

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 27224, dated March 8, 2006, 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 \$17,904.50 for the period of January 1, 2007 through December 31, 2007; 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 it is recommended that Front Range Solutions continue under the previous requested and approved waiver from 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, 2007 through December 31, 2007 in an amount not to exceed \$17,904.50 and authorizes the Chairman of the Board to execute any documents pertaining to the software maintenance support agreement and professional services.

FINANCIAL

\$17,904.50 Educational Fund # 00003- 0023001-80000-0000000-530000

Respectfully submitted,

Wayne D. Watson,
Chancellor

January 4, 2007-Office of Information Technology- District Office