AMEND BOARD REPORT 00-0927-PR21 APPROVE ENTERING INTO AN AGREEMENT WITH AGT INTERNATIONAL, INC. FOR CONSULTING SERVICES

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	application:	
	Script and Call Flow Development Application Design and Documentation	
	3. Voice Script Recording	
	4. Software Development	
	5. System Integration	
	6. System Testing	
	7. Installation and Training	
	8. Application Maintenance .	
	to the standard character of the standard character of the standard programming for an internet web.	
	In addition to the items listed above, AGT will also provide software programming for an Internet web- browser interface for agents and IVR users as a part of the Human Resources application.	
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	OUTCOMES: The development of these IVR applications will contribute to improved customer service,	
	streamline department operations, maximize use of existing computer and telephone systems, reduce	
	costs, and provide increased access to information (24 hours per day, 7 days per week).	
	COMPENSATION. Consultant shall be paid as follows: two (2) equal payments upon invoicing, in an	

time, shall be incorporated into and made a part of the agreement.

Contingent Liability – The agreement shall contain the clause that any expenditure beyond the current fiscal year is deemed a contingent liability, subject to appropriation in the subsequent fiscal year budget(s).

	Approved for Consideration: Natalye Paquin Chief Purchasing Officer Within Appropriation: Kenneth C. Gotsch Chief Fiscal Officer	Approved: Arne Duncan Chief Executive Officer	· · · · · · · · · · · · · · · · · · ·
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