

AUTHORIZE A NEW AGREEMENT WITH RL CANNING INC. FOR SERVICE DESK AND TECH SUPPORT SERVICES

THE INTERIM CHIEF EXECUTIVE OFFICER REPORTS THE FOLLOWING DECISION:

Authorize a new agreement with RL Canning, Inc. ("Vendor") to provide service desk and tech support

services to central office, other administrative offices, and schools at an estimated annual cost set forth in the Compensation Section of this report. Vendor was selected on a competitive basis pursuant to Board Rule 7-2. A written agreement for Vendor's services is currently being negotiated. No services shall be provided by Vendor and no payment shall be made to Vendor prior to the execution of their written agreement. The authority granted herein shall automatically rescind in the event a written agreement is not executed within 90 days of the date of this Board Report. Information pertinent to this agreement is stated below.

Specification Number : 14-350006

service requests, delivery assurance, service request management, etc. Tech support services includes:

coverage during normal and extended business hours at the service locations listed in the agreement, and help desk services.

OUTCOMES:

Vendor's services will result in service desk and tech support services to central office, other administrative offices, and schools. Service desk includes: incident management, problem management, change management, service requests, delivery assurance, service request management,

15-0722-PR18

\$3,300,000.00, FY 19

\$3,300,000.00, FY 20

Not to exceed \$16,500,000.00 for the five (5) year term.

Future year funding is contingent upon budget appropriation and approval

CFDA#: Not Applicable

GENERAL CONDITIONS:

Inspector General. Each party to the agreement shall acknowledge that in accordance with 105 ILCS

5/34-13.1, the Inspector General of the Chicago Board of Education has the authority to conduct certain inspections and that the Inspector General shall have access to all information and personnel