



JOLIET JUNIOR COLLEGE  
— 1901 —

REQUEST FOR PROPOSAL  
#R18011

Business Recovery Services



Joliet Junior College  
Request for Proposal

## **BUSINESS RECOVERY SERVICES**

**RFP Due Date - May 14, 2018 @ 1:00 P.M.**

### **Background**

Joliet Junior College is a comprehensive community college. The college offers pre-baccalaureate programs for students planning to transfer to a four-year university, occupational education leading directly to employment, adult education and literacy programs, work force and workplace development services, and support services to help students succeed. The College has a combined total of 14,912 full time and part time students enrolled in Spring 2018 classes and 1,950 staff on its main campus located within the city of Joliet, and its 5 extension campuses located in Romeoville, Morris, Frankfort, Weitendorf, and City Center in downtown Joliet.

### **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.

## **I. OVERVIEW**

Joliet Junior College (hereinafter, "JJC") issues this Request for Proposal ("RFP") to identify and select an outside independent organization ("Vendor") who currently have the capacity to provide disaster recovery services.



This RFP is specifically requesting options and costs for JJC to support business core applications and functions which are deemed critical by JJC and would need to be supported at an alternate facility in the event of a disaster. JJC intends to resume processing of critical applications within 72 hours. JJC is requesting the following facility requirements and system configurations to provide necessary backup for critical applications and functions.

This RFP and information contained within should be kept confidential.

The College reserves the right to:

- Reject any or all offers and discontinue this RFP process without obligation or liability to any potential Vendor,
- Accept other than the lowest priced offer,
- Award a contract on the basis of initial offers received, without discussions or requests for best and final offers, and
- Award more than one contract.

Additional proposal requirements are discussed in the **SCOPE AND VENDOR QUALIFICATIONS** section of this proposal.

## II. RFP SCHEDULE

Date	Event
<b>April 27, 2018</b>	Vendors contacted via email / advertised
<b>May 4, 2018 by 12:00 p.m. CST</b>	Last date/time for submission of written questions via email to purchasing@jjc.edu
<b>May 7 , 2018 by 4:00 p.m. CST</b>	Responses to questions emailed
<b>May 14, 2018 @ 1:00 p.m. CST</b>	Proposals must be submitted to the Attention of: Janice Reedus, Business & Auxiliary Service Office, Campus Center Building A, Room 3102, 1215 Houbolt Road, Joliet, IL 60431
<b>May 14-18, 2018</b>	JJC Evaluation Team reviews proposal
<b>May 17-18, 2018</b>	Possible presentations by two top short-listed firms
<b>June 14, 2018</b>	Notification of Award



### III. 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](mailto:purchasing@jjc.edu) on or before **May 4, 2018** by 12:00 pm. CST

All questions and answers will be published and provided to all potential suppliers by end of business day on **May 7, 2018**.

**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.

Faxed proposals ARE NOT acceptable. All RFP's must be submitted by the date and time of public opening (see above). RFP's 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 **INFORMATION SECURITY OPERATIONAL FRAMEWORK AND SECURITY ASSESSMENT**, the opening date and time. **An original and six (6) 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, properly identified, prior to the opening hour.

Receipt of RFP / Late RFP: Sealed RFP's shall be received at the place and until the time indicated in this RFP. It is the sole responsibility of the vendors to ensure timely delivery of the RFP. JJC will not be responsible for failure of service on the part of the U.S. Postal Service, courier companies, or any other form of delivery service chosen by the vendor.

RFP's received after the date and time specified shall be considered LATE, and shall not be 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 May 14, 2018 by 1:00 pm 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.

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 **one year** 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 four (4) one-year terms.

## **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](mailto: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.

## **IV. 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 day's written notice of such cancellation. Should JJC exercise its right to cancel, such cancellation shall become effective on the date as specified in the notice to cancel.

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

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

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

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

**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 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.

## V. **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 six (6) 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 and vendor qualifications section. Respond to each item listed.

## **6. Responses to Addendum**

## **7. Prices Responses**

## **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

## VI. 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 provider's ability to assist JJC in meeting the overall goals and to reduce JJC administrative costs associated with disaster recovery and business continuity.
2. The quality and range of services the firm proposes to provide.
3. The extent to which the goods or services meet JJC needs.
4. The firm's overall experience, reputation, expertise, stability and financial responsibility.
5. The vendor's past relationship with JJC, if any.
6. 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 meeting the recovery time objective.
8. Vendor's financial terms offered to JJC.
9. Quality of the proposed solution.
10. Feedback from references.
11. Any other relevant factor that a private business entity would consider in selecting a qualified firm.



## VII. SCOPE AND VENDOR QUALIFICATIONS

### A Vendor Profile

#### A1 Corporate background

1. Please provide a corporate summary, including length of time in the disaster recovery business.
2. Indicate the percentage of company revenues derived from disaster recovery.

#### A2 Services

1. Please provide an overview of your experience in offering office space for business continuity purposes including number of clients and any industry specializations (e.g. insurance, banking and finance, government, etc.).
2. Please describe the primary recovery services offered directly by your organization. Is disaster recovery your only business?
3. Does your organization offer technology quick-ship services? If so, what is the typical timeframe?
4. Is your technology inventory dedicated to disaster recovery services? If not, what other uses?
5. What on-site support is included with your quick-ship service?
6. Do you offer mobile recovery services? If so, what is the typical timeframe?
7. If the answer to question #6 above is yes, how many mobile units do you have access to? Please detail the locations (city and state) where the units are located.
8. Please describe any voice recovery services offered. Do your services include Automatic Call Distribution (ACD) and Call Center functionality?
9. Provide a detailed summary description of mobile facility internal telecommunications network including voice and data. Please include information or a recommendation on hitching post versus satellite options.
10. What onsite support is included with your mobile service?
11. How do your customers test the office space, power, communications and hardware services you provide? Describe your testing methodology and process from scheduling a test, during test and post testing.

#### A3 Stability and reputation

1. How many customer disaster recoveries has your organization provided in the last 5 years?
2. Please provide site specific experience with recent disasters.
3. How many recovery tests has your organization conducted in the last 5 years?
4. Do you limit the number of tests a customer can do each year?
5. Identify all endorsements and recommendations for your services by independent associations (not partners)



## **B Disaster alert / disaster avoidance**

### **B1 Disaster alert**

1. Provide a summary of the disaster alert procedure, including your organization's actions prior to an official declaration of disaster.
2. Describe additional fees, if any, incurred on a disaster alert. Please indicate those fees in [section X] Pricing document.

## **C Declaring a disaster**

### **C1 Disaster declaration**

1. What is the disaster declaration procedure?
2. Typically, how soon after a disaster is declared can a subscriber occupy the mobile facility or access quick-ship equipment?
3. What additional fees or charges are incurred when we occupy a mobile facility (ex: long distance charges, etc.)?
4. Does your organization provide around-the-clock support staff during disaster recovery? If so, list the staff positions.

### **C2 Multiple customer declarations**

1. What is your organization's policy on regional disasters or multiple, simultaneous disasters?
2. How does your organization limit the number of frivolous declarations?
3. What is your fall-back solution if the mobile facilities are not available during a regional outage?

## **D Recovery requirements – Recovery solutions**

Within minutes of an interruption, JJC is looking for a Vendor to begin mobilizing assets and resources to help restore JJC critical operations. The service must have the following key elements in its business continuity solution, with office recovery space provided via mobile recovery units deployable to one (1) of the following recovery locations at the College, designated at the time of the disaster declaration:

- 1215 Houbolt Road, Joliet, IL. 60431
- 1125 W. Romeo Road (135th Street) Romeoville, IL 60446

In this section we present our current requirements and server options. Indicate whether your organization can or cannot support these requirements. Indicate if you offer alternative solution(s).

### **D1 General requirements**

1. Our recovery time objective is 72 hours. Please describe how your organization will meet our requirements.
2. Occupy the recovery facility up to 60 days.
3. A 100kW Power Generator to power the JJC recovery location, including reliable fuel service and regular maintenance.



## D1 General requirements

4. Two (2) fully furnished mobile recovery units with 48 seats each, including restroom facilities, interior furnishings, wiring for voice and data and all IT components. Please describe how you will meet this requirement.
  - A. Equipped for external power, water and sewage connectivity
  - B. Network switch(s) for LAN connectivity for 96 seats (Desktop computers and VoIP phones)
  - C. If needed, 48 seats every 24 hours thereafter.
5. Communication – Resources needed to ensure JJC capability to re-establish connectivity to cloud or off-site data resources and cloud applications. Satellite and 4G/LTE preferred, along with VPN connectivity. Vendor must have ability to provide additional bandwidth if needed during time of recovery. Please describe how you will meet this requirement.
6. Computer Systems –
  - A. Ninety-six (96) Desktop PC's with Dual-core processor, 8 GB RAM, and 500 GB Hard Drive
  - B. Two (2) Multifunction Printers, one for each mobile recovery unit
  - C. Three (3) LTO6 Tape Drives
  - D. Servers Two Options (2)
    - a. Option 1 – Only Core Services
      - 1) Five (5) Intel Servers with Dual-core processors 64-bit , 16 GB RAM, Four (4) 146 GB Hard Drives, 2 x 10/100/1000 Ethernet Adapter
      - 2) Six (6) Intel Servers 64-bit with 2.33 GHz Quad Core Processors, 32 GB RAM, 1168 GB Hard Drive, Raid Controller, DVD- ROM, 2 x 10/100/1000 Ethernet Adapter.
      - 3) Four (4) GB Fibre Channel HBA
    - b. Option 2 – Core Services Plus
      - 1) Five (5) Intel Servers with Dual-core processors 64-bit , 16 GB RAM, Four (4) 146 GB Hard Drives, 2 x 10/100/1000 Ethernet Adapter
      - 2) Three (3) Intel Servers 64-bit with 2.33 GHz Quad Core Processors, 32 GB RAM, 1168 GB Hard Drive, Raid Controller, DVD- ROM, 2 x 10/100/1000 Ethernet Adapter.
      - 3) Three (3) Dual 10-core @ 2.8Ghz and 256GB of RAM with 300GB OS disk on RAID
      - 4) Eight (8) GB Fibre Channel HBA
  - E. Cisco 24 port 10/100/1000 Ethernet Adapter
  - F. Cisco 24 port Fibre Channel Switch with SAN compatible Gbics
  - G. HPE 3PAR 30TB SAN
  - H. IBM P750, 8223-E8B, Two (2) 6-Core 3.3GHz Power 7, 64GB RAM, Four (4) 73.4GB 15K SAS Drives
7. Annual Testing – Ability to provide multiple testing options: on-site, remote, virtual.
8. Please describe any additional services your organization can offer to assist us in our recovery efforts.



## D1 General requirements

### E Contract & fees

#### E1 Subscription

1. Please provide a detailed breakdown of any fees by location covered, including:
  - A. Monthly Subscription Fees
  - B. Any one time costs associated with your solution
  - C. Testing Costs
    - a. At Vendor location
    - b. At Customer location
  - D. Disaster Declaration Fees
  - E. Disaster Daily Usage Fees
  - F. Network Fees
  - G. Voice Fees
  - H. Any other fees or costs we need to be aware of
2. Will your organization guarantee the pricing structure and fees in the proposal over an extended contract term?
3. List the support resources that are contractually guaranteed.
4. How long are we permitted to occupy the recovery facility/utilize the technology equipment?
5. What value added services are included in your proposal?
6. Does your contract include provision for automatic renewal? If yes, give details.
7. Please provide your standard contract as Appendix X.
8. Please provide detailed quote information outlining configurations, specifications, etc. as Appendix Y.

### **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, for each phase, 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.



**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