



JOLIET JUNIOR COLLEGE
—1901—

Request for Proposal for
Transforming MYJJC Portal to a Cloud Architecture



JOLIET JUNIOR COLLEGE

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Joliet Junior College
Request for Proposal

RFP Opening October 1, 2021

Background

Joliet Junior College (JJC), the nation's first public community college is a comprehensive community college. The college offers pre-baccalaureate programs for students planning to transfer to a four-year university, occupational education leading directly to employment, adult education and literacy programs, work force and workplace development services, and support services to help students succeed. The College has a combined total of 14,649 full time and part time students enrolled in spring 2020 classes and 1,478 staff on its main campus located within the city of Joliet, and its 5 extension campuses located in Romeoville, Morris, Frankfort, Weitendorf, and City Center in downtown Joliet.

JJC is the only public postsecondary institution within District 525 boundaries. JJC is located approximately 45 miles south of Chicago, the third largest city in the United States. Today, the 1,442-square mile district serves over 700,000 residents in Will, Grundy, Kendall, LaSalle, Kankakee, Livingston, and Cook counties. Multiple locations exist to serve residents throughout the district. The College consists of one (1) main campus (2) extended campuses, three (3) education centers, and multiple satellite locations throughout the district. JJC has approximately 15,000 students per year enrolled in credit courses.

Vision Statement

Joliet Junior College is the first choice for learning, working and cultivating pathways to prosperity.

Mission Statement

Joliet Junior College inspires learning, strengthens communities and transforms lives.

OVERVIEW

The Board of Trustees of Joliet Junior College (hereinafter, "JJC") is requesting proposals from Providers for services relating to Transforming MYJJC Portal to a Cloud Architecture.

Additional scope is discussed in the **SCOPE OF WORK** section of this proposal.



I. RFP SCHEDULE

Date (2021)	Event
September 17, 2021	Vendors contacted via email / advertised
September 24, 2021 at 2:00 pm	Last date/time for submission of written questions through the ESM sourcing solutions tool under the Q & A section.
September 28, 2021	Responses to questions will be addressed through the ESM sourcing solutions tool under the Q & A section.
October 1, 2021 at 2:00 pm	Proposals must be submitted electronically through the ESM Solutions electronic sourcing site.
October 4 – October 15, 2021	JJC Evaluation Team reviews proposal
Week of October 18, 2021	Possible presentations by two top short-listed firms
November 11, 2021	Notification of Award

II. INSTRUCTIONS TO VENDORS

ADVICE: The department responsible for this RFP is the Business and Auxiliary Services located at Campus Center, Building A, Room 3100, 1215 Houbolt Rd., Joliet, IL 60431-8938. The JJC contact will be Senior Director of Business & Auxiliary Services, telephone (815) 280-6640.

Questions concerning this RFP will be answered if sent through the ESM sourcing solutions tool, under the Q & A section for the solicitation on or before **September 24, 2021** before 2:00 p.m. CST.

All questions and answers will be published on the ESM sourcing tool in the Q&A section by end of business day on **September 28, 2021**.

SUBMISSION: the submission of a response shall be prima facie evidence that the supplier has full knowledge of the scope, nature, quality of work to be performed, the detailed requirements of the project, and the conditions under which the work is to be performed. Indicate if any part of your response is Confidential and should not be made public.

Faxed and hard copy proposals ARE NOT acceptable. All RFPs must be submitted by the date and time of public opening (see above). All proposals must be submitted electronically through the ESM Solutions electronic sourcing site. Please note that all vendors will have to complete an



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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>

Please note the electronic sourcing tool will allow you to attach supporting documentation.

RFPs not submitted in the format as instructed by this RFP will not be accepted.

RFPs received after the date and time specified shall be considered LATE, and shall not be opened.

Accuracy of Proposals / Withdrawal of Proposals prior to RFP Opening: Proposals will represent a true and correct statement and shall contain no cause for claim of omission or error. Proposals may be withdrawn in writing or by facsimile (provided that the facsimile is signed and dated by vendor's authorized representative) at any time prior to the opening hour. However, no proposal may be withdrawn for a period of one hundred twenty (120) days subsequent to the opening of the RFP without the prior written approval of the Director of Business and Auxiliary Services or Joliet Junior College.

ADDENDA: The only method by which any requirement of this solicitation may be modified is by written addendum.

PROPOSAL DUE DATE: The proposal must be received through the ESM sourcing solution on or before **October 1, 2021 at 2:00 pm.**

INSURANCE:

The supplier performing services for JJC shall:

Maintain worker's compensation insurance as required by Illinois statutes, for all employees engaged in the work.

Maintain 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 TWO MILLION DOLLARS (\$2,000,000) liability for bodily injury and property damage including product liability and completed operations.

Provide motor vehicle insurance for all owned, non-owned and hired vehicles that are used in



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carrying out the services described in this RFP. Minimum coverage shall be TWO MILLION DOLLARS (\$2,000,000) per occurrence combined single limit for automobile liability and property damage.

TAXES:

JJC is exempt from all federal excise, state and local taxes unless otherwise stated in this document. In the event taxes are imposed on the services purchased, JJC will not be responsible for payment of the taxes. The supplier shall absorb the taxes entirely. Upon request, JJC's Tax Exemption Certificate will be furnished.

INDEMNIFICATION:

The supplier shall protect, indemnify and hold JJC harmless against any liability claims and costs of whatsoever kind and nature for injury to or death of any person or persons and for loss or damage to any property occurring in connection with or in any incident to or arising out of occupancy, use, service, operations or performance of work in connection with the contract, resulting in whole or in part from the negligent acts or omissions of the supplier.

DISCLOSURE:

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

TERM OF CONTRACT:

The consulting Master Service Agreement which results from this RFP, shall be for a period of 3 year(s) from the date of the contract signing.

BLACKOUT PERIOD:

After the College has advertised for proposals, no pre-proposal vendor shall contact any College officer(s) or employee(s) involved in the solicitation process, except for interpretation of specifications, clarification of bid submission requirements or any information pertaining to prebid conferences. Such vendors making such request shall email Janice Reedus, Senior Director of Business & Auxiliary Services, at purchasing@jjc.edu No vendor shall visit or contact any College officers or an employee until after the proposal is awarded, except in those instances when site inspection is a prerequisite for the submission of a proposal. 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

III. GENERAL TERMS AND CONDITIONS

Applicability: These general terms and conditions will be observed in preparing the proposal to be submitted.



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Purchase: After execution of the contract, purchases will be put into effect by means of purchase orders or suitable contract documents executed by the Senior Director of Business and Auxiliary Services.

Right to Cancel: JJC may cancel contracts resulting from this RFP at any time for a breach of any contractual obligation by providing the contractor with thirty-calendar days written notice of such cancellation. Should JJC exercise its right to cancel, such cancellation shall become effective on the date as specified in the notice to cancel.

Governing Law and Venue: This contract shall be construed in and governed under and by the laws of the State of Illinois. Any actions or remedies pursued by either party shall be pursued in the State and Federal Courts of Will County, Illinois, only after Alternate Dispute resolution (ADR) has been exhausted.

Dispute Resolution: JJC and the contractor shall attempt to resolve any controversy or claim arising from any contractual matter by mediation. The parties will agree on a mediator and shall share in the mediation costs equally.

Costs: All costs directly or indirectly related to preparation of a response or oral presentation, if any, required to supplement and/or clarify a proposal shall be the sole responsibility of and shall be borne by the vendor.

Proprietary Information: Vendor should be aware that the contents of all submitted proposals are subject to public review and will be subject to the Illinois Freedom of Information Act. All information submitted with your proposal will be considered public information unless vendor identifies all proprietary information in the proposal by clearly marking on the top of each page so considered, "Proprietary Information." The Illinois Attorney General shall make a final determination of what constitutes proprietary information or trade secrets. While JJC will endeavor to maintain all submitted information deemed proprietary within JJC, JJC will not be liable for the release of such information.

Illinois Department of Human Rights Act

The parties to any contract (inclusive of subcontractors) resulting from this RFP hereto shall abide by the requirements of Executive Order 11246, 42 U.S.C. Section 2000d and the regulations thereto, as may be amended from time to time, the Illinois Human Rights Act, and the Rules and Regulations of the Illinois Department of Human Rights. Any vendor awarded a contract as a result of this RFP must comply with the Illinois Department of Human Rights Equal Opportunity Act/Rules Sections 750.5 and 5/2-105.

Sexual Harassment Policy

Pursuant to Section 50-80 of the Illinois Procurement Code, each bidder who submits a bid or offer for a State of Illinois contract under this Code shall have a sexual harassment policy in accordance with paragraph (4) of subsection (A) of Section 2-105 of the Illinois Human Rights Act. A copy of the policy shall be provided to the college entering into the contract upon request.



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Illinois Criminal Code of 1961

Responding vendors must not be 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.

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.

Negotiation: JJC reserves the right to negotiate all elements, which comprise the vendor's proposal to ensure the best possible consideration, be afforded to all concerned. JJC further reserves the right to waive any and all minor irregularities in the proposal, waive any defect, and/or reject any and all proposals, and to seek new proposals when such an action would be deemed in the best interest of JJC.

Award: The successful vendor, as determined by JJC, shall be required to execute a contract for the furnishing of all services and other deliverables required for successful completion of the proposed project. The supplier may not assign, sell, or otherwise transfer its interest in the contract award or any part thereof without written permission from JJC.

Retention of Documentation: All proposal materials and supporting documentation that are submitted in response to this proposal becomes the permanent property of JJC.

Opening of Proposals: Proposals will be opened in a manner that avoids disclosure of the contents to competing vendors. Contents for proposals will remain confidential during the negotiations period. Only the proposal number and the identity of the vendor submitting the proposal response will be made available to the public.



IV. **FORMAT FOR RESPONSE**

To achieve a uniform review process and obtain the maximum degree of comparability, it is required that the proposal be organized in the format specified.

All proposals must be submitted via email 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. See item II above for more information.

a) Title Page

Show the RFP subject, the name of the vendor's firm, address, telephone number, name of contact person, and date.

b) Table of Contents

Clearly identify the materials by sections and page number(s).

c) Letter of Transmittal

Limit to one or two pages.

- a. Briefly state the vendor's understanding of the scope of services to be provided and make a commitment to provide the services within the time period.
- b. List the names of the persons who will be authorized to make representations for the vendor, their titles, address, and telephone numbers.

d) Profile of the Vendor

Indicate the number of people in the organization and their level of experience and qualification and the percentage of their time that will be dedicated to this process.

- a. The awarded vendor must be a Microsoft Gold Partner
- b. Submit independently audited financial statements (one copy only). Such information will be considered in strict confidence.
- c. Indicate any third-party firms involved with your program and state their role(s).
- d. Provide contact information (name, phone number, and email address of at least two (2) references for projects of similar size and scope within Higher Education.
- e. Bidder to identify the number of customers globally (if applicable) and locally (within US and State of Illinois).

e) Statement of Work

Clearly describe the scope of services to be provided based upon the information in the RFP and subsequent documents provided.



f) Prices Responses

g) Invoicing Procedure

- a. Describe the firm's invoicing procedures.
- b. Include documentation identifying all of the vendor's fees.

h) Proposed Contract

Please submit a draft contract for the services being offered.

i) Bidder's Certification Statement

V. EVALUATION

In evaluating the proposals submitted, JJC will apply the "Best Value" standard in selecting the supplier to be awarded a contract for this project. Purchase price is not the only criteria that will be used in the evaluation process. Any award resulting from this RFP will be made to that vendor whose offer conforms to the RFP and it is determined to be the most advantageous, of "best value" to JJC, in the sole judgment of JJC. The selection process will include, but not be limited to, the following considerations:

1. The quality and range of services the firm proposes to provide. Recognized leader in SharePoint, Microsoft 365 based Web development and cloud transformation
2. The extent to which the proposed architecture and services meet JJC need including the security compliance, capability and fit to JJC's Enterprise Architecture of the technical solution.
3. Clearly defined Project Implementation Strategy, Process and Documentation
4. The firm's overall experience, reputation, expertise, stability and financial responsibility.
5. The experience and qualifications of the staff that will be assigned to service JJC's account.
6. The ability to provide service in an expedient and efficient manner. The provider's capability to respond to issues/request in a timely manner and Solution's Uptime
7. Vendor's ability to provide technical experience to meet service requests.
8. Vendors Compliance to JJC's Information Security Requirements with excellent Data Security Practices and Policies.
9. Quality and Range of reports (Management, Administration, Canned and Custom Reports)
10. Vendor's financial terms offered to JJC.
11. The Training options available.
12. The total, long-term cost to JJC to acquire the vendor's goods and services.
13. The vendor's past relationship with JJC, if any.
14. Business Enterprise Program (BEP) Certification or Utilization.
15. Any other relevant factor that a private business entity would consider in selecting a supplier.



VI. SCOPE OF WORK

JOLIET JUNIOR COLLEGE (JJC) is seeking proposals from qualified vendors for a consulting engagement to migrate JJC's MYJJC Student and Staff Intranet Portal (henceforth referenced as MYJJC) from an on premise SharePoint 2013 Ellucian Portal application environment to a cloud based application built in our Office 365 architecture.

CURRENT ENVIRONMENT

Currently, MYJJC is the primary web site portal staff and students are directed to for navigating the computer systems they require as part of their journey. MYJJC provides links for students and staff to forms, applications or web based applications including:

- Staff links to JJC's Workday ERP environment
- Student links to our Ellucian Colleague ERP applets for self-service
- Student links to our Ellucian Colleague ERP applets for legacy self-service for staff
- Staff and Student web links to self-service applications in our Ellucian Colleague ERP
- Department informational pages and document links
- SharePoint 2010, 201, .NET, and Adobe forms various department processes
- Document routing and approval for some forms and documents throughout the portal
- Navigation links to web based applications including Canvas, Outlook Email, Office 365, Library Services, and many critical applications students and staff leverage.

The current MYJJC portal was built leveraging Ellucian's Education Portal solution (<https://www.ellucian.com/higher-education-portal/>). This software provided an architecture for student and staff constituency authentication and templates which run on a SharePoint 2013 Farm housed on JJC on premise servers. The resulting MYJJC SharePoint application, pages, and configuration work in conjunction with the Ellucian portal product. The JJC Production Farm is made up of 5 servers and the test environment is made up of four. They are effectively the same environment, although JJC does not use a cache server in test.

Authentication of students and staff logging into MYJJC is first done today through Active Directory authentication which utilizes on premise ADFS. Upon authentication, content access is controlled through SharePoint User Profile data. The Ellucian Portal utilizes MOSS (Microsoft Office SharePoint Server) and WSS (Windows SharePoint Services) to present a portal to a user. The MOSS User Profile tells the portal templates important information needed to control access. This information is primarily the user's constituency (staff or student) and the department a staff member works for. The constituency information determines the initial landing page (student or staff) presented in MYJJC. Access to staff pages sometimes are controlled by named user or department.

The bidders are to review the technical specification and definition documents of the current MYJJC portal environment including a detailed overview of the architecture and an inventory of the pages, forms, links and applications in scope. **These documents will be securely provided by the JJC Business and Auxiliary Services Office to Providers interested in participating in this RFP.**

The bidders will leverage these documents to propose a detailed scope of work and recommended



architecture to transform MYJJC to the cloud and meet JJC's requirements with a clear implementation strategy and process.

PROPOSED SOLUTION AND CONSULTING BID REQUIREMENTS

Part of our IT strategy at JJC is to improve our student experiences and evolve the architecture of our technology solutions and transform applications to the cloud. MYJJC is not a cloud based system, and it is housed on JJC's premise on servers in our data center at our main campus. To enable our IT strategy and modernize our architecture, our current MYJJC portal needs to be transformed through re-architecture. Portions of MYJJC will be transitioned to our cloud-based Workday system, with the remaining functionality moved to a to-be determined appropriate cloud based solutions the bidders will recommend and describe in their bid.

As part of this bid, the vendor is asked to propose architecture for the remaining functionality MYJJC provides which is not moving to Workday. The proposed solution will leverage software that the college either already pays for in their Microsoft O365 E3 licenses or needs to acquire in the solution (including but not limited to SharePoint on-line, Teams, Forms, Flow, Power Apps, and/or Automate) as the basis for that re-architected MYJJC.

The bidder will provide a detailed statement of work to support all aspects of the project, including the enablement of the new cloud architecture, and the effort to transform the MYJJC to this environment. This includes redesign, development, and initial testing of authentication, links, forms and applications moved to the new cloud environment. JJC is requesting that the responsibilities of JJC personnel are clearly delineated in the scope of the project. Evaluations of said proposals will factor the clarity of the scope as well as the level of effort on JJC's part to complete the project.

The plan is for the vendor to provide as close to a "turn-key" solution as possible. The proposed solution should include all resources required for a successful project implementation– both vendor and JJC resources..

Upon review of the inventory/documentation of the links, pages, forms and applications enabled in the current MYJJC provided securely to vendors who communicate an interest in this effort, , the bidder may determine the solution will require running in a cloud/on premise hybrid environment for a to-be determined length of time. This may be especially true to continually enable the portal applets provided by Ellucian during the transition time to our new Workday Student ERP. This effort is scheduled to be completed in 20XX. This hybrid approach may also be required for other challenging legacy MYJJC components. If this is part of the vendor's approach, details on which pages and the integration flow back to the legacy MYJJC portal must be defined in the bidder's proposal. Vendors are encouraged if additional information is needed to utilize the submission of written questions component of the RFP schedule.

As part of the proposal, please indicate number of hours/rate per hour needed to understand details about our environment. The proposal should clearly state work proposed onsite or remote and costs associated (if any) with work onsite, and may not exceed 10% of the total cost of the project. In addition, the vendor should note that any transformation of JJC's production requiring downtime will be done during off hours and/or on a weekend. Vendor will perform the transformation(s) of the new system components over a planned portal outage weekend(s).



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In 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. Should administrative access be required, said Firms must be willing to sign the College's "Third-Party Network Connection Agreement" if JJC Network Access will be required.

TECHNICAL SPECIFICATIONS AND ARCHITECTURE

Bidders will document in their bid the proposed Cloud -based architecture they envision for the transformed MYJJC and define all software components JJC must enable in the solution. As part of the proposal, the bidder will provide a clear description on the technical specifications and architecture of the solution covering the following (but not limited to):

- Software and Licenses required in proposed solution including cost impact for our Microsoft Azure spend and Microsoft O365 licenses beyond the current E3 license tier.
- Azure Single Sign-on with SAML
- Microsoft O365 Integration Capability including Azure Single Sign-on with SAML, Outlook and Teams
- Integration (including authentication and access control) for interim user access to legacy MYJJC pages if required in proposed solution
- Upgrades and Patches
- Data Storage, Back-Up and Recovery Strategy

SECURITY FEATURES AND COMPLIANCE REQUIREMENTS

- Proposed solution should have Enterprise-grade security for securing the newly architected MYJJC portal including Adherence to JJC password policies and Multi -Factor Authentication operations.
- Solution approach to transform consistent User Access Control of website including:
 - Student or Staff Constituency setting and initial web page presentation
 - Names user and Department Access Control to webpages, forms, applications
 - Administrative access to pages for named content owners and site admins.
- If the awarded vendor requires administrative access they must comply with the policy outlined in the "Outside Party Administrative access" section below.
- Firms must be willing to sign the college's "Third-Party Network Connection Agreement" if JJC Network Access will be required. A sample agreement has been included within the bid documents for your reference.
- Solution should comply with the following:
 - Audit Trail of access to MYJJC by user
 - Tool should allow MYJJC to remain HIPAA Compliant
 - Setting of session timers and forcible logoff of inactive sessions
- This proposed product/service involves the usage, storage, or transmission of Joliet Junior College's stakeholder data, please respond to the following:
 1. Describe your organizations approach to the management of information security and to securely managing client information.
 2. Does your organization have an information security management policy?
 3. How do you safeguard client information at your organization?
 4. Does your organization have a comprehensive risk management structure for the management of client information?



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5. Do you utilize an independent third party to conduct annual information security penetration tests of your IT systems?
 - Can your organization provide a SOC2 and/or SOC3 Report?
6. List the type of documented information security policies that your firm has in place.
7. Has your organization implemented any ISO27001 (or similar) principles or requirements?
 - Can you provide an audit report?
8. Has your organization experienced any information security breaches, ransomware, phishing, or malware incidents?

PROJECT IMPLEMENTATION

Bidders must provide a clear strategy and process for the following (but not limited to):

- Project Methodology and Implementation Process
- Scope, Limitation, Dependencies and Assumptions
- Change Management Procedure and User Adoption
- Quality Assurance and Testing Strategy
- Legacy MYJJC Data and User Migration from legacy to new production environment
- Estimated Project Timeline
- Training Strategy and Training Materials
 - Administration
 - Users
 - Web and Form Developers for each solution component proposed
- Escalation Procedure during Project Implementation

It is expected that the selected vendor will utilize JJC's project management tools in the execution of this project. JJC uses Microsoft Teams as their go-to collaboration tool for project communication, document storage and collaboration. This will serve as a final repository for all Project artifacts and associated pertinent project files. It is expected that the selected vendor will utilize JJC's platform. Access to these tools are granted upon the selected vendor signing the college's "Third-Party Network Connection Agreement".

RESOURCES, ROLES AND RESPONSIBILITIES

The proposal should include clear definition of the roles performed by the vendor, versus JJC, in partnering together to complete all phases of implementation.

The vendor should detail work that is being proposed to be on-site versus completed remotely. Rates should be detailed by function and locations of any proposed work. Costs for any associated travel expenses should be included and detailed in the proposal, and may not exceed 10% of the total cost of the project.



WARRANTY, SUPPORT AND MAINTENANCE

- Bidder to define committed Solution Uptime of components in proposed architecture (should be at a minimum 99.99%).
- Bidder to define if support and maintenance is direct from the manufacturer or bid partner or both.
- Bidder to define process and downtime (if any) for Solution Upgrade and Maintenance
- JJC is requiring 24/ 7 Live Support within US
- SLA (Service Level Agreement) and Escalation Procedure Post Project Implementation
 - Severity Level
 - Response Time
 - Resolution Time
 - Escalation Path

DOCUMENTATION DELIVERABLES

Bidder to provide information on technical specification, training and project implementation. At a minimum, provide the following documentation (but not limited to):

- Project Implementation Plan and Timeline
- Quality Assurance and Testing Strategy
- Legacy MYJJC Data and User Migration Process Plan
- Network Topology/ Requirements
- Integration Specification and Process
 - Student/Staff Constituency Authentication
 - Active Directory Integration
 - SSO- Single Sign On
- Support and Maintenance Post Implementation
 - Software Maintenance, Upgrade and Patching- Define any downtime or inaccessibility of service (if any).
 - SLA (Service Level Agreement) and Escalation Procedure Post Project Implementation
 - Response Time
 - Resolution Time
 - Escalation Path
- Training Plan with Training Manuals/ Materials

VII. OUTSIDE PARTY ADMINISTRATIVE ACCESS

Joliet Junior College reserves the right to request a background check for any individual with administrative access. Proposal should detail if subcontractors of the contracted firm will be leveraged for the implementation. Access cannot be granted to subcontractors of the contracted



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firm, only to direct employees of the awarded firm unless approved in writing by JJC prior to the commencement of the project. The college will not grant administrative-level access to individuals located outside of the United States for security measures.

VIII. QUANTITY

There is no guaranteed amount of services intended either expressly or implied, to be purchased or, contracted for by JJC. However the supplier awarded the contract shall furnish all required services to JJC at the stated price, when and if required.



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PROPOSED PRICING

The desire is to have a quote for not-to-exceed funding requirements required to partner with JJC to transform the MYJJC portal environment to the cloud.

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.

Please complete the pricing form below based on the information provided within the bid documents.

Description	Response
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	\$ _____

If applicable, total estimated travel expenses. Please note, travel expenses cannot exceed 10% of total travel costs. JJC would prefer the total project cost will be inclusive of travel.

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



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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

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

THIS FORM **MUST** BE INCLUDED WITH YOUR ELECTRONIC SUBMISSION.