

AUTHORIZE THE FIRST AND SECOND (FINAL) RENEWAL AGREEMENT WITH CONVERGEONE, INC FOR CLOUD-BASED CALL CENTER MANAGED SERVICES

THE INTERIM SUPERINTENDENT/CHIEF EXECUTIVE OFFICER REPORTS THE FOLLOWING DECISION:

Authorize the first and second (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 Financial 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 : 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 12510 - Information & Technology Services
Manager: 42 West Madison Street
Chicago, IL 60602
Zalewski, Kathryn Lucille
773-553-1300

ORIGINAL AGREEMENT:

The original Agreement (authorized by Board Report 23-0824-PR16) in the amount of \$2,970,802 is for a term commencing September 1, 2023 and ending June 30, 2026, 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 Board Rule 7-3.

OPTION PERIOD:

The term of this agreement is being renewed for two (2) years commencing July 1, 2026 and ending June 30, 2028.

OPTION PERIODS REMAINING:

There are no option periods remaining.

SCOPE OF SERVICES:

Vendor will continue to 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 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

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 the Chief Information Officer to execute all ancillary documents required to administer or effectuate this option agreement.

BUSINESS ENTERPRISE PARTICIPATION:

Pursuant to the Remedial Policy for Minority-Owned Business Enterprise (MBE) and Women-Owned Business Enterprise (WBE) participation in Goods and Services contracts. The MBE and WBE Policy, the contract is an excluded transaction pursuant to the Goods and Services Policy, for the aspirational goals of 30% MBE and 7% WBE. The MBE and WBE Policy for this contract is an excluded transaction as this agreement is for proprietary Information Technology Software license and/or patented Proprietary equipment.

LSC REVIEW:

Local School Council approval is not applicable to this report.

FINANCIAL:

Fund 115 , Unit 12510 - Information & Technology Services,

FY27 - \$642,791

FY28 - \$723,806

Not to exceed \$1,366,597 for the two (2) year term. Future year funding is contingent upon budget appropriation and approval.

Approved Category Code for this Board Report:

920.37000: IT - Networking Services (Including Installation, Security, and Maintenance)

Category Codes may be modified by the Chief Procurement Officer as needed to support the Scope of Services.

GENERAL CONDITIONS:

The agreement shall contain general conditions including but not limited to the following: Inspector General provision, in accordance with 105 ILCS 5/34-13.1; Conflicts provision, in accordance with 105 ILCS 5/34-21.3; Indebtedness provision, in accordance with the Board's Indebtedness Policy Section 404.2; Ethics provision, in accordance with the Board's Ethics Code as amended, and a Contingent Liability provision.

Approved for Consideration:




PATRICIA HERNANDEZ
Chief Procurement Officer

Approved:



MACQUILINE KING, Ed.D
Interim Superintendent/Chief Executive Officer

Approved: 



ELIZABETH K. BARTON
Acting General Counsel