

AUTHORIZE THE FINAL RENEWAL AGREEMENT WITH MITEL NETWORKS, INC. FOR VOICE NETWORK MAINTENANCE, MONITORING, AND ADVANCED SUPPORT SERVICES

THE CHIEF EXECUTIVE OFFICER REPORTS THE FOLLOWING DECISION:

Authorize the final renewal agreements with Mitel Networks, Inc. (Mitel) to provide voice network and voice mail maintenance, monitoring and advanced support services for Information and Technology Services (ITS) at an estimated annual cost set forth in the Compensation Section of this report. The first agreement being renewed (Contract 1) is for basic maintenance services. The second agreement being renewed (Contract 2) is for eligible and ineligible services that are not considered basic maintenance. Written renewal agreements for Mitel's services are currently being negotiated. No payment shall be made to Mitel Networks, Inc. during the option period prior to execution of the written documents. The authority granted herein shall automatically rescind in the event the written documents are not executed within 90 days of the date of this Board Report. Information pertinent to this option is stated below.

Specification Number : 09-250067

Contract Administrator : Solomon, Mr. Alex M / 773-553-2280

VENDOR:

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

USER INFORMATION :

Project
Manager: 12510 - Information & Technology Services

125 South Clark Street - 3rd Floor

Chicago, IL 60603

Zalewski, Miss Kathryn Lucille

773-553-1300

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 (3) options to renew for one (1) year terms each. The agreements were renewed (authorized by Board Report #13-0123-PR6) for a term commencing July 1, 2013 and ending June 30, 2014. The agreements were then renewed again (authorized by Board Report #13-1120-PR13) for a term commencing July 1, 2014 and ending June 30, 2015. The original agreements were awarded on a competitive basis pursuant to Board Rule 7-2.

OPTION PERIOD:

The term of each agreement is being renewed for one (1) year commencing July 1, 2015 and ending June 30, 2016.

OPTION PERIODS REMAINING:

There are no option periods remaining.

SCOPE OF SERVICES:

Under the renewal of Contract 1 covering basic maintenance services, 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 over 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 telecommunications basic maintenance of the Mitel voice network, systems, hardware, software, applications, NuPoint voice mail systems and all associated components including:

- 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,
- Service Level Agreement (SLA) compliance, and
- Reporting as requested by the Board

Under the renewal of Contract 2, Mitel will continue to provide 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:

Vendor's services will result in the Board having Mitel network, systems and components maintenance, MAC, monitoring and advanced support services through fiscal year 2016.

COMPENSATION:

Vendor shall be paid during this option period as follows: Upon invoicing
Estimated annual costs for this option period are set forth below:

Contract 1

FY 16, \$2,200,000.00

Contract 2

FY 16, \$1,300,000.00

AUTHORIZATION:

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

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 this contract are 35% total MBE and 5% total WBE participation.

The Vendor has identified the following participation:

Total MBE 35%:

Quantum Crossing, LLC
111 East Wacker Drive, Suite 990
Chicago, IL 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:

Contract 1

Fund: 115
Information and Technology Services, 12500
FY 16, \$2,200,000.00

Contract 2

Fund: 115
Information and Technology Services, 12500
FY 16, \$1,300,000.00

Total Not to Exceed: \$3,500,000.00

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:




SÉBASTIEN de LONGEAUX
Chief Procurement Officer

Approved:



BARBARA BYRD-BENNETT
Chief Executive Officer

Approved as to Legal Form: 



JAMES L. BEBLEY
General Counsel