

31317

**ADOPTED - BOARD OF TRUSTEES COMMUNITY COLLEGE
DISTRICT NO. 508
FEBRUARY 2, 2012**

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

**EARLY ALERT AND APPOINTMENT MANAGEMENT SYSTEM
GRADES FIRST
OFFICE OF ACADEMIC AFFAIRS – CLIENT SERVICES AND STUDENT ENGAGEMENT
DISTRICT WIDE**

THE CHANCELLOR RECOMMENDS:

that the Board of Trustees authorizes the Chairman to execute an agreement with GRADES FIRST to provide an advisor case management system for students for the period from March 1, 2012 through March 1, 2015, with an option to renew for one additional 2 year period at a total cost not to exceed \$446,000.

VENDOR: GRADES FIRST
River Ridge Center
2100 River Haven Drive
Suite 120
Hoover, Alabama 35244

USER: City Colleges of Chicago-Advising Offices, Faculty, and Students

ORIGINAL TERM:

The original term of this agreement will commence on March 1, 2012 and shall end on March 1, 2015 with an option to renew for an additional 2 years that shall commence on March 1, 2015 and shall end on March 1, 2017.

SCOPE OF SERVICES:

GRADES FIRST will provide a computerized student support system that will be integrated with current student systems and will provide a much needed set of tools for advisors and faculty that will help them communicate effectively concerning students' success in the classroom. In addition, the system will integrate with current systems smoothly and the implementation process promises to meet the deliverables timeline set to effect students by the Summer 2012 semester.

The product provides:

- Advisors with a central location for documentation of all communications with students.
- Advising offices with the ability to develop early alert campaigns for multiple cohorts of students with easy to use interfaces.
- Advisors and faculty with the ability to communicate with each other easily concerning at-risk behaviors and keep track of all interventions taken as a result.
- Administrators with access to reports that will allow them to monitor usage of the system.
- Appointment scheduling features, both online and from any computer which can be used as a kiosk.
- Tutor management tools, attendance tracking tools, and communication tools that seamlessly integrate email, two-way texting, voicemail and social media communications.

BENEFIT TO CITY COLLEGES OF CHICAGO:

The system will provide student support service personnel with solutions to many obstacles that currently prevent them from implementing a case-management advising model. In addition, students will be given online tools that will expand the in-person advising services to include many new online, phone, and mobile device services. The tools in the system are the most comprehensive collection shown by the final vendors and the company openly encourages customizations as needed in order for the tool to meet the needs of the institution.

The implementation timeline promises to happen over a period of weeks, in comparison to a few months from other vendors. This promises to keep the Reinvention momentum going as the changes recommended by faculty, students and staff can be implemented quickly. The interfaces are user-friendly and give many people direct access to individual and aggregate student data. While offering what appears to be the state-of-the-art in student support systems, the cost of the system was the most competitive among all of the vendors.

VENDOR SELECTION CRITERIA:

Specifications prepared by District Office Procurement staff were publicly advertised on September 9, 2011 as Request for Proposal (“RFP”) DT 1111. The RFP was sent to fifteen (15) vendors and a pre-proposal conference was held on September 21, 2011. Submittals were received on October 17, 2011 from four (4) vendors: 1) GradesFirst; 2) Higher Technology; 3) Hobsons; 4) Starfish Retention Solution, Inc. The three (3) top scoring vendors were selected to make Oral Presentations.

The evaluation committee individually scored each proposal and each Oral Presentation. After combining all evaluation scores, GradesFirst ranked the highest and is recommended based upon the following criteria:

1. Experience in the installation, support and maintenance of comparable student support systems for higher education organizations.
2. Favorable recommendations from referenced clients where similar services are being or have been performed.
3. Overall quality and completeness of response.
4. The costs associated with the installation, support and maintenance for installing devices, programs or software, servers, training, support and maintenance of the system and any related additional expenses that may be incurred.
5. The Respondent's ability and intent to participate in and meet or exceed the District's M/WBE Plan.

MBE/WBE COMPLIANCE:

The Office of M/WBE Compliance has reviewed the above request and as this is proprietary software there is no opportunity to subcontract for direct participation. However, GradesFirst does contract with certified WBE firms on other projects for indirect participation and therefore, the Office of M/WBE Compliance is recommending indirect WBE participation and a waiver of MBE participation, in compliance with the Board Approved Participation Plan.

WBE Vendor:

Barr and Associates, LLC	Indirect Participation	NWBDC
5451 S. Shades Crest Rd.	Accounting Services	
Bessemer, AL, 35022		

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: \$446,000

Charge to: Client Services and Student Engagement

Sources of Funds: Capital Funds

Restricted Fund

FY12: 92015-001700(0-4)-80000-01215-0000000-588100: \$156,000.00

FY13: 92015-001700(0-4)-80000-01215-0000000-588100: \$145,000.00

FY14: 92015-001700(0-4)-80000-01215-0000000-588100: \$145,000.00

Respectfully submitted,

**Cheryl L. Hyman
Chancellor**

February 2, 2012 – Office of Academic Affairs - Client Services and Student Engagement