



JOLIET JUNIOR COLLEGE
— 1901 —

Request for Proposal for
Transforming MYJJC Portal to a Hybrid Cloud
Architecture



JOLIET JUNIOR COLLEGE

1901

Joliet Junior College
Request for Proposal

RFP Opening January 6, 2022

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 14,912 full time and part time students enrolled in spring 2018 classes and 1,950 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	Event
December 3, 2021	Vendors contacted via email / advertised
December 14, 2021 by 2:00 pm	Last date/time for submission of written questions through the ESM sourcing solutions tool under the Q & A section.
December 17, 2021	Responses to questions will be addressed through the ESM sourcing solutions tool under the Q & A section.
January 6, 2022	Proposals must be submitted electronically through the ESM Solutions electronic sourcing site.
January 10-14, 2022	JJC Evaluation Team reviews proposal
February 2022 (no board date yet)	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 **December 14, 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 **December 17, 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 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.



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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 **January 6, 2022 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 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, falsification of information, or omissions of the supplier.

In the event the supplier breaches its Business Enterprise Program (BEP) obligation as described within the State of Illinois' Business Enterprise for Minorities, Females, and Persons with Disabilities Act (30 ILCS 575) and pledged within the supplier's submitted utilization plan, the supplier is required to pay liquidated damages to Joliet Junior College equal to 20% of the award amount for college-funded projects. For projects involving state or federal funds, the supplier is required to pay liquidated damages to Joliet Junior College equal to the full amount of the award amount.

DISCLOSURE:

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

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 RFP submission requirements or any information pertaining to prebid conferences. Such vendors making such request shall email 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.

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.

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):

Joliet Junior College will make every effort to use local business firms and contract with small, minority-owned, women-owned, and/or persons with a disability-owned businesses in the procurement process. This solicitation strives to meet the 30% aspirational goal established for 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] as outlined below. 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 \(BEP\)](https://www2.illinois.gov/cms/business/sell2/bep/Pages/Vendor_Registration.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 https://www2.illinois.gov/cms/business/sell2/bep/Pages/Vendor_Registration.aspx for complete requirements for BEP certification. BEP certified firms and firms utilizing subcontractors for the project shall submit a [utilization plan](#) and [letter of intent](#) that meets or exceeds the college's 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. Vendor to identify the number of customers globally (if applicable) and locally (within US and State of Illinois).
- f. The vendor /subcontractor must be located in the USA.

e) Statement of Work

Clearly describe the scope of services to be provided based upon the information in the RFP



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and subsequent documents provided to vendors which register for this RFP.

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 a Supplier (if they meet the required criteria) when awarding 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 a vendor whose offer conforms to the required components of 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 the following considerations through a weighted scoring system:

REQUIRED CRITERIA (MUST BE YES TO ALL TO BE CONSIDERED)		YES/NO
1	Adherence to deadlines for RFP deliverables listed in the "I. RFP SCHEDULE" section of this RFP.	
2	Proposal includes defined service agreement with adherence to all terms and conditions listed in the "II. INSTRUCTIONS TO VENDORS" and "III. GENERAL TERMS AND CONDITIONS" sections of this RFP.	
3	Completion of all documents and adherence to all vendor requirements listed in the "IV. FORMAT FOR RESPONSE" section of this RFP.	
4	Statement of Work submitted which includes cost proposal for full scope of work for all requirements defined in the "VI. SCOPE OF WORK" section of this RFP.	
EVALUATION DESCRIPTION		WEIGHT
1	Commitment to diversity*	20%
2	Vendor's financial terms, including consulting rates, offered to JJC.	15%
3	The total, long-term cost of ownership to JJC to acquire and support the vendor's goods and services.	15%
4	The quality and range of services the firm proposes to provide including are they a recognized leader in SharePoint, Microsoft 365 based Web development and cloud transformation	10%
5	The extent to which the proposed architecture and services meet JJC needs including the security compliance, capability and fit to JJC's Enterprise Architecture of the technical solution.	10%
6	Clarity/quality of defined Project Implementation Strategy, Process and Documentation including completeness of statement of work.	10%
7	The firm's overall experience, reputation, past relationship with JJC (if any), expertise, stability, security and financial responsibility.	5%
8	The experience and qualifications of the staff that will be assigned to service JJC's account and the firm's ability to provide service in an expedient and efficient manner.	5%
9	Quality and range of management reports and clarity/quality of defined approach to administration and training of the new system.	5%
10	Any other relevant factor a private business entity would consider in selecting a supplier.	5%

*Commitment to diversity considerations may include:

- Business Enterprise Program (BEP) certification or utilization that meets or exceeds the college's 30% goal
- Assistance to BEP firms in obtaining lines of credit, insurance, equipment, supplies, or related services
- Percentage of prior year revenues for projects that incorporate the involvement of BEP firms
- Existence of a written supplier diversity plan or training/mentoring program for BEP firm
- Percentage of members serving the firm's governing board, senior executive, and managers who are women, minorities, or persons with a disability.



VI. SCOPE OF WORK

JOLIET JUNIOR COLLEGE (JJC) is seeking proposals from qualified vendors for a consulting engagement to migrate portions of the 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 resulting in a functioning hybrid portal environment

CURRENT ENVIRONMENT

Currently, MYJJC is the portal web site l 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 five (5) servers and the test environment is made up of four (4). 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 done through Active Directory authentication which utilizes on- premise Active Directory Federation Service (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 provides important information to the portal templates required to control access. This information is primarily the user's constituency (staff or student) and the staff member's department. 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 Respondents interested in participating in this RFP.**



The bidders will leverage these documents to propose a detailed scope of work and recommended architecture to transform portions of MYJJC (defined in this RFP) to the cloud and meet JJC's requirements with a clear implementation strategy and process. Upon transformation, JJC will operate a functioning portal with a portion of content in our Office 365 Microsoft Cloud, and portions remaining in the legacy on-premise environment.

Previously JJC released an RFP to transform MYJJC in its entirety to a cloud architecture. This RFP was not awarded as no proposal was received within the budget allocated for this project, and it is the hope that this new RFP soliciting a hybrid interim solution will help lower solution costs proposed by reducing the scope and defining more explicitly pages and functionality required to be moved to the cloud.

PROPOSED SOLUTION AND CONSULTING PROPOSAL 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. Over time, portions of MYJJC will be transitioned to our cloud-based Workday system, with the remaining functionality moved to our Office 365 Microsoft Cloud. Bidders will propose a quote for an engagement to move a defined portion of MYJJC to our Office 365 Microsoft Cloud, and MYJJC will operate as a hybrid solution in the interim and allow JJC to transform remaining components to the cloud over time in the future.

As part of this proposal, the vendor is asked to propose a solution based on a portion of functionality MYJJC provides which is not moving to Workday. The proposed solution must leverage and integrate software that the college either already pays for in their Microsoft O365 E3 licenses (including but not limited to SharePoint On-line, Teams, Forms, Flow, Power Apps, and/or Automate). If the vendor requires additional software, they must define what JJC needs to acquire in the solution, 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 hybrid cloud architecture, and the effort to transform MYJJC to this environment. This includes redesign, development, and initial testing of authentication, links, forms and applications moved to the cloud environment.

The responsibilities for JJC personnel for the project must be clearly delineated in the statement of work. The clarity/details of the vendors' proposals as well as the level of effort on JJC's part to complete the project will be used as factors in the evaluation of the proposal. JJC will evaluate respondents on how clear the expectation on JJC staff for the project are documented. The level of effort required by JJC personnel will be factored in "The total, long-term cost of ownership to JJC to acquire and support the vendor's goods and services" evaluation criteria #3 listed in the Evaluation Section above. The plan is for the vendor to provide as close to a "turn-key" approach to enabling the hybrid solution as possible. The proposed solution should include all resources required for a successful project implementation— both vendor and JJC resources.



The solution proposed will enable JJC to run in a cloud/on- premise hybrid environment for a to be determined length of time (currently estimating approximately two years). A portion of the current portal will remain running in the on- premise environment until they are slated for replacement by a cloud solution in future separate projects.

One such component is our Ellucian applets which support our legacy student ERP which are ultimately slated to transition to our new Workday Student ERP. This effort is scheduled to be completed in 2023. This hybrid approach will allow us to run these components in the on-premise portion of the hybrid cloud until decommissioned.

The vendor must define a strategy for authentication where a user authenticates initially to the cloud and then to the on- premise portion MYJJC as a user navigates various pages.

As part of the proposal, please indicate the number of hours/rate per hour needed to understand details about our environment. The proposal should clearly state work proposed onsite and/ or remote and costs associated (if any) with work onsite. Expenses associated with on-site work, cannot 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).

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 Vendors must be willing to sign the attached College's "Third-Party Network Connection Agreement" if JJC Network Access will be required.

If additional information is needed to clarify the scope of this RFP, Respondents must submit written questions as instructed in Section II within the timeframe delineated in the RFP schedule.

SCOPE OF WORK FOR CONVERSION

Bidders will document the effort to move a portion (defined in this RFP) of the current MYJJC portal to the cloud. This project will enable a hybrid cloud environment JJC can leverage in the interim. The pages slated for transition also provide a guideline for JJC to use to transition similar pages to the cloud in the future. As part of the proposal, the bidder will provide a clear description and detailed statement of work to support all aspects of a project to move the following components and content to the cloud:

- Initial authentication from Office 365 Azure Single Sign-on to the initial MYJJC landing pages for both staff and students
- A new landing page for students and staff (Each page/view will be specific to each user audience). This page/view will include:
 - A menu structure of links to all other components on MYJJC similar to today
 - Web links to frequently used tools similar to the current initial page. In addition, JJC would like applets similar to the current ones which show a link to an application and a tab for video help for that application
 - Integration links to Office 365 including Outlook and Team pages a user may have access to



- Event listing and/or event calendar applet or widget that can list out events for faculty, staff, and students.
- The new initial landing page(s) will have removed the Ellucian applets, and instead include links from the cloud page to those applications on a newly separated on-premise page which include:
 - The Testing and Placement Resource Pages. (Faculty/Staff Side)
These pages include:
 - Informational pages to navigate to other resource pages
 - Testing Submission forms, associated workflows and views submitted by faculty and staff and accessible to a defined set of users
 - The Budget Office Resource Pages. (Faculty/Staff Side) These pages include:
 - Informational pages to navigate to other resource pages
 - Budget submission forms, associated workflows/approvals and views submitted by staff and accessible to a defined set of users
 - Student Advising Center Pages. (Student Side) These pages include:
 - Informational pages to navigate to other resource pages
 - SharePoint List form that has a custom new form display, as well as associated data views, and accessible to a defined set of users

Details on the main landing page, testing, budget, and Student Advising pages as well as other similar forms for reference are detailed further in the technical specification and definition documents which will be securely provided to vendors subsequently to bidders which register for this RFP.

SECURITY FEATURES AND COMPLIANCE REQUIREMENTS

- The 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 RFP documents for your reference.
- Solution should comply with the following:
 - Audit Trail of access to MYJJC by user
 - 508 Compliant
 - Tool should allow MYJJC to remain HIPAA Compliant
 - Setting of session timers and forcible logoff of inactive sessions



- The 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?
 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. If subcontractors are to be used, the bidding vendor is responsible for the deliverables and management, and the use of them must be spelled out in the proposal.

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 specifications, training, and project implementation. At a minimum, provide the following documentation (but not limited to):

- Project Implementation Plan and Timeline
 - Current content architecture evaluation for current phase and future phases
 - Content migration and evaluation plan for current phase and future phases
 - Statement of Work for future phases to support full transformation to cloud
- Quality Assurance and Testing Strategy
- Legacy MYJJC Data and User Migration Process Plan
- 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 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.



JOLIET JUNIOR COLLEGE

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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 for providing a quote reflecting the hourly rate provided in this RFP 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 RFP 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 project 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 RFP SUBMISSION.

JOLIET JUNIOR COLLEGE
THIRD PARTY NETWORK CONNECTION AGREEMENT

This Network Connection Agreement (the “Agreement”) by and between Joliet Junior College, Illinois Community College District No. 525 (“JJC”), with principal offices at 1215 Houbolt Rd., Joliet, IL and _____ (Company Name), with principal offices at _____ (address), herein after known as “Business Associate”, is entered into as of the date last written below (“the Effective Date”).

SECTION 1: TERMS AND CONDITIONS

Object: To ensure that a secure method of connectivity is provided between JJC and Business Associate and to provide guidelines for the use of network and computing resources associated with the Network Connection as defined below.

Definition: "Network Connection" means the JJC connectivity option listed in Section 2 (B) of the Network Connection Procedure.

1. Right to Use Network Connection. Business Associate may only use the Network Connection in accordance with this Agreement and for business purposes as outlined by the Third Party Network Connection Request - Information Requirements Document and for the purposes of only what is contained in their Statement of Work (SOW) and/or other professional agreement.

2. Network Security.
 - 2.1 Business Associate will allow only Business Associate employees approved in advance by JJC (“Authorized Business Associate Employees”) to access the Network Connection as outlined in Section 3 - Information Requirements of this agreement. Business Associate shall be solely responsible for ensuring that Authorized Business Associate Employees are not security risks, and upon Joliet Junior College’s request, Business Associate will provide Joliet Junior College with any information reasonably necessary for Joliet Junior College to evaluate security issues relating to any Authorized Business Associate Employee’s access to the Network Connection.

 - 2.2 Business Associate will promptly notify Joliet Junior College whenever any Authorized Business Associate Employee leaves Business Associate’s employment or no longer requires access to the Network Connection.

 - 2.3 Unless otherwise required by or provided for in this Agreement, each party will be solely responsible for the selection, implementation, and maintenance of security procedures and policies that are sufficient to ensure that (a) such party’s use of the Network Connection is secure and is used only for authorized purposes, and (b) such party’s business records and data are protected against improper access, use, loss alteration or destruction.

3. Information Security.

- 3.1 Business Associate agrees to comply with all applicable laws, regulations, and College policies, including, but not limited to, JJC Responsible Use of Information Technology Policy, Family Educational Rights and Privacy Act ("FERPA") and the Illinois Personal Information Protection Act ("PIPA"). In addition, Business Associate agrees to preserve the confidentiality and integrity of confidential and proprietary College data (hereinafter referred to as the "College Data") with administrative, technical and physical measures that conform to generally recognized industry standards and best practices. The measures shall be designed to ensure the confidentiality and security of the College's Data, protect against any anticipated hazards or threats to the integrity or security of the College Data, and protect against unauthorized access to or use of the College Data that could result in substantial harm or inconvenience. Such appropriate measures shall be subject to review and approval by the College and the College has the right thereafter to audit the Business Associate's measures upon reasonable notice to Business Associate and to request additional controls or measures be added or put in place where the College reasonably believes College Data will be compromised without such additional controls or measures. Business Associate also agrees that security breaches, or incidents shall be reported immediately to the College. The parties agree that noncompliance with this paragraph is a material breach of this Agreement.
- 3.2 Business Associate shall limit disclosure of College Data within its own organization to its directors, officers, members and/or employees having a need to know and shall not disclose College Data to any third party (whether an individual, corporation, or other entity) without the prior written consent of the College. Business Associate shall have satisfied its obligations under this paragraph if it takes reasonable affirmative measures to ensure compliance with these confidentiality obligations by its employees, agents, consultants and others who are permitted access to or use of the College Data. All College Data will be protected by reasonable security safeguards against such risks as loss, unauthorized access, destruction, use, modification or disclosure.
- 3.3 End of Agreement Data Handling. Business Associate agrees that upon termination of this Agreement, Business Associate shall return all College Data to the College and, in a manner compliant with industry standards, shall destroy, erase and render unrecoverable all copies of the College's Data remaining in the possession or control of Business Associate.
- 3.4 Exclusions from Obligations. Business Associate's obligations under this Agreement do not extend to information that is: (a) publicly known at the time of disclosure or subsequently becomes publicly known through no fault of the Business Associate; (b) discovered or created by the Business Associate before disclosure by JJC; (c) learned by the Business Associate through legitimate means other than from JJC or JJC's representatives; or (d) is disclosed by the Business Associate with JJC's prior written approval.

4. Notifications. Business Associate shall notify JJC in writing promptly upon a change in the user base for the work performed over the Network Connection or whenever in Business Associate's opinion a change in the functional requirements of the Network Connection is necessary.
5. Noncompetition. During the period of this Agreement with JJC and for a period of twenty-four (24) months after the termination or expiration thereof, with respect to intellectual property not patented, copyrighted or otherwise afforded similar legal protection, Business Associate will not directly or indirectly divert or take away, or attempt to divert or take away, any intellectual property (with respect to products or services of the kind or type developed, produced, marketed, or furnished) belonging to JJC and will not take any of the aforementioned or any reproduction of any of the aforementioned that is embodied in a tangible medium of expression.
6. Confidentiality. **All information provided by JJC in connection with this agreement shall be considered confidential, proprietary information, and must not be disclosed to individuals outside of the Business Associate's organization immediate need-to-know (individuals identified in Section 3 only) without prior written approval by JJC.**
7. Term, Termination and Survival. This Agreement will remain in effect until terminated by either party or immediately when the work is signed-off as completed. Either party may terminate this agreement for convenience by providing not less than seven (7) days prior written notice, which notice will specify the effective date of termination. Either party may also terminate this Agreement immediately upon the other party's breach of this Agreement.
8. MISCELLANEOUS.
 - 8.1 Severability. If for any reason a court of competent jurisdiction finds any provision or portion of this Agreement to be unenforceable, that provision of the Agreement will be enforced to the maximum extent permissible so as to affect the intent of the parties, and the remainder of this Agreement will continue in full force and effect.
 - 8.2 Waiver. No delay or omission of any party to this Agreement to exercise his, her or its rights under this Agreement shall impair any such right or power or shall be construed as a waiver or acquiescence of any default. No waiver of any default shall be construed, taken or held to be a waiver of any other default.
 - 8.3 Assignment. Neither party may assign this Agreement, in whole or in part, without the other party's prior written consent. Any attempt to assign this Agreement, without such consent, will be null and of no effect. Subject to the foregoing, this Agreement is for the benefit of and will be binding upon the parties' respective successors and permitted assigns.
 - 8.4 Force Majeure. Either party shall be excused for failures and delays in performance of its obligations under this Agreement due to any cause beyond the control and without the fault of such party, including without limitation, any acts of God, war, riot or insurrection, law or regulation, strike, flood, fire, explosion or inability due to any of the aforementioned causes to

obtain labor, materials or facilities. This provision shall not, however, release any party from using good faith efforts to avoid or remove such cause and such party shall continue performance hereunder, whenever such causes are removed. Upon claiming any such delay or excuse for nonperformance, such parties shall give prompt written notice thereof to the other party, and provided that failure to give such notice shall not in any way limit the operation of this provision.

- 8.5 This Agreement is the complete agreement between the parties hereto concerning the subject matter of this Agreement and replaces any prior oral or written communications between the parties. There are no conditions, understandings, agreements, representations, or warranties, expressed or implied, which are not specified herein. This Agreement may only be modified by a written addendum executed by the parties hereto. Any disputes arising out of or in connection with this Agreement shall be governed by Illinois law without regard to choice of law provisions. The venue for the enforcement of any action taken pursuant to the terms and provisions of this Agreement shall be solely in the Twelfth Judicial Circuit, Will County, Illinois.

SECTION 2: NETWORK CONNECTION PROCEDURE

Purpose: To ensure that a secure method of network connectivity between JJC and Business Associate and to provide a formalized method for the request, approval and tracking of such connections.

Scope: External Business Associate data network connections can create potential security exposures. To mitigate this, all external Business Associate data network connections will be via JJC VPN or RDS servers whenever possible. This procedure applies to all new Third Party Network Connection requests and any existing Third Party Network Connections.

Definitions: A "Network Connection" is defined as one of the connectivity options listed in Section B. below. "Third Parties" is defined as JJC Partners, Vendors, Suppliers and the like.

A. Third-Party Connection Requests and Approvals

All requests for Third Party connections must be made using the appropriate method based on the support organization. The required information is outlined in the **Third Party Connection Request - Information Requirements Document** (See Section 3 of this document). All information requested on this form must be completed prior to approval and sign off. It is Business Associate's responsibility to ensure that Business Associate has provided all of the necessary information and that such information is correct.

All Third Party connection requests must have a JJC Executive Director or Vice President level signature for approval. In some cases approval may be delegated with pre-authorization.

As a part of the request and approval process, the technical and administrative contact within

Business Associate's organization will need someone at a higher level within Business Associate that is authorized to review and sign the "Third Party Connection Agreement" and additional documents, such as a Statement of Work Agreement (if any is provided by JJC).

B. Connectivity Options

The following connectivity option is the standard method of providing a Third Party Network Connection. Anything that deviates from this standard method must have a waiver sign-off at the Joliet Junior College Executive Director or VP level.

- 1) Virtual Private Network (VPN) - Individuals designated as the technical contacts will have accounts created per the Third Party Connection Request - Information Requirements Document (See Section 3 of this document). All Third Party accounts will be created with an expiration date according to the documentation.
- 2) Remote Application and/or Desktop Services - Individuals designated as the technical contacts will have accounts created per the Third Party Connection Request - Information Requirements Document (See Section 3 of this document). All Third Party accounts will be created with an expiration date according to the documentation.

C. Services Provided

Services provided over the Remote Application and/or Desktop services will be limited only to access needed, and only to those devices (hosts) needed. **Blanket access will not be provided for anyone.** The default policy position is to deny all access and then only allow specific access to applications/hosts that are needed and approved by JJC pursuant to the established procedure.

In no case shall a Third Party Network Connection to JJC be used as the Internet connection for the Third Party.

JJC shall not have any responsibility for ensuring the protection of Third Party information. The Third Party shall be entirely responsible for providing the appropriate security measures to ensure protection of their private internal network and information.

D. Audit and Review of Third Party Network Connections

All aspects of Third Party Connection may be monitored by the appropriate JJC technician. Any unauthorized access or changes will be investigated immediately.

E. Connections Do Not Meet Third-Party Requirements

When existing Third Party Network Connections do not meet all of the guidelines and requirements outlined in this document, a proposed solution will be submitted for review and approved by the Information Security Office pursuant to the established procedure.

SECTION 3: INFORMATION REQUIREMENTS

In accordance with College Policies and Procedures, all requests for Third Party Network Connections must be completed by the Joliet Junior College employee requesting and sponsoring Business the Network Connection.

A. Contact Information

JJC Sponsor / Project Manager Information - Internal

Name/Title:	
Department:	
Phone Number:	
Email Address:	
Manager's Name/Title:	
Phone Number:	
Email Address:	
Director or VP's Name/Title:	
Phone Number:	
Email Address:	

Business Associate Technical Contact (Using Network Connection)

Name/Title:	
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Business Associate Name:	
Department:	
Phone Number:	
Email Address:	
Manager's Name:	
Phone Number:	
Email Address:	
Director or VP's Name:	
Phone Number:	
Email Address:	

Business Associate Back-up Technical Contact

Business Associate Name/Title:	
Department:	
Phone Number:	
Email Address:	
Manager's Name/Title:	
Phone Number:	
Email Address:	

- B. Problem Statement/Purpose of Connection - Business Associate must include a statement about the business needs of the proposed Network Connection. What is the desired end result?
- C. Scope - Business Associate must include a statement about the scope of the engagement. In some cases, the scope of needs may be jointly determined by JJC and the Business Associate.
- a. What is the business need?

- b. What access is needed?
 - c. Are there any future requirements?
- D. What type of work will be done over the network connection?
 - a. What applications need to be used?
 - b. Will there be a need for data transfers? What type?
- E. Are there any known issues such as special services that are required?
- F. What is the requested initiation date? (Minimum lead-time is 3 days).
- G. What is the access termination date? If an exact date is not provided the account will be automatically disabled after 30days and the network connection with be terminated?
- H. Are there any pre-existing Network Connections at JJC with this Business Associate?
- I. Other useful information.

SECTION 4: NON-COMPETITION AND NON-DISCLOSURE

The Non-Competition and Non-disclosure section is entered for the purpose of preventing the unauthorized disclosure of Confidential and Proprietary Information as defined in this agreement. The parties agree to enter into a confidential relationship with respect to the disclosure of certain proprietary and confidential information (“Confidential Information”).

- 1. Definition of Confidential Information.** For purposes of this Agreement, “Confidential Information” shall include all information or material that has or could have commercial value or other utility in the business in which JJC is engaged. All information provided by JJC in connection with this Third Party Network Connection Agreement shall be considered confidential and proprietary information and must not be disclosed to individuals outside of the Business Associate’s organization without prior written approval by JJC.
- 2. Exclusions from Confidential Information.** Business Associate’s obligations under this Agreement do not extend to information that is: (a) publicly known at the time of disclosure or subsequently becomes publicly known through no fault of the Business Associate; (b) discovered or created by the Business Associate before disclosure by JJC; (c) learned by the Business Associate through legitimate means other than from JJC or JJC’s representatives; or (d) is disclosed by Business Associate with JJC’s prior written approval.
- 3. Noncompetition.** During the period of this agreement with JJC and for a period of twenty-four (24) months after the termination or expiration thereof, the Business Associate will not directly or indirectly divert or take away, or attempt to divert or take away, any Intellectual Property (with respect to products or services of the kind or type developed, produced, marketed, or furnished) belonging to JJC and will not take any of the aforementioned or any reproduction of any of the aforementioned that is embodied in a tangible medium of expression.
- 4. Obligations of Business Associate.** Business Associate shall hold and maintain Proprietary and Confidential Information in strictest confidence for the sole and exclusive benefit of JJC. Business Associate shall carefully restrict access to Confidential and proprietary Information to employees, contractors and third parties as is reasonably required and shall require those persons to sign nondisclosure restrictions at least as protective as those in this Agreement. Business Associate shall not, without prior written approval of JJC, use for Business Associate’s own benefit, publish, copy, or otherwise disclose to others, or permit the use by others for their benefit or to the detriment of JJC, any Confidential and Proprietary Information. Business Associate shall return to JJC any and all records, notes, and other written, printed, or tangible materials in its possession pertaining to Confidential and Proprietary Information immediately if JJC requests it in writing.
- 5. Time Periods.** The nondisclosure provisions of this Agreement shall survive the termination of this Agreement and Business Associate’s duty to hold Confidential and Proprietary Information in confidence shall remain in effect until the Confidential and Proprietary Information no longer qualifies as a trade secret or until JJC sends Business Associate written notice releasing Business Associate from this Agreement, whichever occurs first.
- 6. Relationships.** Nothing contained in this Agreement shall be deemed to constitute either party a partner, joint venture or employee of the other party for any purpose.
- 7. Severability.** If a court finds any provision of this Agreement invalid or unenforceable, the remainder of this Agreement shall be interpreted so as best to affect the intent of the parties.
- 8. Integration.** This Agreement expresses the complete understanding of the parties with respect to the subject matter and supersedes all prior proposals, agreements, representations and understandings. This Agreement may not be amended except in a writing signed by both parties.
- 9. Waiver.** The failure to exercise any right provided in this Agreement shall not be a waiver of prior or subsequent rights.

10. **Agreement.** This Agreement is the complete agreement between the parties hereto concerning the subject matter of this Agreement and replaces any prior oral or written communications between the parties. There are no conditions, understandings, agreements, representations, or warranties, expressed or implied, which are not specified herein. This Agreement may only be modified by a written addendum executed by the parties hereto. Any disputes arising out of or in connection with this Agreement shall be governed by Illinois law without regard to choice of law provisions. The venue for the enforcement of any action taken pursuant to the terms and provisions of this Agreement shall be solely in the Twelfth Judicial Circuit, Will County, Illinois.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be duly executed. Each party warrants and represents that its respective signatories whose signatures appear below have been and are on the date of signature duly authorized to execute this Agreement.

Joliet Junior College

Business Associate Company Name

Name/Title (Print)

Name/Title (Print)

Authorized Signature

Authorized Signature

Date

Date

Phone #

Email