

**Joliet Junior College
Request for Bid
FLEXIBLE COMMUNICATION SYSTEM**

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
- Quality Assurance and Testing Strategy
- Integration Specification and Process
 - SSO- Single Sign On
- Support and Maintenance Post Implementation
 - Software Maintenance - 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

PRICING

Bidders will be asked to submit pricing in the following format through the ESM bidding tool. For ESM registration information, please see page 1 of this bid document.

ITEM	DESCRIPTION	COST
1.	Annual License Fee Year 1	PRICING MUST BE ENTERED IN THE ESM BIDDING TOOL
2.	Setup & Implementation Services	
3.	Annual License Fee Year 2	
4.	Annual License Fee Year 3	

Please include descriptive literature with information on the flexible communication system you are proposing.

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