

**AUTHORIZE A NEW AGREEMENT WITH CONVERGEONE, INC. FOR THE PURCHASE OF CLOUD
BASED CALL CENTER MANAGED SERVICES**

THE CHIEF EXECUTIVE OFFICER REPORTS THE FOLLOWING DECISION:

Authorize a new agreement with ConvergeOne, Inc. for the purchase of cloud-based call center managed services to the District at an estimated annual cost set forth in the Compensation Section of this report. Vendor was selected on a competitive basis pursuant to Board Rule 7-3. A written agreement for Vendor's services is currently being negotiated. No services shall be provided by Vendor and no payment shall be made to Vendor prior to the execution of its written agreement. The authority granted herein shall automatically rescind in the event a written agreement is not executed within 90 days of the date of this Board Report. Information pertinent to this agreement is stated below.

Specification Number : 23-030

Contract Administrator : Munoz, Rigoberto / 773-553-2280

VENDOR:

- 1) Vendor # 19580
CONVERGEONE, INC.
10900 NESBITT AVE S
BLOOMINGTON, MN 55437

Sheila Riccolo
630 827-5418

Ownership: C1 Holdings Corporation, 100%

USER INFORMATION :

Project
Manager: 12510 - Information & Technology Services

42 West Madison Street

Chicago, IL 60602

Zalewski, Kathryn Lucille

773-553-1300

TERM:

The term of this agreement shall commence on September 1, 2023 and shall end June 30, 2026. This agreement shall have two (2) options to renew for a period of one (1) year each.

EARLY TERMINATION RIGHT:

The Board shall have the right to terminate this agreement with 30 days written notice.

SCOPE OF SERVICES:

Vendor 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 provide cloud-based managed service Call Center call processing, reporting, call recording, and workforce management services for the District. The services are a 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 District's call center systems. Specific outcome areas are listed below:

Access anywhere with an internet connection

Call center processing

Call recording

Workforce Management

Dashboard and reporting

COMPENSATION:

Vendor shall be paid as specified in its agreement; estimated annual costs for the three (3) year term are set forth below:

FY24 - \$961,200.00

FY25 - \$981,602

FY26 - \$1,028,000

AUTHORIZATION:

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

\$961,200, FY24

\$981,602 FY25

\$1,028,000, FY26

Note to exceed \$2,970,802 for the initial three (3) 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:



PATRICIA HERNANDEZ
Acting Chief Procurement Officer

Approved:



PEDRO MARTINEZ
Chief Executive Officer

Approved as to Legal Form: 



RUCHI VERMA
General Counsel