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ADOPTED – BOARD OF TRUSTEES
COMMUNITY COLLEGE DISTRICT NO. 508
APRIL 3, 2014

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

CALL CENTER CONSULTING
GLOBAL CONTACT SERVICES, LLC
DISTRICT WIDE
OFFICE OF ACADEMIC AFFAIRS

THE CHANCELLOR RECOMMENDS:

that the Board of Trustees authorizes the Chair to execute an agreement with Global Contact Services to provide Call Center Consulting commencing no sooner than April 3, 2014 and continuing through June 30, 2015 at a total cost not to exceed \$248,500.

VENDOR: Global Contact Services, LLC.
118B South Main Street
Salisbury, North Carolina

USER: District Wide

TERM:

The original term of the agreement shall commence no sooner than April 3, 2014 and continue through June 30, 2015.

SCOPE OF SERVICES:

Global Contact Services will provide consulting for the Call Center, operated in Enrollment Management, Academic Affairs. Consultants will assess technology, multi-channel customer contact strategies, multi-campus strategies, metrics strategy, call segmentation analysis, outsourcing strategy, business cases and financial analysis, call center design, technology selection, technology design, technology support, business process design, organizational design, change management, customized staff training, staff advisement, market opportunity analysis, surveys and benchmarking, expert witness services and project implementation.

BENEFIT TO CITY COLLEGES OF CHICAGO:

The District elects consulting services to transform the existing Call Center into an effective and productive function that consistently meets and exceeds the goals for enrollment and student service through strategic planning, cost effective practices and customer service assessment. Consulting will ensure the operations of the Call Center will/continue to become a welcoming and informative resource for new and continuing students, and a reputation builder for the colleges' interactions with the general public.

VENDOR SELECTION CRITERIA:

Specifications were prepared by District Office Procurement Staff and a Request for Proposal (RFP) #SH1306 was publicly advertised on January 6, 2014. Twenty (20) companies were contacted and a pre-proposal conference was held on January 14, 2014. Two (2) firms responded to the RFP on January 30, 2014, Telcom Innovations Group and Global Contact Services, LLC.

All qualifications were reviewed, evaluated and ranked by staff which included the Office of Academic Affairs, the Office of Institutional Advancement, the Office of Information Technology, the Office of Administrative and Procurement Services, and Reinvention.

The evaluation criteria included:

1. Experience & Qualifications:
 - a. Consultant should be able to demonstrate that they have extensive experience in designing a call center for a higher learning institution or similar business.
 - b. Over five years’ experience in call center operations
 - c. Ability to show success in running call center
 - d. Must provide high performance transparency at all levels, with variance between top decile and average.
2. Industry Knowledge: Consultant should be able to show knowledge of the industry and best practice trends and any systems that could be advantageous to CCC.
3. Cost Proposal
4. M/WBE Compliance Plan

Based on the evaluation scoring, staff recommends the acceptance of the proposal from Global Contact Services.

MBE/WBE COMPLIANCE:

The Office of M/WBE Contract Compliance has reviewed the agreement referenced above and has determined that the firm has partially complied with the Board Approved Participation Plan.

<u>Vendor</u>	<u>MBE or WBE</u>	<u>%</u>	<u>Direct or Indirect</u>	<u>Certifying Agency</u>
Angel Flight Marketing Services 1006 S. Michigan Chicago, IL 60607	MBE	25	Direct	CMSDC

WBE Vendor:

The Office of MBE/WBE Contract Compliance recommends a provisional WBE waiver pursuant to the Board Approved Participation Plan because the firm intends to contract with Mayflower Boarding whose certification is pending with the State of IL—Central Management Services.

GCS has demonstrated a lasting partnership with Mayflower Boarding and the integral role that Mayflower Boarding will play in providing the scope of services.

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 II, 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.

Contingent Liability – Pursuant to Section 7-14 of the Illinois Public Community College Act, all agreements authorized herein shall contain a clause that any expenditure beyond the current fiscal year is subject to appropriation in the subsequent fiscal year.

FINANCIAL:

Total: Fee for Service: \$248,500

Charge To: Office of Academic Affairs

Source of Funds: Education Fund

FY14: 530000-00003-0010026-00082

Respectfully submitted,

**Cheryl L. Hyman
Chancellor**

April 3, 2014 - Office of Academic Affairs