

AUTHORIZE THE FIRST, SECOND AND FINAL RENEWAL AGREEMENT WITH CONVERGEONE INC. FOR THE PURCHASE OF CLOUD BASED CALL CENTER MANAGED SERVICES

THE CHIEF EXECUTIVE OFFICER REPORTS THE FOLLOWING DECISION:

Authorize the first, second and final renewal agreement with ConvergeOne, Inc. to provide cloud based call center managed services to the District at an estimated annual cost set forth in the Compensation Section of this report. A written document exercising this option is currently being negotiated. No payment shall be made to ConvergeOne, Inc. during the option period prior to execution of the written document. The authority granted herein shall automatically rescind in the event a written document is not executed within 90 days of the date of this Board Report. Information pertinent to this option is stated below.

Specification Number : 17-350042

Contract Administrator : Forero, Mr. Bryan / 773-553-2280

VENDOR:

- 1) Vendor # 19580
CONVERGEONE, INC.
NW 5806
MINNEAPOLIS, MN 55485-5806

Kevin Agin
630 748-2537

Ownership: C1 Holdings Corporation, 100%

USER INFORMATION :

Project
Manager: 12510 - Information & Technology Services

42 West Madison Street

Chicago, IL 60602

Zalewski, Miss Kathryn Lucille

773-553-1300

ORIGINAL AGREEMENT:

The original Agreement (authorized by Board Report 18-0523-PR19) in the amount of \$1,550,000 is for a term commencing July 1, 2018 and ending June 30, 2021, with the Board having two (2) options to renew for one (1) year terms. The original agreement was awarded on a competitive basis pursuant to former Board Rule 7-2.

OPTION PERIOD:

The term of this agreement is being renewed for two (2) years commencing July 1, 2021 and ending June 30, 2023.

OPTION PERIODS REMAINING:

There are no option periods remaining.

SCOPE OF SERVICES:

ConvergeOne, Inc. will provide software, installation, training, and support services to provide cloud based managed service call center, call processing, reporting, call recording, and workforce management services for the District.

DELIVERABLES:

Vendor will continue to provide cloud-based managed service Call Center call processing, reporting, call recording, and workforce management services for the District. The services are highly reliable, flexible, and economical hosted cloud solution to support the vital business operation of the Board's call centers. The Board operates call center technology for key areas including School Support Center, Payroll, Access & Enrollment, Transportation, Talent HR4U, Talent Benefits, Talent Sub Center, ITS Operations Center, and Children & Family Benefits. Other departments will migrate to this platform during the renewal options.

OUTCOMES:

Vendor's services will result in implementation and operation of the school District's call center systems. Specific outcome areas include District wide access, call center processing, call recording, dashboard and reporting.

COMPENSATION:

Vendor shall be paid during this option period as follows:
Estimated annual costs for this option period are set forth below:

\$655,836, FY22
\$640,536, FY23

Not to exceed \$1,296,372 for the two (2) year term.

AUTHORIZATION:

Authorize the General Counsel to include other relevant terms and conditions in the written option document. Authorize the President and Secretary to execute the option document. Authorize Chief Information Officer to execute all ancillary documents required to administer or effectuate this option agreement.

AFFIRMATIVE ACTION:

Pursuant to the Remedial Program for Minority and Women-Owned Business Enterprise Participation in Goods and Services contracts, (M/WBE Program), this contract is exempt as this agreement is for proprietary software.

LSC REVIEW:

Local School Council approval is not applicable to this report.

FINANCIAL:

Fund 115, General Funds, Unit 12510

\$655,836, FY22
\$640,536, FY23

Not to exceed \$1,296,372 for the two (2) year term.

Future year funding is contingent upon budget appropriation and approval.

CFDA#: Not Applicable

GENERAL CONDITIONS:

Inspector General - Each party to the agreement shall acknowledge that, in accordance with 105 ILCS 5/34-13.1, the Inspector General of the Chicago Board of Education has the authority to conduct certain investigations and that the Inspector General shall have access to all information and personnel necessary to conduct those investigations.

Conflicts - The agreement shall not be legally binding on the Board if entered into in violation of the provisions of 105 ILCS 5/34-21.3 which restricts the employment of, or the letting of contracts to, former Board members during the one year period following expiration or other termination of their terms of office.

Indebtedness - The Board's Indebtedness Policy adopted June 26, 1996 (96-0626-PO3), as amended from time to time, shall be incorporated into and made a part of the agreement.

Ethics - The Board's Ethics Code adopted May 25, 2011 (11-0525-PO2), as amended from time to time, shall be incorporated into and made a part of the agreement.

Contingent Liability - The agreement shall contain the clause that any expenditure beyond the current fiscal year is deemed a contingent liability, subject to appropriation in the subsequent fiscal year budget(s).

Approved for Consideration:




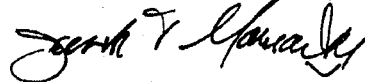
JONATHAN MAPLES
Chief Procurement Officer

Approved:



JANICE K. JACKSON
Chief Executive Officer

Approved as to Legal Form: 



JOSEPH T. MORIARTY
General Counsel