

AMEND BOARD REPORT 06-0125-PR15
APPROVE ENTERING INTO TWO AGREEMENTS WITH SENTINEL TECHNOLOGIES, INC. TO
~~PROVIDE ENTERPRISE SERVER AND NETWORK MAINTENANCE SUPPORT SERVICES~~

THE CHIEF EXECUTIVE OFFICER REPORTS THE FOLLOWING DECISION:

Approve entering into two agreements with Sentinel Technologies, Inc. (Sentinel) to provide centralized enterprise server and network support services to the Office of Technology Service. The first agreement will cover services eligible for the E-Rate discount at a cost not to exceed ~~\$3,741,494.00~~ \$3,243,525.00 of which approximately ~~\$3,255,000.78~~ is eligible for, but not contingent upon, discounts in accordance with the

guidelines and requirements of the Federal Government's Universal Service Program ("E-Rate"), et al.

4) Provide appropriate skilled resources to perform basic administration, basic management and

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[REDACTED]

[REDACTED]

[REDACTED]

OUTCOMES: Services will result in the Board having support for the Messaging, Global Directory, and

reporting and maintenance including monitoring, fault management (detection and notification), fault isolation and resolution, configuration and software support, hardware/software dispatch with on-site repair and technical assistance. These services will result in the Board (i) being notified of outages and having the ability to submit trouble tickets via a web based ticketing system and reports; (ii) receiving appropriate on-site repairs

GENERAL CONDITIONS:

Inspector General – Each party to the agreement shall acknowledge that, in accordance with 105 ILCS 5/34-12.1, the Inspector General of the Chicago Board of Education has the authority to conduct certain

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