

**APPROVE EXERCISING THE FIRST OPTION TO RENEW THE AGREEMENT
WITH QUANTUM CROSSINGS FOR TELECOMMUNICATIONS SUPPORT CONSULTING SERVICES**

THE CHIEF EXECUTIVE OFFICER REPORTS THE FOLLOWING DECISION:

provide telecommunications support consulting services for the Office of Technology Services ("OTS") at a cost for the first option period not to exceed \$2,520,000.00, of which \$1,382,638.11 is eligible for, but not contingent upon, discounts in accordance with the guidelines and requirements of the Federal Government's Universal Services Program ("E-Rate"); for a total cost to the Board not to exceed \$1,137,361.89. A written renewal document is currently being negotiated. No payment shall be made to Quantum during the first option period prior to the execution of the written document. The authority granted herein shall automatically rescind in the event a written renewal document is not executed within ninety (90) days of the date of this Board Report. Information

DELIVERABLES: Quantum shall continue to provide a help desk, billing and administration, operations (in-house and field), system administration and special projects support for the Board's OTS-Telecommunications. In support of the services rendered, Consultant shall continue to provide the following:

- Detailed activity or status reports on a weekly, monthly and/or quarterly basis including:

- Help Desk call volume
- Customer Service work order tracking
- Moves, adds and changes for all telecommunications equipment including pagers and cell/land telephones

GENERAL CONDITIONS

Inspector General – Each party to the agreement shall acknowledge that, in accordance with 105 ILCS 5/34-13.1,

the Inspector General shall have access to all information and personnel necessary to conduct those investigations