

Board Meeting
November 12, 2015

ROLL CALL

PURCHASE RECOMMENDATIONS

The "Purchase Recommendations" are presented by campus and a Summary from "Appropriated Funds" (i.e., from State appropriations to the University) and 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 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 Director of Purchases has proposed and the Vice President, Chief Financial Officer recommends the following purchase. 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

Urbana-Champaign Campus

1	Unit	Illinois Abroad and Global Exchange
	Item	Study Abroad Foreign Services in Barcelona, Spain for the period December 1, 2015 through November 30, 2016
	Cost	\$1,000,000.00 (Estimated)

Renewal Options:

December 1, 2016 – November 30, 2017	\$1,000,000.00 (Estimated)
December 1, 2017 – November 30, 2018	\$1,000,000.00 (Estimated)
December 1, 2018 – November 30, 2019	\$1,000,000.00 (Estimated)

Vendor Academic Solutions, Inc., London, England

This purchase is a justifiable sole source purchase in that the vendor is the only economically feasible provider vendor who can combine a familiarity with local procedures, cultural customs, laws as well as the ability to maintain compliance with University of Illinois regulations. Due to a long tested and proven relationship, Academic Solutions has a vast amount of familiarity with the University of Illinois' programs, practices and procedures.

Academic Solutions will provide programmatic and on-the-ground support for up to 150 students enrolled in the Study Abroad Program in Barcelona, Spain and will appoint an employee who will serve as the University of Illinois' representative in communications and relations with students, overseas institutions and vendors. The supportive services offered by the vendor allows flexibility with its academic content provided at the host University in Barcelona, Spain. Without such flexibility we would not be able to mold the courses to meet the University of Illinois academic standards and in turn the courses would not articulate back to a University of Illinois course. In addition, the proven track record of the vendor allows the University of Illinois to be able to offer an English instructed program in Barcelona. Being able to offer an English-based program is a tremendous advantage for our students without language concentrations and allows students to study abroad in this part of the world, who wouldn't be able to in other offered programs.

The University will realize a substantial savings through negotiations with the vendor of \$600 per student for housing costs. With the reduction in cost the University was able to pass this savings along to the participants in the program. At the reduced cost the University can offer the Barcelona program at a less expensive cost than other programs with comparable services in Western Europe.

Chicago Campus

2 Unit Health Enterprise Customer Care Center/University of Illinois Hospital and Health Sciences System

Item Change Order to existing contract for ongoing expansion, consolidation and implementation of a centralized customer access call center for the Hospital and Health Sciences System for remainder of initial contract period (August 31, 2017)

Cost \$17,158,000.00 (estimated)

Renewal Options:

September 1, 2017 – August 31, 2018 \$8,212,400.00 (Estimated)

September 1, 2018 – August 31, 2019 \$8,212,400.00 (Estimated)

Vendor The Chicago Lighthouse for People Who Are Blind or Visually Impaired

A change order is required on an existing contract with the Chicago Lighthouse for People Who Are Blind or Visually Impaired (Chicago Lighthouse) to provide a centralized customer access call center for the University of Illinois Hospital and Health Sciences System. The original three-year contract with two additional twelve-month renewal options was awarded at an amount of \$600,000 per annual period, subject to continuing need, availability of funds, and satisfactory performance. Based on the initial annual cost, this purchase did not require Board of Trustees approval. Given the successful performance of this vendor, expansion and further consolidation of these services is warranted at this time.

On June 18, 2014, the University received approval from Illinois Department of Central Management Services (CMS) to utilize the sheltered market contract awarded to the Chicago Lighthouse and a contract was entered with the Chicago Lighthouse effective September 1, 2014 for the first phase of the outsourced call center operations. The initial contract covered an estimated 120,000 calls annually for an estimated spend of approximately \$600,000 annually, where the Chicago Lighthouse would provide 24/7 answering services for approximately four clinics.

In accordance with the terms of the contract, a determination was made at six month intervals to expand live operations for the ongoing expansion of a centralized customer access call center. Since Fiscal Year 2015 the Health Enterprise call center operation at Chicago Lighthouse has expanded to include 13 Clinics at 38 locations, and call volume has increased 372%

from inception of service. The services include providing 24/7 answering services for General Information calls, Nurse Screeners calls, Surge Calls, Outbound Calls, Afterhours Clinic Calls; Scheduling and Registration for: Family Medicine Center, Dermatology Center, Mile Square Center, Orthopedic Center, Child and Youth Center, Craniofacial Center, ENT Clinic, EYE Center, Center for Women's Health, Urology, Psychiatry. Services do not include scheduling and registration support for areas that will be maintained by Customer Care Center.

Additionally, there are two primary reasons the original spend estimate for the Chicago Lighthouse has increased. One, the hospital revised an original plan to staff the Enterprise Customer Care Center call center function with new University staff by instead partnering with an external vendor that had existing call center structure, technology and staffing resources already deployed. This avoided the need to hire many additional FTEs as well as related costs to procure additional office space, and equipment. Two, calls being handled by the Chicago Lighthouse are at a higher volume due to other related changes made in the clinic phone structures. For example, most front desk calls that previously went to the clinics are now being handled by Customer Care Center and Chicago Lighthouse. This has enabled clinic resources to work on other tasks within the clinics while also being able to address inbound patient needs in a manner that is more patient-centric.

There are a number of clinics still not live with Chicago Lighthouse and also other types of calls that may be handled by Chicago Lighthouse. The estimates above include if those additional clinics went live and also coverage for growth, overflow calls and other items transitioning to Chicago Lighthouse.

UI Health recommends the increase for the additional units through FY18. However, UI Health will not go live with additional units until internal costing questions and alternatives to reduce overall cost are evaluated.

The proposed cost estimate increases under this change order are less than the bid on a prior RFP issued for this service which had an annual proposed cost of \$8.6 million per year. Under this change order, over 110 persons who are blind or visually impaired will be employed supporting University of Illinois Hospital and Health Sciences System call center operations.

SUMMARY OF PURCHASES	
Urbana-Champaign Campus	\$ 1,000,000.00
Chicago Campus	\$ 17,158,000.00
Recommended from Institutional Funds	
Grand Total	\$ 18,158,000.00