

35022
ADOPTED-BOARD OF TRUSTEES
COMMUNITY COLLEGE DISTRICT NO. 508

FEBRUARY 1, 2024

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

CUSTOMER RELATIONSHIP & ENGAGEMENT MANAGEMENT SYSTEM AND
HOSTING SERVICES
CPI SOLUTIONS, LLC
ORACLE CORPORATION
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 enter into an agreement with CPI Solutions, LLC, and Oracle Corporation 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, 2024 through March 15, 2025 and a total cost not to exceed \$134,597.

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

Oracle Corporation
500 Oracle Parkway
Redwood Shores, CA 94065

USER: District Wide

TERM:

The term of this agreement shall commence on March 16, 2024 and shall end on March 15, 2025.

SCOPE OF SERVICES:

CPI Solutions, LLC., is a certified reseller of Oracle Service Cloud products and will continue to 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, 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 State law, is exempt from the District's competitive bidding requirements. The exemption allows for the continuity of licensing and support which is required for existing operations, in preparation for the implementation of a new customer relationship management system.

MBE/WBE COMPLIANCE:

The Office of Procurement Services has reviewed the proposed compliance plan and recommends a full waiver of the Board Approved MBE/WBE Contract Participation Plan due to the nature of the agreement (software licenses and support services). Over ninety-five percent (95%) of the agreement is for the purchase of software licenses with no subcontracting opportunities for the remaining five percent (5%).

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: \$134,597

Charge to: The Office of Information Technology

Source of Funds: Education Fund

FY23: 530000-00003-0023003-80000

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Respectfully submitted,

**Juan Salgado
Chancellor**

February 1, 2024 - Office of Information Technology