



University of Illinois-Chicago (UIC) Partnership

August 23, 2012

Call Center: Strategic Planning

■ Original customer service contract

- Image review – Transferred to State Use Program vendor December 2010 (Bridgeway Training Services)
- Transponder fulfillment – Transferred to State Use Program vendor January 2012 (Ada S. McKinley Community Services Inc.)
- Print and mail – Transferred to State Use Program vendor January 2012 (The Printers Mark, a subsidiary of Transitions Mental Health Services)
- Call center – Emergency extension through December 2012

■ Call center plans

- Established a partnership with University of Illinois-Chicago (UIC) for call center space. Located on the lowest level of the Student Center, a building with 24-hour access and security.
- Intergovernmental agreement (IGA) anticipated to cover a 10-year lease for the space, as well as the use of other campus amenities.
- Working on a State Use Program contract for a call center operator.



Call Center: Key Benefits of UIC Partnership

- **Almost double the square footage at per-square footage costs that are 20 percent lower than our current leased facility.**
 - Allows for any needed expansions of call center operations
 - Allows for the hosting of downtown meetings
- **Capacity to book conference room space, including auditorium space, on the UIC campus for different Tollway-sponsored community and outreach events.**
- **Downtown location near public transit, which allows for a broader range of State Use Program partners.**
- **10-year lease lends the Tollway stability in budgeting projections and operations that a shorter commercial lease would not make possible.**



Call Center: Transition Planning



Construct call center

Finalize contract for call center services

Operate call center from existing leased location

■ Key considerations

- Anticipate needing an extension on the existing lease
- Anticipate seeking an extension for existing call center services
- Need to be vigilant of construction timelines, which rely upon UIC procurements





THANK YOU