

<p style="text-align: center;">Approved by the Board of Trustees, January 20, 2005</p>
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Board Meeting
January 20, 2005

ROLL CALL

PURCHASES

The "Purchases Recommended" are presented by campus and a Summary of Purchases from "Appropriated Funds" (i.e., from State appropriations to the University) and purchases from "Institutional Funds" is included. The latter term is used here to designate funds received by the University under contracts with the United States Government; contracts with private corporations and other organizations, from foundation grants, and grants from corporations and other donors; and University revolving funds authorized by law. The Summary of Purchases also indicates a total amount by campus.

The board action recommended in this item complies in all material respects with applicable State and federal laws, University of Illinois Statutes, The General Rules Concerning University Organization and Procedure, and Board of Trustees policies and directives.

The Directors of Purchases have proposed and the Vice President for Administration recommends the following purchases. Unless otherwise specified, the purchase in each case is recommended on the basis of the lowest acceptable bid.

The President of the University concurs.

PURCHASES RECOMMENDED

Chicago Campus	
Unit	Hospital Surgical Services
Item	Estimated quantities of Orthopedic implants and accessories to be purchased for the period beginning January 2005 and ending June 30, 2006, with the option to renew at the same prices, terms and conditions for one additional annual period, subject to continuing need and availability of funds, with the Comptroller to exercise such option.

Cost \$ 2,024,000.82 f.o.b. delivered (estimated)

Estimated expenditures:

FY 05 \$ 674,666.82

FY 06 \$ 1,349,333.65

Total \$ 2,024,000.47

Vendor Depuy Orthopaedics, Inc., Warsaw, Indiana

Competitive bidding procedures were followed in accordance with the Illinois Procurement Code. Four other firms were invited to bid; three did not respond and one alternate bid was received that failed to meet the specifications regarding rotating hemispherical mounting plates.

The items being purchased are knee and hip implant systems that include mounting plates, patellas, hip stems, femoral heads, bone screws, liners, tibial trays, soft tissue implants and other accessories required to perform complete total knee and hip implants that maximize natural movement and reduce wear on components. Rotating hemispherical mounting plates have multiple holes that allow better placement of components to facilitate this natural movement and provide more flexibility. The alternate system proposed has a fixed mounting plate that does not have the ability to be rotated and does not have the capability of allowing natural movement. The decision on whether to use a fixed or rotating platform is made by the physician based upon the needs of the individual patient. Fixed platforms may be purchased from other manufacturers of orthopedic implants.

The estimated expenditure is calculated by multiplying the estimated number of units by the unit price bid. Actual expenditures may vary based upon actual quantity usage. Discounts for the various systems and components varies from 5% to 50% off list price.

These implants will be used in the Operating Room to perform total hip and knee replacements for patients at the University of Illinois Hospital.

The price is considered reasonable and acceptable.

Unit Hospital/Information Technology Services (UIMCC)

Item Information Technology Services Helpdesk Support services for the period February 1, 2005 through June 30, 2006 with the option to renew for four (4) additional twelve month periods at the same terms and conditions based on satisfactory performance, continuing need and availability of funds. Prices will be firm for the initial period and the first

renewal period of the contract and subject to change for the option periods based upon quoted not-to-exceed percentage increases of the annual pricing adjustments to the Employee Cost Index (ECI).

Cost \$780,000.00 estimated for initial contract period as follows:

FY05: \$230,000 (estimated)

FY06: \$550,000 (estimated)

Vendor STI Knowledge, Inc., Atlanta, Georgia

Other bid proposals received:

Bell Industries, Indianapolis IN

CareTech Solutions, Inc, Troy MI

CDW, Vernon Hills

First Consulting Group, Long Beach CA

Global Help Desk Services, Inc., Hartford CT

Intellisuite, Schaumburg

Millennium Data Systems, Chicago

Pomeroy IT Solutions, Rock Island

Tech Team, Southfield MI

Competitive bidding procedures were followed in accordance with the Illinois Procurement Code. A Request for Proposal was sent to seventy-six vendors and ten vendors submitted responses. An evaluation team reviewed proposals and recommended an award to STI Knowledge who submitted the best technical and pricing proposal. The services to be provided include phone and web-based software and hardware Help Desk support services to over 7,500 Medical Center users on a 24x7 basis. The Medical Center uses several dozen software applications (including Microsoft Office, Cerner Millennium and McKesson) that are delivered primarily via Citrix and Softgrid, with front end access provided to over 3000 devices, (over 1500 thin clients, 100 wireless portable devices, and 1500 fat clients of various ages and memory), utilizing a 802.11b wireless network throughout in addition to a traditional wired network.

The Help Desk plays an integral part in the fulfillment of the enterprise mission because it is the primary contact between end users and all IT support services. A critical focus for the IT Department has been to provide improvements in Help Desk services to support users and to assist them in their critical care mission of patient care.

The following industry-leading Help Desk practices were incorporated

into the Request for Proposal (RFP):

- ❖ Ability to answer a high percentage of calls within a specified time frame (e.g. less than 60 seconds), including the ability to respond to a higher level of Help Desk calls
- ❖ Ability to “scale up” the level of service for any call volume increases
- ❖ Minimal number of calls “abandoned” (e.g. not answered by the Help Desk phone support staff)
- ❖ Ability to regularly determine customer satisfaction via measurable metrics
- ❖ Ability to provide reports for management

The evaluation team felt that STI Knowledge distinguished itself as an industry leader who can best meet the needs of the Medical Center for Help Desk. STI Knowledge is on the Industry-leading Gartner Group Magic Quadrant Leadership category¹ for their services and solutions expertise, outstanding performance, and clear understanding of industry dynamics. In addition, STI requires that their Help Desk associates be certified, which the UIMCC team felt would be important to the overall Help Desk support. STI will provide certification training to Medical Center staff as part of this RFP. STI Knowledge will utilize UIMCC current software for problem tracking/call resolution, thereby saving Medical Center additional time and costs that would be required to transition to new software.

The total estimated annual expenditure is based upon the estimated number of incidents expected for each fiscal year times the per-incident rate quoted. An “incident” is defined as a single problem that is opened by the Helpdesk, though it may have multiple “calls” from multiple people. STI offered a two tier pricing system with telephoned call rate of \$12.99 per incident and \$11.69 for email, web, fax, and chat based Help Desk requests.

¹*The Gartner Group is a recognized industry-leading marketing research firm that specializes in the analysis of firms involved in the information technology sector. The Gartner Group requires firms to deliver a formal presentation about their capabilities and strategic direction, interviews references and uses this information to place the firms in one of four quadrants (from strongest to weakest): Leaders, Visionaries, Challengers, and Niche Players. The Leader quadrant identifies firms that excel in their particular area of expertise because they are performing well today, have a clear vision of market direction and are actively building competencies to sustain their leadership position in the market.*

SUMMARY OF PURCHASES	
(Rounded to Nearest Dollar)	
Recommended from Appropriated Funds	
Recommended from Institutional Funds	2,804,000.00
Grand Total	2,804,000.00
Chicago Campus	2,804,000.00
Springfield Campus	
University Administration	
Urbana-Champaign Campus	