

May 28, 2014

**AMEND BOARD REPORT 13-0123-PR6**  
**APPROVE EXERCISING THE FIRST OPTION TO RENEW THE AGREEMENT WITH MITEL NETWORKS, INC. FOR VOICE NETWORK MAINTENANCE, MONITORING, AND ADVANCED SUPPORT SERVICES**

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

Approve exercising the first option to renew two agreements with Mitel Networks, Inc. (Mitel) to provide voice network and voice mail maintenance, monitoring and advanced support services for Information & Technology Services (ITS). The first agreement being renewed (Contract 1) is for basic maintenance services eligible for discounts in accordance with the guidelines and requirements of the Federal Government's Universal Services Program (E-Rate). The total cost for the renewal term of Contract 1 shall not exceed \$2,752,000.00. ~~of which approximately \$2,752,000.00 is eligible for E-Rate discounts; the Board shall only be responsible for the non-discounted portion of E-Rate eligible services and/or products, which amount shall not exceed \$275,200.00.~~

The second agreement being renewed (Contract 2) is for eligible and ineligible services that are not considered basic maintenance. The total cost for the renewal term of Contract 2 shall not exceed \$1,700,000.00. ~~of which approximately \$200,000.00 is eligible for E-Rate discounts; the Board shall only be responsible for the non-discounted portion of E-Rate eligible services and/or products and the cost of ineligible services and/or products, which cost shall not exceed \$1,520,000.00. No Board funds will be disbursed if E-Rate funding is denied except for Priority 2 Basic Maintenance Services as defined by SLD/USAC.~~

Written renewal agreements for Mitel's services are currently being negotiated. No services shall be provided by Mitel and no payment shall be made to Mitel prior to the execution of the respective written renewal agreement. The authority granted herein shall automatically rescind as to each agreement in the event such renewal agreement is not executed within ninety (90) days of the date of this Board Report. Information pertinent to these agreements is stated below.

This May 2014 amendment is necessary to approve increases in the Board-responsible payment amount due to the denial of the E-Rate Funding for the FY14 service year.

Specification Number : 09-250067

Contract Administrator : Sinnema, Mr. Ethan Cedric / 773-553-3295

**VENDOR:**

- 1) Vendor # 37538  
 MITEL NETWORKS INCORPORATED  
 70 WEST MADISON, STE 2000  
 CHICAGO, IL 60602  
 Peter Cosme  
 312-479-9032

**USER INFORMATION:**

Contact: 12510 - Information & Technology Services  
 125 South Clark Street - 3rd Floor  
 Chicago, IL 60603  
 Tidmarsh, Mr. Lachlan W.  
 773-553-1300

Project  
Manager: 12510 - Information & Technology Services  
125 South Clark Street - 3rd Floor  
Chicago, IL 60603  
Zalewski, Miss Kathryn Lucille  
773-553-3060

**ORIGINAL AGREEMENT:**

The original Agreements (authorized by Board Report # 09-1216-PR14) in the amount of \$17,784,384.00 were for a term commencing October 1, 2010 and ending June 30, 2013, with the Board having three options to renew for periods of one year each. The original agreements were awarded on a competitive basis pursuant to Board Rule 7-2 (Request for Proposals, Specification No. 09-250067).

**OPTION PERIOD:**

The term of each agreement is being extended for one year commencing July 1, 2013 and ending June 30, 2014.

**OPTION PERIODS REMAINING:**

There are two option periods for one year each remaining.

**SCOPE OF SERVICES:**

Under the renewal of Contract 1 covering basic maintenance services eligible for the E-Rate discount, Mitel will continue to provide network, voice mail and onsite repair and basic maintenance/MAC services. This will include Mitel and NuPoint certified engineers as well as certified telecommunications technicians for maintenance of the Board's Mitel voice communications network, NuPoint voice mail system and Mitel voice communications systems and components for approximately six hundred (600) Board locations throughout the City of Chicago.

Under the renewal of Contract 2 covering eligible and ineligible services that are not considered basic maintenance, Mitel will continue to provide Mitel voice network and Nupoint voice mail monitoring, non-basic MAC requests, new installations, advanced design and programming, telephone line appearances, handset placement and programming and advanced technical support services.

**DELIVERABLES:**

During the renewal term under Contract 1, Mitel will provide E-Rate eligible telecommunications basic maintenance of the Mitel voice network, systems, hardware, software, applications, NuPoint voice mail systems and all associated components including:  
Service Level Agreement (SLA) compliance,  
Repair/replacement of system equipment, cards and components,  
On site break/fix services,  
Mitel and NuPoint certified engineers and field service technicians,  
Systems programming, voice mail programming and basic maintenance,  
Extending and testing local exchange carrier (LEC) services as needed,  
Pro-active issue resolution with incident tracking system, documented incident diagnosis, root cause analysis and remediation/problem management,  
CPS accessible documentation of all processes and procedures, and  
Reporting as requested by the Board.

Under the renewal of Contract 2, Mitel will continue to provide E-Rate eligible and ineligible telecommunications support services including:  
24x7x365 Mitel network, systems and voice mail monitoring,  
Advanced technical support services,

Moves, adds and changes (MAC) requests,  
Maintain and/or collect and replace damaged telephone systems and components with new and/or refurbished equipment or software,  
Complete system and component installations for ineligible sites, new construction sites and/or new school or department initiatives,  
Re-programming of existing systems to accommodate new school or department initiatives, and  
Technical support for ineligible voice systems, handset placement.

**OUTCOMES:**

Mitel's services shall result in the Board having Mitel network, systems and components maintenance, MAC, monitoring and advanced support services through fiscal year 2014.

**COMPENSATION:**

During the renewal term of Contract 1, Mitel shall be paid a total not to exceed \$2,752,000.00 for the one year renewal term. ~~but the Board shall only be responsible for the non-discounted portion of E-Rate eligible services and/or products, which amount shall not exceed \$275,200.00.~~

During the renewal term of Contract 2, Mitel shall be paid a total not to exceed \$1,700,000.00. ~~but the Board shall only be responsible for the non-discounted portion of E-Rate eligible services and/or products and the cost of ineligible services and/or products, which amount shall not exceed \$1,520,000.00. No Board funds will be disbursed if E-Rate funding is denied except for Priority 2 Basic Maintenance Services as defined by SLD/USAC.~~

**AUTHORIZATION:**

Authorize the General Counsel to include other relevant terms and conditions in the written option documents and any amendments. Authorize the President and Secretary to execute the option documents and any amendments. Authorize Chief Information Officer to execute all ancillary documents required to administer or effectuate the option 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 participation goals for the contract include: 35% total MBE and 5% total WBE.

The vendor has identified and scheduled the following firms:

**Total MBE 35%**

Quantum Crossing, LLC  
111 East Wacker Drive, Suite 990  
Chicago, Illinois 60601

**Total WBE 5%**

RL Canning, Inc.  
5440 N Cumberland Ave, Suite 138  
Chicago, IL 60656

**LSC REVIEW:**

Local School Council approval is not applicable to this report

**FINANCIAL:**

Please see attachment.

**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:



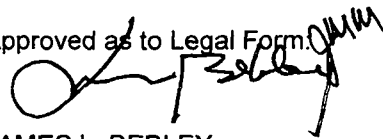
SÉBASTIEN de LONGEAUX  
Chief Procurement Officer

Approved:



BARBARA BYRD-BENNETT  
Chief Executive Officer

Approved as to Legal Form.



JAMES L. BEBLEY  
General Counsel

**FINANCIAL:**

Original Financials		FY14
<b>Basic Maintenance-Contract 1</b>		
Annual Eligible		\$2,752,000.00
	CPS-10%	\$275,200.00
	SLD-90%	\$2,476,800.00
Annual In-Eligible		<u>\$0.00</u>
	<b>Total Contract 1</b>	<b>\$2,752,000.00</b>
<b>Non-Basic Maintenance-Contract 2</b>		
Annual Eligible		\$200,000.00
	CPS-10%	\$20,000.00
	SLD-90%	\$180,000.00
Annual In-Eligible (ITS Operating)		\$500,000.00
Annual In-Eligible (Requests)		<u>\$1,000,000.00</u>
	<b>Total Contract 2</b>	<b>\$1,700,000.00</b>
<b>Grand Total Services</b>		<b>\$4,452,000.00</b>
Annual Eligible		\$2,952,000.00
	CPS-10%	\$295,200.00
	SLD-90%	\$2,656,800.00
Annual In-Eligible		<u>\$1,500,000.00</u>
		<b>\$4,452,000.00</b>
CPS Pays -Various Budget Funds & SLD PAYS		\$1,795,200.00
		<u>\$2,656,800.00</u>
		<b>\$4,452,000.00</b>

REVISED Financials		FY14
<b>Basic Maintenance-Contract 1</b>		
Annual Eligible		\$0.00
	CPS-10%	\$0.00
	SLD-90%	\$0.00
Annual In-Eligible		<u>\$2,752,000.00</u>
	<b>Total Contract 1</b>	<b>\$2,752,000.00</b>
<b>Non-Basic Maintenance-Contract 2</b>		
Annual Eligible		\$0.00
	CPS-10%	\$0.00
	SLD-90%	\$0.00
Annual In-Eligible (ITS Operating)		\$700,000.00
Annual In-Eligible (Requests)		<u>\$1,000,000.00</u>
	<b>Total Contract 2</b>	<b>\$1,700,000.00</b>
<b>Grand Total Services</b>		<b>\$4,452,000.00</b>
Annual Eligible		\$0.00
	CPS-10%	\$0.00
	SLD-90%	\$0.00
Annual In-Eligible		<u>\$4,452,000.00</u>
		<b>\$4,452,000.00</b>
CPS Pays -Various Budget Funds & ITS		\$4,452,000.00
SLD PAYS		<u>0</u>
		<b>\$4,452,000.00</b>