

AUTHORIZE THE SECOND AND FINAL RENEWAL AGREEMENT WITH HITACHI CONSULTING CORPORATION FOR MANAGED SERVICE OPERATIONAL SUPPORT FOR ORACLE BASED FINANCE AND PROCUREMENT SYSTEMS

THE CHIEF EXECUTIVE OFFICER REPORTS THE FOLLOWING DECISION:

Authorize the second and final renewal agreement with Hitachi Consulting Corporation to provide managed support services for the Board's financial and procurement systems at an estimated annual cost set forth in the Compensation Section of this report. A written document exercising this option is currently being negotiated. No payment shall be made to the vendor during the option period prior to execution of their written document. The authority granted herein shall automatically rescind in the event their written document is not executed within 90 days of the date of this Board Report. Information pertinent to this option is stated below.

Specification Number : 15-350015

Contract Administrator : Matthayasack, Ms. Souly / 773-553-2906

VENDOR:

- 1) Vendor # 16092
Hitachi Consulting Corporation
14643 Dallas Parkway Ste 800
Dallas, TX 75254

Adam Schroeder
262 421-8042

Ownership: Hitachi Information And
Telecommunication Systems Global
Holdings Corporation, 99.6%, Publicly Held

USER INFORMATION :

Project
Manager: 12510 - Information & Technology Services

42 West Madison Street

Chicago, IL 60602

Muppalla, Mr. Prakash

773-553-5643

ORIGINAL AGREEMENT:

The original agreement (authorized by Board Report 15-0527-PR10, as amended by Board Report 15-0722-PR11) in the amount of \$3,200,000.00 was for a two (2) year term commencing July 14, 2015 and ending July 13, 2017, with the Board having two (2) options to renew for periods of one (1) year each. The original agreement was renewed (authorized by Board Report 17-0628-PR9) in the amount of \$1,900,000.00 for a one (1) year term commencing July 14, 2017 and ending July 13, 2018. The original agreement was awarded on a competitive basis pursuant to Board Rule 7-2.

OPTION PERIOD:

The term of this agreement is being renewed for one (1) year commencing July 14, 2018 and ending July 13, 2019.

OPTION PERIODS REMAINING:

There are no options remaining.

SCOPE OF SERVICES:

Vendor will continue to provide help desk support, batch schedule and off-hours monitoring, system patching, upgrade support, database administration, change and release management processes and maintenance of systems documentation.

DELIVERABLES:

Vendor will continue to provide the Board with both operational and project based support for the suite of enterprise financial systems as part of this agreement. Vendor will continue to provide ongoing implementation services to ensure the successful transition of daily support. Operational duties include both functional user and technical support of enterprise systems. Vendor's staffing model consists of on-shore and off-shore resources, allowing around the clock operational coverage. Operational duties include both functional user and technical support of enterprise systems. Project based service components include perfective software maintenance and enhancement activities.

1. Implementation and Ongoing Account Management: Vendor will provide a team of transition resources to oversee the smooth migration of system support services from a pool of local consultants. This includes establishment of a CPS support portal, which will contain all critical support documentation for existing applications and functions in the Enterprise Financial Suite. This will also include Knowledge transfer between existing CPS FTE and consulting resources to equivalent positions on the proposed ten person managed services team. This includes the ongoing service delivery model with monthly management reports that will be based on Key Performance Indicators (KPIs). Finally, this will include the ongoing service delivery model with quarterly in-person management (SPRM) meetings with CPS.

2. Application Support Functional/Help Desk: Vendor's staff will provide functional support expertise to financial system end users for escalated issues. This includes Help Desk core service model, User Support (service ticket escalations via CPS approved ticketing software and method), ticket severity matrix and SLA, and training and support documentation and approach.

3. Technical Support (vendor will provide the following technical support services to maintain the existing suite of Oracle products): batch schedule and off hours monitoring, patching, upgrade support, change and release management process, and applications and project documentation database administration.

Project Support: Vendor will continue to provide services in support of project based functional change activity for the Board's enterprise financial systems. This includes perfective support approach, demand management and tracking tools and respondent SDLC practices.

OUTCOMES:

Vendor will continue to provide a managed services team that oversees ongoing operational support and technical maintenance of the Board's enterprise financial systems. Vendor will engage as a single provider for these support services and will transition talent development and retention challenges to that provider. Vendor will ensure the quality of service by agreeing to a service level agreement.

COMPENSATION:

Vendor shall be paid during this renewal period according to the terms of their renewal agreement. The estimated annual cost for the one (1) year agreement is set forth below.

\$1,900,000.00 FY19

AUTHORIZATION:

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

AFFIRMATIVE ACTION:

Pursuant to the Remedial Program for Minority and Women-Owned Business Enterprise Participation in Goods and Services contracts (M/WBE Program), this contract is in full compliance with the goals. The goals for this agreement are set at 30% MBE and 7% WBE. This contract is in full compliance with the goals and has scheduled the following vendors:

Total MBE: 30%

Clarity Partners, LLC
20 N. Clark St., Suite 3600
Chicago, IL 60602
Ownership: David Namkung

Total WBE: 7%

Viva USA
3601 Algonquin Rd., Suite 425
Rolling Meadows, IL 60008
Ownership: Vasanthi Ilangovan

LSC REVIEW:

Local School Council approval is not applicable to this report.

FINANCIAL:

Fund 115, General Funds, 12510

\$1,900,000.00, FY19

Not to exceed \$1,900,000.00 for the one (1) year term.

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.

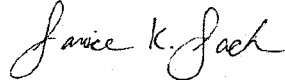
Contingent Liability - The agreement shall contain the clause that any expenditure beyond the current fiscal year is deemed a contingent liability, subject to appropriation in the subsequent fiscal year budget(s).

Approved for Consideration:



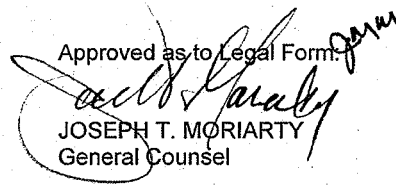
JONATHAN MAPLES
Chief Procurement Officer

Approved:



JANICE K. JACKSON
Chief Executive Officer

Approved as to Legal Form:



JOSEPH T. MORIARTY
General Counsel