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ADOPTED-BOARD OF TRUSTEES
COMMUNITY COLLEGE DISTRICT NO. 508
DECEMBER 10, 2020

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

CUSTOMER RELATIONSHIP AND ENGAGEMENT MANAGEMENT SYSTEM,
IMPLEMENTATION AND HOSTING SERVICES
CPI SOLUTIONS LLC
OFFICE OF INFORMATION TECHNOLOGY
DISTRICT WIDE
(AMENDMENT TO BOARD REPORT #33923, ADOPTED FEBRUARY 13, 2020)

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 an agreement with Communications Products Inc. (CPI) and reassign the contract to CPI Solutions LLC, to provide licenses, hosting, and support for an online customer relationship management solution inclusive of an online cross channel contact system for the period of March 16, 2020 through March 15, 2022 and an additional \$44,000 total cost not to exceed \$321,000.

VENDOR: CPI Solutions, LLC
712 N. 2nd Street, Suite 307
St Louis, MO 63102

USER: District Wide

TERM:

The term of this agreement commenced on March 16, 2020 and shall end on March 15, 2022.

SCOPE OF SERVICES:

In March of 2020, CPI Solutions LLC acquired substantially all of the assets of the Oracle practice from Communications Products, including the entire team which CCC has built a relationship with throughout the duration of our prior contracts. Under this contract reassignment, CPI Solutions LLC will assume the duties set forth in the contract with Communications Product Inc.

CPI Solutions, LLC, Inc. will continue provide licenses and support for Oracle Service Cloud products, which supports City Colleges' online chat service, self-service knowledge base, outbound call campaign management, the student feedback system, the Information Technology support ticketing system, and print requests for the Reprographics department.

The increased board authority is due the COVID-19 pandemic. It will be used to replenish our support hours, which were exhausted in March of 2020 when we moved OIT to an online model; to purchase additional licenses to support an increased use of online chat by both OIT and student service departments across the District; and to account for the additional sessions required by the new OIT customer satisfaction survey.

BENEFIT TO CITY COLLEGES OF CHICAGO:

Communications Products, Inc., working with City Colleges has deployed the following initiatives:

- OIT help ticketing system, which replaced a stand-alone platform costing \$120,000 per year
- An online self-service knowledge base which was accessed over 53,000 times in 2019
- A reprographic request system which gave City Colleges 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 25,000 print jobs districtwide.
- A customer service initiative allowing colleges to solicit, track and respond to student feedback.
- An online chat service integrated with the CCC.edu website and my.ccc.edu student portal which fields hundreds of chats per day
- An outbound call campaign management system which has reached thousands of students. Licenses and support are necessary to continue to offer these services.

VENDOR SELECTION CRITERIA:

The purchase of software, pursuant to the State law is exempt from the District's competitive bidding requirements.

MBE/WBE COMPLIANCE:

The Office of Procurement Services has reviewed the proposed agreement and recommends a waiver of the Board Approved Participation Plan due the nature of the services (licenses and hosting services) and the absence of subcontracting opportunities.

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: \$321,000

Charge to: Office of Information Technology

Source of Funds: Education Fund

FY21: 530000-00003-0023003-80000

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Respectfully submitted,

**Juan Salgado
Chancellor**

December 10, 2020 - Office of Information Technology