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ADOPTED – BOARD OF TRUSTEES  
COMMUNITY COLLEGE DISTRICT NO. 508  
DECEMBER 6, 2007

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

**THE CHANCELLOR**

**REPORTS**

that in Board Report 27787, dated January 4, 2007, the Board approved a software maintenance support agreement for Front Range Solutions HEAT call tracking system which provides a web-based call tracking system 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 \$19,695.30 for the period of January 1, 2008 through December 31, 2008; 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 service agreement and because Front Range Solutions is the developer of the software, and there are no certified MBE or WBE vendors capable of providing such services, they have agreed to provide indirect participation with certified MBE and WBE vendors to be in compliance with the Board approved Participation Plan.

**THE CHANCELLOR**

**RECOMMENDS**

that the Board of Trustees approves the agreement with Front Range Solutions for software maintenance services for the period of January 1, 2008 through December 31, 2008 in an amount not to exceed \$19,695.30 and authorizes the Chairman of the Board to execute any documents pertaining to the software maintenance support agreement and professional services.

**FINANCIAL**

FY08 - \$9,847.65 - Educational Fund 00003- 0023001-00088-00000-0000000-534600  
FY09 - \$9,847.65 - Educational Fund 00003- 0023001-00088-00000-0000000-534600

Respectfully submitted,

Wayne D. Watson,  
Chancellor

December 6, 2007 -Office of Information Technology- District Office