

35052
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

SALESFORCE LICENSES
CARASOFT TECHNOLOGY CORP.
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 Carahsoft Technology Corporation to provide Salesforce licenses for the period beginning no sooner than March 26, 2024 and ending March 25, 2025 at a total cost not to exceed \$1,132,923.

VENDOR: Carahsoft Technology Corp.
11493 Sunset Hills Road, Suite 100
Reston, VA 20190

USER: District Wide

ORIGINAL TERM:

The term of this agreement shall commence no sooner than March 26, 2024 and shall end on March 25, 2025

SCOPE OF SERVICES:

The scope of services provided by Carahsoft is to allow CCC to purchase the licenses needed for CCC's two Salesforce CRM instances and advanced marketing and data analytics platforms.

BENEFIT TO CITY COLLEGES OF CHICAGO:

1. The Service Cloud, Lighting Platform Starter, Admissions Connect, and Experience Cloud licenses will allow CCC to continue the implementation of the new student lifecycle CRM, built on the Salesforce platform.
2. The Marketing Cloud licenses will allow CCC to continue its use of an advanced marketing platform for recruitment and other outreach initiatives.
3. The Datorama licenses are a dashboard platform for Marketing Cloud that will enable CCC to track outreach efforts from multiple advertising and other channels. Additionally, we are adding the following services:
 - a. SalesCloud Unlimited Edition and Marketing Cloud Account Engagement licenses and additional contacts which support the DO Salesforce org (previously purchased separately)
 - b. Education Cloud licenses to support the new grants project in the DO Salesforce org
 - c. Sales Cloud licenses to allow each college to fully participate in community and government outreach in the DO Salesforce org
 - d. Admissions Connect and more Service Cloud licenses and Experience Cloud Learner Success

sessions needed to fully go-live with the new Student Lifecycle CRM

e. The ability to cover the increase in the number of contacts stored in CCC's Marketing Cloud system (we are currently using 809,907 of the 735,000 allowed, and will be purchasing 221k more

VENDOR SELECTION CRITERIA:

In Board Report #29816 and #32583, the Board approved the participation in the use of Omnia Partners (formerly U.S. Communities Government Purchasing Alliance). Carahsoft Technology Corp was awarded c o n t r a c t # R 91 90 2 in accordance with the procurement procedures as detailed in RFP # 19-19, (Educational Software Solutions and Services). Pursuant to State law, contracts for goods and services procured from another governmental entity are exempt from the District's competitive bidding requirements.

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 ("Salesforce software 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: \$1,132,923

Charge to: The Office of Information Technology

Source of Funds: Education Fund, Grant Fund and Capital Fund

FY24: 540000-00003-Various-80000

540000-21000-Various-80000

540000-92015-Various-80000

Respectfully submitted,

**Juan Salgado
Chancellor**

March 7, 2024 - The Office of Information Technology