

Financial Affairs
Richard H. Hinds, Chief Financial Officer

SUBJECT: APPROVAL OF PAYMENT TO WILLOW CUSTOMER SERVICE NETWORK, INC.

The Board is requested to approve payment to Willow Customer Service Network, Inc., in the amount of \$133,675.29, for the installation of telephone and data lines, connection fees, and service, located at George T. Baker Aviation School, Miami Lakes Technical Education Center, Robert Morgan Vocational Technical Institute, The English Center and Miami Beach Adult and Community Education Center, from December 1997, through June 30, 2000. The Willow CSN Network program has been training agents since 1996 for selected telemarketing clients (Home Shopping Network, Ticketmaster, etc.), and was originally funded under the terms of a Quick Response Training Grant Agreement between the State of Florida (through Enterprise Florida) and Miami-Dade County Public Schools. To date, 1,350 job opportunities for teleservice representatives have been created as a result of this program. The telephone and data lines are currently being serviced by BellSouth and will be invoiced directly to the respective centers on a month-to-month basis. Willow has been paying for the BellSouth service in order to continue the training and business partnership as originally defined by the Quick Response Training Grant.

Fund Source
0100-General

M/WBE Eligibility
None

RECOMMENDED: That The School Board of Miami-Dade County, Florida, **APPROVE** payment to Willow Customer Service Network, Inc., in the amount of \$133,675.29, for the installation of telephone and data lines, connection fees, and service, located at George T. Baker Aviation School, Miami Lakes Technical Education Center, Robert Morgan Vocational Technical Institute, The English Center and Miami Beach Adult and Community Education Center, from December 1997, through June 30, 2000.

WILLOW CUSTOMER SERVICE NETWORK, INC.
701 BRICKELL AVENUE, SUITE 1850
MIAMI, FL 33131
OWNER: ASIM SABER, CEO