

**Business Recovery Services
REQUEST FOR PROPOSAL
#R14006**

RFP Submission Address:

Director of Business & Auxiliary Services
Joliet Junior College
1215 Houbolt Road
Joliet, IL 60431

Three (3) complete hard copies of the proposal and one (1) complete electronic copy (via CD/DVD or other data storage device) must be received by:

2:00 pm CST on June 3, 2014

Late proposals and proposals and proposals sent by facsimile will not be accepted.

Background

Joliet Junior 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 15,516 full time and part time students enrolled in Spring 2014 classes on its main campus located within the city of Joliet, and its five extension campuses located in Romeoville, Morris, Frankfort, Weitendorf, and City Center in downtown Joliet.

Vision Statement

Joliet Junior College, the nation's first public community college, will be a leader in teaching and learning, and the first choice for post-secondary education.

Mission Statement

Joliet Junior College enriches people's lives through affordable, accessible, and quality programs and services. The college provides transfer and career preparation, training and workforce development, and a lifetime of learning to the diverse community it serves.

I. OVERVIEW

The Board of Trustees of Joliet Junior College (hereinafter, "JJC") is requesting proposals from providers for disaster recovery consulting services.

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

II. RFP SCHEDULE

Date (2014)	Event
May 16, 2014	Vendors contacted via email / advertised
May 23, 2014 @ 12:00 PM	Last date/time for submission of written questions via email to purchasing@jjc.edu
May 27, 2014	Responses to questions emailed
June 3, 2014 @ 2:00 PM	Proposals must be submitted to the attention of: Janice Reedus, Director of Business & Auxiliary Service, Campus Center Building A, Room 3100, 1215 Houbolt Road, Joliet, IL 60431
Week of June 9, 2014	JJC Evaluation Team reviews proposal
Week of June 16, 2014	Possible presentations by two top short-listed firms
August 13, 2014	Notification of Award

III. 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 Janice Reedus, Director of Business & Auxiliary Services, telephone (815) 280-6640; fax (815) 280-6631.

Questions concerning this RFP will be answered if sent to the Purchasing Department via email to purchasing@jjc.edu on or before 12:00 noon on May 23, 2014

All questions and answers will be published and provided to all potential suppliers by end of business day on May 27, 2014.

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.

Faxed proposals ARE NOT acceptable. All RFP's must be submitted by the date and time of public opening (see above). RFP's must be submitted on the forms provided in a sealed envelope clearly marked (typed or blocking lettering only) with the vendor's name, return address, RFP for **Business Recovery Services**, the opening date and time. Three (3) complete hard copies of the proposal (an original and two (2) copies) and one (1) complete electronic copy (via CD/DVD or other storage data device) shall be provided.

RFP's must be addressed to: Joliet Junior College, Janice Reedus, Director of Business & Auxiliary Services, Campus Center Room A3102, 1215 Houbolt Rd., Joliet, IL 60431-8938.

RFP's not submitted in the format as instructed by this RFP will not be accepted. Addendums to this RFP, once filed, may be submitted in a sealed envelope only, properly identified, prior to the opening hour.

Receipt of RFP / Late RFP: Sealed RFP's shall be received at the place and until the time indicated in this RFP. It is the sole responsibility of the vendors to ensure timely delivery of the RFP. JJC will not be responsible for failure of service on the part of the U.S. Postal Service, courier companies, or any other form of delivery service chosen by the vendor.

RFP's 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 maybe 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 on or before 2:00pm on June 3, 2014 at the Business and Auxiliary Services Department, Campus Center, Room A3100, 1215 Houbolt Rd., Joliet, IL 60431-8938

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 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:

Any contract, which results from this RFP, shall be for a period of one year from the date of the contract award. Assuming continued availability of funding; JJC may, at its sole option and with the consent of the supplier renew the contract for up to an additional four (4) one-year terms.

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, 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.

IV. 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 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.

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 is 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.

V. **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.

An original and twelve (12) copies of the proposal will be required. Each shall be submitted in a binder. The original copy should be so noted and signed

1. Title Page

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

2. Table of Contents

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

3. 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.

4. Profile of the Vendor

A Corporate profile of their firm outlining its history, philosophy and target market; including office location(s), contact numbers.

- a. Provide a list of the vendor's top ten current and prior two-year clients indicating the type of services the organization has performed for each client.
- 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 a complete listing of all key personnel who will be assigned to this project. This will include their relevant experience, qualifications for this project, roles and responsibilities, leadership, etc., in addition to the percentage of their time that will be dedicated to this process.

5. Scope Section

Clearly describe the scope of services to be provided based upon the information in the scope section. Respond to each item listed including the expected outcome and benefits to the College.

- a. A detailed schedule of all activities, including milestones, project meetings, interim reports and progress reports required for this project..

6. Responses to Addendum

7. Prices Responses

Provision of a priced methodology complete with a time allotment and cost for each phase (each identified task you propose to employ) to carry out the work.

8. Invoicing Procedure

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

9. Pro forma Contract

The terms and conditions included in the *Pro forma* Contract apply to any contract resulting from this RFP. In this section of your proposal state any clarifications to the proposed document and your reasons for clarifications. No exceptions are allowed. However, alternative suggestions are encouraged. Please list any alternative suggestions for

improvement in costs and/or services provided as an alternative.

10. Bidder's Certification Statement

VI. 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 provider's ability to assist JJC in meeting the overall goals and to reduce JJC administrative costs associated with the procurement process.
2. The quality and range of services the firm proposes to provide.
3. The extent to which the goods or services meet JJC needs.
4. The firm's overall experience, reputation, expertise, stability and financial responsibility.
5. The vendor's past relationship with JJC, if any.
6. The experience and qualifications of the staff that will be assigned to service JJC's account.
7. The ability to provide service in an expedient and efficient manner.
8. Facilities (computerized information systems, access to industry facilities, quality and range of management reports, etc.) that will be used in auditing JJC's expenditures.
9. Vendor's financial terms offered to JJC.
10. The training options available.
11. The total, long-term cost to JJC to acquire the vendor's goods and services.
12. Any other relevant factor that a private business entity would consider in selecting a supplier.

SCOPE OF WORK

Joliet Junior College invites your firm to participate in a Request for Proposal (RFP) regarding Consulting services for Disaster Recovery. The objective of this RFP is to provide the College with qualified proponents capable of carrying out the work herein defined. The subsequent proponent submissions will form the basis for evaluation, interview and selection. The information that should be included in your response is outlined later in this request. This RFP and information contained within should be kept confidential.

The organization is requesting proposals from qualified companies to perform a Business Impact Analysis (BIA) for Joliet Junior College. Performing a BIA will determine critical functions and data recovery timeframes. This analysis will provide the framework for developing an IT Recovery Strategy that will ensure the integrity of JJC's Information Systems infrastructure is

maintained in the wake of a disaster. Once the analysis is finalized, recovery procedures can be developed and documented to ensure that vital company data and recovery timelines are met. The BIA will be a prelude to a solid disaster recovery (DR) and business continuity (BC) plan. The College has a team of staff with a mandate to build out a DR site in order to provide Information and Communications Technology Services in the event of an outage of primary services. The College's team requires consulting services to:

1. Conduct a "Business Impact Analysis" to identify and clarify its business availability requirements. This will identify *which* Information and Communication Technology services are most important to the College. The main deliverable will be an analysis with prioritized rankings of IT services.
2. Conduct "Service Availability Strategy" sessions and design a technical strategy. This will identify *how* information and communication technology services (identified in the Business Impact Analysis) can be delivered. The main deliverable will be a strategy document which the College technical staff can use for designing, implementing, and testing IT facilities to meet the business availability requirements.

The engagement should be broken into six phases:

- Phase 1 – Conduct IT Asset Inventory
- Phase 2 – Conduct Business Impact Analysis
- Phase 3 – Conduct Recovery Risk Assessment
- Phase 4 – Develop Service Availability Strategy
- Phase 5 – Develop IT Contingency Plan
- Phase 6 – Testing and Maintaining the IT Contingency Plan

Deliverables

JJC expects these key outcomes of this project:

1. Phase 1 – Conduct IT Asset Inventory Review – The qualified company will work with JJC staff to review, confirm, and document the inventory of all critical systems. The data from Phase 2 will be used to identify any missing systems or applications during the questionnaire that will be distributed to business unit managers to identify and validate the applications that they use to conduct their business.

The qualified company will conduct:

- a. at least one workshop session with the College's ISO project team to review and revise the draft report.

- b. at least one presentation to JJC IT staff and management, including an executive summary of the IT Asset Inventory Analysis engagement findings.
2. Phase 2 – Conduct Business Impact Analysis – The qualified company will work with JJC’s business unit leaders to identify and gain an understanding of the impact of disruption and set realistic availability and recovery objectives for each critical system and application. During this phase the qualified company will:
- a. Assist in creating a survey for JJC’s business unit leaders. JJC staff will deliver the survey and collect the data.
 - b. Interpret and analyze survey responses.
 - c. Validate results in a one-on-one business function or department validation workshop to ensure the data reflects their business unit requirements accurately. This includes:
 - i. Review business processes
 - ii. Identify the technology resources necessary to maintain and/or restore business operations (i.e., supporting applications)
 - iii. Identify financial and non-financial impacts
 - d. Identify Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) for supporting applications.
 - i. Recovery Time Objectives (RTO) = When applications need to be back up after an outage (Example: 4, 24, 48 or 72 hours)
 - ii. Recovery Point Objectives (RPO) = A comfortable level for how much data can be lost before using data from a restore system (example: last night’s backup, near real-time replication, hourly transaction backups, etc...)
 - e. Create Recovery Time and Recovery Point Objectives matrix to include:
 - i. Application Priority Matrix
 - ii. System Priority Matrix
 - f. Conduct IT Service recovery validation meetings with business unit leaders to review
 - i. all responses in work group meeting (this will eliminate discrepancies, if any)
 - ii. the RTO's that require 72 hours or less are necessary, and
 - iii. the existence and effectiveness of manual procedures.
 - g. Modify Recovery Time and Recovery Point Objectives Report based on business unit leader’s work group meetings
 - h. The qualified company will conduct:

- i. at least one workshop session with the College's ISO project team to review and revise the draft report
 - ii. at least one presentation to JJC IT staff and management, including an executive summary of the Business Impact Analysis engagement findings, conclusions and recommendations.
- 3. Phase 3 – Conduct Recovery Risk Assessment - Once the recovery objectives are defined, qualified company will assess the technical and procedural controls in place to identify vulnerabilities for the twenty most critical business process and end-user IT services (applications), so management has the information necessary to make decisions on how to manage the risk. During this phase the qualified company will:
 - a. Map applications to the IT components
 - b. Conduct interviews with JJC's IT team to understand current strategies for recovery of IT services.
 - c. Determine the impact of a disaster and the cost of recovery, for example;
 - i. College only has "y" resources available, the cost of decreasing recovery time and the cost of protecting data
 - ii. College cannot obtain "x" minus "y" in a reasonable timeframe
 - d. Determine an equilibrium point for RTO and RPO, thereby balancing the risks and potential impacts of a disaster against the cost of mitigating efforts and identify where needed to arrange for alternate resources (data centers, working premises, personnel, bandwidth, etc.), in advance of a disruption.
 - e. The Qualified company will conduct:
 - i. at least one workshop session with the College's ISO project team to review and revise the draft report
 - ii. at least one presentation to JJC IT staff and management, including an executive summary of the Recovery Risk Assessment engagement findings, conclusions and recommendations.
- 4. Phase 4 – Develop Service Availability Strategy – The qualified company will develop strategies and recommend solutions to mitigate the risks for the twenty most critical business processes and end-user IT services (applications). During this phase, the qualified company will:
 - a. develop several alternatives to address specific staff, recovery alternatives and locations, business and technical interfaces, computing equipment, network connectivity and estimated costs.
 - b. provide options with benefits and drawbacks for each option. Possible solutions may include alternate facilities, command centers, document protection, alternate vendors,

procedural changes and/or manual practices. Recommend the best option for JJC's needs based on budget, priorities, short and long term business strategy and risks.

- c. build its strategy on information from the following sources at a minimum:
 - i. Business Impact Analysis report
 - ii. bidder's previous experiencing designing and testing disaster facilities for Academic Environments
 - iii. a thorough examination of the current IT services being provided and the related infrastructure
 - iv. the combination of interviews and workshops
 - v. existing JJC IT documentation
 - d. conduct:
 - i. at least two workshop session with the College's ISO project team to review and revise the draft report
 - ii. at least one presentation to JJC IT staff and management, including a high-level implementation plan (findings, conclusions and recommendations) and budgetary cost estimates should be provided at the completion of the Service Availability Strategy engagement.
5. Phase 5 – Develop IT Contingency Plan – The IT disaster recovery plan provides formal written documentation for response practices, recovery strategies and tactical procedures to respond to a variety of scenarios (power outages, inaccessibility to building(s), facilities loss, single system failure, etc...). During this phase, the qualified company will:
- a. Identify scenarios to use in the plan development
 - b. Create necessary documents:
 - i. Disaster Recovery Declaration Procedure
 - ii. Team Roles
 - iii. System and Application Recovery Procedures
 - iv. Configuration and Change Management Procedures
 - v. Create final IT Contingency Plan
6. Phase 6 – Testing and Maintaining the IT Contingency Plan - To ensure that JJC maintains and stays current with the business and recovery objectives it is important to regularly evaluate and test the plan and update it when changes occur in the environment. During this phase, the qualified company will:

- a. Store duplicate copies of all of JJC's Contingency Plan documents and associated materials
- b. Conduct yearly reviews of the plan and identify and make changes that have not been incorporated into the plan
- c. Assist in testing the plan

7. Final Report

During this phase the qualified company will conduct:

- a. at least two workshop sessions with the College's ISO project team to review and revise the draft report.
- b. at least one presentation to IT staff and management, including a final report with the same parameters as the draft.
- c. at least one presentation to senior management, including an executive summary of the Service Availability Strategy engagement findings, conclusions and recommendations.

The College reserves the right to:

- Reject any or all offers and discontinue this RFP process without obligation or liability to any potential Vendor,
- Accept other than the lowest priced offer,
- Award a contract on the basis of initial offers received, without discussions or requests for best and final offers, and
Award more than one contract.

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.

JJC reserves the right to:

1. purchase one or more phases of the offering depending on cost and budget constraints.
2. purchase phases from different vendors.

OPTIONS

JJC will consider all proposals that adhere to commonly accepted best practices for Business Recovery Services even if they deviate from the stated scope of services described in this RFP. The vendor is encouraged to provide technical and pricing information for any options or alternate services that will provide the College the same or a better grade of services.

PROPOSED PRICING

The vendor should furnish a list of proposed prices for all services and materials to be used during the term of the contract. The list of proposed prices should be structured to allow for the calculation of unit cost analyses. The prices included herein are to be firm through the contract term, unless noted otherwise by the vendor.

CERTIFICATION OF CONTRACT/BIDDER

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

SIGNATURE OF CONTRACTOR/BIDDER

TITLE

DATE

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

Joliet Junior College District #525
Director of Business & Auxiliary Services, H-1019
1215 Houbolt Road
Joliet IL 60431