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**ADOPTED – BOARD OF TRUSTEES
COMMUNITY COLLEGE DISTRICT NO. 508
APRIL 5, 2018**

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

**CUSTOMER RELATIONSHIP & ENGAGEMENT MANAGEMENT SYSTEM, IMPLEMENTATION AND
HOSTING SERVICES
COMMUNICATIONS PRODUCTS, INC.
OFFICE OF INFORMATION TECHNOLOGY
(AMENDMENT TO BOARD REPORT #32618, ADOPTED APRIL 9, 2015)
DISTRICT WIDE**

THE CHANCELLOR RECOMMENDS:

that the Board of Trustees authorizes the Chair to amend Board Report #32618, adopted April 9, 2015, to extend the agreement with Communications Products Inc. (CPI) to provide licenses, hosting and support, for an online customer relationship management solution inclusive of an online cross channel contact system, through March 31, 2020 at no additional cost.

VENDOR: Communications Products, Inc
731 East 9th Street, Suite 111
Indianapolis, Indiana 46256

USER: District Wide

ORIGINAL TERM:

The original term of this agreement began on June 1, 2015 and will continue through May 31, 2018.

AMENDED TERM:

The amended term of this agreement will commence on June 1, 2015 and will continue through March 31, 2020.

SCOPE OF SERVICES:

Communications Products Inc. will provide the following services:

- Licenses for Oracle Service Cloud products which includes:
 - Web Customer Service, Cross Channel Contact Management, Knowledge Management, Field Service Engagement
 - Hosting the solution as a web and mobile service
 - Data storage

- Support

BENEFIT TO CITY COLLEGES OF CHICAGO:

Communications Products Incorporated, working with CCC has deployed the following initiatives:

- CCC OIT help ticketing system, which replaced a stand-alone platform costing \$120,000 per year
- An online self-service knowledge base which has been accessed over 81,000 times
- A reprographic request system which gave CCC the opportunity to reallocate the new equipment more efficiently throughout the district and transfer high volume and specialty jobs to the campuses that are equipped to handle such jobs. To date, we have received and processed over 14,000 print jobs districtwide.
- A customer service initiative allowing colleges to solicit, track and respond to student feedback. To date, over 1139 compliments, complaints, and suggestions have been submitted
- An online chat service integrated with the CCC.edu website and my.ccc.edu student portal which has received almost 17,000 chats since the service was added to all CCC.edu webpages in April 2017
- An outbound call campaign management system which has reached over 11,000 students since the service started in September 2017

Licenses and support are necessary to continue to offer these and other potential new services.

VENDOR SELECTION CRITERIA:

Specifications were prepared by District Procurement Staff and a Request for Proposal (RFP) #SH1401 was publicly advertised on February 14, 2014. Thirteen (13) companies responded and six firms were evaluated. Three (3) firms were identified as the most responsive and responsible firms. The short list includes 1) CPI/Oracle; 2) Ciber/Salesforce.com; and 3) Atrio/Microsoft.

All qualifications were reviewed, evaluated and ranked by staff representing departments in the Office of Information Technology - Web Service, Marketing, Community & Government Relations, Institutional Advancement and Alumni Development, Call Center Management, Client Services and Student Engagement, Program Management and Operational Excellence Center.

The Evaluation Committee members were responsible for evaluating proposals based on the following criteria listed in the RFP:

1. Experience and Qualifications
2. Proposed Solution Plan to Meet Scope of Work
3. Project Delivery Approach

4. Cost Proposal
5. Demonstration of the vendor solution
6. Responses to a variety of functional and technical questions
7. MBE/WBE Compliance

Based on the evaluation scoring, staff recommends the acceptance of the proposal from Communications Products, Inc. (CPI).

MBE/WBE COMPLIANCE:

The Office of MBE/WBE Compliance has reviewed the proposed agreement and has determined the Vendor is in compliance with the Board Approved Participation Plan.

<u>Vendor</u>	<u>MBE or WBE</u>	<u>%</u>	<u>Participation</u>	<u>Certifying Agency</u>
Communications Products, Inc. 7311 E. 90 th St. Indianapolis, IN 46256	MBE (Prime)	50	Direct	NMSDC
Senryo 4343 Commerce Ct. Lisle, IL 60532	MBE	34	Direct	City of Chicago
Bronner Group 120 N. LaSalle Chicago, IL 60602	WBE	16	Indirect	City of Chicago

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.

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: \$1,566,000

Charge to: Office of Information Technology

Source of Funds: Education Fund

FY18: 540000-00003-0023003-80000

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Respectfully submitted,

Juan Salgado
Chancellor

April 5, 2018 - Office of Information Technology