36044
ADOPTED – BOARD OF TRUSTEES
COMMUNITY COLLEGE DISTRICT NO. 508
NOVEMBER 5, 2026

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

IDENTITY VERIFICATION SYSTEM
GCOM SOFTWARE LLC dba VOYATEK
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 agreement, to execute an agreement with GCOM Software LLC D/B/A Voyatek to provide Identity Verification System for a period commencing no sooner than November 5, 2026 through November 4, 2029, at a total cost not to exceed $623,365.00 for the term of the agreement.

VENDOR: GCOM Software LLC dba Voyatek
9175 Guilford Road, Suite 218
Columbia, MD 21046

USER: District Wide

TERM:
The term of this agreement shall commence no sooner than November 5, 2026, and will continue through November 4, 2029, with an option to renew for two (2) one-year (1) periods.

SCOPE OF SERVICES:
The selected Vendor shall design, implement, and support a fraud detection and identity verification solution that covers the following areas:

Fraud Detection & Risk Scoring
- Automated screening of all incoming student applications for fraud indicators
- CCC has approximately 150,000 student applications per year
- Risk scoring based on identity, behavioral, and operational signals
- Identification of applicants using legitimately obtained personal data acquired through identity theft

Identity Verification
- Tiered identity verification workflow triggered for flagged applications only
- Remote verification via government-issued photo ID upload and selfie biometric comparison
- Liveness detection to prevent spoofing
- Confidence scoring for each biometric match

- Escalation to CCC staff review when remote verification is inconclusive
- Direction to appear in person at a CCC admissions office when remote verification cannot be completed

Decision Engine & Workflow Automation

- Configurable risk thresholds driving three decision outcomes: auto-approve, route for remote identity verification, or flag for in-person review
- Automated routing of applications based on risk score
- Staff review queue with consolidated evidence view for manual review cases
- Full audit log of all verification events, decisions, and overrides

System Integration

- Integration with PeopleSoft CS (Student Information System)
- Integration with Salesforce CRM
- Automated data flow in and out of CCC enrollment systems with no manual re-entry
- SSO integration with CCC's existing identity provider (if supported)

Reporting & Analytics

- Real-time dashboard displaying verification metrics and KPIs
- Scheduled and on-demand compliance reports exportable in PDF and CSV formats
- Built-in analytics supporting threshold calibration and performance review

Implementation & Change Management

- Dedicated Vendor project manager for the full implementation
- Business workflow design in collaboration with CCC stakeholders
- Technical integration plan and architecture documentation
- Training materials, documentation, and communication resources for all affected staff
- Initial calibration of fraud indicators using CCC's historical applicant data

BENEFIT TO CITY COLLEGES OF CHICAGO:

The solution will reduce the workload and increase the accuracy in detecting fraudulent student applicants, whether the applicants are synthetic identities or are using stolen identities. Both types of applicants cause tangible harm to CCC in the form of wasted administrative resources, stolen financial aid funds, class scheduling complexities, among other harms.

VENDOR SELECTION CRITERIA:

Specifications were prepared by District Procurement staff and RFP #MWJ2604 was publicly advertised on July 16, 2026, and issued to eight (8) companies. On August 21, 2026, the following ten (10) companies responded: 1) Concourse Tech, Inc., 2) Element451, Inc., 3) GCOM Software, LLC dba Voyatek, 4) ID Dataware, Inc., 5) iSchool Connect, Inc. dba EDMO, 6) Krasan Consulting Services, Inc., 7) N2N Services, Inc., 8) Persona Identities, Inc., 9) S.J. Computers, Inc., and 10) Verif-y, Inc.

N2N Services, Inc. and S.J. Computers, Inc. were eliminated for not submitting in accordance with the submittal requirements.

Proposals were reviewed, evaluated, and ranked by a selection committee which included the Offices of Information Technology, Institutional Advancement, Enrollment Management, Recruiting & Administrations and Truman College.

- Ability to achieve the objectives and scope of services described in this RFP, including ability to meet any special requirements listed in the interrogatory spreadsheets/forms if applicable
- Proposed Team Structure
- Qualifications of Proposer
- Reasonableness of overall price
- MBE/WBE compliance

Based on the initial scoring of the written proposals, the evaluation team recommended the following three (3) firms be invited to make oral presentations:

1. GCOM Software, LLC dba Voyatek
2. iSchool Connect, Inc. dba EDMO
3. Persona Identities, Inc.

Then the members of the evaluation committee were responsible for evaluating the oral presentations. Each committee member independently reviewed and rated the oral presentation based on the following criteria:

- System Functionality
- Implementation Strategy
- Integration and Data Flow
- Training Strategy and On-Going Support
- Price Proposal/Price Reduction

Based on the total overall highest score, the committee recommends GCOM Software LLC D/B/A Voyatek to provide the Identity Verification System. While the solution provided by GCOM Software LLC D/B/A Voyatek does not currently verify residency documentation, it is an optional add-on that is available. This solution seems to offer the best mix identity verification methods.

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 (identity verification system) 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: $623,365.00
Charge to: Office of Information Technology
Sources of Funds: Capital/Education
Budget Lines: 53/54000-92015-80000-86005-90101XXXX
53/54000-00003-80000-86005-0000000

Respectfully submitted,

Juan Salgado
Chancellor

November 5, 2026 – Office of Information Technology