

**APPROVAL OF CONTRACT FOR CALL/FULFILLMENT CENTER SERVICES**

**RESOLUTION NUMBER 2008-38**

**WHEREAS**, each Ivy Tech Community College campus currently operates its own call/fulfillment operation to respond to telephone, e-mail, and web inquiries from prospective students, and

**WHEREAS**, it has been determined by staff that a statewide call/fulfillment center will enable the College to fulfill prospect requests for information more quickly and through the use of technology provide various forms of multiple communications to prospective students, and

**WHEREAS**, streamlining the statewide fulfillment operation also will result in cost savings for bulk mailings and the printing of fulfillment materials, and

**WHEREAS**, in response to its request for proposals (RFP) to furnish management, labor, equipment, goods, and supplies necessary to manage and operate a professional, statewide call/fulfillment center, the College received proposals from four firms, and

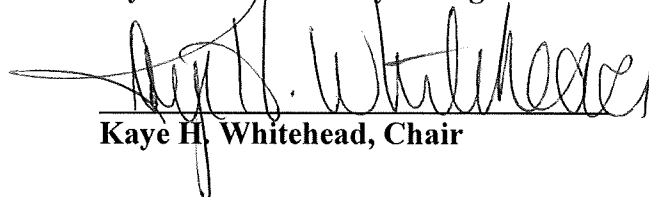
**WHEREAS**, after review of the proposals by a cross functional team of admissions and marketing staff members and negotiations with the two finalists, it was recommended by staff that the College enter into a two-year contract with The Jackson Group for call/fulfillment center services, and

**WHEREAS**, the State Board's approval for such a two-year contract with The Jackson Group for comprehensive call/fulfillment center services is required because the estimated cost of the contract is \$1,000,000;

**NOW THEREFORE BE IT RESOLVED**, that the State Board of Trustees of the College authorizes and directs the President of the College, or any other officer of the College designated by the President, to sign a two-year contract with The Jackson Group for comprehensive call/fulfillment center services, which contract is to include detailed pricing for call center agents, printing of fulfillment items, a communication system for prospects, data tracking, and actual fulfillment operations.

**FURTHER BE IT RESOLVED**, that any action that is authorized under this resolution and that was taken, before the date of this resolution, by the President of the College, or any other officer of the College designated by the President, is ratified and validated.

**State Trustees  
Ivy Tech Community College of Indiana**



**Kaye H. Whitehead, Chair**



**Anne K. Shane, Secretary**

**Dated August 14, 2008**