

**APPROVE ENTERING INTO AN AGREEMENT WITH**

**ADVANCE COMPUTER TECHNICAL GROUP FOR HELP DESK AND BREAK-FIX SERVICES**

**THE CHIEF EXECUTIVE OFFICER REPORTS THE FOLLOWING DECISION:**

approve entering into an agreement with Advance Computer Technical Group to provide school help

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

- Provide project coordination services
- Provide dispatch services

**DELIVERABLES:** Consultant shall provide total computer equipment support for the Board's LAN/WAN. In support of the services rendered, Consultant shall provide the following:

As its service for all locations

- 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.

**AUTHORITY:** Authorizing the General Council 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 105 ILCS 5/24-12.4, 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 these investigations