

34411

ADOPTED

**BOARD OF TRUSTEES OF COMMUNITY COLLEGES DISTRICT NO.508
COUNTY OF COOK AND STATE OF ILLINOIS
FEBRUARY 3, 2022**

**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
CPI SOLUTIONS, LLC.
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 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, 2022 through March 15, 2023 and a total cost not to exceed \$157,400.

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

USER: District Wide

ORIGINAL TERM:

The term of this agreement shall commence on March 16, 2022 and shall end on March 15, 2023.

SCOPE OF SERVICES:

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

BENEFIT TO CITY COLLEGES OF CHICAGO:

CPI Solutions, LLC., working with City Colleges has deployed the following initiatives:

- OIT help portal, complete with technical knowledge base and ticketing system for the district and all seven colleges
- 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 to the nature of the services (licenses) 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: \$157,400

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**