

**35051**  
**ADOPTED – BOARD OF TRUSTEES**  
**COMMUNITY COLLEGE DISTRICT NO. 508**  
**MARCH 7, 2024**

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

**VOICE OVER INTERNET PROTOCOL SERVICES**  
**TELCOM INNOVATIONS GROUP**  
**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 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 and redesign the existing solution to meet current needs and to be compliant with the manufactures specifications while incorporating a unified messaging system with for the period of April 12, 2024 to March 8, 2027 and a total cost not to exceed \$1,367,401.62.

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

**USER:** District Wide

**ORIGINAL TERM:**

The term of the agreement shall commence no sooner than April 12, 2024, and will end on March 8, 2027, with the option to renew an additional one-year (1) period

**SCOPE OF SERVICES:**

The District seeks to engage a highly qualified telecommunications firm to support and maintain, redesign and enhance CCC's existing telecommunication solution. The existing solution does not meet today's CCC needs and requires a redesign and upgrades supported by the manufacturer. Technology and telephony services have continued to evolve, and we need to enhance CCC's existing solution to maintain current services while implementing additional features to enhance educational opportunities, improve over-all communications by incorporating, Teams integrations, telework-work 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 our existing system to be current and will meet all the latest security requirements from the manufacturer. Also, the unified messaging system provides us with easy call flow management, simplified message retrieval, flexible deployment options, and system reliability.

**BENEFIT TO CITY COLLEGES OF CHICAGO:**

A VoIP solution will enable enhanced communication functionality. Some benefits are as

follows:

- Simplifying the Network (Combine Voice and Data infrastructure) One network to manage, maintain, simpler backup, disaster recovery
- One cabling scheme for voice and data
- Leverage network investment (data circuits, data electronics)
- Survivability (
- Reduce equipment moving to server-based PBX from individual manufacturer appliances
- Least cost routing with multiple trunk paths and automated failover
- Redundant hardware
- Unified messaging is the handling of voice in a single mailbox that a user can access via the desk phone, web or remote device.
- Cloud based Call Routing and Call Trees to support system failover and redundancy.
- Call Center functionality
- Reducing Costs
- Eliminate most Centrex lines and associated re-occurring annual costs
- Run voice traffic between sites over existing LAN/WAN thus reducing Centrex usage charges
- Eliminate remote call forwarding
- 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.
- 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 #120122 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 #120122-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 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>
AFO Technology Group 4325 S. Oakenwald Chicago, IL 60653	MBE	25	Direct	City of Chicago
SWATware LLC 36 S. Wabash, Ste. 310 Chicago, IL 60603	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:** \$ 1,367,401.62

**Charge to:** The Office of Information Technology

**Source of Funds:** Education Fund, Capital Fund

**FY24:** 53/540000-00003-0023006-80000

53/540000-92015 0023006-80000

**Respectfully submitted,**

**Juan Salgado**  
**Chancellor**

**March 7, 2024** – The Office of Information Technology