



JOLIET JUNIOR COLLEGE

1901

Joliet Junior College Emergency Notification System Request for Proposal - REBID

Bid Due Date: July 7, 2011 @ 2:00 P.M. CDT

Questions will be compiled and answers provided to all vendors. Requests for clarification should be emailed to Judy Mitchell at jmitchel@jjc.edu before 06/20/11, at 10:00 a.m. Winning bidder will be notified on 08/09/11 contingent upon approval.

All bids and supporting documentation, unless otherwise stated, must be submitted to Joliet Junior College to Judy Mitchell with a subject line of Emergency Notification System. One (1) original and five (5) copies will be required. Proposals must be received no later than 2:00 p.m. CDT on 07/07/11. Proposals must be in a sealed envelope and marked **EMERGENCY NOTIFICATION SYSTEM**, delivered to address below:

BUSINESS SERVICES: Joliet Junior College

Judy Mitchell, Dir. of Business & Auxiliary Services
1215 Houbolt Road
Joliet, Illinois 60431
E-mail: jmitchel@jjc.edu

RFP NAME: Emergency Notification System

Joliet Junior College seeks to be able to deliver time-sensitive information to all campus community members in a matter of minutes. The delivery of this information must not only be quick and efficient, but also extremely robust. Depending upon the nature of the time-sensitive information, failure of delivery, or sluggish delivery could result in harm coming to the campus community.

Joliet Junior College requires the system to notify the campus community using text message technology, phone messages on two numbers, as well as email notification. During the review of the responses, Joliet Junior College will consider products that meet all needs very well or one need very well. Joliet Junior College will methodically review the responses and will select the product or products to best meet these goals.

Joliet Junior College (JJC) reserves the right to accept or reject any or all bids. It is the college's intent to award this contract to the vendor who provides the best overall value to the college. Joliet Junior College is not obligated to award this contract to lowest bidder.

SIGNATURE ON BIDS:

JJC requires the signature on documents to be that of an authorized representative of said company.

CERTIFICATION FORM:

Bidders must sign the enclosed Certification Form that refers to the Criminal Code of 1961. The signed Certification must be submitted with your bid. Failure to do so may result in the rejection of your proposal.

SCHEDULE OF EVENTS:

Distribution of RFP to Bidders	June 09, 2011	
Deadline for Receipt of Written Questions	June 20, 2011	10:00 AM
Issuance of Written Response to Questions	June 23, 2011	End of day
RFP Submission Deadline	July 07, 2011	2:00 PM
Selection of Award	August 9, 2011	

Please direct proposal questions to: jmitchel@jjc.edu

OVERVIEW

Founded in 1901, Joliet Junior College is the first public community college in the nation. From an initial enrollment of six individuals, Joliet Junior College has grown to serve more than thirty one thousand students in a variety of education programs. Today, the college offers five locations at which students enrolled in courses can pursue post-secondary degrees.

GOALS OF MASS NOTIFICATION SYSTEM

1. Emergency Notification System must be redundant with multiple data centers; describe system redundancy. There should be no single point of failure. Data should be stored at two or more separate sites, with switchover and failover features.
2. Redundant means of access to the Emergency Notification System is mandatory. Multiple initiation methods including web, phone, and phone by live operator are desirable.
3. System should be able to simultaneously deliver messages through multiple, selectable alert systems in a period of time consistent with industry standards.
4. It is desirable to have the Emergency Notification System completely hosted by the chosen vendor. . No hardware or software should be required on any system at Joliet Junior College to facilitate the sending of a text message to all participants unless there are required interfaces to internal Public Address (PA) systems, digital signage, or the college web site.
5. The ability for the system to facilitate two-way communication, surveying of the participants, the collection of the survey data, and message receipt is desirable.
6. Support integration of Blue light phones, AlertUs type beacons and on screen notifications, Cisco Digital Signage, VoIP Phone System and other campus safety systems.
7. The ability to maintain multiple sublists for non-emergency communication of issues pertinent only to a specific list is desirable. This usage could extend to class and practice cancellation and various other campus related activities. ENS system must be free of any commercial marketing or advertising.
8. Ease of administration and multiple levels of security. Ability for an administrator of the system to easily and successfully send messages to constituencies they are permitted to contact.
9. The ability to routinely test the cell numbers provided and for end users to self maintain contact information is desirable.
10. All data must be secure such that under no circumstances can the numbers be accessed, shared, or used by anyone but the designated Joliet Junior College administrators.
11. System must be user friendly – offer ease of use

PROJECT BUDGET

Project budget is \$30,000.00

JOLIET JUNIOR COLLEGE SECURITY STATEMENT

All information provided by Joliet Junior College in connection with this RFP shall be considered confidential and proprietary information and must not be disclosed to individuals outside the vendor's organization without prior written approval by the College.

All records received from a Contractor will be deemed public records and presumed to be open. If the contractor submits with the proposal any information claimed to be exempt under the Illinois Statutes, this information must be placed in a separate envelope.

ADDENDA:

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

SPECIFICATIONS/REQUIREMENTS

Please respond to ALL of these questions or statements – how does your Emergency Notification System operate or behave related to these specific areas of interest?

1. Redundancy/Throughput
2. Solution must allow importing of data from our Colleague ERP system as well as data from our previous ENS provider.
3. Solution should have multiple methods of opt-in and opt-out.
4. Solution should support multi-lingual messaging. What languages are supported? How are translated messages handled in the system?
5. How are communications through local cell carriers guaranteed, where throughput of a very large number of calls into one geographical area must be processed? Your system must support all domestic wireless carriers and wireless phone models. Describe any limitations and how the system address delivery to smaller carriers.
6. Product Components
 - a. Is your service web-based (HTTPS) or is the interface delivered through the use of proprietary software?
 - b. Are there specialized components of your product that must be installed on local (to Joliet Junior College) devices – e.g., personal workstations, servers, etc?
7. Does your product afford an industry standard level of physical and logical security for various aspects of the process, including but not limited to the following? (Note that the Joliet Junior College Security Officer or his designate will review and render an opinion as to the adequacy of any/all controls.
 - a. Importing and exporting of users and associated contact information. This information must be secured (encrypted) during transit and while at rest. Please elaborate on what security measures will be implemented to meet these requirements.
 - b. Provision of unique individual credentials, supporting strong passwords for support staff, administrators, and end user community. Integration with Microsoft Active Directory (Secure LDAP) and our Colleague ERP system is highly desirable.
 - c. Desktop client communications to and from the service web server.
 - d. Communications between the service web server, application server, and database server (as is required by the infrastructure)
 - e. Stored data associated with the College's use and configuration of the service.
 - f. How can users be sure their information is secure and will not be used for any other purposes or sold to third parties?

8. Is your product robust enough to support the approximately 25,000 users or the entire current College population, via various concurrent methods simultaneously, with allowance for reasonable growth?
9. Please detail best and worst case delivery intervals for each type of message: SMS, E-mail and voice. Are there any limitations based on number?
10. Is your system capable of reliably delivering a text message to all users on the system within 10 minutes?
11. Your system must support rapid delivery of voice messages. Please describe. What is the delivery rate capability and any limitations?
12. Please describe your SMS delivery architecture. Do you deliver via SMTP or SMPP? If delivery is via SMTP, please detail carrier whitelisting relationships. If SMPP, does your system utilize direct binds or aggregators? What safeguards are in place to ensure message delivery?
13. Does your system rely on VoIP or SS7? If VoIP, please describe any additional features to prevent quality degradation under high volume or potential DOS attacks.
14. Does your product allow for delivery (“broadcast”) of any length pre-recorded or ad-hoc message to a variety of broadcast mediums, including but not limited to:
 - a. Voice call to landline phones
 - b. Voice call to cellular phones
 - c. Recognition of voicemail and ability to leave a message
 - d. Email
 - e. Recognition of pagers and ability to leave a call back number
 - f. Text messaging
 - g. Internet Instant Messaging (IM)
 - h. PA systems
 - i. Digital Signage
 - j. Web Site
 - k. RSS
 - l. Social Network sites such as Facebook and Twitter. Please list and describe features.
15. Does your product allow for the initiation of broadcasts via various methods simultaneously, such as direct webpage access, PA systems, digital signage, etc.?
16. Can your product broadcast to multiple contact methods for each contact, simultaneously?
17. Does your product allow for automatic call back if a contact phone number is busy?
18. Does your product provide for a variety of default message templates?
19. Can your product start broadcasts to specific contacts or sets of contacts given input from standard alarm systems (such as building, environmental, etc.)?
20. Does your product allow for the storage of broadcasts to be initiated at a scheduled date/time?
21. Does your product have accurate and clear text-to-speech capabilities?
22. Administrator roles and capabilities – Does your service allow for the creation of at least one, preferably multiple, global and group administrators?
 - a. Does your product allow Administrators to effect changes to any aspect of the college’s domain in the service, such as global contact database, broadcast schedule, broadcast messages, configuration settings, etc.?
 - b. Does your product allow Global Administrators to prioritize broadcasts across the entire spectrum of broadcasts attributed to the college?
23. Does your product allow for the definition of sub-Administrator roles?
 - a. Does your product allow for segmenting the contacts in groups associated with each Administrator, based on definitions by the Global Administrator, or by comparison with criteria in the college provided data?
 - b. Does your product allow Administrators to effect changes within the scope of their authorization domain, such as edits to contact database, broadcast schedules, broadcast messages, configuration settings, etc.?
 - c. Does your product allow an Administrator to prioritize broadcasts within their own authorization domain?
 - d. Does your product allow an Administrator to change or update stored messages prior to a broadcast, and also provide the ability to change messages during a broadcast and have

- that change reflected to the remaining contacts in the targeted contact list of that broadcast?
- e. Does your product allow Administrators to pause or cancel a broadcast in progress?
24. Does your product allow for segmenting the contact database?
 25. Reporting
 - a. Please detail your reporting options. Does your product allow for ad-hoc and standard reports related to completed broadcast delivery and performance, including data items such as identifier information of the targeted contacts, time, date, response, number of attempts made, and status codes (line busy, message delivered, etc.) and performance information such as total broadcast start, finish, and elapsed time?
 - b. Does your service allow for access to broadcast status and statistics via multiple means, including via web-page (standard and mobile delivered), telephone, email, etc.?
 26. Does your product allow for the monitoring of broadcast progress in real-time, including point-in-time successful and unsuccessful notifications, responses, etc.?
 27. Do you provide training appropriate to College technical support staff, Administrators, and to end users as might be appropriate?
 28. Please describe your system maintenance and how are new features addressed when required:.
 - a. Please describe your data back up and recovery policies
 - b. Please describe your ongoing maintenance and system testing procedures.
 - c. Do you have any 3rd party monitoring of your system and review all security procedures?

ADDITIONAL INFORMATION

1. The current provider is MIR3
2. Cost associated with current provider is approximately \$14,000.00 annually.
3. Reason for requesting this proposal is to explore options, improved service, and increase enrollment.
4. Zero (0) SMTP SMS were sent out in previous years.
5. The college sent a total of 10 SMPP SMS messages this past year
6. The college sent a total of 10 voice messages this past year.
7. Currently the college has approximately 6500 enrolled recipients with an average of 2 numbers each.
8. Consideration would be given for longer contract terms if it results in considerable cost savings.
9. Your ERP system will need to import data from Datatel Colleague
10. JJC is currently in the middle of migrating to a new Avaya VoIP system and will have between 1000 and 1500 VoIP (and some analog) phones in place.
11. Vast majority of PC users (up to roughly 2500) will be Windows 7 and roughly 200 on MAC OSX 10.x . JJC would like all logged in PC's to receive notifications.
12. Regarding interface with the existing PA system. Each campus is a separate zone and the PA system does not have an interface to the telephone system.
13. The current telephone system manufacturer that the ENS system would integrate to is Avaya 6.0

14. The current internal PA system infrastructure is Honeywell and integrates with the college fire alarm system. It allows the college to page buildings separately as well as the entire campus as a whole.
15. There are no specific requirements for number of users that need to be reached within a maximum amount of time. The college is looking for the best results in email, text, voice, TTY, etc. as possible. The college has approximately 15,000 students and in the event of an emergency, time is of the essence. Please state best/worst/average time to contact all 15,000 users by all methods you support. If there are different sizing options that would affect time, please provide pricing and differences for all proposed.
16. If the bidder will be installing materials on site (physical labor installation) the bidder and all bidder's subcontractors must participate in applicable apprenticeship and training programs approved by and registered with the United States Department of Labor Bureau of Apprenticeship and Training as well as sign a labor-management project agreement with the Three Rivers Construction Alliance. If the bid includes only virtual installation (computer transfer of files) the above referenced agreements are not applicable.
17. The college prefers data is loaded/updated at least once every 24 hours. Whether it updates or erases will be based on the recommendations of the chosen ENS partner to what will serve JJC's needs best. The colleges current ERP system is Datatel Colleague
18. The college's ERP is the primary repository and takes precedence.
19. The college is currently in the middle of migrating to a new Avaya VoIP system. Currently, we have a Cisco VoIP and Fujitsu F9600 that is being migrated away from within 6 months to a year.
20. JJC has 6 campuses in 4 cities and 9 additional satellite campuses in 9 cities (see <http://www.jjc.edu/about/campuses/pages/default.aspx> for details). JJC sees the potential of targeting who does or doesn't receive alerts to avoid unnecessary confusion or panic.

VENDOR INFORMATION

1. Vendor shall provide information pertaining to the company's financial standings. Documents should include but not be limited to Dunn & Bradstreet reports (or similar report).
2. Vendor shall provide a brief overview of the company's history, products, services, and customer demographics.

PRICING

1. Illustrate all financial elements in this Section so that all costs (one-time, fixed, recurring, ongoing, optional, usage based, etc.) for all hardware, software, licensing, hardware maintenance, software maintenance, and shipping are reflected.
2. List all miscellaneous costs or fees that may be incurred with the purchase and installation of this system.
3. List any additional reimbursable costs. Travel expenses must comply with Joliet Junior College's policies

DISCOUNTS

1. All discount structures, educational discounts, volume discounts, grants, beta site arrangements, special offers, etc. shall be indicated in this Section.
2. Clearly delineate and reflect by line item and totals, any educational allowances and discounts available for each category such as hardware, software, licensing, hardware maintenance, software maintenance, shipping, support, etc.

3. Clearly delineate thresholds and volumes necessary if discounts are scaled.
4. Prepayment plans with associated discounts or allowed should be considered in your pricing schemes.

REFERENCES

1. Please provide a list of educational references using the proposed service. We prefer that educational references include institutions similar in size and configuration.
2. Installation of your product(s) should have occurred within the last 3 years.
3. Provide the organization name, contact name, address, email, phone number, date of installation.

DISASTER RECOVERY PLAN

Vendor must provide/describe disaster recover plans that relate to the primary service and for functions and processes that, if unavailable for whatever reason, would render the primary service unusable by the College.

JOINT PURCHASE AGREEMENT (OPTIONAL)

The Illinois Public Community College Act allows for Joint Purchases under 805/3-272. Joliet Junior College requests that this RFP be open to all Illinois Community Colleges for consideration of your services. If you company is not willing to share their pricing structure with other institutions please state that in your response.

PROPOSAL EVALUATION

It is the intent of the College to obtain the highest value at the most reasonable price. To achieve this goal, bids will be evaluated on several factors:

- Pricing/Charges
- Prior Experience
- Ability to Meet our Needs
- Financial Stability
- References
- Qualifications

The College reserves the right to reject all proposals or to award the proposal that is in the best interest of the College.

INSTRUCTION TO BIDDERS:

Bidder must purpose all labor, material, and service requirements for the successful completion of this project, including all addenda issued thereto. One (1) original and five(5) copies will be required. PROPOSALS RECEIVED AFTER THE PROPOSAL DUE DATE OF July 7, 2011 @ 2:00 P.M. CST WILL NOT BE CONSIDERED AND DELETED PRIOR TO PROPOSAL OPENING.

TAXES:

The Joliet Junior College is a tax exempt Illinois Community College. The college is also exempt from Federal Exercise Tax.

DELIVERY SCHEDULE:

All products, services and documentation must be in place and functional by October 1, 2011-unless other arrangements are agreed upon.

SUBMISSION REQUIREMENTS:

The vendor shall include the following in their response:

1. Qualifications
2. Ability to Meet our Needs – provide detailed response to JJC’s Specifications /Requirements listed on pages 3-5 of this proposal
3. Pricing/Charges
4. Prior Education Experience
5. Financial Stability
6. Education References

CONFIDENTIALITY:

All bidders agree that any information about Joliet Junior College, which is exchanged as part of this bid, negotiation, or performance stages of this contract will be kept confidential by the bidder. Information exchanged with reference to enrollment, projects and future plans for expansion and other sensitive information are of most importance and are confidential.

BLACKOUT PERIOD:

After the College has advertised for bids, no pre-bid 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.

TERMINATION OF FUNDING:

JJC’s contractual obligations will be subject to termination and cancellation without penalty, accelerated payment, or other recoupment mechanism as provided herein in any fiscal year for which the Illinois General Assembly or other legally applicable funding source fails to make an appropriation to make payments under the terms of this Contract. In the event of termination for lack of appropriation, the Vendor shall be paid for services performed under this Contract up to the effective date of termination. JJC shall give notice of such termination for funding as soon as practicable after JJC becomes aware of the failure of funding.

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-1018
1215 Houbolt Road
Joliet IL 60431