

35858
ADOPTED-BOARD OF TRUSTEES
COMMUNITY COLLEGE DISTRICT NO. 508
MAY 7, 2026

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

CASE MANAGEMENT SYSTEM
SYMPPLICITY, LLC
THE OFFICE OF HUMAN RESOURCES & OFFICE OF STUDENT EXPERIENCE
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 agreement, to execute an agreement with Symplicity, LLC for Symplicity Advocate, including Advocate Flex workflow functionality, as a case management system platform, for a period commencing no sooner than June 1, 2026 and continuing for three (3) years after such commencement date at a total cost not to exceed \$170,330 for the term of the agreement.

VENDOR: Symplicity, LLC
4040 Wilson Blvd, Suite 300
Arlington, VA 22203

USERS: District Wide

ORIGINAL TERM: The original term of this agreement shall commence no sooner than June 1, 2026 and continue for three (3) years after such commencement date with the option to renew for two (2) additional one-year periods.

SCOPE OF SERVICES:

Symplicity Advocate is an enterprise-grade case management platform which will streamline and unify the handling of conduct, complaints, and compliance matters across the City Colleges district. Built as a secure and configurable system, Symplicity Advocate, including Advocate Flex workflow functionality, provides automated case intake, routing, and workflow capabilities that enable end-to-end tracking from initial report through resolution, while also supporting early intervention and coordinated support efforts. Its reporting and analytics tools provide real-time insights to help institutions meet regulatory requirements, support data-driven decision-making, and enhance stakeholder communication and transparency. Advocate is widely utilized in higher education and can be configured to align with institutional policies and operational processes.

Symplicity Advocate shall also provide implementation, configuration, and integration services, including system setup, workflow customization, and integration with PeopleSoft Campus Solutions (CS9) and PeopleSoft HCM (HR). The system will be configured to adequately and

accurately document, preserve, and support records and processes for the Offices of Student Services, Human Resources, and Administrative Services.

These processes include, but are not limited to, student conduct, academic dishonesty, academic concerns, EEO and Title IX complaints, grievances, employee discipline, ADA accommodations, leave management requests, and annual security and incident reporting.

BENEFIT TO CITY COLLEGES OF CHICAGO:

Symplicity Advocate will provide the District with an electronic case management system that supports the accurate documentation, preservation, and management of records and processes for Student Services, Human Resources, and Administrative Services. The system will improve efficiency, case tracking, progress monitoring, reporting, and data management capabilities, including enhanced access to information and improved reporting accuracy. It will also support the District’s compliance obligations and commitment to protecting sensitive information in accordance with applicable federal and state laws and regulations, including FERPA, the Clery Act, and HIPAA, as applicable. In addition, the system will integrate with PeopleSoft Campus Solutions (CS9) and PeopleSoft HCM (HR) systems to support more centralized and efficient case management operations.

VENDOR SELECTION CRITERIA:

Specifications were prepared by District Office Procurement staff and a Request for Proposal (RFP) was publicly advertised on January 5th, 2026 in the Chicago Sun-Times, posted on CCCs Procurement site and emailed to multiple companies via Bonfire. A Preproposal conference was held on Monday, January 12th, 2026 at 11:00 am. Proposals were due on February 06, 2026, at noon. CCC received proposals from ten (10) potential suppliers: Aditi LLC, Coalescence Cloud Inc., Concourse Tech Inc., ConexEd, Global Solutions Group, Inc., Grand Rivers Solutions, Integrity Pro Consulting, International system Strategies, Inc., ITR Consulting and Symplicity, LLC.

The submissions were reviewed and evaluated by the Office of Administrative and Procurement Services, the Office of MBE/WBE Contract Compliance and Evaluation Committee. Based on the review of the submissions for responsiveness, price, service, etc. The Evaluation Committee recommends the acceptance of the proposal from Symplicity.

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 (case management software) 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: \$170,330.

Charge to: Office of Information Technology/ Office of Human Resources/ Office of Student Experience, Student Services

Source of Funds: Capital Fund/Education

Budget Line: 53/540000-92015-0023006-80000

53/540000-00003-0023006-80000

53/540000-00003-0025001-80000

53/540000-00003-0000142-80000

Respectfully submitted,

**Juan Salgado
Chancellor**

May 7, 2026 - Office of Human Resources and Office of Student Experience