

**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 7-2. 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 their 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 : 17-350042

Contract Administrator : Matthayasack, Ms. Souly / 773-553-2906

VENDOR:

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

John Devito
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

773-553-3060

TERM:

The term of this agreement shall commence on July 1, 2018 and shall end June 30, 2021. 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:

ConvergeOne 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.

OUTCOMES:

Vendor's services will result in implementation and operation of the school districts call center systems. Specific outcome areas are listed below:

District wide access

Call center processing

Call recording

Dashboard and reporting

COMPENSATION:

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

\$650,000.00 FY19

\$450,000.00 FY20

\$450,000.00 FY21

Not to exceed \$1,550,000.00 for the initial three (3) year term.

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 Technology 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), there are no M/WBE goals set for this agreement because this contract is for proprietary software.

LSC REVIEW:

Local School Council approval is not applicable to this report.

FINANCIAL:

Fund 115, General Funds, Unit 12510

\$650,000.00 FY19

\$450,000.00 FY20

\$450,000.00 FY21

Not to exceed \$1,550,000.00 for the initial three (3) year term.

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.

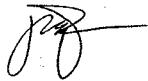
Conflicts - The agreement shall not be legally binding on the Board if entered into in violation of the provisions of 105 ILCS 5/34-21.3 which restricts the employment of, or the letting of contracts to, former Board members during the one year period following expiration or other termination of their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

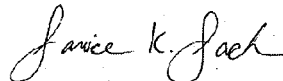
Contingent Liability - The agreement shall contain the clause that any expenditure beyond the current fiscal year is deemed a contingent liability, subject to appropriation in the subsequent fiscal year budget(s).

Approved for Consideration:



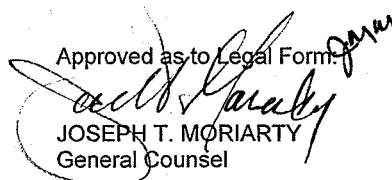
JONATHAN MAPLES
Chief Procurement Officer

Approved:



JANICE K. JACKSON
Chief Executive Officer

Approved as to Legal Form:



JOSEPH T. MORIARTY
General Counsel