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ADOPTED-BOARD OF TRUSTEES
COMMUNITY COLLEGE DISTRICT NO. 508
AUGUST 6, 2020

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

VOICE OVER INTERNET PROTOCOL IMPLEMENTATION
TELCOM INNOVATIONS GROUP
OFFICE OF INFORMATION TECHNOLOGY
DISTRICT WIDE
(AMENDMENT TO BOARD REPORT #33683, MARCH 7, 2019)

THE CHANCELLOR RECOMMENDS:

that the Board of Trustees authorizes the Chair, upon final approval of the General Counsel of the legal form of such agreements, to amend the agreement with Telcom Innovations Group (TIG) to provide District Wide Voice Over Internet Protocol (VOIP) Services, support the implementation of Session Initiation Protocol (SIP) Trunking, MiVoice Border Gateway session for remote worker capability and to upgrade the existing solution to the current version to be compliant with the manufactures specifications while incorporating a unified messaging system with an additional \$250,000 in authority, for a total cost not to exceed \$2,844,242 and extend the agreement until June 30, 2022.

VENDOR: Telcom Innovations Group
125 North Prospect Avenue
Itasca, Illinois 60143

USER: District Wide

ORIGINAL TERM:

The term of the agreement began on July 1, 2019 and will end on June 30, 2021

AMENDED TERM:

The amended agreement began on July 1, 2019 and will end on June 30, 2022.

SCOPE OF SERVICES:

The District seeks to engage a highly qualified telecommunications firm to support and maintain CCC's existing telecommunication solution. The existing solution is out of date and needs to be upgraded to the current version supported by the manufacturer. Technology has continued to evolve and we need to upgrade and maintain our existing solution that will enhance educational opportunities, improve over-all communications by incorporating softphone and application-based phone services, Unified Messaging system (UM), reduce

costs and provide CCC with a reliable communication system.

This upgrade for CCC's telecommunication solution will allow our existing system to be current and will meet all the latest security requirements from the manufacturer. Also, the unified messaging system provides us with easy call flow management, simplified message retrieval, flexible deployment options, and system reliability.

BENEFIT TO CITY COLLEGES OF CHICAGO:

A VoIP solution will enable enhanced communication functionality. Some benefits are as follows:

- Simplifying the Network (Combine Voice and Data infrastructure) One network to manage, maintain, simpler backup, disaster recovery
- One cabling scheme for voice and data
- Leverage network investment (data circuits, data electronics)
- Survivability
- Each campus and District Office will be redundant and survivable
- Least cost routing with multiple trunk paths and automated failover
- Redundant hardware
- Unified messaging is the handling of voice in a single mailbox that a user can access via the desk phone, web or remote device.
- Call Center functionality
- Reducing Costs
- Eliminate most Centrex lines and associated re-occurring annual costs
- Run voice traffic between sites over existing LAN/WAN thus reducing Centrex usage charges
- Eliminate remote call forwarding
- 5% discount on a 2 year contract
- Enhanced 911 that will automate database updates ensure compliance with State of Illinois E911 laws
- Allows for future growth including softphone and apps based phone services.
- Provide a common platform to explore new features and functionality that may enhance the Student and Staff experience.
- Continued purchases of Mitel software assurance (licenses), hardware (phones, etc.) and provide maintenance on the existing environment.
- SIP Trunking provides reduced hardware cost, better reliability and simplifies management.

VENDOR SELECTION CRITERIA:

CCC procured these services pursuant to Specifications prepared by District Office Procurement Staff for a Request for Proposal (RFP) #SH1303 publicly advertised and awarded per the procurement policy. Pursuant to Board Report #32182, #33252, #33456 and #33683 the Board authorized agreements with Telcom Innovations Group to provide a Voice over Internet Protocol (VoIP) maintenance solution for City Colleges of Chicago.

Per state law, this telecommunication request for the term of July 1, 2019 through June 30, 2022 is exempt from the district’s competitive bidding requirements.

MBE/WBE COMPLIANCE:

The Office of Procurement Services has reviewed the recommended agreement and has determined that Telcom Innovations Group has complied with the Board Approved Participation Plan and will utilize the following firms to achieve its MBE/WBE goals:

<u>Vendor</u>	<u>MBE or WBE</u>	<u>%</u>	<u>Direct or Indirect</u>	<u>Certifying Agency</u>
Level 1 Global Solutions 22 West Washington Chicago, IL 60602	MBE	25%	Direct	City of Chicago
SWATware 5228 W 51 st Street Chicago, IL 60638	WBE	7%	Direct	WBDC

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: \$2,844,242

Charge to: Office of Information Technology

Source of Funds: Education Fund, Capital Fund

FY21: 53/540000-0003-0023006-80000

53/540000-92015 0023006-80000

Respectfully submitted,

**Juan Salgado
Chancellor**

August 6, 2020 – Office of Information Technology