

31539
ADOPTED – BOARD OF TRUSTEES COMMUNITY COLLEGE
DISTRICT NO. 508
AUGUST 2, 2012

BOARD OF TRUSTEES OF COMMUNITY COLLEGE DISTRICT NO. 508
COUNTY OF COOK AND STATE OF ILLINOIS

PREMIER SUPPORT SOLUTION
MICROSOFT CORPORATION
OFFICE OF INFORMATION TECHNOLOGY

THE CHANCELLOR RECOMMENDS:

that the Board of Trustees authorizes the Chair to execute an agreement with Microsoft Corporation to provide technical assistance on an hourly prepaid basis for problems encountered while using Microsoft products for the period from September 1, 2012 through August 31, 2013, at a total cost not to exceed \$59,920.

VENDORS: Microsoft Corporation (“Microsoft”)
One Microsoft Way
Redmond, Washington 98052

USER: District-wide

TERM:

The term of the agreement will commence on September 1, 2012 and end on August 31, 2013.

SCOPE OF SERVICES:

Microsoft will provide services for Microsoft Office 365 (faculty and staff email), Live@edu (student email), Active Directory Domain Services and Active Directory Federation Services products in the following four categories:

1) Support Account Management

Through an assigned Microsoft resource, Microsoft will arrange each element of the Premier Support to meet the District’s business requirements by engaging in activities such as the following:

- Planning and resource facilitation: At the commencement of the engagement, an orientation and planning session will be conducted with City Colleges of Chicago (CCC) management and staff.
- Status meetings and reporting: A status report will be prepared on a regular basis to summarize the services delivered during the previous reporting period. Status meetings will be conducted to discuss service activities,

monitor CCC satisfaction levels, and discuss actions or adjustments that may be required. Customized reporting will be provided at CCC's request and any additional labor will be deducted from CCC's Support Assistance Hours.

2) Problem Resolution Support

CCC will receive assistance for problems with specific symptoms encountered while using Microsoft products, where there is a reasonable expectation that the problem is caused by Microsoft problems.

3) Support Assistance and Workshops

CCC will receive short-term advice and guidance for problems not covered under the Problem Resolution Support service. In addition, CCC will receive consultative assistance for design, development and deployment issues.

4) Information Services:

CCC will be provided with online access to the latest knowledge on Microsoft technologies to enhance CCC's in-house support capabilities.

BENEFIT TO CITY COLLEGES OF CHICAGO:

This solution will provide the District with a variety of support levels to meet the District's business needs, following a successful experience with the complimentary trial by CCC of Microsoft Premier Support. Microsoft Premier Support will bring the knowledge of Microsoft experts directly to CCC by helping to identify and proactively resolve IT issues, while backing the District with direct Microsoft support 24 hours a day and 7 days a week.

VENDOR SELECTION CRITERIA:

Pursuant to State law, purchases and contracts for the use, purchase, delivery, movement or installation of software and services are exempt from the District's competitive bidding requirements.

MBE/WBE COMPLIANCE:

The Office of MBE/WBE Contract Compliance has reviewed the above referenced request, and as there is no opportunity to provide subcontracting participation to certified M/WBE vendors, it is recommending a waiver of participation in compliance with the Board Approved Participation Plan.

GENERAL CONDITIONS:

Inspector General- It shall be the duty of each party to the agreement to cooperate with the Inspector General for City Colleges of Chicago in any investigation conducted pursuant to the Inspector General's authority under Article 2, Section 2.7.4(b) of the Board Bylaws.

Ethics – It shall be the duty of each party to the agreement to comply with the applicable provisions of the Board's Ethics Policy adopted January 7, 1993, and as amended by the Board.

FINANCIAL:

Total: \$59,920.00

FY13: 00003-0023004-86000-00000-00000000-534600

Respectfully submitted,

**Cheryl L. Hyman
Chancellor**

August 2, 2012- Office of Information Technology – District Office