

**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

**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

5/24/12-4 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.

Redacted text: The Board's indebtedness policy adopted June 20, 1996 (CC 0000 500) is amended