

**AMEND BOARD REPORT 02-0724-PR19
APPROVE THE RENEWAL OF THE EXISTING AGREEMENT WITH**

SM@RT TECHNOLOGY SERVICES, INC. TO PROVIDE HELP DESK AND BREAK-FIX SERVICES

THE CHIEF EXECUTIVE OFFICER REPORTS THE FOLLOWING DECISION:

Approve the renewal of the existing agreement with SM@RT Technology Services, Inc. to provide help desk and break-fix services to the Office of Technology Services at a cost not to exceed \$1,257,525.00 per year for the renewal period. A written approval agreement for Consultant's services is currently

SCOPE OF SERVICES: Consultant will continue to provide Local Area Network ("LAN") / Wide Area Network ("WAN") LAN/WAN computer and network support services including all personal computers

located at 125 South Clark, 600 school locations, and the 6 (six) Regional Education Offices. Consultant will continue to support the unique set of applications that form the Administrative network such as: Oracle, SI, SAMAPR, AIMS, Outlook Client, Kronos and Citrix. Consultant will perform all end-to-end services involved in troubleshooting problems regarding infrastructure, hardware, software, operating

OUTCOMES: Vendor's services shall result in the Board receiving quality computer equipment and network support for its LAN/WAN. Vendor services shall result in the Board receiving an install quality anti-virus solution, asset inventory for computers, new servers and the ability to do remote problem solving via SMS.

COMPENSATION: ~~Vendor shall be paid as follows: \$25,000 monthly fee for help desk services -~~

~~\$12,500 monthly fee for project management and dispatch services; and an hourly rate of \$55.00 for~~

~~The City of Chicago Department of Procurement Services certifies each firm. The identified firms are
subject to change upon approval from the Procurement and Contracts Division of Compliance and~~

~~Vendor Services without further Board approval.~~

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