

**Joliet Junior College
Emergency Notification System
Request for Proposal**

Bid Due Date: 04/02/08 @ 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 03/20/2008, at 10:00 a.m. Winning bidder will be notified on 05/07/08 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 four (4) copies will be required. Proposals must be received no later than 2:00 p.m. CDT on 04/02/2008.

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.

SCHEDULE OF EVENTS:

Distribution of RFP to Bidders	March 14, 2008
Deadline for Receipt of Written Questions	March 20, 2008 10:00 a.m.
Issuance of Written Response to Questions	March 24, 2008
RFP Submission Deadline	April 2, 2008 2:00 p.m. CDT
Selection of Award	May 6, 2008

Please direct bid 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 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. 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.
7. 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.
8. The ability to routinely test the cell numbers provided and for end users to self maintain contact information is desirable.
9. 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.

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.

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
 - a. How are communications through local cell carriers guaranteed, where throughput of a very large number of calls into one geographical area must be processed?
2. Product Components
 - a. Is your service web-based (HTTP or 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?

3. 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 required 'opt-in' users and associated contact information.
 - b. Provision of unique individual credentials, supporting strong passwords for support staff, administrators, and end user community. Integration with Microsoft Active Directory (LDAP) 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.
4. 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?
5. 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
6. Does your product allow for the initiation of broadcasts via various methods simultaneously, such as direct webpage access, PA systems, digital signage, etc?
7. Can your product broadcast to multiple contact methods for each contact, simultaneously?
8. Does your product allow for automatic call back if a contact phone number is busy?
9. Does your product provide for a variety of default message templates?
10. Can your product start broadcasts to specific contacts or sets of contacts given input from standard alarm systems (such as building, environmental, etc.)?
11. Does your product allow for the storage of broadcasts to be initiated at a scheduled date/time?
12. Does your product have accurate and clear text-to-speech capabilities?
13. 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?
14. 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?
- 15. Does your product allow for segmenting the contact database?
- 16. Reporting
 - a. 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.?
- 17. Does your product allow for the monitoring of broadcast progress in real-time, including point-in-time successful and unsuccessful notifications, responses, etc.?
- 18. Do you provide training appropriate to College technical support staff, Administrators, and to end users as might be appropriate?

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, 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 references using the proposed service. We prefer that you include references of other educational institutions similar in size and configuration.
- 2. Installation of your product(s) should have occurred within the last 3 years.

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 your company is not willing to share their pricing structure with other institutions please state that in your response.

BID 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 provide all labor, material, and service requirements for the successful completion of this project, including all addenda issued thereto. One (1) original and four (4) copies will be required. BIDS RECEIVED AFTER THE BID DUE DATE OF April 2, 2008, 2:00 P.M.CST WILL NOT BE CONSIDERED AND DELETED PRIOR TO BID 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 June 1, 2008 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
3. Pricing/Charges
4. Prior Experience
5. Financial Stability
6. 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.

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