

**APPROVE ENTERING INTO AN AGREEMENT WITH NJW TECHNOLOGY SOLUTIONS, INC.  
TO PROVIDE ENTERPRISE SERVER AND NETWORK SUPPORT SERVICES**



[REDACTED]

Agreement entering into an agreement with NJW Technology Solutions Inc. to provide centralized enterprise server and network support services.

[REDACTED]

4) Training

5) Tools

- a. Equip all maintenance staff with the appropriate tools and equipment necessary to perform required tasks
- b. Utilize a project management tool to manage staffing and maintenance activities and to produce service level reports
- c. Knowledge-base maintenance tools to provide maintenance staff with appropriate communication devices that must include but not limited to text pages and cellular phones

6) Reporting

- a. Quarterly reports on hardware and software purchases and maintenance, including upgrades
- b. Weekly uptime/downtime reporting of the network including incident response time
- c. Audit(s) of covered equipment, hardware makeup and software revisions
- d. Status and detail documentation of all ongoing projects and current problems/issues
- e. Status of changes/modifications made
- f. Proper E-Data billing procedures and coordination

**DELIVERABLES:** Vendor will respond to problems based on the severity level set on the incident. An incident will be

**Total 6% WBE:**

**Edge Technological Resources Inc.**  
230 W. Cermak Rd. Suite #2  
Chicago, IL. 60616

\$72,000.00  
Certified through 02/01/07

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

**FINANCIAL:** Total Cost: \$5,400,000.00

Charge to the Officer of Technology Services: \$1,200,000.00

0220-552-000-1110-5410 \$400,000.00 FY '07

0220-552-000-1110-5410 \$400,000.00 FY '07  
0220-552-000-1110-5410 \$400,000.00 FY '08

Charge to Schools and Libraries Division: \$4,200,000.00

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