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**ADOPTED-BOARD OF TRUSTEES
COMMUNITY COLLEGE DISTRICT NO. 508
APRIL 8, 2021**

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

**VOICE OVER INTERNET PROTOCOL MAINTENANCE SERVICES AND SUPPORT
TELCOM INNOVATIONS GROUP
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, execute an 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 for a term of April 8, 2021 and ending April 11, 2023 a total cost not to exceed \$450,000.

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

USER: District Wide

TERM:

The term of the agreement will commence April 8, 2021 and will continue through April 11, 2023 with the option to extend for a one (1) year period.

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 The existing solution is out of date and needs to be upgraded to the current version supported by the manufacturer.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 upgrades are needed to upgrade and maintain the 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 the existing system to be current and will meet all the latest security requirements from the manufacturer. The unified messaging system provides easy call flow management, simplified message retrieval, flexible deployment options, and system reliability.

BENEFIT TO CITY COLLEGES OF CHICAGO:

- The maintenance services to the VoIP solution will enable enhanced communication functionality.
- 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
- 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 and remote calling.
- 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:

The contract being utilized as a part of Sourcewell (formerly National Joint Powers Alliance) approved under Board Report #29816 and #32583. Sourcewell issued RFP #022719 Unified Communication, Contact Center, And Related Services, Equipment, and Applications and awarded a contract to Mitel Business Systems. CCC will utilize the Mitel Business Systems Contract #022719-MBS which authorized Telcom Innovation Group, as a dealer, to provide VOIP Services to governmental, higher education, K-12 education, not-for-profit, tribal government, and all other public agencies located in all fifty states.

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 51st Street Chicago, IL 60638	WBE	7	Direct	IL. Dept. Of Central Management 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 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: \$450,000

Charge to: Office of Information Technology

Source of Funds: Education Fund/Capital

FY21: 53/540000-00003-0023004-80000

Respectfully submitted,

**Juan Salgado
Chancellor**

April 8, 2021 – Office of Information Technology