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ADOPTED-BOARD OF TRUSTEES
COMMUNITY COLLEGE DISTRICT NO. 508
JUNE 1, 2023

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

IT SERVICE MANAGEMENT (ITSM) SYSTEM
SDI PRESENCE, LLC
THE 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 execute an agreement with SDI Presence, LLC to provide a District Wide IT Service Management system, support the implementation of knowledge, incident and problem management for a period of starting no sooner than July 1, 2023 to June 30, 2028 and a total cost not to exceed \$669,549.00.

VENDOR: SDI Presence, LLC
200 East Randolph Street, Suite 3550
Chicago, IL 60601

USER: District Wide

ORIGINAL TERM:

The term of the agreement shall commence no sooner than July 1, 2023 and will end on June 30, 2028 with the option to renew for two (2) one-year periods.

SCOPE OF SERVICES:

The scope includes licenses, subscriptions, and implementation services for an Information Technology Service Management (ITSM) tool Servicenow. This software will be utilized by all students, faculty, and staff to create OIT helpdesk tickets to receive IT support across the district. Service now will further support the following IT workflows; Incident, Problem, Change, Knowledge, and Asset Management.

BENEFIT TO CITY COLLEGES OF CHICAGO:

ITSM is the bridge that connects IT professionals and CCC end users who need IT services.

Benefits for business

- Increased agility
- Quickly adapt to changes and innovation.
- Reduced costs - Easily visualize workflows, leading to improved efficiency and cost savings.
- Fewer IT problems and improved response
- Decrease IT problems and respond to incidents quickly, reducing the associated cost and disruption.
- Easy compliance, Ensure compliance with regulatory requirements.
- Better service, Improve satisfaction rates for end users.

Benefits for IT

- Improved productivity aligned goals backed by reliable services ensure that more gets done with fewer problems.
- Better process scaling Processes are more efficient, allowing organizations to handle more IT development without reducing quality.
- Faster incident detection and response - identifying incidents and responding quickly before they can become an issue.

Process workflow

Automated process workflow improves collaboration and eliminates many manual tasks. ITSM reduces and streamlines many employee tasks, giving them more time to focus on strategy and customers.

Save time and money

ITSM identifies and eliminates recurring problems and promotes faster issue resolution. This reduces costs, both in terms of time and money investments.

Reduce downtime

- Faster IT response and improved availability management means that your resources will always be working to improve your business.
- Prevent issues before they occur
- Create effective, customized responses to specific IT issues.

Insightful reports

- Reporting automation makes the reporting process more cost effective and accurate.
- Service-based incident management
- ITSM allows you to identify potential issues and respond to them before they can cause serious problems. Increasing incident visibility and response

VENDOR SELECTION CRITERIA:

CCC procured these services pursuant to Specifications prepared by District Office Procurement Staff for a Request for Proposal (RFP) #SN2201 publicly advertised on January 27, 2023. Seven (7) firms were contacted directly; a pre-proposal conference was held on February 1, 2023. Seven firms responded, and the Evaluation Committee scored each proposal based on the evaluation criteria outlined in the RFP document:

1. Past experience with higher educational institutions or comparable organizations
2. Functional and technical requirements as outlined in the scope of services
3. Qualifications of firm and assigned team members
4. Solution Implementation Approach (Program Management, Analysis, Design, Coding, Testing & Deployment)
5. Ongoing Maintenance and Support
6. Cost/Fee Proposal
7. M/WBE Compliance Plan

Name of Firm	Average Written Proposal Scores
Servio Consulting, LLC 14 Hickory Street Frankfort, IL 60423	57.43

Accel BI 2406 185th Pl., NE Redmond, WA 98052	70.43
Freshworks, Inc. 2950 S, Delaware St., Ste. 201 San Mateo, CA 94403	80.71
Kyndryl One Vanderbilt Ave., 15th Fl. New York, NY 10017	36.29
Pathways Consulting Group 33 Wood Avenue South, Ste. 600 Iselin, NJ 08830	55.86
RL Canning, Inc. 8700 W. Bryn Mawr, Ste. 120N Chicago, IL 60631	74.71
SDI Presence, LLC 200 E. Randolph St., Ste. 3550 Chicago, IL 60601	84.00
Note: Scores are based on a 100-point maximum	

Three (3) firms were shortlisted to the oral presentation phase of the evaluation process:

Name of Firm	Written Proposal Avg. Score	Oral Presentation Avg. Score	Total Avg. Score
Freshworks, Inc. 2950 S, Delaware St., Ste. 201 San Mateo, CA 94403	80.71	72.29	76.50
RL Canning, Inc. 8700 W. Bryn Mawr, Ste. 120N Chicago, IL 60631	74.71	72.14	73.43
SDI Presence, LLC 200 E. Randolph St., Ste. 3550 Chicago, IL 60601	84.00	81.57	82.79
Note: Scores are based on a 100-point maximum			

Based on the combined written and oral presentation scores of the shortlisted vendors, the Evaluation Committee recommends awarding the contract to SDI Presence, LLC.

MBE/WBE COMPLIANCE:

The Office of Procurement Services has reviewed the proposed compliance plan and has determined the Vendor has complied with the Board Approved MBE/WBE Contract Participation Plan:

<u>Vendor</u>	<u>MBE or WBE</u>	<u>%</u>	<u>Participation</u>	<u>Certifying Agency</u>
SDI Presence, LLC 200 E. Randolph St., Suite 3550 Chicago, IL 60601	MBE	93	Direct	CMSDC
The William Everett Group 35 E. Wacker Drive, Suite 3100 Chicago, IL 60601	WBE	7	Direct	State of IL – CEI

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: \$669,549.00

Charge to: Office of Information Technology

Source of Funds: Capital Fund/ Education Fund

FY23/24: 53/540000-00003-0023004-80000

53/540000-92015-0023004-80000

Respectfully submitted,

Juan Salgado
Chancellor

June 1, 2023 –The Office of Information Technology