

**AMEND BOARD REPORT 01-0328-PR15
RATIFY AN AGREEMENT WITH
SM@RT TECHNOLOGY SERVICES, INC. FOR HELP DESK AND BREAK-FIX SERVICES**

SM@RT TECHNOLOGY SERVICES, INC.

the help desk and break-fix services
\$6,468.00. These services were
approved. Consultant was selected on a non-competitive basis because
of the need for immediate service due to the expiration of the IBM contract and the
complex systems. Sm@rt has been providing these
services as a subcontractor under the expired IBM
contract. No payment shall
be made to Consultant until the written agreement is
executed within ninety (90) days of the date
of this Board report. Information pertinent to this agreement is stated below.

Ratify an agreement with SM@RT Technology Services, Inc. to provide
help desk and break-fix services at a cost not to exceed \$1,840,000.00
for the period of 12 months. Consultant was selected on a non-competitive basis
because of the need for immediate service due to the expiration of the IBM contract and the
complex systems. Sm@rt has been providing these services as a subcontractor under the expired IBM
contract. No payment shall be made to Consultant until the written agreement is
executed within ninety (90) days of the date of this Board report. Information pertinent to this agreement is stated below.

to change the fiscal year.

This amendment is necessary.

250030

SPECIFICATION NO. 01E

SM@RT Technology Services, Inc.

CONSULTANT SM@RT

West Randolph Street
Chicago, Illinois 60601

Chicago, Illinois 60601

Contact: Stephen C. Baker, President/CEO

Telephone No. 312-263-2760

Vendor No. 29748

USER Services, Inc. Office of Technology Services
Elaine L. Williams, Chief Technology Officer

125 South Clark Street

Chicago, Illinois 60603

Telephone No. 773-553-1300

DELIVERABLES: Vendor shall provide a help desk and total computer equipment and network support for the Board's AVIATION program. The services rendered by consultant shall provide the following:

- Daily ticket queue status report

Contingent Liability. The agreement shall contain the amount that will be expended for the purpose of the agreement. The amount shall be determined by the agreement and shall be included in the budget(s).

budget(s).

Approved for Contract # _____

Approved for _____