



# JOLIET JUNIOR COLLEGE

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**JOLIET JUNIOR COLLEGE  
ILLINOIS COMMUNITY COLLEGE DISTRICT #525**

**(Business & Auxiliary Services)  
1215 Houbolt Road  
Joliet, Illinois 60431-8938**

**INSTRUCTIONS TO BIDDERS**

Sealed proposals are invited for **HIGH BANDWIDTH WIDE AREA NETWORK (WAN) CONNECTIVITY, INTERNET ACCESS & QUALITY of SERVICE (QoS) SERVICES** pursuant to specifications. Vendors who do not submit a bid or who do not respond with a "no bid" will be removed from our vendor list for this item.

**PROPOSALS:**

Proposals will be received and publicly read aloud by the Joliet Junior College, Joliet, Will County, Illinois, at the place, date and time hereinafter designated. You are invited to be present if you so desire.

**PLACE:** Joliet Junior College District  
Illinois Community College District #525  
Director of Business & Auxiliary Services, Building A, Room 3102  
1215 Houbolt Road  
Joliet, IL 60431-8938

**DATE:** **JULY 24, 2017**

**FAXES ARE NOT ACCEPTABLE**

**TIME:** **10:00 AM**

Proposals received after this time will not be accepted.

Proposals must be made in accordance with the instructions contained herein. They shall be submitted on the forms provided on the College's website in a sealed envelope addressed to the Director of Business & Auxiliary Services, Building A, Room 3102, plainly marked, with the Bidder's Name and Address and the notation:

**BID:** **HIGH BANDWIDTH WIDE AREA NETWORK (WAN) CONNECTIVITY,  
INTERNET ACCESS & QUALITY of SERVICE (QoS) SERVICES**

**PRE-BID MEETING: NOT REQUIRED**

**DELIVERY:**

All prices must be quoted F.O.B., Joliet Junior College, 1215 Houbolt Road, Joliet, IL 60431 unless

otherwise noted.

**TAX EXEMPTION:**

Joliet Junior College is exempt from Federal, State, and Municipal taxes.

**SIGNATURE ON BIDS:**

Joliet Junior College requires the signature on bid documents to be that of an authorized representative of said company.

Each bidder, by making his bid, represents that he has read and understands the bidding documents and that these instructions to bidders are a part of the specifications.

**BIDDING PROCEDURES:**

1. No bid shall be modified, withdrawn, or cancelled for sixty (60) days after the bid opening date without the consent of the College Board of Trustees.
2. Changes or corrections may be made in the bid documents after they have been issued and before bids are received. In such case, a written addendum describing the change or correction will be issued by the College to all bidders of record. Such addendum shall take precedence over that portion of the documents concerned, and shall become part of the bid documents. Except in unusual cases, addendum will be issued to reach the bidders at least five (5) days prior to date established for receipt of bids.
3. Each bidder shall carefully examine all bid documents and all addenda thereto, and shall thoroughly familiarize themselves with the detailed requirements thereof prior to submitting a proposal. Should a bidder find discrepancies or ambiguities in, or omissions from documents, or should they be in doubt as to their meaning, they shall, at once, and in any event, not later than ten (10) days prior to bid due date, notify the College who will, if necessary, send written addendum to all bidders. The college will not be responsible for any oral instructions. All inquiries shall be directed to the Director of Business & Auxiliary Services. After bids are received, no allowance will be made for oversight by bidder.

**SUBSTITUTIONS:**

1. Each bidder represents that his bid is based upon the materials and equipment described in the bidding documents.
2. Any dealer bidding an equal product must specify brand name, model number, and supply specifications of product. The Board shall be the sole judge of whether an article shall be deemed to be equal.
3. A bidder's failure to meet the minimum specifications as listed may result in disqualification of his bid.

**REJECTION OF BIDS:**

The bidder acknowledges the right of the College Board to reject any or all proposals and to waive informality or irregularity in any proposal received and to award each item to different bidders or all items to a single bidder. In addition, the bidder recognizes the right of the College Board to reject a proposal if the proposal is in any way incomplete or irregular. The College Board may also award, at its discretion, only certain items quoted on. The College Board also reserves the right to reject the proposal of a Bidder who has previously failed to perform properly or complete on time contracts of a similar nature, or a bid of a Bidder when investigation shows that Bidder is not in a position to perform the contract.

**BUSINESS ENTERPRISE PROGRAM (BEP):**

**MINORITIES, FEMALES, AND PERSONS WITH DISABILITIES PARTICIPATION AND UTILIZATION PLAN:**

Joliet Junior College will make every effort to use local business firms and contract with small, minority-owned, and/or women-owned businesses in the procurement process. This solicitation contains a goal to include businesses owned and controlled by minorities, females, and persons with disabilities in the College's procurement and contracting processes in accordance with the State of Illinois' Business Enterprise for Minorities, Females, and Persons with Disabilities Act (30 ILCS 575).

Because these goals vary by business ownership status and category of procurement, we urge interested businesses to visit the Department of Central Management Services (CMS), [Business Enterprise Program \(BEP\)](#) web site to obtain additional details. To qualify, prime vendors or subcontractors must be certified by the CMS as BEP vendors prior to contract award. Go to <http://www2.illinois.gov/cms/business/sell2/bep/Pages/default.aspx> for complete requirements for BEP certification.

For applicable projects, vendors may be asked to submit a [utilization plan](#) and [letter of intent](#) that meets or exceeds the identified goal. If a vendor cannot meet the goal, documentation and explanation of good faith efforts to meet the specified goal may be required within the utilization plan.

**ACKNOWLEDGEMENT OF ADDENDA:**

Signature of company official on original document shall be construed as acknowledgement of receipt of any and all addenda pertaining to this specific proposal. Identification by number of addenda and date issued should be noted on all proposals submitted.

**FAILURE TO ACKNOWLEDGE RECEIPT OF ADDENDA ON PROPOSAL SUBMITTED MAY RESULT IN DISQUALIFICATION OF PROPOSAL.**

**Bidders who obtain a copy of the bid from our web site are responsible for checking back on the site for any addenda issued.**

**CLERICAL ERRORS:**

If applicable, all errors in price extensions will be corrected by Joliet Junior College and totals for award determination corrected accordingly, unless the bidder specifies that no change be made in the total submitted. In this case, all incorrect price extensions will be noted at "lot", and award determination made on the basis of total price submitted.

**SAMPLES:**

Bidder may be required to furnish samples upon request and without charge to the College.

**BID SECURITY: NOT REQUIRED**

**PAYMENTS:**

Certified Payroll: **NOT REQUIRED**

Partial Lien Waivers: **NOT REQUIRED**

Final Lien Waivers: **NOT REQUIRED**

**INSURANCE:**

The successful bidder will be required to furnish a certificate of insurance in the following amounts:

The insurance coverage required here-in-under shall be the minimum amounts maintained by the Contractor and Subcontractors until all Work is completed and accepted by the Owner.

The Contractor will purchase and maintain "all risks" Builder's Risk property insurance, where applicable, subject only to such exclusions as have been specifically approved by the Owner in writing.

A. Workers Compensation

1. State: Statutory
2. Applicable Federal: Statutory
3. Employer's Liability:
  - a. \$1,000,000 per Accident
  - b. \$1,000,000 Occupational Disease

B. Commercial Comprehensive Liability

1. Each Occurrence: \$1,000,000
2. Products/Completed Operations Aggregate: \$2,000,000
3. Personal/Advertising Injury: \$1,000,000
4. General Aggregate: \$2,000,000
5. Policy shall include: \$2,000,000
  - a. Premises: Operations
  - b. Independent Contractors Liability
  - c. Products and Completed Operations: Maintained for minimum of one year after date of final Certificate for Payment, in full amount of the limits specified above.
  - d. Contractual Liability
  - e. Coverage for explosion (x), collapse (c), and underground (u).
6. The Commercial Comprehensive Liability policy shall include a contractual liability endorsement insuring the indemnity required by the contract. The indemnities shall be named as additional insured on the Contractor's Commercial Comprehensive Liability policy using Form CG 20 10 or its equivalent and shall name Joliet Junior College, its Board of Trustees, officers, employees and agents as additional named insured's at a minimum. The Contractor hereby agrees to effectuate the naming of such additional insured's as unrestricted additional insured's on the Contractor's policy. The additional insured endorsement shall provide the following:
  - a. That the coverage afforded the additional insurance will be primary/non-contributory insurance for the additional insurance with respect to claims arising out of operations performed by or on behalf of the Contractor.

b. That the policy shall contain a thirty (30) day notice of cancellation prior to the effective date thereof.

c. That the additional insureds have other insurance which is applicable to the loss, such other insurance will be on an excess or contingent basis.

d. That the amount of the company's liability under the insurance policy will not be reduced by the existence of such other insurance.

e. That the additional insureds will not be given less than thirty (30) days prior written notice of any cancellation thereof.

f. That the Contractor agrees to indemnify the College for any applicable deductibles.

g. That the insurance policy from an A.M. Best rated "secured" Illinois State licensed insurer.

h. The Contractor shall provide the College with a copy of its insurance policy or in the alternative and subject to the College's agreement, an excerpt of a page from the actual policy evidencing the additional insureds as provided for herein.

i. Contractor acknowledges that failure to obtain such insurance on behalf of the College constitutes a material breach of the contract and subjects Contractor to liability for damages, indemnification and all other legal remedies available to College. The Contractor is to provide the College at all times with a certificate of insurance, evidencing the above requirements have been met. The failure of the College to object to the contents of the certificate or the absence of it shall not be deemed a waiver of any and all rights held by the College.

j. That enclosed is a copy of the endorsement providing additional insured's status and that the Contractor will furnish a Certificate of insurance evidencing the foregoing provisions.

k. Please include clause below in the policy:

It is agreed that Joliet Junior College, its Board of Trustees, officers, employees, agents and (Architect/Engineer Name) are additional insureds on the policy.

C. Business Auto Liability (including owned, non-owned and hired vehicles).

1. Bodily injury

a. \$1,000,000 per person

b. \$2,000,000 per accident

2. Property damage: \$1,000,000 OR

3. Combined Single limit: \$1,000,000

D. Umbrella

1. Umbrella Excess Liability: \$4,000,000

2. If the Contractor's Workers Compensation, Commercial General Liability and Business Auto policies do not have these minimum limits, an Umbrella policy written by an insurance company acceptable to the Owner may be used to meet the minimum limits required.

3. Follow-form or Primary/Non-Contributory (PNC) status and Waiver of Subrogation (WOS) for Joliet Junior College

All such policies of insurance shall be written by companies approved by the College and Certificates of Insurance shall be furnished to the College. The College shall be listed as an additional named insured under such policies. Each policy shall require at least 30 days' notice to the College in the event of cancellation. The contractor agrees to indemnify, defend, and hold harmless the College from and against all suits or claims, which may be based upon any injury to or death of any person or persons or damage to property, which may occur or which may be alleged to have occurred in the course of the performance of this Agreement by the Contractor, whether such sum claim shall be made by an employee of the Contractor, by a third person or their representatives, or whether or not it shall be claimed that the said injury, death, or damage or cause through a negligence act or omission of the Contractor; and the all charges of attorneys and all costs and other expenses arising there from or incurred in connection therewith; and if any judgment shall be rendered against the College in any such action or actions, the Contractor, at its own expense, shall satisfy and discharge the same.

## **PERFORMANCE BONDS: NOT REQUIRED**

### **LAWS AND ORDINANCES:**

In execution of the work, the Contractor shall comply with applicable state and local laws, ordinances and regulation, the rules and regulations of the Board of Fire Underwriters, and OSHA standards.

### **SEX OFFENDER REGISTRATION REQUIREMENT NOTIFICATION:**

Illinois Compiled Statutes (730 ILCS 150/2) requires that any person who is required by law to register as a sex offender and who is either a student or an employee at an institution of higher education, must also register with the police department of the institution they are employed by or attending. For purposes of this act, a student or employee is defined as anyone working at or attending the institution for a period of five (5) days or an aggregate period of more than thirty (30) days during a calendar year. This includes persons operating as or employed by an outside contractor at the institution. Anyone meeting the above requirements is required to register at the Campus Police Department located in G1013, within five (5) days of enrolling or becoming employed. Persons failing to register are subject to criminal prosecution.

### **DAMAGE AND NEGLIGENCE:**

The Contractor agrees to indemnify and save harmless the College and employees from and against all loss, including costs and attorney's fees, by reasons or liability imposed by law upon the College for damages because of bodily injury, including death at any time resulting therefrom, sustained by any person or persons or on account of damage to property including loss of use thereof as provided in the General Conditions and Supplementary Conditions.

College shall not be responsible for damages, delays, or failure to perform on its part resulting from acts or occurrences of force majeure. "Force majeure" means any (a) act of God, landslide, lightning, earthquake, hurricane, tornado, blizzard, floods and other adverse and inclement weather conditions; (b) fire, explosion, flood, acts of a public enemy, war, blockade, insurrection, riot or civil disturbance; (c) labor dispute, strike, work slow down, picketing, primary boycotts, secondary boycotts or boycotts of any kind and nature, or work stoppages; (d) any law, order, regulation ordinance, or requirement of any government or legal body or any representative of any such government or legal body; (e) inability to secure necessary materials, equipment, parts or other components of the project as a result of transportation difficulties, fuel or energy shortages, or acts or omission of any common carriers; or (f) any other similar cause or similar event beyond the reasonable control of College.

**INVESTIGATION OF BIDDERS:**

The College will make any necessary investigation to determine the ability of the bidder to fulfill the proposal requirements. Joliet Junior College reserves the right to reject any proposal if it is determined that the bidder is not properly qualified to carry out the obligation of the contract.

**APPRENTICESHIP AND TRAINING PROGRAMS: NOT REQUIRED**

**SUBCONTRACTORS:**

Bidders must state on the proposal form all subcontractors he intends to use for this project. Failure to do so may be cause for rejection of bid.

**PREVAILING WAGE RATE: NOT REQUIRED**

**BID QUANTITIES:**

The College Board will reserve the right to increase or decrease, within reasonable limits, such quantities as need requires and at the unit price stated.

**BID AWARDS:**

The successful contractor, and/or any contractor shall not proceed on this bid until it receives a purchase order from the college. Failure to comply is the risk of that contractor.

**TERMINATION OF FUNDING:**

JJC's contractual obligations will be subject to termination and cancellation without penalty, accelerated payment, or other recoupment mechanism as provided herein in any fiscal year for which the Illinois General Assembly or other legally applicable funding source fails to make an appropriation to make payments under the terms of this Contract. In the event of termination for lack of appropriation, the Vendor shall be paid for services performed under this Contract up to the effective date of termination. JJC shall give notice of such termination for funding as soon as practicable after JJC becomes aware of the failure of funding.

**CHANGES TO CONTRACT AFTER BID AWARD:**

There shall be no deviations from any work without a written change order. All change orders must be approved by the Director of Business & Auxiliary Services or Vice President of Administrative Services as well as executed by the successful contractor.

If a change order or aggregate of change orders are 10% or more of the contract price, and such change orders are not approved, in writing, by either the Director of Business & Auxiliary Services or Vice President of Administrative Services, the successful contractor shall not be entitled to any type of compensation for services or materials provided.

**GENERAL:**

Joliet Junior College is committed to a policy of non-discrimination on the basis of sex, handicap, race, color, and national or ethnic origin in the admission, employment, educational programs, and activities it operates. Inquiries should be addressed to the Director of Human Resources.


The contractor (or vendor) shall agree to save and hold harmless the Joliet Junior College, the members of its College Board, its agents, servants and employees, from any and all actions or causes of action, or claim for damages, including the expense of defending suit, arising or growing out of the performance of, or failure to perform its contract.

This contract is subject to and governed by the rules and regulations of the Illinois Human Rights Act. The Customer reserves the right to request additional information after your proposal has been submitted.

**BLACKOUT PERIOD:**

After the College has advertised for bids, no pre-bid vendor shall contact any College officer(s) or employee(s) involved in the solicitation process, except for interpretation of bid specifications, clarification of bid submission requirements or any information pertaining to pre-bid conferences. Such bidders or sub-bidders making such request shall be made in writing at least seven (7) days prior to the date for receipt of bids. No vendor shall visit or contact any College officers or employees until after the bids are awarded, except in those instances when site inspection is a prerequisite for the submission of a bid. During the black-out period, any such visitation, solicitation or sales call by any representative of a prospective vendor in violation of this provision may cause the disqualification of such bidder's response.





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Janice Reedus  
Director of Business & Auxiliary Services

JOLIET JUNIOR COLLEGE  
ILLINOIS COMMUNITY COLLEGE DISTRICT #525  
(Business & Auxiliary Services)  
1215 Houbolt Road  
Joliet, Illinois 60431-8938  
Telephone: (815) 280-6640  
Fax: (815) 280-6631

**INFORMATION PERTAINING TO OUR BIDS CAN BE FOUND AT THE FOLLOWING WEBSITE:**  
<http://www.jic.edu/info/purchasing>

**QUESTIONS PERTAINING TO OUR BIDS CAN BE EMAILED TO:**  
[purchasing@jic.edu](mailto:purchasing@jic.edu)

**CERTIFICATION OF CONTRACT/BIDDER**

The below signed contractor/bidder hereby certifies that it is not barred from bidding on this or any other contract due to any violation of either Section 33E-3 or 33E-4 of Article 33E, Public Contracts, of the Illinois Criminal Code of 1961, as amended. This certification is required by Public Act 85-1295. This Act relates to interference with public contracting, bid rigging and rotating, kickbacks and bribery.

\_\_\_\_\_  
SIGNATURE OF CONTRACTOR/BIDDER

\_\_\_\_\_  
TITLE

\_\_\_\_\_  
DATE

THIS FORM **MUST** BE RETURNED WITH YOUR BID TO:

Joliet Junior College  
Illinois Community College District #525  
Director of Business & Auxiliary Services, Building A, Room 3102  
1215 Houbolt Road  
Joliet IL 60431

**Joliet Junior College  
Request for Bid**

**HIGH BANDWIDTH WIDE AREA NETWORK (WAN) CONNECTIVITY, INTERNET ACCESS &  
QUALITY of SERVICE (QoS) SERVICES**

**SPECIFICATIONS:**

The primary goal of is to secure the most reliable, efficient, and cost effective WAN, Internet access and VOIP service for students and teachers at all facility sites belonging to Joliet Junior College. The College is seeking a vendor to provide High Bandwidth Network WAN connectivity to support data, video and voice communication. It is anticipated that the College's need for additional bandwidth in the future will expand and the vendor's network must be able to accommodate these needs with easy and quick upgrades.

The College may award this service to more than one vendor. The service includes WAN connectivity between College facilities and the College's network hub. The vendors must provide information regarding the proposed service including installation schedules, exact standards to be adhered to, as well as detailed drawings showing cable and equipment locations.

The vendor proposed project shall be completed within three months of the award of the bid.

**Current Services**

Currently, Joliet Junior College has a 3 Gig Fiber connection provisioned at our main campus for remote campuses access. A one (1) Gig ENS connection is installed at two (2) of the five (5) college remote campuses, City Center, and Romeoville. A 100mb ENS connection is installed at three (3) of the five (5) college remote campuses, Weitendorf, Morris and Frankfort. All connect back to the college's main campus. Main campus provides enterprise-wide access to our internal network and provides Internet service for the entire Metropolitan Area Network for the college.

Current services are provided by Comcast. Renewal of existing or new recommendations from the existing carrier or service from a new carrier will be considered.

Joliet Junior College is part of the Illinois Century Network (ICN.) As a value added service to our community, Joliet Junior College shares our Internet service with several libraries, county and state municipalities and surrounding K-12 schools.

The following specifications are to be used as guidelines in quoting or recommending a proposed solution. Although specification changes are permitted, the quality of the product/services requested must be based upon industry standards at time of delivery.

**SUPPLIES AND/OR SERVICES REQUIRED**

One fiber-based, 100Megabit per second, point-to-point Ethernet connection between the ICN POP site and the College (Main Campus, 1215 Houbolt Road, Joliet, IL 60431).

- Service must be scalable and able to be upgraded.
- The College will not accept one-time installation or hardware charges/costs for any non-College owned fiber or equipment.
- Service must be synchronous at 100megabit per second transmit and receive.
- Vendor will supply, at their expense, a termination switch at A and Z end locations and fiber patch panel which will act as demarcation point.
- The contracted CIR (Committed Information Rate) must be guaranteed at 100Megabit per second.
- There must be no MAC address limits.
- Latency on the network may not exceed 27 milliseconds one way, end to end.
- Jitter may not exceed 12 milliseconds one way, end to end.

Vendor will perform site surveys for A and Z end locations, and fully document any and all requirements to Joliet Junior College regarding build, environmental, power, conduit, or other. Vendor will provide status reports on demand of the College.

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Request for Bid**

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QUALITY of SERVICE (QoS) SERVICES**

Vendor will monitor service for up-down status 24x7x365, and report to Joliet Junior College any existing or potential problems which would result in an interruption of service or degradation of service. In the event of an interruption of service, or during periods of a degradation of service, Vendor will provide hourly updates on repair status, and provide status on demand of the College. Vendor will work with the technical staff of the College as necessary to resolve problems with the service. Vendor will provide the College with details of their monitoring procedures/processes and helpdesk services.

All pricing must include installation, setup, configuration and maintenance fees. When installation is complete, vendor's connectivity equipment (which may include but not be limited to routers) must be connected to the existing College network.

**Quality of Service**

The network must provide high bandwidth and the means to support data, voice and video communications simultaneously. As such it must provide and support QoS (Quality of Service). The network must support multiple QoS standards and prioritization queues across the links.

If a shared media service, queuing must be provided within the provider's equipment based on Layer 2 QoS settings established by the College.

**Network Monitoring**

The vendor must describe the resources they will use to monitor, manage and repair equipment infrastructure at all locations. Access to bandwidth utilization information (real-time and historical) must be available to the College.

**Expandability**

Expanding bandwidth needs to be simple and inexpensive.

**SLS (Service Level Stipulations)**

The vendor will include in their proposal a written response to the items as listed below:

The vendor shall describe the Network Operations Center (NOC) that will support the College's network. Description shall include location, hours of operation, what trouble ticket software is utilized, and at what priority level of service (including level of entry) the College support calls (by phone, e-mail, or web) will be handled as vs. other NOC customers.

The vendor shall describe what system they propose to use for the College's service change requests and/or request for information as to the status of the College's network operations

The vendor shall describe what system they propose to use for the College's service change requests and/or request for information as to the status of the College's network operations.

The vendor shall describe any provisions for Quality of Service (QoS) to be provided. These QoS provisions should include, but not be limited to, connections and applications (voice, data and video).

The vendor shall provide documentation of personnel qualifications that will be providing the services under this contract to include Project Management Engineers and Technicians.

The vendor shall provide router/modem switches and devices that are current and supported. (At no time will the College accept or allow the awarded contractor to install end of life hardware or software). All Vendor supplied devices must be configurable with all devices currently on the JJC WAN.

The vendor shall describe their SNMP and TFTP access for JJC technical personnel.

The vendor shall describe the College's access to current and historical utilization reports.

The vendor shall describe their Access list and QoS functionality management.

The vendor MUST include a network diagram.

The vendor must describe their monthly reporting capabilities which at a minimum should include a report for each site containing network jitter, latency and packet loss.

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The vendor shall provide a detailed Service Level Agreement for the College's network, to include uptime, response time and bandwidth throughput guarantees (Vendor must provide a toll free number for technical support 24/7/365).

The vendor must describe whether scheduled bandwidth services are committed rates.

The vendor shall indicate what bursting margins exist for each bandwidth category.

The vendor shall provide a list of other networks that they currently manage similar to the College's in size and scope.

**Wide Area Network (WAN)**

Provide leased WAN to connect all segmented remote sites listed below. Proposals should include options for full duplex, 100 MB connectivity and 1GB bandwidth speeds. The Vendor must also provide Layer 3 routing and Quality of Service (QoS) throughout the WAN segments to ensure highly reliable VOIP, data and video. If a fiber optic WAN is not cost effective, the Vendor may propose a solution that will provide Full Duplex Service to the listed sites. The Vendor may also propose a lease to own option.

Segment 1 JJC WAN to Romeoville

Segment 2 JJC WAN to City Center

Segment 3 JJC WAN to Morris

Segment 4 JJC WAN to Weitendorf

Segment 5 JJC WAN to Frankfort

**Internet Access**

Provide leased internet access services through our ISP (ICN) using a minimum of 100MB to the internet, which will be shared between all Joliet Junior College locations, with list pricing options for increasing bandwidth. Vendor must provide a centralized access point to the Internet at the Main Campus site at 1215 Houbolt Road, Joliet, IL 60431 and then distribute access to education facilities. Vendor must provide optional pricing for redundant connection for Disaster Recovery.

**Availability of Services**

The Vendor should be prepared to guarantee the availability of all services (Internet and WAN) at 98% as calculated by the following formula:

$$\frac{(\text{Hours in a day}) \times (\text{days in a month}) \times (\text{number of sites}) - (\text{outage time in hours})}{(\text{Hours in a day}) \times (\text{days in a month}) \times (\text{number of sites})}$$

The Vendor should also be prepared to guarantee the throughput of the network meets the quoted rate, taking into account normal network overhead, 98% of the time. Vendor must propose and the College must agree upon a throughput measurement tool to measure and ensure compliance with this requirement. The Contractor will be required to provide monthly report and ad hoc reports, as needed, to the College to enable them to assess network usage trends. Payment will not be made by the customer for network outage time that exceeds 2 percent on a per site basis.

System and services must be installed, tested, and fully operational to all specified sites within three months of the award of the bid. If the system is not operational by that time, the Contractor must provide alternative connectivity to all specified locations at the Contractor's cost.

The College reserves the right to terminate the contract and reward services to the next qualified Vendor if the system and services are not available at the time and date specified above. Service activation must be transparent and any down time required to activate the system and services must be approved by the College.

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Request for Bid**

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The Vendor must provide documentation on the resources they will use to manage monitor, and repair equipment and infrastructure at all locations.

The College reserves the right to cancel the contract with the Contractor for nonperformance at any time during the contract period. Nonperformance includes but is not limited to failure to supply good quality service, failure to provide services for the full term of the contract, installation performance, poor billing and customer service services, and failure to maintain status as an authorized representative of services.

**Implementation**

The College requires that all provisioning of services be conducted and completed in 90 to 120 Days.

**Service Orders**

The College will have a single point of contact for placing all orders. Regardless of the nature of an order the College will only be required to deal with one person (or department). The vendor will be required to provide complete internal coordination (between departments, if required) of any order for service.

**Proposer must provide complete descriptions in response to items 2.12 through 2.16 below.**

**Repair**

The College will have a single point of contact for reporting trouble. Regardless of the nature of a service disruption, the College will only be required to deal with one person (or department). The vendor will be required to provide complete internal coordination (between departments, if required) to completely resolve the trouble. Provide a statement as to any policies regarding guaranteed response times and/or guaranteed repair intervals from the time trouble is reported.

**Escalation Procedures**

Provide a formalized escalation procedure including telephone numbers for the following services. Include a description of what additional resources and the impact on a problem that these procedures will have.

- a. Billing
- b. Service Outages
- c. Installation of new services

**Network**

Provide a description of the network that would be serving the College. Identify those components that are owned and operated solely by your company and those that are either owned and/or operated by another company (or companies).

Explain why you believe that your company's network design is superior (e.g. more robust; less prone to failure) to others.

**Contract**

The College will enter into an agreement of no longer than 60 months with the successful vendor. During the term of the agreement the Joliet Junior College will have the right to replace any agreement with the vendor with one that is more favorable to the College for a period not to exceed the term of the original agreement.

A sample contract must be included with your proposal.

**Qualification Requirements**

In the best interest of JJC, a minimum set of qualifications is required from each participating Vendor. The possession of these qualifications will ensure that JJC receives efficient, reliable, and professional service. Preference will be given to Vendors with the most experience in WAN/Internet operations within a College or University educational environment.

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QUALITY of SERVICE (QoS) SERVICES**

**Qualifications of Vendor:** Vendors shall have a minimum of three (3) years' experience designing and installing systems or services of similar size and scope as those covered by this bid. The Vendor shall provide a minimum of three (3) references for those installations including two (2) installed systems that have been in continuous and satisfactory operation for at least three (3) years. The Vendor shall submit as proof, supporting documentation including names, addresses and telephone numbers of the personnel who can be contacted regarding the installed systems or services.

**Qualifications of Personnel:** Installation personnel shall have a minimum of three (3) years' experience in the installation of network equipment to include switches, firewalls and routers. Technicians shall have been trained and experienced on the specific equipment to be used. The Vendor shall submit as proof, supporting documentation of name, time employed by the Vendor, and a list of training and experience of actual personnel assigned to perform the services of this bid.

Vendors wishing to submit a response to this bid must meet, at a minimum, but, not limited to, the following requirements and submit proof of meeting these requirements with proposal submissions.

- Vendor must have at least three years' experience in implementation and support of WAN operations in a College or University environment in Illinois.
- Vendor must have employed on staff a minimum of two Certified Networking Engineers, or equivalent, in respect to their proposed solution.
- Vendor must be able to provide remote support of the entire system.
- Vendor must be able to provide on-site maintenance using experienced and qualified personnel.
- Vendor must provide a network diagram and description of the network design including transport speeds between each location.
- Vendor must submit at least three references from Colleges or Universities who can verify successful completion of similar projects (WAN\Internet).
- Vendor must provide a toll free number for technical support with 365/7/24 support.
- Vendor must provide a transition\implementation plan clearly defining and describing the activities and timelines necessary to complete implementation of each of the services (WAN, Internet) at all of the requested sites.

It is understood that, except as otherwise specifically stated in this bid, the Contractor shall provide and pay for all materials, labor, tools, equipment, transportation, temporary construction of every nature and all other services and facilities of every nature whatsoever, necessary to execute, complete and deliver the work within the specified time. Licenses necessary for the execution of the work shall be secured and paid for by the Contractor.

The Contractor shall protect all buildings, furniture, equipment, personal items, trees, shrubs, lawns and all landscaping on school property from damage. Any damaged property shall be repaired or replaced at the Contractor's expense. This shall include, but not be limited to, all restoration (leveling, sod, etc.) of grounds broken up during the installation of this network. The Contractor and his representatives shall follow all applicable school regulations while on College property, including the no smoking, no weapons, and drug free policies. No work shall interfere with school activities or environment unless permission is given by the College or person in charge. All Contractor personnel shall be easily identified by the use of identification badges and uniforms or shirts with the Contractor's logo clearly visible.

Contractor must maintain compliance with the specifications of this proposal throughout the life of any awarded contract.

**Site Additions/Deletions**

The College reserves the right to add sites, upgrade service at sites, or delete service from sites as it deems in its' best interest.

**Joliet Junior College  
Request for Bid**

**HIGH BANDWIDTH WIDE AREA NETWORK (WAN) CONNECTIVITY, INTERNET ACCESS &  
QUALITY of SERVICE (QoS) SERVICES**

The Proposer shall furnish, but not be limited to, labor, materials, supplies and expertise necessary to provide the services as outlined in the Purpose/Scope of bid. Please complete this pricing sheet.

Five Year Contract. Provide Internet Service to the Main Campus demark (Proposal should include a technical summary about WAN connectivity).	Monthly/Annual Costs
100 Mb	\$
1GB	\$

WAN Connectivity, 5 year Contract Segment 1, Romeoville to JJC WAN (Proposal should include a technical summary about WAN connectivity).	Monthly/Annual Costs
100 Mb	\$
1GB	\$

WAN Connectivity, 5 year Contract Segment 2, City Center to JJC WAN (Proposal should include a technical summary about WAN connectivity).	Monthly/Annual Costs
100 Mb	\$
1GB	\$

WAN Connectivity, 5 year Contract Segment 3, Morris to JJC WAN (Proposal should include a technical summary about WAN connectivity).	Monthly/Annual Costs
100 Mb	\$
1GB	\$

WAN Connectivity, 5 year Contract Segment 4, Weitendorf to JJC WAN (Proposal should include a technical summary about WAN connectivity).	Monthly/Annual Costs
100 Mb	\$
1GB	\$

WAN Connectivity, 5 year Contract Segment 5, Frankfort to JJC WAN (Proposal should include a technical summary about WAN connectivity).	Monthly/Annual Costs
100 Mb	\$
1GB	\$



**Joliet Junior College  
Request for Bid**

**HIGH BANDWIDTH WIDE AREA NETWORK (WAN) CONNECTIVITY, INTERNET ACCESS &  
QUALITY of SERVICE (QoS) SERVICES**

Please select the preferred payment method(s) below (select all that apply). This selection will apply to all payments from Joliet Junior College.

\_\_\_\_\_ P-Card (Credit Card)

\_\_\_\_\_ E-Check (Direct Bank Deposit)

\_\_\_\_\_ Please the following individual with information on e-check payment registration:

\_\_\_\_\_ at \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ X \_\_\_\_\_  
NAME PHONE NUMBER EXTENSION

\_\_\_\_\_ We have already emailed a completed Electronic Funds Transfer Authorization Agreement to [accountspayable@jjc.edu](mailto:accountspayable@jjc.edu).

The Electronic Funds Transfer Authorization Agreement is available online at: [jjc.edu/financial-services/Pages/accounts-payable.aspx](http://jjc.edu/financial-services/Pages/accounts-payable.aspx)

To make changes to your currently selected payment method, please contact Joliet Junior College's Accounts Payable Department at 815-280-2260 or [accountspayable@jjc.edu](mailto:accountspayable@jjc.edu).

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Firm

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Authorized Signature

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City State Zip

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Date ( ) Phone Number

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E-mail Address

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FAX

Bid results can be viewed at [www.jjc.edu/info/purchasing](http://www.jjc.edu/info/purchasing)