

**29822**

**ADOPTED – BOARD OF TRUSTEES COMMUNITY  
COLLEGE DISTRICT NO. 508  
NOVEMBER 2, 2009**

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

**FRONT RANGE SOLUTIONS INC.  
SOFTWARE MAINTENANCE SERVICES  
OFFICE OF INFORMATION TECHNOLOGY  
DISTRICT OFFICE**

**THE CHANCELLOR**

**REPORTS**

that in Board Report 29213, dated January 7, 2009, the Board approved a software support agreement for a twelve (12) month period from January 1, 2009 through December 31, 2009 with Front Range Solutions Inc. for their HEAT call tracking system which records information technology service requests and IT problem calls; and

that it is necessary for the Office of Information Technology and the college IT departments to continue to use the HEAT tracking system to manage day to day service requests and assign trouble tickets to technicians, and

that Front Range Solutions, the software developer, has proposed to provide the software maintenance of the HEAT software at a cost not to exceed \$29,460.47 for eighteen (18) months of service from January 1, 2010 through June 30, 2011; and

that OIT staff has determined that the proposal from Front Range Solutions Inc. with no increase in the annualized cost from the previous renewal is reasonable and acceptable, and recommends renewal of the software support and maintenance service agreement for the period indicated above; and

that this is a sole source procurement of software maintenance service and is therefore exempt from the District's competitive bidding requirements; and

that the Office of Contract Compliance has reviewed the above referenced software maintenance service 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, and they have agreed to provide indirect participation with certified MBE and WBE vendors, they are deemed to be in compliance with the Board approved Participation Plan.

**THE CHANCELLOR**

**RECOMMENDS**

that the Board of Trustees approves the renewal of an agreement with Front Range Solutions Inc. for software maintenance services for the period of January 1, 2010 through June 30, 2011 in an amount not to exceed \$29,460.47 and authorizes the Chairman of the Board to execute any documents pertaining to the software maintenance support agreement and professional services.

**FINANCIAL**

FY10 - \$9,820.16 - Educational Fund 00003- 0023001-00088-00000-0000000-534600  
FY11 - \$19,640.31 - Educational Fund 00003- 0023001-00088-00000-0000000-534600

Respectfully submitted,

Deidra J. Lewis  
Interim Chancellor