

**APPROVE THE RENEWAL OF THE EXISTING AGREEMENT WITH
SM@RT TECHNOLOGY SERVICES, INC. FOR 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. for help desk~~

desk and break-fix services to the Office of Technology Services at a cost not to exceed \$2,897,075.00 for the renewal period. A written renewal agreement for Consultant's services is currently being negotiated. No payment shall be made to Consultant during the renewal period prior to the execution of the renewal agreement. The authority granted herein shall automatically rescind in the event a written agreement is not executed within ninety (90) days of the date of this Board Report. Information pertinent to this renewal agreement is stated below.

SPECIFICATION NO.: 01-250030

~~CONSULTANT'S NAME AND ADDRESS~~

provide support services related to the installation, configuration, troubleshooting and even out of

network components;

- support the Kronos datakeepers in all schools and remote office locations;
- provide desk-side software support;
- provide Help Desk agents, including software, to staff the OTS Help Desk;
- provide project management services.

- provide dispatch services;
- provide support for the C.L.E.A.R. Project;
- provide support for the No Child Left Behind initiative;
- provide SQL programming for the Help Desk software Liberium

In addition, during this renewal period, consultant will provide resources to remotely manage multiple formats perform remediation on approximately 60,000 desktop computers at approximately 605 schools

Authorize the Chief Technology Officer to execute all ancillary documents required to administer or effectuate this renewal agreement.

AFFIRMATIVE ACTION: The M/WBE goals for this contract include: 35% total MBE, 22% total African American, 10% total Hispanic, 2% total Asian and 5% total WBE.

However, the Waiver Review Committee recommends that a partial waiver of the M/WBE participation goals for this contract as required by the Revised Remedial Plan be granted because the waiver request is fair and reasonable due to the scope of the contract.

The vendor has, however, identified and scheduled the following firms and percentages

Total 9.8% MBE:

Total 93.8% African American:	\$2,717,455.85
Smart Tech.	Certified through 8/31/03
156 N. Jefferson St., #300	
Chicago., Illinois 60661	

Total 6% Asian:	\$173,825.00
Certified Systems	Applied 11/15/02
2020 W. Division St., #1R	
Chicago., Illinois 60622	

Total 2% WBE:	\$5,794.15
Capital Kit...	Independent Consultant

Contingent Liability: The agreement shall contain the clause that any expenditures beyond the current

fiscal year is deemed a contingent liability, subject to appropriation in the subsequent fiscal year budget(s).

Approved for Consideration:

Approved: