



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 **MYJJC SHAREPOINT CONSULTING** pursuant to specifications.

PROPOSALS:

Proposals will be received and publicly read aloud by the Joliet Junior College District #525, Joliet, Will County, Illinois, at the virtual link, date and time designated on the college website. You are invited to be present if you so desire.

DATE: OCTOBER 15, 2020

FAXES ARE NOT ACCEPTABLE

TIME: 1:00 PM

Proposals received after this time will not be accepted.

Proposals must be submitted through the ESM Solutions electronic sourcing site. Please note that all vendors will have to complete an on-line registration process prior to submitting your proposal. A step-by-step supplier registration guide is posted to the college's website for your reference. General supplier guides are also available on the ESM website. If you have any questions during the registration process, contact ESM Solutions Customer Support (877) 969-7246 Option 3.

Registration Link:

<https://supplier.esmsolutions.com/registration#/registration/contactInformation/>

General Supplier Guide (ESM Documents):

<https://support.esmsolutions.com/hc/en-us/sections/115000917048-Supplier-Guides>

Supplier Registration Guide (JJC Document):

<https://www.jjc.edu/sites/default/files/Purchasing/FY2019/Supplier%20Registration%20Screenshots%20Final.pdf>

BID: MYJJC SHAREPOINT CONSULTING

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 No bid shall be modified, withdrawn, or cancelled for sixty (60) days after the bid opening date without the consent of the College Board of Trustees.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 \(BEP\)](http://www2.illinois.gov/cms/business/sell2/bep/Pages/default.aspx) 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 as "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:

Consulting and Professional Services – IT Insurance Requirements

Worker's Compensation (Coverage A) as required by Illinois statutes, for all employees engaged in the work.

Employers' Liability Insurance (Coverage B) – Minimum of \$500,000

Commercial Liability, Bodily Injury and Property Damage Insurance against any claim(s), which might occur in carrying out the services, referenced in this RFP. Minimum coverage will be ONE MILLION DOLLARS (\$1,000,000) liability for bodily injury and property damage including product liability and completed operations.

Motor Vehicle Insurance for all owned, non-owned and hired vehicles that are used in carrying out the services described in this RFP. Minimum coverage shall be ONE MILLION DOLLARS (\$1,000,000) per occurrence combined single limit for automobile liability and property damage.

Professional Liability (Errors and Omissions Liability), including Network Security and Privacy Liability: The policy shall cover professional misconduct or lack of ordinary skill for those positions defined in the scope of services of this contract.

In the event that the professional liability insurance require *by* this contract is written on a claims-made basis, Contractor warrants that any retroactive date under the policy shall precede the effective date of this contract; and that either continuous coverage will be maintained or an extended discovery period will be exercised for a period of two (2) years beginning at the time work under this contract is completed.

If such insurance is maintained on an occurrence form basis, Contractor shall maintain such insurance for an additional period of one (1) year following termination of contract. If such insurance is maintained on a claims-made basis, Contractor shall maintain such insurance for an additional period of three (3) years following termination of the contract.

If Contractor contends that any of the insurance it maintain pursuant to other sections of this clause satisfies this requirement (or otherwise insures the risks described in this section), then Contractor shall provide proof of same.

The insurance shall provide coverage for the following risks:

- Liability arising from theft, dissemination, and/ or use of confidential information (a defined term including, but not limited to, bank account and credit card account information and personal information, such as name, address, social security numbers, etc.) stored or transmitted in electronic form
- Network security liability arising from the unauthorized access to, use of, or tampering with

computer systems, including hacker attacks or inability of an authorized third party to gain access to your services, including denial of service, unless caused by a mechanical or electrical failure

- Liability arising from the introduction of a computer virus into, or otherwise causing damage to, a customer's or third person's computer, computer system, network, or similar computer-related property and the data, software, and programs thereon.

Additional Requirements:

- The policy shall provide a waiver of subrogation
- The policy shall be endorsed to include additional insured language, such as: "Joliet Junior College, its affiliated organizations, successors, or assignees and its officials, trustees, employees, agents, and volunteers shall be named as additional insureds with respect to liability arising out of the activities performed by, or on behalf of, the Contractor."

Minimum Limits	
Per Loss	\$1,000,000
Aggregate	\$1,000,000

Crime Coverage, if applicable: Coverage shall include employee dishonesty, forgery, or alteration and computer fraud. If Contractor is physically located on Joliet Junior College premises, third-party fidelity coverage extension shall apply.

The policy shall include coverage for all employees of the Contractor.

- The bond or policy shall include coverage for extended theft and mysterious disappearance.
- The bond or policy shall not contain a condition requiring an arrest and conviction.

Minimum Limits	
Per Loss	\$1,000,000.00

Additional Insurance Requirements: The policies shall include, or be endorse to include, the following provisions:

1. On insurance policies where Joliet Junior College is named as an additional insured, Joliet Junior College shall be an additional insured to the full limits of liability purchased by the Contractor, even if those limits of liability are in excess of those required by this contract.
2. The Contractor's insurance coverage shall be primary insurance and non-contributory with respect to all other available sources.

Notice of Cancellation: Each insurance policy required by the insurance provisions of this contract shall provide the required coverage and shall not be suspended, voided, or canceled except after thirty (30) days' prior written notice has been given to Joliet Junior College, except when cancellation is for non-payment of premium; then ten (10) days' prior notice may be given. Such notice shall be sent directly to Joliet Junior College, **attention to Robert Galick, Vice President of Administrative Services, at 1215 Houbolt Road, Joliet, IL, 60431**. If any insurance company refuses to provide the required notices, the Contractor or its insurance broker shall notify Joliet Junior College of any cancellation, suspension, or non-renewal of any insurance within seven (7) days of receipt of insurers' notification to that effect.

Acceptability of Insurers: Insurance is to be placed with insurers duly licensed or authorized to do business in the state of Illinois and with an "A.M. Best" rating of not less than A- VII. Joliet Junior

College in no way warrants that the above-required minimum insurer rating is sufficient to protect the Contractor from potential insurer insolvency.

Verification of Coverage: Contractor shall furnish Joliet Junior College with certificates of insurance (ACORD form or equivalent) as required by this contract. The certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf.

All certificates and any required endorsements are to be received and approved by Joliet Junior College before work commences. Each insurance policy required by this contract must be in effect at or prior to commencement of work under this contract and remain in effect for the duration of the project. Failure to maintain the insurance policies as required by this contract or to provide evidence of renewal is a material breach of contract.

All certificates required by this contract shall be sent directly to Joliet Junior College at the address shown. The project/ contract number and project description shall be noted on the certificate of insurance. Joliet Junior College reserves the right to require complete, certified copies of all insurance policies required by this contract at any time.

Subcontractors: Contractors' certificate(s) shall include all subcontractors as additional insureds under its policies, or Contractor shall furnish to Joliet Junior College separate certificates and endorsements for each subcontractor. All coverages for subcontractors shall be subject to the minimum requirements identified above.

Approval: Any modification or variation from the insurance requirements in this contract shall be made by the risk management department or the Vice President of Administrative Services, whose decision shall be final. Such action will not require a formal contract amendment, but may be made by administrative action.

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.

DISCLOSURE:

Vendor shall note any and all relationships that might be a conflict of interest and include such information with the bid.

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.

Governing law must be Illinois. Agreement shall be litigated only in the Circuit Court 12th Judicial Circuit, Will County, Illinois. Payments are subject to the Illinois Prompt Payment Act.

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.



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.ijc.edu/community/vendors>

QUESTIONS PERTAINING TO OUR BIDS MUST BE SUBMITTED IN THE ESM BIDDING TOOL

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 ELECTRONICALLY AS AN ATTACHMENT WITH YOUR BID

**Joliet Junior College
Request for Bid
MYJJC SHAREPOINT CONSULTING**

Scope of Work

Please provide a statement of work to support JJC patch implementation and augment the JJC team by providing SharePoint, SQL, and Microsoft Server administrative support.

JJC runs their Student and Staff portal leveraging Ellucian's Education Portal solution. The solution is built on a SharePoint. The SharePoint application, pages, and configuration works in conjunction with Ellucian portal product. (<https://www.ellucian.com/higher-education-portal/>)

The plan is for the vendor to first apply the appropriate patches quarterly on our test servers. Patches may include updates we identify for the Server Operating System, SharePoint, SQL Database, or Colleague Portal Application. They will ensure the functionality of the system returns and work with JJC to issues the patching broke (if any). Once the patching is verified, the vendor will assist in packaging and implementing the patching in production during an outage window. Upon implementing, the vendor will work to support JJC to fix any issues the patching may have broken in production. In addition to patching, some additional assistance in SQL backups are required. In addition, the vendor will perform two loads (2) of data and configuration from production and test to ensure synchronization of the production and test environments

As part of the proposal please indicate number of hours/rate per hour needed in advance to understand details about our environment; see 'Onboarding' section below for detailed information surrounding this requirement. The proposal should clearly state work proposed onsite or remote and costs associated (if any) with work onsite. In addition, the vendor should note that JJC's production patching will be done during off hours and/or on a weekend. Vendor will perform four (4) executions of patches for production and test environments during the scope of this RFP, with production patching being performed over a planned portal outage weekend.

The awarded vendor must be a Microsoft Gold Partner. As part of the proposal, vendors should include proof of Microsoft partnership, hourly rates and team member bios. Please clearly identify the specific role(s) of each team member. Members the vendor bids for this proposal will require administrative access and must comply with the guidelines in outlined in the "Outside Party Administrative access" section below.

The desire is to have a quote for not to exceed funding requirements required to partner with JJC to successfully patch their test and production environments.

Outside Party Administrative Access

Joliet Junior College reserves the right to request a background check for any individual with administrative access. Access cannot be granted to subcontractors of the contracted firm, only to direct employees of the awarded firm. The college will not grant administrative-level access to individuals located outside of the United States for security measures.

Firms must be willing to sign the college's Third Party Network Connection Agreement. A sample agreement has been included within the bid documents for your reference.

JJC's Environment

The JJC Production Farm is made up of 5 servers and the test environment is made of four. They are effectively the same environment, although JJC does not use a cache server in test.

Production Servers	Test Servers
Application Server	SQL DB server
Web Front End 1	Web Front End 1
Web Front End 2	Web Front End 2
SQL DB Server	Application/Index

Joliet Junior College
Request for Bid
MYJJC SHAREPOINT CONSULTING

Roles and Responsibilities

Task	Roles and Responsibilities
Server Windows Patching	Vendor
SQL Server Patching	Vendor
SQL Server Maintenance	Vendor
SharePoint Farm Servers Patching	Vendor
SharePoint Farm Servers Maintenance	Vendor
Production to Test Environment Cloning	Vendor
Ellucian Colleague Portal Patching/Maintenance	JJC(Colleague Server)/Vendor (SharePoint)
Post Patching Validation	JJC
Any Needed Support	JJC
Any 3 rd Party Software Issues	JJC

Joliet Junior College
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MYJJC SHAREPOINT CONSULTING

Onboarding

Bidders must provide an hourly rate and estimated number of hours to complete the following tasks.

- a. Introduction to key stakeholders, JJC IT staff, and background on the portal project and Title III goals.
- b. Learning the infrastructure and architecture of our JJC portal and how all the servers relate to each other. This would be for both our test and production environments.
- c. Detailed learning of the Ellucian portal architecture and the issues JJC has in setting constituencies for the MYJJC SharePoint settings
- d. Review and fully understand of how to take over what work has been done by past contractors as it relates to:
 - a. Server Patching including servers used for our SharePoint environment and our interdependence to Colleague patch schedules
 - b. Database backups
 - c. Detailed understanding of the test plans what we need from them and our stakeholders on our pre-patch and post patch testing
 - d. Understanding of test scripts and approaches for portal workflow testing and remediation.
 - e. The architecture, configuration and details needed to support of Single Sign On setup
- e. Review the issues logs associated with go live and updates to insure they are familiar with JJC's problem areas./ critical areas to fix or test first – Testing Center, Disability Services to name some
- f. Review, learn, and be in position to debug/support all the custom portlets, workflows, integrations and forms created for JJC' s portal including:
 - a. Canvas web part and SSO
 - b. Halogen SSO
 - c. Custom (written in C#) Portal Canvas Icampus Portal API
 - d. JJC academic tracker
 - e. Makeup test / icampus test
 - f. People picker in forms
 - g. JJC developed forms
- g. Be setup through security for remote access to our systems and understanding of IT policies and security
- h. Be setup with Ellucian Colleague a JJC vendor for access to Ellucian hub documentation

Patching scope

The test and production server farm need to be patched including:.

- a. Windows Patching/Upgrades
- b. SharePoint Farm Server Patching
- c. SQL Server patching and additional help in backup
- d. Colleague Portal Application SharePoint Patching in conjunction with Portal Server Application

Joliet Junior College
Request for Bid
MYJJC SHAREPOINT CONSULTING

Tasks Performed by JJC Team

Below are JJC Tasks to be completed

- a. Patching of Ellucian Colleague in conjunction with vendor
- b. Server level backups will be performed by JJC team.
- c. For servers that are VM's, JJC team will have VM Backups/Snapshot.
- d. Post Patching Validation using test script.

Tasks Performed by Vendor

- a. Analyze Test & SharePoint farms for required patching
- b. Run pre-patching reports to compare with post patching reports
- c. Backups to be done
- d. SharePoint configuration folder backup.
- e. SQL Server Backups from SQL Server Maintenance jobs
- f. SQL Server Tasks
- g. Configure SQL Server Maintenance jobs
- h. Monitor SQL Server Backups
- i. Windows Patching Update servers to latest patch level
- j. Cloning of SharePoint environments configuration and database environments to keep production and test synchronized in versions and functionality
- k. SQL Server Patching
- l. SharePoint farm patching : Update the path to latest SharePoint 2013 patches
- m. Post Patching High level validation & report generation.
- n. Post Patching monitoring
- o. Assistance in analyzing current set up of student and users from Ellucian Colleague system to SharePoint configuration database, to assist JJC is correcting current issues with process and the redesign of the authentication process in a subsequent statement of work (SOW)
- p. An open bucket of 8 hours support to be used as needed.

MAIN AREAS FOR THIS ONE-YEAR BLOCK OF HOURS

- Provide support for JJC patch implementation and augment the JJC team by providing SharePoint, SQL, and Microsoft Server administrative support two times during the year. Patching support needs to be provided off-hours.
- Support for two (s) synchronization of JJC's production and test environments configurations and database. JJC desires to do the first synchronization early in the engagement.
- Provide expertise to help support Portal and Canvas integrations and Single Sign-On (SSO) authentication to and from our ADFS/SAML based SharePoint portal and third-party systems.
- Assistance to understand how Ellucian's portal product updates the SharePoint configuration database which enable user authentication. Vendor will work with JJC to create a scope of work for a subsequent activity to correct issues with the current integration, and decouple our authentication from Ellucian portal and create a process to populate the SharePoint configuration databases from ADFS or other appropriate data sources.
- Provide JJC team with more training on SharePoint template design, and SharePoint form design. Making forms compatible with SharePoint 2016 and provide SharePoint form development best practice guidelines and suggestions.
- Coordinate with JJC to support Ellucian Portal patching and version upgrades, and move custom iCampus API to Ellucian capabilities packaged in Portal Application
- Provide training to the JJC staff on making changes/modifications to any built web parts or updates

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AMONG OTHER TASKS, THE REMAINING BLOCK OF HOURS MAY BE USED FOR:

- Assistance in tuning, administration, backup creation, and other administration tasks for SharePoint server farm
- Periodic troubleshooting of mission critical applications that interface with the SharePoint based portal application.

The awarded vendor is responsible to provide a quote reflecting the hourly rate provided in this bid for JJC approval before the start of each individual project. The college is not responsible to fund work which has not been approved in advance.

This agreement will begin at the time of the bid award for a one-year period with the option to renew for one additional one-year term upon the agreement of both parties.

You will be asked to provide the following in ESM based on the information provided within the bid documents.

Description
Hourly Rate to complete the items encompassed within the entire scope of work & entire term of the contract.
Number of hours needed to complete entire scope of work.
Total Project Cost

Bidders must also provide a copy of the company's rate card for reference purposes only.

- ☐ We are a Microsoft Gold Partner.
- ☐ We have included a copy of our company's rate card.

Bid results can be viewed at www.jjc.edu/community/vendors