

REQUEST FOR PROPOSAL
#R18012

EMERGENCY NOTIFICATION SYSTEM



JOLIET JUNIOR COLLEGE

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Joliet Junior College
Request for Proposal

RFP Opening June 12, 2018

Background

Joliet Junior College (JJC), the nation's first public community 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, workforce development services, and student support services. America's first public community college began in 1901 as an experimental postgraduate high school program. It was the "brain child" of J. Stanley Brown, Superintendent of Joliet Township High School, and William Rainey Harper, President of the University of Chicago. The college's initial enrollment was six students. Today, JJC serves more than 35,000 students in credit classes and noncredit courses.

JJC is the only public postsecondary institution within District 525 boundaries. JJC is located approximately 45 miles south of Chicago, the third largest city in the United States. Today, the 1,442-square mile district serves over 700,000 residents in Will, Grundy, Kendall, LaSalle, Kankakee, Livingston, and Cook counties. Multiple locations exist to serve residents throughout the district. The College consists of one (1) main campus (2) extended campuses, three (3) education centers, and multiple satellite locations throughout the district. JJC has approximately 15,000 students per year enrolled in credit courses.

Vision Statement

Joliet Junior College will be the first choice.

Mission Statement

Joliet Junior College is an innovative and accessible institution, dedicated to student learning, community prosperity, cultural enrichment, and inclusion. Joliet Junior College delivers quality lifelong learning opportunities empowering diverse students and the community through academic excellence, workforce training, and comprehensive support services.

OVERVIEW

The Board of Trustees of Joliet Junior College (hereinafter, "JJC") is requesting proposals from Providers for services relating to Emergency Notification System.

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



I. RFP SCHEDULE

Date (2018)	Event
May 16, 2018	Vendors contacted via email / advertised
May 24, 2018 by 10:00 a.m. CST	Last date/time for submission of written questions via email to purchasing@jjc.edu
May 31, 2018 by 4:00 p.m. CST	Responses to questions emailed
June 12, 2018 by 2:00 p.m. CST	Proposals must be submitted to the attention of: Janice Reedus, Director of Business & Auxiliary Service, Campus Center Building A, Room 3100, 1215 Houbolt Road, Joliet, IL 60431
June 12-27, 2018	JJC Evaluation Team reviews proposal
July 9-10, 2018	Possible presentations by two top short-listed firms
August 8, 2018	Notification of Award

II. INSTRUCTIONS TO VENDORS

ADVICE: The department responsible for this RFP is the Business and Auxiliary Services located at Campus Center, Building A, Room 3100, 1215 Houbolt Rd., Joliet, IL 60431-8938. The JJC contact will be Janice Reedus, Director of Business & Auxiliary Services, telephone (815) 280-6640; fax (815) 280-6631.

Questions concerning this RFP will be answered if sent to the Purchasing Department via email to purchasing@jjc.edu on or before **May 24, 2018** at 10:00 a.m. CST.

All questions and answers will be published and provided to all potential suppliers by end of business day on **May 31, 2018 by 4:00 p.m. CST.**

SUBMISSION: the submission of a response shall be prima facie evidence that the supplier has full knowledge of the scope, nature, quality of work to be performed, the detailed requirements of the project, and the conditions under which the work is to be performed.



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Faxed proposals ARE NOT acceptable. All RFPs must be submitted by the date and time of public opening (see above). RFPs must be submitted on the forms provided in a sealed envelope clearly marked (typed or blocking lettering only) with the vendor's name, return address, RFP for RFP NAME, the opening date and time. **An original and five (5) copies of the RFP, and a complete electronic copy (DVD or flash drive)** of the proposal shall be provided. Each hard copy shall be submitted in a binder. RFPs must be addressed to: Joliet Junior College, Janice Reedus, Director of Business & Auxiliary Services, Campus Center Room A3102, 1215 Houbolt Rd., Joliet, IL 60431-8938.

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

Receipt of RFP / Late RFP: Sealed RFPs 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.

RFPs received after the date and time specified shall be considered LATE, and shall not be opened.

Accuracy of Proposals / Withdrawal of Proposals prior to RFP Opening: Proposals will represent a true and correct statement and shall contain no cause for claim of omission or error. Proposals 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 and Auxiliary Services or Joliet Junior College.

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

PROPOSAL DUE DATE: The proposal must be received on or before **June 12, 2018** by 2:00 p.m. CST at the Business and Auxiliary Services Department, Campus Center, Room A3100, 1215 Houbolt Rd., Joliet, IL 60431-8938

INSURANCE: The supplier performing services for JJC shall:

Maintain worker's compensation insurance as required by Illinois statutes, for all employees engaged in the work.

Maintain commercial liability, bodily injury and property damage insurance against any claim(s), which might occur in carrying out the services, referenced in this RFP. Minimum coverage will be TWO MILLION DOLLARS (\$2,000,000) liability for bodily injury and property damage including product liability and completed operations.



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Provide motor vehicle insurance for all owned, non-owned and hired vehicles that are used in carrying out the services described in this RFP. Minimum coverage shall be TWO MILLION DOLLARS (\$2,000,000) per occurrence combined single limit for automobile liability and property damage.

TAXES:

JJC is exempt from all federal excise, state and local taxes unless otherwise stated in this document. In the event taxes are imposed on the services purchased, JJC will not be responsible for payment of the taxes. The supplier shall absorb the taxes entirely. Upon request, JJC's Tax Exemption Certificate will be furnished.

INDEMNIFICATION:

The supplier shall protect, indemnify and hold JJC harmless against any liability claims and costs of whatsoever kind and nature for injury to or death of any person or persons and for loss or damage to any property occurring in connection with or in any incident to or arising out of occupancy, use, service, operations or performance of work in connection with the contract, resulting in whole or in part from the negligent acts or omissions of the supplier.

DISCLOSURE:

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

TERM OF CONTRACT:

Any contract, which results from this RFP, shall be for a period of three (3) year(s) from the date of the contract award. Assuming continued availability of funding; JJC may, at its sole option and with the consent of the supplier renew the contract for up to an additional two (2) years.

BLACKOUT PERIOD:

After the College has advertised for proposals, no pre-proposal vendor shall contact any College officer(s) or employee(s) involved in the solicitation process, except for interpretation of specifications, clarification of bid submission requirements or any information pertaining to prebid conferences. Such vendors making such request shall email Janice Reedus, Director of Business & Auxiliary Services, at purchasing@jjc.edu No vendor shall visit or contact any College officers or an employee until after the proposal is awarded, except in those instances when site inspection is a prerequisite for the submission of a proposal. During the black-out period, any such visitation, solicitation or sales call by any representative of a prospective vendor in violation of this provision may cause the disqualification of such bidder's response



III. GENERAL TERMS AND CONDITIONS

Applicability: These general terms and conditions will be observed in preparing the proposal to be submitted.

Purchase: After execution of the contract, purchases will be put into effect by means of purchase orders or suitable contract documents executed by the Director of Business and Auxiliary Services.

Right to Cancel: JJC may cancel contracts resulting from this RFP at any time for a breach of any contractual obligation by providing the contractor with thirty-calendar days written notice of such cancellation. Should JJC exercise its right to cancel, such cancellation shall become effective on the date as specified in the notice to cancel.

Governing Law and Venue: This contract shall be construed in and governed under and by the laws of the State of Illinois. Any actions or remedies pursued by either party shall be pursued in the State and Federal Courts of Will County, Illinois, only after Alternate Dispute resolution (ADR) has been exhausted.

Dispute Resolution: JJC and the contractor shall attempt to resolve any controversy or claim arising from any contractual matter by mediation. The parties will agree on a mediator and shall share in the mediation costs equally.

Costs: All costs directly or indirectly related to preparation of a response or oral presentation, if any, required to supplement and/or clarify a proposal shall be the sole responsibility of and shall be borne by the vendor.

Proprietary Information: Vendor should be aware that the contents of all submitted proposals are subject to public review and will be subject to the Illinois Freedom of Information Act. All information submitted with your proposal will be considered public information unless vendor identifies all proprietary information in the proposal by clearly marking on the top of each page so considered, "Proprietary Information." The Illinois Attorney General shall make a final determination of what constitutes proprietary information or trade secrets. While JJC will endeavor to maintain all submitted information deemed proprietary within JJC, JJC will not be liable for the release of such information.

Business Enterprise Program (BEP):

Minorities, Females, and Persons with Disabilities Participation and Utilization Plan:
Joliet Junior College will make every effort to use local business firms and contract with small, minority-owned, and/or women-owned businesses in the procurement process. This solicitation contains a goal to include businesses owned and controlled by minorities, females, and persons with disabilities in the College's procurement and contracting processes in accordance with the State of Illinois' Business Enterprise for Minorities, Females, and Persons with Disabilities Act (30 ILCS 575). Because these goals vary by business ownership status and category of procurement, we urge interested businesses to visit the Department of Central Management Services (CMS), [Business Enterprise Program \(BEP\)](#) web site to obtain additional details. To qualify, prime vendors or subcontractors must be certified by the CMS as BEP vendors prior to



contract award. Go to (<http://www2.illinois.gov/cms/business/sell2/bep/Pages/default.aspx>) for complete requirements for BEP certification. For applicable projects, vendors may be asked to submit a [utilization plan](#) and [letter of intent](#) that meets or exceeds the identified goal. If a vendor cannot meet the goal, documentation and explanation of good faith efforts to meet the specified goal may be required within the utilization plan.

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 are 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.

IV. **FORMAT FOR RESPONSE**

To achieve a uniform review process and obtain the maximum degree of comparability, it is required that the proposal be organized in the format specified.

An original and five (5) copies of the RFP and a complete electronic copy (DVD or flash drive) of the proposal shall be provided. Each hard copy shall be submitted in a binder. The original copy should be so noted and signed.

1. Title Page

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

2. Table of Contents

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



3. Letter of Transmittal

Limit to one or two pages.

- a. Briefly state the vendor's understanding of the scope of services to be provided and make a commitment to provide the services within the time period.
- b. List the names of the persons who will be authorized to make representations for the vendor, their titles, address, and telephone numbers.

4. Profile of the Vendor

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.

- a. Provide a list of the vendor's top ten current and prior two-year clients indicating the type of services the organization has performed for each client.
- b. Submit independently audited financial statements (one copy only). Such information will be considered in strict confidence.
- c. Indicate any third-party firms involved with your program and state their role(s).
- d. Provide contact information (name, phone number, and email address of at least three (3) references for projects of similar size and scope.

5. Scope Section

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

6. Responses to Addendum

7. Prices Responses

- a. Based on Minimum and preferred features :
- b. 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.
- c. List all miscellaneous costs or fees that may be incurred with the purchase and installation of this system.
- d. Pricing must be inclusive of all travel



8. Invoicing Procedure

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

9. Proposed Contract

Please submit a draft contract for the services being offered.

10. Bidder's Certification Statement

V. EVALUATION

In evaluating the proposals submitted, JJC will apply the "Best Value" standard in selecting the supplier to be awarded a contract for this project. Purchase price is not the only criteria that will be used in the evaluation process. Any award resulting from this RFP will be made to that vendor whose offer conforms to the RFP and it is determined to be the most advantageous, of "best value" to JJC, in the sole judgment of JJC. The selection process will include, but not be limited to, the following considerations:

1. The quality and range of services the firm proposes to provide.
2. The extent to which the goods or services meet JJC needs.
3. The firm's overall experience, reputation, expertise, stability and financial responsibility.
4. The vendor's past relationship with JJC, if any.
5. The experience and qualifications of the staff that will be assigned to service JJC's account.
7. The ability to provide service in an expedient and efficient manner.
8. Quality and range of management reports
9. Vendor's financial terms offered to JJC.
10. The training options available.
11. The total, long-term cost to JJC to acquire the vendor's goods and services.
12. Any other relevant factor that a private business entity would consider in selecting a supplier.
13. Service Level Agreement (Triage and Response Times)



GOALS OF MASS NOTIFICATION SYSTEM

1. Emergency Notification System must be redundant with multiple data centers. There should be no single point of failure. Data should be stored at two or more separate sites, with switchover and failover features. Redundant means of access to the Emergency Notification System is mandatory. Multiple initiation methods including web, phone, and phone by live operator are desirable.
2. System should be able to deliver messages through multiple, selectable alert systems in a period of time consistent with industry standards simultaneously.
3. 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 website.
4. The ability for the system to facilitate two-way communication, collecting analytics from each campaign, surveying of the participants, the collection of the survey data, and message receipt is desirable.
5. JJC would like the emergency notification system to integrate with our CodeBlue emergency phones, PC/Mac beacons and on screen notifications, BrightSign Digital Signage, Avaya VoIP Phone System, Honeywell PA system, and other campus safety systems.
6. JJC has three (3) campuses and three (3) extension centers in four (4) cities (see <http://www.jjc.edu/about-jjc/locations> for details). JJC sees the potential of not sending notifications to all users and targeting users or groups at specific campuses when necessary.
7. The ability to maintain multiple distribution groups 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



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SCOPE OF WORK

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. 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. Solution must support importing/updating of student, faculty, and staff data from our Ellucian Colleague ERP system on a daily basis. JJC will provide a master file with additions, deletions, and corrections as they occur.
3. Solution must be an opt-out system.
4. Solution should support a multi-lingual user interface. What languages are supported? Is the system capable of translating notifications with a user interface option?
5. How are communications through landline as well as 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? Is there a mobile app or mobile web interface available?
 - 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 users with integration with Microsoft Active Directory (Secure LDAP) for user authentication.-Desktop client communications to and from the service web server.
 - c. Communications between the service web server, application server, and database server (as is required by the infrastructure)
 - d. Stored data associated with the College's use and configuration of the service.
 - e. How can users be sure their information is secure and will not be used for any other purposes or sold to third parties? Is there an end user agreement for each user?
8. What is the maximum number of users your system can support?
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 of simultaneous notifications?
10. Is your system capable of reliably delivering a text message to all users on the system within 10 minutes?



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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. Text messaging
 - f. Internet Instant Messaging (IM)
 - g. PA systems
 - h. Digital Signage
 - i. Website
 - j. RSS
 - k. 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.?



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- 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 backup and recovery policies
 - b. Please describe your ongoing maintenance and system testing procedures.
 - c. Do you have any third- party monitoring of your system and review all security procedures?

QUANTITY

There is no guaranteed amount of services intended either expressly or implied, to be purchased or, contracted for by JJC. However the supplier awarded the contract shall furnish all required services to JJC at the stated price, when and if required.

PROPOSED PRICING

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



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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.

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, A-3100
1215 Houbolt Road
Joliet IL 60431