AA)  
156 North Jefferson, Suite 300  
Chicago, Illinois 60661  
Attn: Theresa Jamison

**Total WBE - 5%**

B2B Strategic Solutions  
150 North Michigan Ave.  
Chicago, Illinois 60601  
Attn: Donna Bryant

**LSC REVIEW:**

Local School Council approval is not applicable to this report

**FINANCIAL:**

Charge to Information & Technology Services: \$2,079,959.15  
See Attachment 1 for School and Libraries Division of the Universal Service Administrative Company ("SLD/USAC") financials.

12540-230-56105-266414-000000-2012	\$1,520,172.42
12540-230-56105-266414-000000-2012	\$559,786.73

**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.

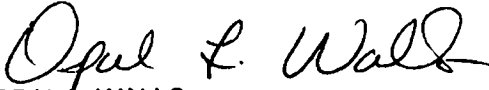
Conflicts - The agreement shall not be legally binding on the Board if entered into in violation of the provisions of 105 ILCS 5/34-21.3 which restricts the employment of, or the letting of contracts to, former Board members during the one year period following expiration or other termination of their 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

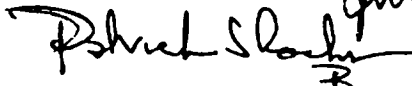
Approved:

  
TERRY MAZANY  
Chief Executive Officer

Within Appropriation:

  
DIANA S. FERGUSON  
Chief Financial Officer

Approved as to Legal Form:

  
PATRICK J. ROCKS  
General Counsel

**FINANCIAL: For Fiscal Year 2012**

Contract 1	Total	\$1,993,244.77
	Amount Eligible	\$1,592,731.16
	SLD Portion (90%)	\$1,433,458.04
	CPS Portion (10%)	\$ 159,273.12
	Amount Ineligible	\$ 400,513.61
	CPS Pays	
	12540 230 56105 266414 000000	\$ 559,786.73
Contract 2	Total	\$1,520,172.42
	Amount Eligible	\$ -
	SLD Portion (90%)	\$ -
	CPS Portion (10%)	\$ -
	Amount Ineligible	\$1,520,172.42
	CPS Pays	
	12540 230 56105 266414 000000	\$1,520,172.42
Total	Total	\$3,513,417.19
	Amount Eligible	\$1,592,731.16
	SLD Portion (90%)	\$1,433,458.04
	CPS Portion (10%)	\$ 159,273.12
	Amount Ineligible	\$1,920,686.03
	CPS Pays	\$2,079,959.15