



JOLIET JUNIOR COLLEGE
—1901—

HIGH BANDWIDTH WIDE AREA
NETWORK (WAN) CONNECTIVITY,
INTERNET ACCESS & QUALITY of
SERVICE (QoS) SERVICES

Request for Proposal (RFP)
R11006

Proposal Due Date: May 12, 2011 at 2:00 pm CST

Joliet Junior College (JJC) is seeking proposals for a HIGH BANDWIDTH WIDE AREA NETWORK (WAN) CONNECTIVITY, INTERNET ACCESS & QUALITY of SERVICE (QoS) SERVICES.

It is the intent of JJC to be as objective as possible. However, a certain amount of subjectivity is unavoidable. The decision of JJC administration will be final.

Please read the entire document carefully. The successful proposal will be held to all provisions of this document. Any exceptions or deviations must be clearly stated on the required forms.

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1. General Information

1.1 About Joliet Junior College

JJC 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 15,600 credit and 6,000 non-credit students attending classes on its main campus located within the city of Joliet, and its five extension campuses located in Frankfort, Romeoville, Morris, southeast and downtown Joliet.

1.2 About The Division of Information Technology

Our most important job is to help JJC (students, faculty, & staff) use information technology to improve individual and institutional performance and outcomes. We do this by assisting our clients in achieving performance objectives important to them. Our success is possible when our clients succeed.

To achieve this, the Division of Information Technology provides services to satisfy the information technology requirements of all campus sites within the JJC system and helps in the effective use of information and telecommunication technologies to provide an effective data and voice networking environment.

1.3 Overview of Current System

The College's existing WAN is comprised of a combination of High bandwidth links to the remote sites. The WAN connects the following sites:

Joliet Junior College Campus Locations and Current Connectivity:

<u>Network Hub Site</u>	<u>Address</u>	<u>Connection</u>
1. JJC Main Campus	1215 Houbolt Road, Joliet, IL. 60431	100MB (Internet only)
2. JJC Main Campus	1215 Houbolt Road, Joliet, IL. 60431	200MB (Remote Sites)
• City Center Campus	214 North Ottawa Street, Joliet, IL. 60432	50MB
• Romeoville Campus	1125 W. Romeo Road, Romeoville, IL. 60446	50MB
• Morris Campus	1715 North Division, Morris, IL. 60450	50MB
• Weitendorf Campus	17840 Laraway Road, Joliet, IL 60433	50MB
• Frankfort Ed. Center	201 Colorado Avenue, Frankfort, IL 60423	Not Connected

1.4 General Terms & Conditions

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.

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.

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

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.

2. Purpose/Scope of RFP

The primary goal of this RFP is to secure the most reliable, efficient, and cost effective WAN, Internet access and VOIP service for students and teachers at all facility sites belonging to Joliet Junior College. The College is seeking a vendor to provide High Bandwidth Network WAN connectivity to support data, video and voice communication. It is anticipated that the College's need for additional bandwidth in the future will expand and the vendor's network must be able to accommodate these needs with easy and quick upgrades.

The College may award this service to more than one vendor. The service includes WAN connectivity between College facilities and the College's network hub. The vendors must

provide information regarding the proposed service including installation schedules, exact standards to be adhered to, as well as detailed drawings showing cable and equipment locations.

The vendor proposed project shall be completed within three months of the award of the bid.

2.1 Current Services

Currently, Joliet Junior College has a 100 MB Opt-E-Man connection provisioned at our main campus for college Internet access. 50 MB Opt-E-Man connections are installed at four of the five college remote campuses, City Center, Romeoville, Weitendorf, and Morris and connect back to the college's main campus. Main campus provides enterprise-wide access to our internal network and provides Internet service for the entire Metropolitan Area Network for the college.

Current services are provided by AT&T with the current contract expiring mid-2011. Renewal of existing or new recommendations from the existing carrier or service from a new carrier will be considered.

Joliet Junior College is part of the Illinois Century Network (ICN.) As a value added service to our community, Joliet Junior College shares our Internet service with several libraries, county and state municipalities and surrounding K-12 schools.

The following specifications are to be used as guidelines in quoting or recommending a proposed solution. Although specification changes are permitted, the quality of the product/services requested must be based upon industry standards at time of delivery.

2.2 SUPPLIES AND/OR SERVICES REQUIRED

One fiber-based, 100Megabit per second, point-to-point Ethernet connection between the ICN POP site and the College (Main Campus, 1215 Houbolt Road, Joliet, IL 60431).

- Service must be scalable and able to be upgraded.
- The College will not accept one-time installation or hardware charges/costs for any non-College owned fiber or equipment.
- Service must be synchronous at 100megabit per second transmit and receive.
- Vendor will supply, at their expense, a termination switch at A and Z end locations and fiber patch panel which will act as demarcation point.
- The contracted CIR (Committed Information Rate) must be guaranteed at 100Megabit per second.
- There must be no MAC address limits.
- Latency on the network may not exceed 27 milliseconds one way, end to end.
- Jitter may not exceed 12 milliseconds one way, end to end.

Vendor will perform site surveys for A and Z end locations, and fully document any and all requirements to Joliet Junior College regarding build, environmental, power, conduit, or other. Vendor will provide status reports on demand of the College.

Vendor will monitor service for up-down status 24x7x365, and report to Joliet Junior College any existing or potential problems which would result in an interruption of service or degradation of service. In the event of an interruption of service, or during periods of a degradation of service, Vendor will provide hourly updates on repair status, and provide status on demand of the College. Vendor will work with the technical staff of the College as necessary to resolve problems with the service. Vendor will provide the College with details of their monitoring procedures/processes and helpdesk services.

All pricing must include installation, setup, configuration and maintenance fees. When installation is complete, vendor's connectivity equipment (which may include but not be limited to routers) must be connected to the existing College network.

2.3 Quality of Service

The network must provide high bandwidth and the means to support data, voice and video communications simultaneously. As such it must provide and support QoS (Quality of Service). The network must support multiple QoS standards and prioritization queues across the links.

If a shared media service, queuing must be provided within the provider's equipment based on Layer 2 QoS settings established by the College.

2.4 Network Monitoring

The vendor must describe the resources they will use to monitor, manage and repair equipment infrastructure at all locations. Access to bandwidth utilization information (real-time and historical) must be available to the College.

2.5 Expandability

Expanding bandwidth needs to be simple and inexpensive.

2.6 SLS (Service Level Stipulations)

The vendor will include in their proposal a written response to the items as listed below:

- 2.6.1 The vendor shall describe the Network Operations Center (NOC) that will support the College's network. Description shall include location, hours of operation, what trouble ticket software is utilized, and at what priority level of service (including level of entry) the College support calls (by phone, e-mail, or web) will be handled as vs. other NOC customers.
- 2.6.2 The vendor shall describe what system they propose to use for the College's service change requests and/or request for information as to the status of the College's network operations
- 2.6.3 The vendor shall describe what system they propose to use for the College's service change requests and/or request for information as to the status of the

College's network operations.

- 2.6.4 The vendor shall describe any provisions for Quality of Service (QOS) to be provided. These QOS provisions should include, but not be limited to, connections and applications (voice, data and video).
- 2.6.5 The vendor shall provide documentation of personnel qualifications that will be providing the services under this contract to include Project Management Engineers and Technicians.
- 2.6.6 The vendor shall provide router/modem switches and devices that are current and supported. (At no time will the College accept or allow the awarded contractor to install end of life hardware or software). All Vendor supplied devices must be configurable with all devices currently on the JJC WAN.
- 2.6.7 The vendor shall describe their SNMP and TFTP access for JJC technical personnel.
- 2.6.8 The vendor shall describe the College's access to current and historical utilization reports.
- 2.6.9 The vendor shall describe their Access list and QOS functionality management.
- 2.6.10 The vendor MUST include a network diagram.
- 2.6.11 The vendor must describe their monthly reporting capabilities which at a minimum should include a report for each site containing network jitter, latency and packet loss.
- 2.6.12 The vendor shall provide a detailed Service Level Agreement for the College's network, to include uptime, response time and bandwidth throughput guarantees (Vendor must provide a toll free number for technical support 24/7/365).
- 2.6.13 The vendor must describe whether scheduled bandwidth services are committed rates.
- 2.6.14 The vendor shall indicate what bursting margins exist for each bandwidth category.
- 2.6.15 The vendor shall provide a list of other networks that they currently manage similar to the College's in size and scope.

2.7 Wide Area Network (WAN)

Provide leased WAN to connect all segmented remote sites listed below. Proposals should include options for full duplex, 100 MB connectivity and 1GB bandwidth speeds. The Vendor must also provide Layer 3 routing and Quality of Service (QoS) throughout the WAN segments to ensure highly reliable VOIP, data and video. If a fiber optic WAN is not cost effective, the

Vendor may propose a solution that will provide Full Duplex Service to the listed sites. The Vendor may also propose a lease to own option.

- Segment 1 JJC WAN to Romeoville
- Segment 2 JJC WAN to City Center
- Segment 3 JJC WAN to Morris
- Segment 4 JJC WAN to Weitendorf
- Segment 5 JJC WAN to Frankfort

2.8 Internet Access

Provide leased internet access services through our ISP (ICN) using a minimum of 100MB to the internet, which will be shared between all Joliet Junior College locations, with list pricing options for increasing bandwidth. Vendor must provide a centralized access point to the Internet at the Main Campus site at 1215 Houbolt Road, Joliet, IL 60431 and then distribute access to education facilities. Vendor must provide optional pricing for redundant connection for Disaster Recovery.

2.9 Availability of Services

The Vendor should be prepared to guarantee the availability of all services (Internet and WAN) at 98% as calculated by the following formula:

$$\frac{(\text{Hours in a day}) \times (\text{days in a month}) \times (\text{number of sites}) - (\text{outage time in hours})}{(\text{Hours in a day}) \times (\text{days in a month}) \times (\text{number of sites})}$$

The Vendor should also be prepared to guarantee the throughput of the network meets the quoted rate, taking into account normal network overhead, 98% of the time. Vendor must propose and the College must agree upon a throughput measurement tool to measure and ensure compliance with this requirement. The Contractor will be required to provide monthly report and ad hoc reports, as needed, to the College to enable them to assess network usage trends. Payment will not be made by the customer for network outage time that exceeds 2 percent on a per site basis.

System and services must be installed, tested, and fully operational to all specified sites within three months of the award of the bid. If the system is not operational by that time, the Contractor must provide alternative connectivity to all specified locations at the Contractor's cost.

The College reserves the right to terminate the contract and reward services to the next qualified Vendor if the system and services are not available at the time and date specified above. Service activation must be transparent and any down time required to activate the system and services must be approved by the College.

The Vendor must provide documentation on the resources they will use to manage monitor, and repair equipment and infrastructure at all locations.

The College reserves the right to cancel the contract with the Contractor for nonperformance at any time during the contract period. Nonperformance includes but is not limited to failure to supply good quality service, failure to provide services for the full term of the contract, installation performance, poor billing and customer service services, and failure to maintain status as an authorized representative of services.

2.10 Implementation

The College requires that all provisioning of services be conducted and completed in 90 to 120 Days.

2.11 Service Orders

The College will have a single point of contact for placing all orders. Regardless of the nature of an order the College will only be required to deal with one person (or department). The vendor will be required to provide complete internal coordination (between departments, if required) of any order for service.

Proposer must provide complete descriptions in response to items 2.12 through 2.16 below.

2.12 Repair

The College will have a single point of contact for reporting trouble. Regardless of the nature of a service disruption, the College will only be required to deal with one person (or department). The vendor will be required to provide complete internal coordination (between departments, if required) to completely resolve the trouble. Provide a statement as to any policies regarding guaranteed response times and/or guaranteed repair intervals from the time trouble is reported.

2.13 Escalation Procedures

Provide a formalized escalation procedure including telephone numbers for the following services. Include a description of what additional resources and the impact on a problem that these procedures will have.

- a. Billing
- b. Service Outages
- c. Installation of new services

2.14 Network

Provide a description of the network that would be serving the College. Identify those components that are owned and operated solely by your company and those that are either owned and/or operated by another company (or companies).

Explain why you believe that your company's network design is superior (e.g. more robust; less prone to failure) to others.

2.15 Contract

The College will enter into an agreement of no longer than 60 months with the successful vendor. During the term of the agreement the Joliet Junior College will have the right to replace

any agreement with the vendor with one that is more favorable to the College for a period not to exceed the term of the original agreement.

A sample contract must be included with your proposal.

2.16 Qualification Requirements

In the best interest of JJC, a minimum set of qualifications is required from each participating Vendor. The possession of these qualifications will ensure that JJC receives efficient, reliable, and professional service. Preference will be given to Vendors with the most experience in WAN/Internet operations within a College or University educational environment.

Qualifications of Vendor: Vendors shall have a minimum of three (3) years' experience designing and installing systems or services of similar size and scope as those covered by this RFP. The Vendor shall provide a minimum of three (3) references for those installations including two (2) installed systems that have been in continuous and satisfactory operation for at least three (3) years. The Vendor shall submit as proof, supporting documentation including names, addresses and telephone numbers of the personnel who can be contacted regarding the installed systems or services.

Qualifications of Personnel: Installation personnel shall have a minimum of three (3) years' experience in the installation of network equipment to include switches, firewalls and routers. Technicians shall have been trained and experienced on the specific equipment to be used. The Vendor shall submit as proof, supporting documentation of name, time employed by the Vendor, and a list of training and experience of actual personnel assigned to perform the services of this RFP.

Vendors wishing to submit a response to this RFP must meet, at a minimum, but, not limited to, the following requirements and submit proof of meeting these requirements with proposal submissions.

- Vendor must have at least three years' experience in implementation and support of WAN operations in a College or University environment in Illinois.
- Vendor must have employed on staff a minimum of two Certified Networking Engineers, or equivalent, in respect to their proposed solution.
- Vendor must be able to provide remote support of the entire system.
- Vendor must be able to provide on-site maintenance using experienced and qualified personnel.
- Vendor must provide a network diagram and description of the network design including transport speeds between each location.
- Vendor must submit at least three references from Colleges or Universities who can verify successful completion of similar projects (WAN\Internet).
- Vendor must provide a toll free number for technical support with 365/7/24 support.
- Vendor must provide a transition\implementation plan clearly defining and describing the activities and timelines necessary to complete implementation of each of the services (WAN, Internet) at all of the requested sites.

It is understood that, except as otherwise specifically stated in this RFP, the Contractor shall provide and pay for all materials, labor, tools, equipment, transportation, temporary construction of every nature and all other services and facilities of every nature whatsoever, necessary to execute, complete and deliver the work within the specified time. Licenses necessary for the execution of the work shall be secured and paid for by the Contractor.

The Contractor shall protect all buildings, furniture, equipment, personal items, trees, shrubs, lawns and all landscaping on school property from damage. Any damaged property shall be repaired or replaced at the Contractor's expense. This shall include, but not be limited to, all restoration (leveling, sod, etc.) of grounds broken up during the installation of this network. The Contractor and his representatives shall follow all applicable school regulations while on College property, including the no smoking, no weapons, and drug free policies. No work shall interfere with school activities or environment unless permission is given by the College or person in charge. All Contractor personnel shall be easily identified by the use of identification badges and uniforms or shirts with the Contractor's logo clearly visible.

Contractor must maintain compliance with the specifications of this proposal throughout the life of any awarded contract.

2.17 Site Additions/Deletions

The College reserves the right to add sites, upgrade service at sites, or delete service from sites as it deems in its' best interest.

3. Cost Proposal

The Proposer shall furnish, but not be limited to, labor, materials, supplies and expertise necessary to provide the services as outlined in Section 2, Purpose/Scope of RFP. Please complete the Pricing Sheet for College services per the directions outlined in Appendix B.

4. Proposal Guidelines

4.1 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 JJC. Proposals not organized in the prescribed manner may be eliminated from consideration. The Vendor must respond to all questions and statements in the formats provided in the RFP.

The Vendor must provide written, point-by-point Y/N or narrative responses to each Proposal requirement as stipulated in the forms for System Specifications (Appendix B). Supplemental technical information, product literature and other supporting materials that further explain or demonstrate the proposed system capabilities may also be included as additional documents *outside* the format specified by the RFP.

Pricing **must** be submitted in a separate sealed envelope and will only be opened after all proposals are analyzed for all content other than pricing. **FAILURE TO SUBMIT PRICING IN A SEPARATE ENVELOPE WILL DISQUALIFY THE PROPOSAL.**

In the PROPOSAL envelope the Vendor is to provide one (1) original and two (2) printed proposals and one (1) CD-ROM. NO pricing information is to be in the proposal.

In the COST envelope the Vendor is to provide one (1) original and two (2) printed copies and one (1) CD-ROM of Appendix D "Cost Proposal Form".

All proposals will follow the following format:

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.

1. 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.
2. Reference HIGH BANDWIDTH WIDE AREA NETWORK (WAN) CONNECTIVITY, INTERNET ACCESS & VOICE OVER INTERNET PROTOCOL (VoIP) SERVICES - Request for Proposal R11006
3. Give the names of the persons who will be authorized to make representations for the vendor, their titles, addresses, and telephone numbers.

D. Profile of the Vendor

The following documents must be included in this section.

1. Vendor Profile form (Appendix A.) to be filled out completely
2. Submit independently audited financial statements (*one copy only with original*).
Such information will be considered in strict confidence.

E. Scope Section

Clearly describe the scope of services to be provided based upon the information in the scope section documents.

1. Implementation Project Plan - include a typical project plan.

F. Price Responses

Include this section in the paper copy original and the CD with pricing *only*.

1. Cost Proposal Form (Appendix B) to be filled out completely.
2. The Vendor is requested to provide its standard Contract and Terms and Conditions within its proposal response.

H. Invoicing Procedure

1. Describe the firm's invoicing procedures.
2. Include documentation identifying all of the vendor's fees.

I. Bidder's Certification Statement

4.2 Instructions to Vendors

Proposals to be entitled for consideration must be made in accordance with the following instructions:

4.2.1 Submission Date

1. Both proposals and related documents will be received until MAY 12, 2011 AT 2:00 p.m. CST. in the office of the Director of Business & Auxiliary Services, H1018, Attn: Ms. Judy Mitchell, 1215 Houbolt Road, Joliet, IL 60431.
2. Faxed proposals will NOT be accepted.
3. Proposals received after this time will not be accepted.

4.2.2 Mandatory Pre-proposal Conference and Walk-through

Will be held on Wednesday, April 27, 2011 at 11:00 AM in the Media Conference Room J Building, Joliet Junior College, 1215 Houbolt Road, Joliet, IL. Questions can be sent via email to Ms. Judy Mitchell, jmitchel@jjc.edu, Director of Business & Auxiliary Services on or before the end of business on May 2, 2011. All questions and answers will be published and provided to all potential vendors on May 5, 2011.

4.2.3 Submission of Proposal

1. Pricing will be submitted in a separate sealed envelope and will only be opened after all proposals are analyzed for all content other than pricing. **FAILURE TO SUBMIT PRICING IN A SEPARATE ENVELOPE WILL DISQUALIFY THE PROPOSAL**
2. In the PROPOSAL envelope the Vendor is to provide one (1) original and two (2) printed proposals and one (1) CD-ROM. The vendor **must clearly label one proposal ORIGINAL.** NO pricing information is to be in the proposal.
3. In the COST envelope the Vendor is to provide one (1) original and two (2) printed copies and one (1) CD-ROM of Appendix D "Cost Proposal Form". The vendor **must clearly label one cost proposal ORIGINAL.**
4. All required forms, CD-ROMs, and documents (see section 3.1 for acceptable format) must be submitted in an opaque, sealed envelope, addressed to:

*Ms. Judy Mitchell
Director of Business & Auxiliary Services
Joliet Junior College
Room H1018
1215 Houbolt Road*

Joliet, IL 60431

and the PROPOSAL envelope clearly marked:

PROPOSAL FOR: HIGH BANDWIDTH WIDE AREA NETWORK (WAN) CONNECTIVITY, INTERNET ACCESS & QUALITY of SERVICE (QoS) SERVICES, RFP R11006.

Submitted By: [Name of Vendor]

the second COST envelope will be marked:

COST for HIGH BANDWIDTH WIDE AREA NETWORK (WAN) CONNECTIVITY, INTERNET ACCESS & QUALITY of SERVICE (QoS) SERVICES, RFP R11006.

Submitted By: [Name of Vendor]

5. The vendor shall not use the College's name or any contract information for advertising purposes without the written consent of the JJC Director of Business & Auxiliary Services.
6. By submitting a proposal, the respondent acknowledges that he has read this RFP, understands it, and agrees to be bound by its requirements. JJC is not responsible for the accuracy of any information regarding this RFP that was gathered through a source different from the inquiry process described in the RFP.
7. Proposals not submitted in the format as instructed by this RFP may not be accepted. Addendums to this proposal, once filed, may be submitted in a sealed envelope only, and properly identified, prior to the opening hour.
8. Any responses that JJC finds difficult to read will be rejected.
9. JJC reserves the right to accept or reject all or part of your response or parts thereof.
10. JJC reserves the right to waive any or all irregularities or informalities.
11. The vendor shall not use the College's name or any contract information for advertising purposes without the written consent of the JJC Director of Business and Auxiliary Services.
12. Any Purchase Order resulting from the RFP responses will incorporate the terms and provisions of said documents.
13. Responses will be evaluated and the vendor selected on the basis of vendor organization and experience, product history, references, service approach, and proposal completeness.
14. Proposals may be withdrawn only by letter or in person prior to the time and date established for the proposal opening.
15. JJC reserves the right to reject any or all proposals submitted and to request additional

information from all Vendors. JJC reserves the right to negotiate any points of the contract, including cost. Any contract awarded will be made to the agency, based on evaluation of all responses, applying all criteria and oral interviews if necessary, is determined to be the best qualified.

16. Upon review of submitted proposals, the top ranked vendor or vendors will be called upon to meet with key JJC personnel for a more detailed interview or discussion.
17. Proposal consideration: While each proposal will be considered objectively, the College assumes no obligation to accept or take action on any proposal. The Respondent must indicate that it is prepared to enter into a contract consistent with its proposal, should it be selected.
18. Respondents are cautioned to read the information contained in this RFP carefully and to submit a complete response to all requirements and questions in the order requested. The page number and requirement in the respective RFP sections as identified within this RFP document must be cited. Using an electronic version of this RFP, restate the requested requirement and include the response to that requirement immediately following.
19. 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 proposal specifications, clarification of proposal submission requirements or any information pertaining to pre-proposal 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 proposals are 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.
20. Amendments to Proposals: Amendments or withdrawals of proposals will be allowed only if the amendment or withdrawal is received before the proposal due date. No amendment or withdrawals will be permitted after the due date, except as authorized by this RFP.
21. The award of an agreement will be based upon a comprehensive review, analysis and negotiation of the proposal(s), which best meets the needs of JJC. Review of the proposals together with any presentations, review of references and meetings with any respondent will be used for the selection. The Purchasing Department and the Evaluation Team will be the sole judge of the suitability of the proposed software and resulting agreement(s). In addition, the award will be predicated upon the successful negotiation of the specific terms and conditions to be included in the agreement.
22. JJC will not be liable for any costs incurred by a respondent in responding to this RFP (including demonstrations), regardless of whether JJC awards a contract through this process, decides not to go forward with the project, or cancels this RFP for any reason, or

contracts for the Project through some other process or issues another RFP.

23. All proposals and other material submitted will become the property of JJC and may be returned at JJC's option. Proprietary information, if included, should be identified in the proposal or supporting materials as such, JJC will have the right to use any materials or ideas submitted in the proposal without compensation to the respondent. Additionally, all proposals will be open to the public after the Purchase Order has been awarded. Proprietary information will remain confidential.

5. Schedule

The following schedule of events is the required schedule for this project. The schedule may change depending upon the responses to the RFP. A final schedule will be established prior to contracting with the vendor who is selected.

Event	Date
Issue Request for Proposals	April 14, 2011
Mandatory Pre-Proposal Conference and Walk Thru 11:00 AM – Media Conference Room, J Building	April 27, 2011
Deadline for Submission of Written Questions	May 2, 2011
Distribution of Responses to Questions	May 5, 2011
Receipt of Proposals	May 12, 2011 at 2:00 PM
Evaluation of Proposals	May 13, 2011 to May 19, 2011
Interviews	May 23, 2011 – May 27, 2011
Recommendation to School Board for Award	June 6, 2011
School Board Approval	June 14, 2011
Project Completion/Test	September 14, 2011
First Day of Contract Service	October 1, 2011

6. Evaluation Criteria

Our intent is to award the base bid to the respondent who can provide the solution that meets or exceeds the requirements of this RFP. JJC will determine from vendor product demonstrations and review of proposals submitted a minimum of two (2) respondents, which are deemed to be the most qualified for any follow up presentation and/or demonstrations to JJC.

Each proposal will be reviewed for completeness and compliance of the established administrative requirements and instructions specified in this RFP. All responsive proposals will advance to the evaluation team.

Proposals that fail to provide specific information to adequately describe the response to any question contained in this RFP may be deemed non-responsive and may be rejected. An evaluation team, along with advisors from JJC purchasing, will review and determine proposals that meet the minimum requirements and offer the overall best value for JJC.

The team will evaluate the quality and completeness of each proposal response as it addresses

each requirement of the RFP. Several criteria will be used to evaluate the proposal responses. These include, but are not limited to:

- Price
- References
- Ability to meet functional and connectivity requirements.
- Ability to meet technical architecture requirements and infrastructure needs.
- Flexibility of Services and/or Plan
- Personnel Qualifications\Experience
- Strategic Direction of responding organization.
- Respondent’s stability and financial information.

No consideration will be given to any claims based on a lack of knowledge of existing conditions. For this reason, vendors should attend the Mandatory Bidder’s Conference and schedule site visits prior to the vendor submitting a response to the bid.

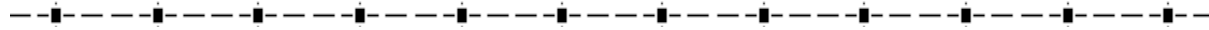
Appendix A: Vendor Profile Form

1. Company Name:	
2. Address (City, State, and Zip):	
3. Contact Name:	
4. Contact Phone:	
5. Contact Fax Number:	
6. Contact E-mail Address:	
7. Company Web Site:	
8. Number of people in the organization.	
9. Annual Revenue:	
10. Years in Business:	
11. Product Name:	
12. Number of years services have been in market:	
13. Current # of schools, hospitals or large corporate campuses using the services:	
14. Largest Installed WAN for a school:	
15. # Installations During Calendar Year 2009:	
16. # Installations During Calendar Year 2010:	
17. From what city would support be provided?	

18. Who would lead installation efforts on behalf of vendor and from what city would product installation be managed?	
19. What were total sales in Calendar Year 2009 and 2010 for your company's product?	
20. Indicate any third-party firms involved with your program and state their role(s).	

LIST OF REFERENCES

Using the following form, provide a list of **THREE** references similar in size and specialty mix to Joliet Junior College. Include name, contact, address, telephone, system(s) installed and date of installation. Non Academic references can include hospitals and corporate campuses.



Name	_____
Address	_____
System(s) Installed	_____
Live Date	_____
Contact Person	_____
Telephone	_____
Email	_____

How accessible was the vendor during a particular project or the life of the contract?

What do you think is the most important part of the contract between your organization and 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

Appendix B: Cost Proposal Form

The Cost Proposal will not be opened until all RFP's are evaluated for the other factors. **Do not include any cost information in any other section of the main proposal.** Failure to comply with this requirement will mean rejection of the proposal. Provide an estimate of all costs associated with the purchase and maintenance of the product. Add additional rows for extra modules and peripherals required to support your proposed solution.

**Cost Summary including QoS Services
(Vendor may provide additional connection speeds with costs)**

Five Year Contract. Provide Internet Service to the Main Campus demark (Proposal should include a technical summary about WAN connectivity).	Monthly/Annual Costs
100 Mb	\$
1GB	\$

WAN Connectivity, 5 year Contract Segment 1, Romeoville to JJC WAN (Proposal should include a technical summary about WAN connectivity).	Monthly/Annual Costs
100 Mb	\$
1GB	\$

WAN Connectivity, 5 year Contract Segment 2, City Center to JJC WAN (Proposal should include a technical summary about WAN connectivity).	Monthly/Annual Costs
100 Mb	\$
1GB	\$

WAN Connectivity, 5 year Contract Segment 3, Morris to JJC WAN (Proposal should include a technical summary about WAN connectivity).	Monthly/Annual Costs
100 Mb	\$
1GB	\$

WAN Connectivity, 5 year Contract Segment 4, Weitendorf to JJC WAN (Proposal should include a technical summary about WAN connectivity).	Monthly/Annual Costs
100 Mb	\$
1GB	\$

WAN Connectivity, 5 year Contract Segment 5, Frankfort to JJC WAN (Proposal should include a technical summary about WAN connectivity).	Monthly/Annual Costs
100 Mb	\$
1GB	\$

Signature of authorized representative _____

Date _____

Name of Individual (print) _____

Company _____