

**APPROVE ENTERING INTO AN AGREEMENT WITH BLACKBOARD CONNECT, INC.  
FOR INTERACTIVE VOICE RESPONSE AND OUT CALLING COMMUNICATION SERVICES,  
TRAINING AND SUPPORT**

**THE CHIEF EXECUTIVE OFFICER REPORTS THE FOLLOWING DECISION:**

Approve entering into an agreement with Blackboard Connect, Inc. (Blackboard Connect) to provide interactive voice response (IVR) and outcalling communication services, training and support -

for Chicago Public Schools (CPS). The total amount of the contract shall not exceed \$1,494,450.00. Blackboard Connect was selected on a competitive basis pursuant to Board Rule 7.2. A written agreement -

**SCOPE OF SERVICES:**

Blackboard Connect will host and support a comprehensive, highly available, web-based communications

solution that will provide IVR services such as substitute teacher scheduling, employee benefits

**FINANCIAL:**

115 Office of Information & Technology Services 12500

\$249,075.00 FY 13

\$498,150.00 FY 14

\$498,150.00 FY 15

\$249,075.00 FY 16

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