



JOLIET JUNIOR COLLEGE
—1901—

Request for Proposal Campus-Wide Student ID Card and Transaction System

Date Due: November 16, 2009
2:00 CDT

Judy Mitchell
10/30/2009

Joliet Junior College
Request for Proposal
Campus-Wide Student ID Card and Transaction System

1.1 GENERAL COLLEGE INFORMATION

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 15,000 credit and 22,000 non-credit students attending classes on its main campus, located within the city of Joliet, and its two extension campuses, located in Romeoville and downtown Joliet. The College employs approximately 855 full time faculty and staff, excluding adjunct faculty.

1.2 PURPOSE/SCOPE OF RFP

Joliet Junior College is requesting qualified Vendors to submit proposals for a complete online one-card Campus-Wide ID Card and Transaction System that will include point-of-sale, food services and meal plans, prepaid services and credit accounts, and activity access and monitoring capabilities. This system should also be able to support video imaging ID card production; vending; door access, off-campus merchants; bookstore and online access to cardholder accounts, including deposit capability via the Web.

1.3 PROPOSAL DUE DATE

The due date of this RFP is November 16, 2009 at 2:00 p.m., CST. An original copy and ten (10) copies shall be provided.

1.4 CALENDAR

Date (2009)	Event
Friday, October 30, 2009	Firms contacted via email
Friday, November 6, 2009 2:00 p.m. CDT	Questions due to Judy Mitchell at jmitchel@jjc.edu
Tuesday, November 10, 2009	Addendum emailed out if applicable
Monday, November 16, 2009 on or before 2:00 p.m., CST	Proposals must be submitted to the Purchasing Department, Building H, Room 1018
Tuesday, November 24, 2009	Presentations upon request
December 8, 2009	Recommendation to the Board

1.5 INSTRUCTIONS TO VENDORS

Advice: The department responsible for this RFP is the Purchasing Department located at 1215 Houbolt Rd., Joliet, IL 60431-8938. The JJC contact will be Judy Mitchell, Director of Business & Auxiliary Services, H01018; phone (815) 280-6640, fax (815) 280-6631.

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Question Submittal Process: Questions can be sent to Judy Mitchell, electronically at jmitchel@jjc.edu on or before November 6, 2009 at 2:00 p.m. All questions and answers will be published and provided to all potential vendors on November 10, 2009.

Submission: The submission of a response shall be *prima facie* evidence that the vendor 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 include Certification of Bidder along with the proposal and be submitted by the date and time of public opening (see above). An original and ten (10) copies of the RFP shall be provided.

RFP's must be addressed to: Joliet Junior College, Attn: Judy Mitchell, Director of Business & Auxiliary Services, 1215 Houbolt Rd., Joliet, IL 60431-8938.

RFP's not submitted in the format as instructed by this RFP may not be accepted. Addendums to this RFP, once filed, may be submitted in a sealed envelope only, and 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 considered for award.

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 & Auxiliary Services or Joliet Junior College.

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

If an addendum to the proposal document required, JJC will mail the addendum within a reasonable time prior to the due date. JJC is not responsible if a vendor does not receive the proposal revision in time to include the information with the proposal submission. Proposals may not be considered if they do not include acknowledgement of a formal addendum. Addendums will be mailed to all vendors of record and such addendum shall be acknowledged by signing and including in your proposal submission.

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Insurance: The vendor performing services for JJC shall:

1. Maintain worker's compensation insurance as required by Illinois statutes, for all employees engaged in the work.
2. 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.
3. 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 vendor shall absorb the taxes entirely. Upon request, JJC's Tax Exemption Certificate will be furnished.

Indemnification: The vendor 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 vendor.

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

Subcontracting: No portion of this contract may be subcontracted without prior permission of the College.

1.6 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 & Auxiliary Services.

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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 day's 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(s), 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 vendor 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

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negotiations period. Only the proposal number and the identity of the vendor submitting the proposal response will be made available to the public.

1.7 FORMAT FOR RESPONSE

Proposals must be organized in the order presented in this RFP, and include a Quotation which is based on the system information provided by Joliet Junior College. Proposals not organized in the prescribed manner may be eliminated from consideration. The Vendor must respond, in order, to all of the items listed in the RFP: use the numbering system of this RFP; and be complete and comprehensive in a concise manner.

The Vendor must provide written, point-by-point narrative responses to each Proposal requirement; simply stating "agreed" or "complies" is not acceptable. Supplemental technical information, product literature and other supporting materials that further explain or demonstrate the proposed system capabilities may also be included within the proposal response.

All Vendors who provide a proposal in response to this RFP are responsible for all costs associated with preparing that proposal, answering all questions, providing the Joliet Junior College with requested information, and making a Vendor presentation to the Joliet Junior College. The Joliet Junior College is under no obligation to incur or reimburse any Vendor for any proposal costs.

An original and ten (10) copies of the proposal will be required. Each shall be submitted in a binder. The original copy should be so noted and signed

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. Give the names of the persons who will be authorized to make representations for the vendor, their titles, addresses, and telephone numbers.

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D. Profile of the Vendor

- a. 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.
- 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).

E. Scope Section

Clearly describe the scope of services to be provided based upon the information in the scope section. Respond to each item listed.

F. Price Responses

- Summary Sheet that provides a breakdown of:
 - total cost for the proposed system
 - on-site installation and training program costs
- Summation of Year 2 costs
- Detailed Breakdown of the proposed system hardware and software components, including description and quantity of component, unit and extended pricing:
 - Core Server Components and Peripheral Equipment
 - Software (include ongoing annual licensing costs, if required)
 - Third-Party System Interfaces (i.e., Bookstore Management System interface); include ongoing annual licensing costs, if required
 - Reader Network Communication Equipment
 - Card Readers and Related Peripheral Equipment and Components
 - Estimated Service Costs, including proposed software and hardware training
 - Optional Items (provide unit pricing unless otherwise indicated)
- If applicable, the Vendor should provide a Summary Sheet and Detailed Breakdown for each Phase.
- The Vendor is requested to provide its standard Contract and Terms and Conditions within its proposal response.

G. Response to Questions

H. Invoicing Procedure

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

J. Bidder's Certification Statement

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1.8 VENDOR INFORMATION AND PARTNERSHIP CAPABILITIES

Vendor Experience

Please provide information about the Vendor's background and experience in developing, supplying and maintaining online, real-time Campus-Wide ID Card, Commerce and Transaction Management Systems* to colleges and universities.

* - Optional

Vendor Contacts

Please identify the following individuals who will act as contacts for the Joliet Junior College.

- The sales representative/account manager responsible for the sale.
- The corporate executive who has the authority to negotiate for and bind the company if the contract is awarded.

Campus-Wide System Reference Accounts

The Vendor must be able to demonstrate an established, successful track record of past performance in providing products and services closely related to the requirements specified in this RFP. Joliet Junior College reserves the right to visit a Vendor site, at the College's expense, to witness a functional demonstration of the proposed system and peripheral devices.

Please provide five reference accounts/installations, showing company experience in receiving contracts for the delivery of Campus-Wide systems similar to the one proposed, to other college and/or university clients. At a minimum, the reference accounts must be using the Vendor's proposed system as the primary Campus-Wide system supporting the following applications:

- Campus-Wide Photo ID
- Food Service/Meal Plans
- Point of Sale, Prepaid Services/Credit
- Activity Access and Monitoring
- Cardholder Account Access, Web-based
- Online Snack/Beverage Vending
- Wireless Readers
- Door Access
- LRC (Learning Resource Center)
- Off Campus Merchant Program

Information should include the college/university name, address, and telephone number, and the name and title of the person to contact.

Campus-Wide Products and Services

Through the implementation of the Campus-Wide ID Card and Transaction System, Joliet Junior College desires to establish an effective and mutually beneficial business partnership with a Vendor that can be the comprehensive source for all products, services and components for a complete and comprehensive Campus-Wide one-card system. This partnership will provide

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ongoing opportunities to expand and enhance the Campus-Wide ID Card and Transaction System. Please describe your capabilities for providing each of the following Campus-Wide products and services:

a. Campus Carding Services

Manufacture of customized ID cardstock for Joliet Junior College
Carding/Re-carding assistance

**b. Off-Campus Applications and Related Revenue Generation Opportunities:
(Optional)**

Please describe your Off-Campus Merchants program and any revenue generating opportunities that exist with the program

c. System Interfaces with Third-Party Service Providers

Describe the capabilities of your software to integrate with existing campus commerce applications such as bookstore, food service, print management, and what/if any customization is required to do so. Describe what processes are in place to ensure compatibility with these applications as new versions are released.

- Datatel / Colleague
- Student Information Systems
- Banking/Electronic Funds Transfer (optional)
- Bookstore Systems
- Library Systems
- Food Service Systems
- Inventory Management Systems (optional)
- Network Print Management Systems
- Student Tracking Systems
- IP Surveillance Cameras

Please describe your certification process for 3rd party interfaces

Protecting the integrity of any database is extremely important, especially when that database is responsible for storing sensitive cardholder data, account balances and financial transactions.

In terms of integration with other third party systems, how does the proposed system protect the integrity of its data?

Do these methods prevent and/or limit the ability for other systems to integrate with it? Please describe.

Does the proposed system allow for true real-time data exchange with other third party systems?

Describe the technology and methodologies used by the proposed system to accomplish this.

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1.9 BASIC SYSTEM REQUIREMENTS

This RFP anticipates a complete system that consists of core server components and an initial Card Reader Network of up to 15,000 card holders. The system must be able to expand to accommodate multiple concurrent interactive user workstation/terminal connections. The system will be supported with peripherals as required.

The system must be designed to operate online, in real time, 24 hours a day, 7 days a week under normal operating conditions, to ensure accurate cardholder and transaction data for effective system information management, reporting and auditing activities. Specific hardware, software, and other requirements follow.

Video Imaging/Card Production

Integrated Instant Issuance:

The vendor must provide a Microsoft Windows-based (Windows Server 2008), Microsoft SQL database (Microsoft SQL Server 2008) compatibility, card production system that fully integrates with the vendor's campus-wide transaction processing system. Please describe your ID card production system.

ID Cards

Card Specifications:

ID cards must:

- Be nonproprietary.
- Use a standard American Banking Association (ABA) Track II 2,750-ohm high-energy magnetic stripe and encoding.
- Be American National Standards Institute (ANSI) CR-80 size (2.125" X 3.375")
- Query and report functions/tracking

Hardware

Core Server Components

The core server components manage the online central database, ancillary cardholder information, product information, and network configuration. The core server must:

- Use Microsoft SQL database (Microsoft SQL Server 2008).
- Integrate with Microsoft Identity Management and/or Active Directory.
- Use an industry-standard Windows Server 2008 multitasking, multi-user operating system.
- Be nonproprietary with an open architecture capable of interfacing with other computer systems.
- Provide several server options from multiple manufacturers of sufficient size to support desired performance with upgrade paths for future expansion.
- Be capable of performing updates online in real-time.

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- Under no circumstances should it be necessary to shut down the system while performing any other functions such as system backup, report generation, etc.
- Handle real-time communications with the network of card readers.
- Record and upload transactions stored during offline operations.
- Respond to online reader authorization requests in two seconds or less. Response time should be sub-second under normal operating conditions.

Communication

It is desired that reader communications may occur over any facility (TCP/IP networking, Wireless networking, RS-232, lease line, fiber and analog lines or other traditional communication pathways) that will support clear-channel, full-duplex, asynchronous communications. Please describe the communication method (i.e. TCP/IP, RS-232, RS-485) between your readers and the host and note if any additional communication devices are required such as terminal servers, Lantronix or converters will be required.

Point of sale devices, system workstations, and IP devices must communicate with the server, via the network and can use a standard network connection and IP address

The system must communicate with other computers via Ethernet with TCP/IP protocols.

Please describe data encryption used between the host server, readers, and point of sale registers (i.e. (AES 128 bit).

Card Readers

General Specifications

- The following are the general requirements for all Card Readers. Additional specific requirements for each type of reader follow.
- All card readers must be designed for high-use environments, and be made of rugged, heavy-gauge material.
- All card readers must feature a continuous swipe-through style card slot with a floating read head, which reads the encoded information on Track II of the ABA magnetic stripe on the ID card.
- All card readers must be capable of being programmed at system workstations by authorized operators only.
- In the event of a communication disruption between the reader and the server, each reader must be able to store cardholder transactions in an offline condition for uploading to the server when communication is restored.
- IP Native communication - terminal servers, modems, line drivers, etc are not acceptable. All readers must be able to communicate via TCP/IP without additional networking devices.
- Please note the Original Equipment Manufacturer for each reader proposed.

Point-of-Sale (POS) Card Reader

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The Point-of-Sale (POS) card readers are used for food services, athletic concessions, bookstores, convenience stores, etc. The readers must be a single, countertop device, featuring a continuous swipe-through style card slot, and be constructed of durable components. Device must be Touch Screen, not require an additional server for reporting or administration needs, and Native IP capable for communication method. Please describe the features of the proposed POS card reader devices.

IP Activity Reader

The Activity Reader is used to enable and track cardholder access, basic POS and participation in a wide variety of activities across campus. The Activity Reader must be a portable, stand-alone device capable of operating both online and offline at indoor and outdoor locations across campus. Please describe the features of the proposed Activity reader device including IP communication abilities and the data encryption method.

IP Vending Reader

The IP Vending Reader is used to complete cardholder transactions at snack and beverage vending machines. Must be able to track both cash and debit/credit transactions. Please describe the features of the proposed Vending reader device including IP communication and data encryption abilities.

IP Copy Machine Reader

The IP Copy Machine Reader must be a space-saving, easily mountable reader with a horizontal-swipe card slot. Must be able to track both cash and debit/credit transactions. Please describe the features of the proposed Copy Machine reader device including IP communication and data encryption abilities. (System must be compatible with Equitrac)

IP Access Control Card Reader

Access control card readers are used to control access at doors, parking lot gates, etc. The readers must:

- Provide method to indicate if card entry is valid, denied, or the card must be reinserted. (For security reasons, Joliet Junior College access control card readers must not visually indicate an offline condition.)
- Have control electronics mounted remotely within the interior of the secured area.
- Be protected against power line disturbances
- Be able to store up to 12,000 transactions
- Be able to support a downloaded cardholder privilege database
- Be able to support an optional Personal Identification Number (PIN) pad.
- Be capable of interfacing with proximity card recognition devices.
- Be able to support multiple alarm inputs/outputs that will activate other types of peripheral equipment (lights, video camera, sirens, etc.).
- Be able to support multiple independent doors
- Be able to support multiple doors (up to 8) per controller

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- Must use native TCP/IP Controller communication back to the host server (no terminal servers)
- Ability to remotely lock down all electronic access points

Wireless Reader

The Wireless Reader must integrate with the transaction system and all transactions must be processed over a wireless network without the need for a separate server or additional computer hardware. The desired features are listed below:

- Support on-line and off-line functionality
- Campus Card Validation—providing Activity/Count (Yes/No)
- Campus Card Debit/Credit transactions
- Deposit/Refund
- Balance Inquiry
- Portable Point of Sale

Please describe the features of the proposed Wireless reader device and the data encryption method.

Unattended Account Valuation

Card Management Center

The Joliet Junior College requires an online device that:

- Allows cardholders to make unattended deposits into existing accounts, and to check on the balance or status of any account.
- Can be configured to dispense pre-encoded visitor cards, if desired, and enables visitors to deposit funds into a master visitor account for their use while on campus.
- Is mountable on either vertical (wall) or horizontal (shelf, pedestal, etc.) surfaces.
- Houses a bill validator, a card swipe reader, a receipt printer and a card dispenser.
- Displays a welcome message that alternates with legends describing the options available.
- Is built with tamper-resistant, rugged metal construction.
- Accepts Credit Cards as form of payment for deposits.

Web Based Depositing Center

The Joliet Junior College requires a web-based application that allows a student, or other authorized individuals, to remotely make deposits to the student's University card account(s). It must:

- Permit students to view their account activity and balances online, and to make deposits, using credit card accounts.

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- Permit parents, or others authorized by a student, to make deposits via credit card accounts to his/her University card account(s). Access to other student account information (balances, usage data, etc.) must not be permitted.
- Be a core product of the application and cannot be an application provided by a partner or business alliance.
- Have the ability to be hosted on campus or hosted by the vendor.
- Please detail the web-based methodology for communication with cardholders and visitors
- Does the system provide Regulation E Compliant formatted statements?
- Does the system provide Ecommerce application for selling of goods and services
- Does the system provide the ability to monitor laundry facility usage via the web
- Future Growth
- Please describe the plan for growth of your one-card system and its interface with an institutional Web-enabled portal environment.

Software

System Administration Software

The system administration software must be able to:

- Assign operator security codes to permit access to the designated software programs, functions, workstations, printers, privileges, and privilege accounts.
- Add, change, and delete system operators; deny access to previously authorized operators; assign operator login phrases; and grant or deny the use of multiple updates to each operator.
- Create an events calendar that signals the system to automatically perform an action at a specified date and time (i.e., deny access during holidays or run an end of quarter report).
- Specify time period names for use in accounting and reporting, and describe locations and cardholder privileges (i.e., first shift, breakfast, etc.).
- Perform system backups automatically and on demand.
- Follow GAAP – Generally Accepted Accounting Principles

ID System Software

The ID system software should be able to:

- Accessible via the World Wide Web (URL) securely (SSL).
- Support multiple identifier numbers, such as student/staff ID numbers and ISO numbers, for each cardholder.
- Add, change and delete cardholder prepaid services accounts.
- Define activities or functions (privileges) that a cardholder is allowed to perform.
- Segregate funds into multiple accounts for a cardholder, and provide automatic links between accounts, if desired, to provide the cardholder with a reserve.
- Add, change, and delete cardholders individually or by group (i.e., multiple updates).

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- Assign and revoke cardholder privileges and suspend and reactivate the use of privileges.
- Review cardholder characteristics / data reporting.
- Manage cardholder account funds (i.e., deposits, transfers, withdrawals, etc.) and perform exchanges.
- Designate damaged, forgotten, lost, and stolen cards immediately; activate expired cards; set personal credit limits; and activate and suspend card.
- Monitor the status of card readers (online, offline, or inactive) by location or by group.
- Use a central database to store all card holders' information. Local databases are unacceptable.

Point-of-Sale (POS) Software

The POS software must be able to:

- Designate POS operators as cashiers or managers to determine the number of functions the operator can perform (i.e., operators designated as managers can use keys defined for manager use only; operators designated as cashiers cannot.)
- Restrict the use of any designated key to a manager.
- Assign each manager or cashier to a specific location or locations.
- Define products sold individually and groups of products sold at one price (combos).
- Provide for multiple different types of tenders to include check, cash, split, points/debit/credit, cash equivalency, etc.
- Define separate keyboards for each time period in all locations and automatically download the information to the POS device from a single workstation.
- Define operating schedules for accounting and reporting.
- Create Price Lookup (PLU) lists that identify the products and combos for which there may or may not be preset keys.
- Group card readers that have the same operating characteristics (i.e., operating schedules, keyboards, time periods, etc.) into locations.
- Reside on same single server deployment
- Allow cashiers or managers to add an open text comment to a transaction

Access Control Software (Phase One)

- The door access software application must use the same database and server as the system for processing commerce transactions
- The door access software application must allow distributed management and monitoring
- The door access software application must provide ease of use for the following:
 - Graphical schedule previews for doors and permission time frames
 - Graphical customer preview of access to specific doors
 - Role based process flow and interface
 - Ability to group doors by a logical door group, physical building, and area.
 - Ability to make group configuration changes
 - Ability to report on corresponding doors in a group

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- Ability to assign multiple “plans” to a card holder. A plan is a compilation of the permissions that have been defined for a group of like cardholders for access or denial of access to a door or a group of doors
- One touch lockdown/remote lock down
- The door access software application must provide scheduling flexibility for the following:
 - Unlimited holiday scheduling
 - Unlimited special day overrides definable for individual or groups of people or doors

Mandatory Reporting Capabilities

The software must be able to support, at a minimum, the following mandatory reporting capabilities. Please include a set of sample reports.

- Reconcile the balances of credit/debit accounts with the balance of all reader transactions for a specified date.
- Display information on one cardholder, all cardholders, or cardholders within a specified range of ID numbers for a specified date.
- Report the actions of a specified cardholder for a range of dates and times.
- Report all or some of the transactions performed by an authorized operator for a range of dates.
- Report the privilege use activity at a specified location for a range of dates and times.
- Report the number of patron sales in detail (i.e., peak periods).
- Report the quantity of different products selling at a specified location during a specified period of time for a specified range of dates.
- Report sales and patron counts for all or selected locations for a range of dates and times.
- Schedule the date and time that reports can be run automatically (i.e., without operator attention).

Utilities

- The proposed system must provide the ability to schedule a utility to automatically run at a specific time.
- The proposed system must include a standardized interface for scheduling utilities to run and reports to print.

System Security

The system administration software must be able to control access to the designated software programs, functions, workstations, printers, privileges, and privilege accounts. Specifically, it is required that the system security codes are able to:

1. Department-specific to restrict access.
2. Offer operator-defined password protection.
3. Allow operators to select individual workstation timeout values.

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2.0 SYSTEM SUPPORT

A. Implementation and Installation

The system must be delivered and installed on campus in a phased in approach:

- Site survey completed by Vendor.
- Printed ID card blanks delivered.
- Core server components and software delivered.
- Initial operator training completed.
- Card readers installed and tested.
- All hardware and software installed and operational.
- On-site final training and checkout.
- Acceptance testing completed or underway.

The Vendor must provide Joliet Junior College with system implementation and installation support and assistance. Please describe the services you will provide. Associated costs for these services must be specified in the Quotation section of the Vendor's response.

NOTE: In consideration of future features it may be preferred to have the system hosted remotely instead of on-site; Joliet Junior College would be interested in discussing implications especially as in compliance with PCI credit card security regulations.

B. Training Program

The Vendor must provide training for the proposed hardware and software. Please describe the training program provided for the proposed system, and indicate whether the proposed training is on-site or off-site. Training costs must be specified in the Quotation section of the Vendor's response.

C. Customer Services and Support

Please describe your Customer Service and Support program, including a customer support site via the internet. Associated costs for the program services must be specified in the Quotation section of the Vendor's response.

2.1 SYSTEM WARRANTY AND MAINTENANCE

SYSTEM WARRANTY

Please describe in detail the system warranty proposed by the Vendor.

SYSTEM MAINTENANCE

Please describe in detail the maintenance agreement and coverage proposed by the Vendor.

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2.2 AWARD CRITERIA

Proposed systems will be evaluated on the following criteria:

- Compliance with RFP specifications
- Base bid price
- Vendor's experience in providing online, real-time Campus-Wide systems to colleges and universities
- Quality and reliability
- Campus-Wide applications and features offered, flexibility, and expandability
- Vendor's capabilities as a comprehensive source for Campus-Wide system products and services in an ongoing business partnership relationship
- Plan for growth of one-card system and ability to interface with an institutional Web-enabled portal environment
- Customer service and support services
- System architecture, design, etc.
- Training program
- Utilization of industry standards
- Type and manufacturer of hardware and software
- Warranty and maintenance stipulations
- Replacement of parts and equipment costs
- Vendor's system performance, speed, user-friendliness, backup systems, network type, and ability to interface with existing campus database/information systems

2.3 PROPOSAL INFORMATION AND FORMAT

Proposal Information

The Vendor is requested to provide a proposal for the proposed system based on the following information:

Initial Startup:

One System Students/Staff

Must Meet ISO International Standards

Compliant with LDAP

Must be Compatible with Datatel/Colleague and Active Directory/Identity Management

Portability to Other Sites

Ease of Management/Administration

Training Program

Tech Support

Reporting Tools

Documentation

Phase One:

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Photo ID (2 – 3 machines)
Cool Factor (swipe vs. prox card)
20,000 Blank or Pre-colored ID Cards
Web Based
Finance: Transaction Fees, Banking, Rebates, Drag-in Dollars (Remote Host)
Magnetic Stripe (I.D. # & other data)
Function in LRC
Copier/Print Function Capability with Equitrac
Photo Roster Capability
Door Access/Security (139 doors, potential of 1000 card readers)

Phase Two:

Point of Sale – Food Service/M meal Plans (Datasync software), Vending Machine Capability,
Bookstore (Book Log or Works of Chicago)

Ability to Add Money on Line
Debit Card Capability
Event Control

Phase Three:

Ties to Area Merchants
Laundry
Alumni Cards
Attendance
Computer Login
Parking Lot Access

The system application processor will be located at the Main Campus, 1215 Houbolt Road,
Joliet, IL.

Please state length of time required for installation and training process.

2.4 Blackout Period

After the College has advertised for bids, no vendor shall contact any College officer(s) or employee(s) involved in the solicitation process, except for interpretation of bid specifications, clarification of bid submission requirements or any information pertaining to pre-bid conferences. Such bidders or sub-bidders making such request shall be made in writing at least seven (7) days prior to the date for receipt of bids. No vendor shall visit or contact any College officers or employees until after the bids are awarded, except in those instances when site inspection is a prerequisite for the submission of a bid. During the black-out period, any such visitation, solicitation or sales call by any representative of a prospective vendor in violation of this provision may cause the disqualification of such bidder's response.

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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.

NAME 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-1018
1215 Houbolt Road
Joliet, IL 60431-8938