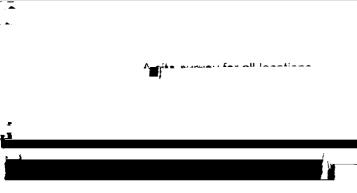
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4.4	
	ADVANCE COMPUTER TECHNICAL GROUP FOR HELP DESK AND BREAK-FIX SERVICES
	THE CHIEF EXECUTIVE OFFICER REPORTS THE FOLLOWING DECISION:
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	I I I I I I I I I I I I I I I I I I I
	desk and break-fix services and LAN/WAN support to the Office of Technology Services at a cost not to
	exceed \$500,000.00. Consultant was selected on a non-competitive basis because their expertise on
	computer network and LAN/WAN support services. A written agreement for Consultant's services is
	Compater network and Entry in capper corrieds. It interest agreement to constant to corried to
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- · Provide project coordination services
- · Provide dispatch services



- Daily job ticket queue status report
- Daily job ticket assignment report
- Monthly desktop and network report
- · Bi-weekly status report
- Knowledge transfer and technical cross training for existing support staff & ETC/Tech coordinators
- Sponsor an internship program
- Desktop computers connectivity to SMS

OUTCOMES: Consultant's services shall result in the Board receiving quality instructional computer equipment support for its LAN/WAN.

COMPENSATION Consultant shall be paid as follows: Upon invoicing, a total amount not to exceed the sum of \$500,000.00.

Andhorizathe Conerd Coursel to include other relevant terms and conditions in the

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

FINANCIAL: Charge to the following departments: \$500,000.00 FY '04

Office of Technology Services: \$300,000.00

Budget Classification: 0960-210-000-1113-5410 FY '04

Education-To-Careers: \$200,000.00

Budget Classification: 0960-210-801-2875-5410 FY '04

GENERAL CONDITIONS:

Inspector General – Each party to the agreement shall acknowledge that, in accordance with

conduct certain investigations and that the Inspector General shall have access to all information and necessary to conduct those investigations