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**ADOPTED—BOARD OF TRUSTEES
COMMUNITY COLLEGE DISTRICT NO. 508
FEBRUARY 13, 2020**

**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
DISTRICT WIDE**

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 enter into an 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 for the period of March 16, 2020 through March 15, 2022 and a total cost not to exceed \$277,000.

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

USER: District Wide

ORIGINAL TERM:

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

SCOPE OF SERVICES:

Communications Products, 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.

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:

While City Colleges reviews its entire portfolio of academic systems, a new agreement with Communications Products, Inc. is in the best interest of the District in order to continue to provide continuity of licensing and support in preparation for the implementation of a new customer relationship management system. The purchase of software, pursuant to State law, is exempt from the District's competitive bidding requirements.

Communications Products, Inc. was originally selected through Request for Proposal (RFP) #SH1401, which was publicly advertised on February 14, 2014. All qualifications were reviewed and evaluated by staff from the Office of Information Technology, and based on the evaluation scoring, staff recommended the acceptance of the proposal from Communications Products, Inc.

MBE/WBE COMPLIANCE:

The Office of Procurement Services 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)	100	Direct	NMSDC

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: \$277,000

Charge to: Office of Information Technology

Source of Funds: Education Fund

FY20: 530000-00003-0023003-80000
540000-00003-0023003-80000

Respectfully submitted,

Juan Salgado
Chancellor

February 13, 2020 - Office of Information Technology