

Education
Joseph H. Mathos, Deputy Superintendent

SUBJECT: REQUEST FOR AUTHORIZATION FOR THE SUPERINTENDENT OR HIS DESIGNEE TO ENTER INTO A CONTRACTUAL AGREEMENT WITH WILLOW CSN INCORPORATED FOR REIMBURSEMENT OF EDUCATIONAL SERVICES PROVIDED BY MIAMI-DADE COUNTY PUBLIC SCHOOLS, FROM JULY 1, 2001 THROUGH JUNE 30, 2002

Authorization is requested for the Superintendent or his designee to enter into a contractual agreement with Willow CSN Incorporated. Willow is the developer and coordinator of the CyberAgent Network, a private communications network supported by a consortium of major corporations and government agencies. The CyberAgents are professional customer-service representatives trained by special Internet learning programs to the exact standards of their corporate clients. They work from their own home offices or from their own computer workstations, processing customer-service calls for their client call centers.

In 1996, Willow operated in Florida under the terms of a Quick Response Training Grant Agreement with the state of Florida (through Enterprise Florida) and Miami-Dade County Public Schools (M-DCPS). The collaborative efforts of the three parties to date have resulted in the creation of approximately 2,700 job opportunities for customer-service representatives. It is estimated that 3,000 students have been trained by M-DCPS. Willow projects that more than 1,500 additional employment opportunities are expected to become available within the next 12 months.

The program will be offered at the following centers: The English Center, Robert Morgan Technical Arts Senior High School, Barbara Goleman Senior High School, American Adult Education Center, Southwest Miami Adult Education Center, and D. A. Dorsey Educational Center.

Under the proposed contractual agreement:

- Miami-Dade County Public Schools will provide an educational program, including teachers, supplies, equipment and related hardware, software, and accessories; furniture; and training-course materials. The supervision of teachers will be provided by the principal of each center; and
- Willow will pay for Off-Premises Extension Line (OPX Line) service, data lines, and the BellSouth Internet account; pay part-time teachers their hourly rate for training received through Willow; and reimburse M-DCPS within 15 days from receipt of invoice for direct billing.

Mr. Asim Saber is the President and Chief Executive Officer of Willow CSN Incorporated.

RECOMMENDED: That The School Board of Miami-Dade County, Florida, authorize the Superintendent or his designee to enter into a contractual agreement with Willow CSN Incorporated for reimbursement of educational services provided by Miami-Dade County Public Schools, from July 1, 2001 through June 30, 2002.

GKW:jlb