

**MEETING OF THE BUSINESS AFFAIRS COMMITTEE
OF THE BOARD OF TRUSTEES
Community College of Philadelphia
Monday, January 22, 2018 – 10:00 A.M.**

Present: Ms. Suzanne Biemiller, presiding; Mr. Michael Soileau, Mr. Jeremiah J. White (*via* teleconference), Jr., Dr. Donald Generals, Mr. Jacob Eapen, Jessica Hurst, Esq., Ms. Lisa Hutcherson, Mr. Joseph Kolakowski, Mr. Gim Lim, Mr. James P. Spiewak, and Victoria Zellers, Esq. (*via* teleconference)

AGENDA – EXECUTIVE SESSION

AGENDA – PUBLIC SESSION

(1) Modernizing and Refurbishing the Bonnell Building Freight Elevator (Action Item):

Discussion: Mr. Eapen reported that the Bonnell Building freight elevator has been experiencing operational issues and staff recommend awarding a contract to Schindler Elevator to modernize and refurbish the Bonnell Building freight elevator (#4) within the scope of services outlined in the Schindler MOD Proposal 12-11-2017 for the amount of \$146,400.00. Schindler was previously awarded the College's elevator service contract under the E&I Cooperative Purchasing (Educational & Institutional) Agreement.

Action: Mr. White moved and Mr. Soileau seconded the motion that the Committee recommend to the full Board the awarding of a contract to Schindler Elevator to modernize and refurbish the Bonnell Building freight elevator within the scope of services for the amount of \$146,400.00. The motion passed unanimously.

(2) Verizon Contract (Action Item):

Discussion: Mr. Eapen stated that RFP9995 for the College's Telecommunication Services was issued on 6/5/2017 and the award was given to Data Network Solutions (DNS). During the six months of our contracted services with DNS, the College experienced multiple telephone line service interruptions causing a loss of phone communications into and out of the College. Due to this breach of the DNS Agreement and failure to satisfactorily provide services under the agreement, General Counsel has authorized a termination of services which was delivered to DNS on 12/22/2017 with a termination date of 1/31/2018. An extension of the DNS contract through February 28, 2018, will allow the porting of our phone number blocks to Verizon.

Verizon submitted the next lowest bid on RFP 9995. Verizon bid *via* the COSTARS agreement which has been reviewed and approved by General Counsel. Staff have scheduled the porting of the College phone number blocks to occur prior to 2/28/2018, the adjusted exit date to ensure no interruption of service. The monthly cost for the Verizon PRIs, the fiber optic lines that carry the voice traffic, will be \$3,570 or \$42,840 annually. The Verizon contract will

be a 3 year agreement with two, 1-year optional extensions. In response to Committee member questions, Mr. Eapen noted that the Verizon rate is approximately \$1,000 more per month than DNS and no litigation is anticipated.

Action: Mr. White moved and Ms. Biemiller seconded the motion that the Committee recommend to the full Board that a contract be awarded to Verizon for Telecommunications Services for an annual cost of \$42,840.00 (\$3,570.00 monthly). The Verizon contract will be a 3 year agreement with two, 1-year optional extensions.

The motion passed 2-0 with Mr. Michael Soileau who recused himself from the discussion and vote of the Telecommunications service provider.

(3) Canteen Contract (Action Item):

Discussion: Mr. Spiewak noted that at the November 15, 2017 Business Affairs Committee meeting, the College issued an RFP for food services (which included cafeteria operations, catering and vending) on September 26, 2017. Sixteen firms were invited to participate in this effort; however, despite a comprehensive effort to solicit proposals from a broad range of firms, only two formal proposals were received: Canteen and Victoria's Kitchen & Catering. The Committee previously approved awarding a contract to Victoria's Kitchen & Catering for the College's Regional Centers' food service and catering operations effective March 12, 2018. Staff is now recommending that a five year contract be approved with Compass (Canteen's parent corporation) for the College's food service and catering operations at the Main Campus as well as vending services at all locations.

Mr. Spiewak stated that the terms of the agreement with Compass will require the College to pay an annual subsidy to Compass in the amount of \$100,000. In return for this subsidy amount, Compass will staff the operations at a pre-determined level and will operate on a pre-determined schedule. This subsidy will be offset by certain financial arrangements included as part of the agreement. The College will receive an annual signing bonus of \$12,500. The Vending Division of Compass will pay a guaranteed annual commission of \$40,000 to the College. Compass will pay an additional 15% commission on net vending sales in excess of \$350,000. The past two years' net vending sales have exceeded this amount resulting in approximately \$5,000 of additional commissions. For every \$50,000 increase in sales from cafeteria and catering operations from the established baseline of \$1.342 million, the subsidy amount will be reduced by \$10,000. Additionally, Compass will continue contributing \$5,000 to the Foundation to a scholarship fund for the College's Culinary Arts Program.

Committee members questioned staff concerning this arrangement and whether it was the best course of action. Mr. Spiewak provided historical context on food service operations over the past 10 years stating that the previous three vendors all withdrew from contracts noting their inability to have the operations financially successful and that the College has paid subsidies in the past for operations at the regional centers and for summer sessions. He noted, however, that this would be the first time the subsidy payments would be greater than the revenues. Dr. General explained the need to have food service available to all students and that other options have been explored. Mr. Spiewak stated that the contract has a 90-day notice clause that would allow the College to withdraw from the contract if desired, with the only financial impact being paying back the contractor for any unamortized investments.

Mr. White made an amendment to the Food Canteen Resolution that called for College staff to work with the operator to examine hours of service and engage students and other purchasers to find ways to increase demand for the food.

Action: Mr. White moved and Mr. Soileau seconded the motion that the Committee recommend to the full Board that a five year contract be awarded to Compass (Canteen’s parent corporation) for the College’s food service and catering operations at the Main Campus as well as vending services at all locations. The motion passed unanimously.

(4) RFP 10008 – Sign Language Interpreting Services (Action Item):

Discussion: Mr. Eapen stated that an RFP was issued on November 10, 2017 for Sign Language Interpreting Services. This service is used by both our Center on Disabilities for servicing student classroom needs and other student-related meetings and our Human Resources Department for servicing faculty, staff and guests needs.

The RFP invited 6 firms with 2 firms providing responses, Deaf Hearing Communication Center (DHCC) and Deaf Hearing Interface, LLC. (DHI). There were 2 rates requested: Educational rate for typical assignments and Recorded rate for public and platform events where the College would videotape for the purposed of repeated viewing.

RFP 10008 Sign Language Interpreting Services

DUE DATE: December 4, 2017 at 12:00 PM

RATES	Bidder Name - DHCC (Deaf Hearing Communication Centre)	Bidder Name - DHI (Deaf Hearing Interface)
EDUCATIONAL RATE	\$68/hr.	\$66/hr.
RECORDED RATE	\$88/hr.	\$86/hr.

The evaluation team consisted of representatives from the Center on Disability, Human Resources and Purchasing. Evaluation criteria consisted of:

- Price
- Qualifications, experience and commitment of project team
- Method of accomplishing the scope of work

Mr. Eapen noted that although the rate for DHCC is \$2 more per hour, the evaluation team felt that this firm was more qualified to handle the number of hours the College requires. The combined approximate annual hours for this service is projected to be 3100 hours (300 hours for H/R and 2800 hours for Center on Disability). DHI’s total number of interpreting

hours for 2017 was only 10,000 hours which would mean that adding the College business would represent an increase of close to one third of their DHI's operating hours. DHCC is the incumbent provider and staff are very satisfied with the services.

Staff is recommending an award to Deaf Hearing Communication Center for the following reasons referred to in Attachment A. The term of the agreement will be 3 years' firm fixed rate with two (2) one (1) year renewal options where price will be determined with mutual agreement.

Action: Mr. Soileau moved and Mr. White seconded the motion that the Committee recommend to the full Board that a contract be awarded to Deaf Hearing Communication Center. The term of the agreement will be 3 years' firm fixed rate with two (2) one (1) year renewal options where price will be determined with mutual agreement. The motion passed unanimously.

(5) Increase in Fees for Quad Learning for the American Success Program (Action Item)

Discussion: Mr. Eapen reported that the College entered into an agreement with Quad Learning (QL) on December 1, 2015 to recruit international students. He noted that the program has been very successful and the number of students continues to grow. A total of 100 students are anticipated for the Fall 2018 semester. The average GPA for the students in the program is 3.4. Through the Spring 2018 semester, a total of \$670,000 in revenues has been received with the College's share being \$378,000. Mr Eapen stated that as part of the Agreement, American Success students pay \$750 per semester (Fall and Spring). QL requested an increase in fees. The College reviewed the fee request and is recommending \$250 for each summer term (Summer I and Summer II).

Mr. Eapen stated that Quad Learning students, who are called American Success students, will pay the program fees starting Summer I, 2018. All American Success students starting prior to Summer I, 2018 will be grandfathered into the existing fee structure. The staff recommends the increase in program fees in the amount of \$250 for each summer term (Summer I and Summer II) starting in Summer I of 2018.

Action: Mr. White moved and Mr. Soileau seconded the motion that the Committee recommend to the full Board the approval to increase the program fees for Quad Learning students (who are called American Success students) in the amount of \$250 for each summer term (Summer I and Summer II) starting in Summer I of 2018. The motion passed unanimously.

(6) One Year Contract with Alliant Insurance Services - Employee Benefits Consultant and Insurance Broker (Action Item)

Discussion: Ms. Lisa Hutcherson, Associate Vice President, Human Resources, and Mr. Joseph Kolakowski, Director of Benefits attended the meeting on behalf of the College's Human Resources Department. Mr. Eapen explained that Alliant Insurance Services provides services as an employee benefit consultant and insurance broker. College staff request to enter into a one year agreement with Alliant for calendar year 2018. The Scope of Services includes

Strategic Benefit Consulting; Annual Renewal Report & Financial Analysis; Implementation & Administration Support; and Compliance.

Action: Mr. White moved and Mr. Soileau seconded the motion that the Committee recommend to the full Board that the College enter into a one year Agreement with Alliant Insurance Services to provide services as an employee benefit consultant and insurance broker. The motion passed unanimously.

(7) Next Meeting:

The next regularly scheduled meeting of the Committee will be held on Wednesday, February 21, 2018 at 10:00 A.M. in the Isadore A. Shrager Boardroom, M2-1.

ATTACHMENT A

**Recommendation to Award the Contract to
Deaf Hearing Communication Center**

Recommendation to Award the Contract to Deaf Hearing Communication Center

- DHCC offers a regular/educational rate for requests made with at least one business day notice, while DHI requires two full business days. This is important for students who request appointments with faculty, tutors, advisors, etc. Often times, their requests cannot be made with two-business-days' notice.
- DHCC's selection of pre-certified interpreters involves a formal four-part screening process of all candidates to ensure professional, competent service. DHI did not indicate they have such a process beyond the Registry of Interpreters for the Deaf (RID) exam. Pre-Certified Interpreters have taken and passed the RID but have not completed the National Interpreter Certification (NIC) performance examination.
- DHCC has access to a larger pool of certified interpreters, and thus they have an outstanding success rate in matching interpreter skill sets with client communication needs.
- DHCC requires fully certified interpreters to participate in professional development to ensure their skill sets remain current in an evolving profession. DHI did not indicate in their RFP response or Interview that they offer professional development.
- DHCC is willing to provide training to faculty and staff on Deaf culture and communication with the Deaf community and engages in active community outreach as part of its mission.
- DHCC maintains a sophisticated database, and can pull the certifications and clearances of any interpreter upon request. DHI does not have a database for these records and indicated their process to provide clearance and certification data could take several days.
- DHCC has 5 full-time staff members devoted to organizing Interpreting assignments. DHI has only 2 staff members in the entire company.
- DHCC has an online customer portal where *ad hoc* reporting, Interpreter assignments and clearance/certification data is readily available to clients.