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BOARD OF TRUSTEES OF COMMUNITY COLLEGE DISTRICT NO. 508
County of Cook and State of Illinois

FRONT RANGE SOLUTIONS
SOFTWARE MAINTENANCE SERVICES
OFFICE OF INFORMATION TECHNOLOGY
DISTRICT OFFICE
(Ratification)

THE CHANCELLOR

REPORTS

that the Office of Information Technology Help Desk and college IT staff use the HEAT call tracking system developed by Front Range Solutions, to track IT service requests and IT problem calls ; and

that it is necessary for OIT to continue to use the HEAT call tracking system to manage day to day IT service requests and assign trouble tickets to technicians, and

that Front Range Solutions, the software developer, has proposed to provide the software maintenance at a cost not to exceed \$16,631.00 for the period of January 1, 2006 through December 31, 2006; and

that this computer software maintenance purchase is exempt from competitive procurement; and

that the Office of M/WBE Contract Compliance has reviewed the above referenced software maintenance agreement and has determined Front Range Solutions should continue under its current status of being the sole source developer of the needed software with no opportunities for MBE or WBE participation, therefore, it is recommended the waivers from compliance with the Board 's Participation Plan be approved.

THE CHANCELLOR

RECOMMENDS

that the Board of Trustees approves a ratification to enter into an agreement with Front Range Solutions for software maintenance services for the period of January 1, 2006 through December 31, 2006 in an amount not to exceed \$ 16,631 and authorizes the Chairman of the Board to execute any documents pertaining to the software licenses and professional services.

FINANCIAL

\$16,631 Educational Fund # 00003- 0023001-80000-0000000-530000

Respectfully submitted,

Wayne D. Watson,
Chancellor

March 8, 2006-District Office/Office of Information Technology