



**Enterprise Resource Planning (ERP)
Modernization RFP
JULY 23, 2018
R18015**

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1. Introduction

1.1 Company Overview and Background Material

Founded in 1901, Joliet Junior College (JJC) is the nation's first public community college. JJC is one of 39 community college districts governed by the Illinois Community College Board (ICCB) under the Illinois Board of Higher Education (IBHE).

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

Vision: Joliet Junior College will be the first choice.

Core Values: Joliet Junior College fosters a caring and friendly environment that embraces diversity and sustainability and encourages personal growth by promoting the following core values.

- **Respect and Inclusion** - JJC advocates respect and inclusion for every individual by demonstrating courtesy and civility in every endeavor. JJC pledges to promote and recognize the diverse strengths of its employees and students, and to value and celebrate the unique attributes, characteristics, and perspectives of every individual.
- **Integrity** - JJC sees integrity as an integral component of all work done at the College. JJC employees demonstrate responsible, accountable, and ethical professionalism. JJC models open, honest, and appropriate communication.
- **Collaboration** - JJC promotes collaborative relationships as part of the scholarly process, including partnerships within the institution and with other learning communities. JJC supports the personal and professional growth of employees and is committed to the advancement and support of intellectual growth, regardless of employment position at the College.
- **Humor and Well-Being** - JJC recognizes humor as a means for employees and students to achieve collegial well-being, development of strong work teams, and self-rejuvenation. JJC provides a healthy environment where creativity, humor, and enjoyment of work occur, including recognizing and celebrating success.
- **Innovation** - JJC supports and encourages innovation and the pursuit of excellence. JJC values, respects, and rewards both creative risk-taking and the enthusiastic pursuit of new ideas with foresight and follow-through.
- **Quality** - JJC supports quality in the workplace and its educational programming by continually reflecting, evaluating, and improving on programs and services. JJC is built upon a foundation of quality programs and services, while also implementing continuous improvement in order to ensure excellence.
- **Sustainability** - JJC recognizes that true sustainability involves a commitment to environmental, social, and economic improvement. JJC encourages planning, solutions, and actions that provide benefits for students, employees, and the community.

Students, Faculty, Staff: On average, JJC annually serves more than 30,000 students in credit courses and 15,000 students in noncredit courses. JJC employs nearly 1,400 full and part-time employees.

Academic Offerings: Educational offerings focus on five areas: pre-baccalaureate transfer programs, occupational education, adult basic and secondary education, continuing education and economic development, and personal enrichment. The College offers 59 associate degree programs and 127 credit-bearing certificates. The College provides a full complement of support services.

Campus and Locations: JJC is located approximately 45 miles southwest of Chicago. The JJC district straddles seven counties, a 1,442-square-mile area, and serves nearly 210,000 households and 700,000 residents. JJC is the only public postsecondary institution within District 525 boundaries. The College consists of one main campus, two large satellite locations, three education centers, and 30 high schools offering dual credit coursework.

Distance Education: JJC offers traditional, hybrid, and online delivery of instruction. The College offers seven degrees and 13 certificate programs where coursework can be completed online.

1.2 JJC's Current ERP Landscape

Joliet Junior College has been on the Ellucian (formerly Datatel) Colleague platform since 1988. The college utilizes Ellucian Colleague for its core Student, Finance, and Human Resources system needs. Through the years, the college has customized Colleague to meet the needs of an ever-changing higher education landscape and to better serve our various student populations. The current Colleague environment has become highly customized through the years and there has been a significant increase in the number of third party systems and solutions the college requires to perform routine business functions. The majority of new third- party applications leverage modern technology and cloud-computing architectures. The building and maintaining of interfaces to these third-party applications continues to increase complexity and put undue burden on college support resources.

2. Project Background and Objectives

Results from activities (interviews, focus groups, surveys) conducted through the last few years of college-wide planning exercises, which included the 2016 – 2019 [Strategic Plan](#) , Student Enrollment Management (SEM) Plan, [2017 Institutional Effectiveness Report](#) (formerly Education Plan), and Title III grant process have determined the need to improve our ability to access data and information in a more timely and accurate fashion in order to facilitate faster and more informed decisions. In addition, to serve the evolving needs of the institution we have continued to implement more third-party applications outside of our core ERP platform. The need for third-party applications is the result of our core ERP platform being unable to perform these functions entirely or in a manner less advantageous than functions from competing industry point solutions. JJC does not currently have an enterprise integration solution to integrate to these third-party applications, and will leverage the implementation of the new ERP as an opportunity to architect a solution that provides standardized, flexible, dynamic

integration capabilities that enable easy interfacing with internal systems, external platforms, institutions and agencies.

The college's ERP environment, which includes its integrated third-party applications, has become increasingly complex and costly and is not effectively serving the needs of students, staff, and faculty. JJC is spending too much on the increasing maintenance of the ERP's on-premise hardware and software, including provisioning, patching, and administration of systems. There is also an urgent need for actionable data and built-in analytics at all levels of the institution. The new ERP platform will solve these challenges and be a critical component in serving students in new and engaging ways and driving competitive advantage for the college.

2.1 Objectives

The objective of this RFP is to identify and select the most appropriate software vendor(s) for its new ERP platform that meet JJC's:

- Functional and business process requirements
- Technical requirements including
 - ERP replacement
 - Enterprise Architecture
 - Third-party integration or replacement
 - Master Data Management
- Information Security Requirements.

The guiding principles for the new ERP platform are as follows:

- Improve services to students - The new ERP will be the heart of all of the College's mission-critical business functions. It must be robust and integrated to facilitate all standard higher education operations; inform students and guide them to success, improve employee effectiveness by automating manual processes when possible; flexible to support institutional growth and change.
- User-centric – The design will enable the user experience for students, staff, and faculty to be intuitive, visually appealing, enable efficient access to information, and leverage a responsive design that supports multiple device types. The new ERP's look and feel will enhance the view of JJC as a leader in innovation.
- Minimize customizations - The new ERP will be highly configurable and extensible to minimize the need for customizations.
- Modern Enterprise Architecture - The platform for the ERP solution will include shared data assets; common vocabulary; cloud computing architectures; cloud based as a service delivery including PaaS, IaaS, and/or SaaS; and robust user interface, reporting, and data analytics. Strong preference will be given to solutions with architectures (such as SaaS) that allow JJC to avoid on-going efforts in patching, provisioning, and other administrative tasks in the maintenance of the solution.
- Application Architecture – The new ERP will be the foundation for our enterprise application architecture and must provide a highly available and scalable suite of applications to meet our business needs. Our new architecture must support the growth strategies of the organization.

- Information Security – JJC leverages information security best practices to ensure compliance with industry, state, and federal regulations and to protect the privacy of its students, workforce, and stakeholders. The new ERP must adhere to modern information security principles while also allowing for efficient college operations.
- Cost – The total cost of ownership and return on investment (ROI) of the new ERP platform will be important factors in the evaluation and decision. Transition costs, including implementation and savings from the elimination of third-party integrated applications will be included in the cash flow projections for each solution's ROI. The college's decision will not be made on lowest cost alone.
- Enhanced reporting and automation – The new ERP will provide self-service operational reporting and built-in analytics to all levels of users at the college. Enhanced reporting capability should support more efficient compliance, improved decision-making, intelligent automation, and predictive analytics.

2.2 High-Level Scope

The vendor will need to demonstrate the ability to meet the scope defined in the RFP document.

Joliet Junior College has defined the scope of our ERP modernization efforts as:

1. Replacement of the college's current ERP system with a modernized cloud-based service delivery solution that comprises core HR, Finance, and Student system capabilities.
2. Implementation, project, and change management professional services that support the proposed solution and are appropriate for an organization of our size.
3. Appropriate functional and technical training (and associated documentation) of designated college staff and stakeholders.
4. Identification of third-party applications that can be eliminated as a result of being collapsed into core ERP platform functionality.
5. Industry standard and modern integration platform for supporting required third-party interfaces, both existing and future.
6. Executive, operational, and built-in analytics and reporting capability.
7. A detailed understanding of the vendor's ERP product roadmap.

3. Invitation to Respond

Joliet Junior College invites interested parties that meet the qualifications listed in this document to submit proposals regarding their product(s) and related service offerings. All information shall be submitted in the format stipulated in this RFP.

3.1 Joliet Junior College Contact Person

The department responsible for this RFP is Business and Auxiliary Services located at Campus Center, Building A, Room 3100, 1215 Houbolt Rd., Joliet, IL 60431-8938. The Joliet Junior College contact will be Janice Reodus, 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@jic.edu on or before Tuesday, June 26, 2018, 2:00 P.M. CST.



All questions and answers will be published and provided to all potential suppliers by Monday, July 9, 2018, 4:00 P.M. CST.

3.2 General Terms and Conditions

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

3.2.1 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 negotiation period. Only the proposal number and the identity of the vendor submitting the proposal response will be made available to the public.

3.2.2 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.

3.2.3 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 30 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.

3.2.4 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.

3.2.5 Negotiation

JJC reserves the right to negotiate all elements, which comprise the vendor's proposal to ensure the best possible consideration, 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.

3.2.6 Confidentiality Agreement

This document and the information contained within it are for vendor use only, for the purposes of preparing a response to this RFP. It is not to be duplicated, distributed or have its information disclosed to any third party without Joliet Junior College's written permission.

3.2.7 Vendor Response Is Binding

Responses to the RFP may be appended to the contract; therefore, RFP responses may be binding.

3.2.8 Official Representation

Proposals must be submitted by an authorized officer(s) of the vendor. Statements made in the RFP are considered official representations of the vendor. An officer of the vendor must sign the Certification of Contract/Bidder form.

3.2.9 Use of Information

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.

3.2.10 Destruction of Material

Joliet Junior College will retain the original copies of all vendor proposals based on the State of Illinois Record Retention Guidelines.

3.2.11 Ownership and Use of Response Documents

All proposal materials and supporting documentation that are submitted in response to this proposal become the permanent property of JJC and shall not be returned to the respondent.

3.2.12 Vendor Participation at Own Risk

Each proposal prepared in response to this RFP will be prepared at the sole cost and expense of the respondent and with the express understanding that there will be no claims whatsoever for reimbursement from Joliet Junior College.

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.

3.2.13 Vendors to Inform Themselves

Vendors are responsible for ensuring they have sufficiently understood the contents of this RFP and any further information shared during briefings.

3.2.14 Errors, Omissions and Revisions

If it becomes necessary to revise any part of this RFP, an addendum will be issued by Joliet Junior College. Respondents should contact Janice Reedus, Director of Business & Auxiliary Services at purchasing@jic.edu if they find any inconsistencies or ambiguities to the RFP. Clarification given by Joliet Junior College may become an addendum to the RFP.

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

3.2.15 No Deed of Standing Offer or Undertaking

This RFP does not constitute an offer to contract or a Deed of Standing Offer or Undertaking. JJC may cancel contracts resulting from this RFP at any time for a breach of any contractual obligation by providing the contractor with 30 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.

3.2.16 Offer to Do Business

The vendor's response to this RFP constitutes an offer to do business with Joliet Junior College.

3.2.17 Ethical Standards and Fair Trading

Any bidder submitting proposals to this RFP must comply with the Joliet Junior College Board of Trustees [Policy 2.01.10 - Government Ethics and State Gift Ban Act](#).

3.2.18 Governing Law

Any subsequent Contract, its meaning and interpretation, and the relation between the Parties shall be governed 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.

3.2.19 Relevant Legislation

In execution of the work, the vendor shall comply with all applicable commercial state and local laws, ordinances, and regulations.

ILLINOIS DEPARTMENT OF HUMAN RIGHTS ACT

The parties to any contract (inclusive of subcontractors) resulting from this RFP hereto shall abide by the requirements of Executive Order 11246, 42 U.S.C. Section 2000d and the regulations thereto, as may be amended from time to time, the Illinois Human Rights Act, and the Rules and Regulations of the Illinois Department of Human Rights. Any vendor awarded a contract as a result of this RFP must comply with the Illinois Department of Human Rights Equal Opportunity Act/Rules Sections 750.5 and 5/2-105.

ILLINOIS CRIMINAL CODE of 1961

Responding vendors must not be 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.

STATE OF ILLINOIS BUSINESS ENTERPRISE FOR MINORITIES, FEMALES, AND PERSONS WITH DISABILITIES ACT

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.

SEX OFFENDER REGISTRATION REQUIREMENT NOTIFICATION

Illinois Compiled Statutes (730 ILCS 150/2) requires that any person who is required by law to register as a sex offender and who is either a student or an employee at an institution of higher education, must also register with the police department of the institution they are employed by or attending. For purposes of this act, a student or employee is defined as anyone working at or attending the institution for a period of five (5) days or an aggregate period of more than thirty (30) days during a calendar year. This includes persons operating as or employed by an outside contractor at the institution. Anyone meeting the above requirements is required to register at the Campus Police Department located in G1013, within five (5) days of enrolling or becoming employed. Persons failing to register are subject to criminal prosecution.

3.2.20 Complaints

If any respondent has a complaint about the RFP contents or the conduct of the evaluation then these should be addressed to Janice Reodus, Director of Business & Auxiliary Services at purchasing@jjc.edu.

3.2.21 Problems and Disputes

Joliet Junior College will deal with problems and disputes that may arise during the RFP process at its sole discretion.

3.2.22 Conflicts of Interest

Joliet Junior College requires that respondents to this RFP shall be deemed to have represented and warranted that their proposal is not made in connection with any competing respondent submitting a separate response to this RFP, and is in all respects fair and without collusion or fraud. If a respondent is aware of a potential conflict of interest, it must notify Janice Reodus, Director of Business & Auxiliary Services at purchasing@jjc.edu immediately upon such identification.

3.2.23 Disqualification

Proposals will represent a true and correct statement and shall contain no cause for claim of omission or error.

Respondents are strictly cautioned against responding with factually incorrect answers, and the consequences could be disqualification of the respondent from the evaluation process if so observed during the evaluation.

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 pre-bid conferences. Such vendors making such request shall email Janice Reedus, Director of Business & Auxiliary Services, at purchasing@jic.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 blackout period, any such visitation, solicitation or sales call by any representative of a prospective vendor in violation of this policy may cause the disqualification of such bidder's response.

In those instances in which a prospective proposer is also an incumbent contractor, the College and the incumbent contractor may contact each other with respect to the existing contract only. Under no circumstances may the College and the incumbent contractor and/or its representative(s) discuss the blacked-out procurement.

Failure to Acknowledge Receipt of Addenda

Failure to acknowledge receipt of addenda on proposal submitted may result in disqualification of proposal.

3.2.24 Security, Probity, Financial Checks

Respondents selected as finalists to this RFP may be required to consent to a combined criminal record and credit check in order to proceed in the process. Joliet Junior College will not obtain the respondent's consent to proceed with these checks.

3.3.25 Taxes

Joliet Junior College 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.

3.2.26 Indemnification

The supplier shall protect, indemnify and hold Joliet Junior College 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.

3.2.27 Term of Contract

It is JJC's desire to sign a contract for the ERP solution for a period of 5 years from the date of the contract award.

3.2.28 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 FIVE MILLION DOLLARS (\$5,000,000) 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.

Maintain **Professional Liability (Errors and Omissions Liability), including Network Security and Privacy Liability**: The policy shall cover professional misconduct or lack of ordinary skill for those positions defined in the scope of services of this contract.

In the event that the professional liability insurance required by this contract is written on a claims-made basis, Contractor warrants that any retroactive date under the policy shall precede the effective date of this contract; and that either continuous coverage will be maintained or an extended discovery period will be exercised for a period of two (2) years beginning at the time work under this contract is completed.

If such insurance is maintained on an occurrence form basis, Contractor shall maintain such insurance for an additional period of one (1) year following termination of contract. If such insurance is maintained on a claims-made basis, Contractor shall maintain such insurance for an additional period of three (3) years following termination of the contract.

If Contractor contends that any of the insurance it maintains pursuant to other sections of this clause satisfies this requirement (or otherwise insures the risks described in this section), then Contractor shall provide proof of same.

The insurance shall provide coverage for the following risks:

- Liability arising from theft, dissemination, and/ or use of confidential information (a defined term including, but not limited to, bank account and credit card account information and personal information, such as name, address, social security numbers, etc.) stored or transmitted in electronic form
- Network security liability arising from the unauthorized access to, use of, or tampering with computer systems, including hacker attacks or inability of an

authorized third-party to gain access to your services, including denial of service, unless caused by a mechanical or electrical failure

- Liability arising from the introduction of a computer virus into, or otherwise causing damage to, a customer's or third person's computer, computer system, network, or similar computer-related property and the data, software, and programs thereon.

Additional Requirements for Professional Liability Coverage:

- The policy shall provide a waiver of subrogation
- The policy shall be endorsed to include additional insured language, such as: "Joliet Junior College, its affiliated organizations, successors, or assignees and its officials, trustees, employees, agents, and volunteers shall be named as additional insureds with respect to liability arising out of the activities performed by, or on behalf of, the Contractor."

Minimum Limits	
Per Loss	\$3,000,000
Aggregate	\$3,000,000

Maintain Crime Coverage-: Coverage shall include employee dishonesty, forgery, or alteration and computer fraud. If Contractor is physically located on Joliet Junior College premises, third-party fidelity coverage extension shall apply.

The policy shall include coverage for all employees of the Contractor.

- The bond or policy shall include coverage for extended theft and mysterious disappearance.
- The bond or policy shall not contain a condition requiring an arrest and conviction.

Minimum Limits	
Per Loss	\$1,000,000.00

Additional Insurance Requirements: The policies shall include, or be endorse to include, the following provisions:

1. On insurance policies where Joliet Junior College is named as an additional insured, Joliet Junior College shall be an additional insured to the full limits of liability purchased by the Contractor, even if those limits of liability are in excess of those required by this contract.
2. The Contractor's insurance coverage shall be primary insurance and non-contributory with respect to all other available sources.

Notice of Cancellation: Each insurance policy required by the insurance provisions of this contract shall provide the required coverage and shall not be suspended, voided, or canceled except after thirty (30) days' prior written notice has been given to Joliet Junior College, except when cancellation is for non-payment of premium; then ten (10) days' prior notice may be given. Such notice shall be sent directly to Joliet Junior College, **attention to Robert Galick, Vice President of Administrative Services, at 1215 Houbolt Road, Joliet, IL, 60431.** If any insurance company refuses to provide the

required notices, the Contractor or its insurance broker shall notify Joliet Junior College of any cancellation, suspension, or non-renewal of any insurance within seven (7) days of receipt of insurers' notification to that effect.

Acceptability of Insurers: Insurance is to be placed with insurers duly licensed or authorized to do business in the state of Illinois and with an "A.M. Best" rating of not less than A- VII. Joliet Junior College in no way warrants that the above-required minimum insurer rating is sufficient to protect the Contractor from potential insurer insolvency.

Verification of Coverage: Contractor shall furnish Joliet Junior College with certificates of insurance (ACORD form or equivalent) as required by this contract. The certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf.

All certificates and any required endorsements are to be received and approved by Joliet Junior College before work commences. Each insurance policy required by this contract must be in effect at or prior to commencement of work under this contract and remain in effect for the duration of the project. Failure to maintain the insurance policies as required by this contract or to provide evidence of renewal is a material breach of contract.

All certificates required by this contract shall be sent directly to Joliet Junior College at the address shown. The project/ contract number and project description shall be noted on the certificate of insurance. Joliet Junior College reserves the right to require complete, certified copies of all insurance policies required by this contract at any time.

Subcontractors: Contractors' certificate(s) shall include all subcontractors as additional insureds under its policies, or Contractor shall furnish to Joliet Junior College separate certificates and endorsements for each subcontractor. All coverages for subcontractors shall be subject to the minimum requirements identified above.

Approval: Any modification or variation from the insurance requirements in this contract shall be made by the risk management department or the Vice President of Administrative Services, whose decision shall be final. Such action will not require a formal contract amendment, but may be made by administrative action.

3.3 Variations to Proposals

3.3.1 Part Proposals

Joliet Junior College will accept proposals for part of the scope defined in its requirements. Vendors must notify Joliet Junior College's contact person, Janice Reedus at purchasing@jic.edu by Tuesday, July 16, 2018, 2:00 P.M. CST of their intent to submit a part proposal, specifying clearly what part will be submitted. Joliet Junior College reserves the right to request additional partners for any component of the ERP project.

3.3.2 Alternative Proposals

Joliet Junior College will not accept alternative proposals that do not comply with the requirements of this RFP either in content or in the format of response, other than as explained in section 3.3.1.

3.3.3 Noncompliant Proposals

Where one or more aspects of the vendor's proposal do not comply with the RFP instructions, Joliet Junior College may at its sole discretion disqualify the vendor or request the vendor to resubmit its proposal complying with all aspects.

3.3.4 Group Proposals

Joliet Junior College will accept group (more than one vendor) proposals provided the vendors concerned notify Joliet Junior College's contact person, Janice Reedus at purchasing@jic.edu, by Tuesday, July 16, 2018, 2:00 P.M. CST. Joliet Junior College reserves the right to re-bid the implementation component of the ERP project.

3.3.5 Withdrawal and Modification of Proposals

Proposals may be withdrawn in writing or via email correspondence 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 Janice Reedus, the Director of Business and Auxiliary Services at Joliet Junior College.

4. Instructions to Vendors

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.

PROPOSAL DUE DATE: The proposal must be received on or before Monday, July 23, 2018, 2:00 P.M. CST at the Business and Auxiliary Services Department, Campus Center, Room A3100, 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.

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.

The proposal must be signed by a person, or persons, duly authorized to bind the vendor to contracts.

All financial information submitted by the vendor will be used for evaluation purposes only and will be held in the strictest confidence.

4.1 Schedule of Events

Date	Event
Thursday, June 7, 2018	Vendors contacted via email / RFP is advertised
Tuesday, June 19, 2018 from 2:00 - 3:30 P.M. CST	Mandatory pre-proposal meeting to be held in Campus Center Building A1061, Room 3100, 1215 Houbolt Road, Joliet, IL 60431
Tuesday, June 26, 2018 by 2:00 P.M. CST	Last date/time for submission of written questions via email to purchasing@jic.edu .
Monday, July 9, 2018 by 4:00 P.M. CST	Responses to questions emailed to vendors
Tuesday, July 16, 2018 by 2:00 P.M. CST	Deadline of notification to submit a part or group proposal
Monday, July 23, 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
July 23 – August 14, 2018	JJC Evaluation Team reviews proposal
August 20 – 24, 2018	Possible presentation by top short-listed firms
Thursday October 11, 2018	Notification of award

4.2 Supplemental Information Packet

An information packet of documents is available via email request to purchasing@jic.edu. Upon the execution of the non-disclosure agreement found at the end of this RFP, Joliet Junior College will provide the following information packet electronically to vendors:

- JJC's ERP Diagram
- JJC Organizational Chart
- Data Stewardship Guidelines
- Student Census and Strategic Enrollment Management reports

4.3 Vendor Briefing

Joliet Junior College requires prospective vendors to attend a mandatory in-person pre-proposal briefing to be held on Tuesday, June 19, 2018 from 2:00 – 3:30 P.M. CST. The location details for this meeting are listed in Section 4.1 above. Please note at least one representative of your firm must be physically present at the mandatory pre-proposal meeting.

4.4 Variation or Termination of RFP Process

If this RFP process is varied and/or terminated, Joliet Junior College will post an addendum to the Joliet Junior College website and send an email notification to all vendors who attended the mandatory pre-proposal briefing.

4.5 RFP Questions and Clarifications

Questions concerning this RFP will be answered if sent to the Purchasing Department via email to purchasing@jic.edu on or before **Tuesday, June 26, 2018, 2:00 P.M. CST**. All questions and answers will be published on the Joliet Junior College website and provided to all potential suppliers by **Monday, July 9, 2018, 4:00 P.M. CST**.

5. RFP Responses

Vendors must address all information specified by this RFP. All questions must be answered completely. Joliet Junior College reserves the right to verify any information contained in the vendor's RFP response, and to request additional information after the RFP response has been received.

Marketing brochures included as part of the main body of the bid response shall not be considered. Such material must be submitted only as attachments and must not be used as a substitute for written responses. In case of any conflict between the content in the attachments and a vendor's answers in the body of the proposal, the latter will prevail.

5.1 Response Format

5.1.1 Copies of Response

An original and twenty-four (24) 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. **No fax or email responses will be accepted.**

5.1.2 Response Organization

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.

- 1. Title Page**
- 2. Table of contents**
- 3. Cover Letter**
- 4. Vendor Profile and Demographics**
- 5. Financial Information**
- 6. Details on Solution to meet JJC Requirements**
- 7. Product and Service Details**
- 8. Proposed Contract and Project Delivery**
- 9. Invoicing Procedure**
- 10. References**
- 11. Bidder's Certification Statement**

5.1.3 Language and Measurement

Joliet Junior College requires vendors to respond in English and to use hourly pricing measurements where appropriate.

5.1.4 Pricing and Pricing Basis

Joliet Junior College requires all vendor submissions to quote prices in US dollars, clearly stating any currency exchange rates/calculations used. Any discount terms offered by a vendor must be clearly identified — and the terms that the discount is subject to.

5.1.5 Payments by Joliet Junior College

All vendors must clearly state any assumptions and/or requirements relating to how payments must be made for software and/or services (including SaaS) offered in their proposals.

5.2 Response Deliverables

Per the format listed above, vendors must provide the following deliverables as part of their response:

5.2.1 Title Page

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

5.2.2 Table of Contents

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

5.2.3 Cover Letter

The proposal must be accompanied by a covering letter, signed by an individual authorized to bind the proposed entity.

5.2.4 Vendor Profile and Demographics

Provide a statement giving a brief history of your company, how it is organized, and how its available products and resources will be used to meet Joliet Junior College's requirements. The vendor shall submit the following information:

- The company's official name and address. The vendor shall also indicate what type of entity it is — for example, a corporation or a partnership.
- The name, address, email and telephone number of the person who receives correspondence and who is authorized to make decisions or represent the vendor. Please state his or her capacity within the company.
- The total number of years the vendor has been in business and, if applicable, the number of years under the present business name.
- The number of years that the vendor has been providing the application(s).
- A description of the vendor's operations: facilities, business and objectives, and the number of employees.
- A brief summary of vendor's product portfolio, including number of distinct products sold.

- The product profile for the product the vendor is proposing including: how many maintenance-paying customers; their years of experience in the higher education market; and details on their expertise in providing Student, Financial and Human Resource solutions.

5.2.5 Financial Information

The vendor shall provide a complete set of audited financial statements for the past three years. All financial statements should be prepared to generally accepted accounting principles. Each vendor should note that Joliet Junior College reserves the right to purchase credit reports and additional financial information as it deems necessary. The vendor shall also provide a copy of its corporate annual report, if applicable.

In the case where the vendor is not a public company, the vendor must provide financial statements that can be used during the evaluation to determine the financial viability of the vendor.

5.2.6 Details on solution to meet JJC Requirements

Based on the requirements contained in this document, please provide a description of your proposed solution for Joliet Junior College's requirements.

Responses should include details on how the proposed solution will meet all the requirements documented in Section A including:

- Functional and business process requirements
- Technical Requirements including
 - ERP replacement
 - Enterprise Architecture
 - Third-party integration or replacement
 - Master Data Management
- Information Security Requirements.
-

5.2.7 Product and Service Details

The RFP response should include details on products and services the vendor offers that are key components of their solution as follows:

5.2.7.1 Product and Service History

Vendors should describe the history of their application offerings, including initial release date, current version number and current version release date and application development history (that is, if the offerings were developed as a marketable package or as a solution for a particular organization).

Vendors should indicate how many live customers they have for the proposed application and delivery mode.

Vendors shall indicate whether **all** source code for the application will be made available to Joliet Junior College or, if it will not be available, then they must identify the software escrow service used, give contact information and describe company policy regarding software escrow updates.

5.2.7.2 Product Roadmap

Vendors shall provide detailed information on their product development roadmap for application products. Responses should include the vendor's roadmap for student systems, especially related to the student experience. The vendor is encouraged to define how their vision and roadmap of solutions will meet the needs of JJC students and staff in the future.

Vendors shall indicate which third-party software packages are required for their application to function correctly (for example, application servers, Web servers, databases, agents or clients for backup, or software distribution and security), and should indicate who is responsible for purchasing and maintaining licenses for this software.

Vendors should provide a list of any user associations or public discussion areas relating to vendors' product or service offerings.

5.2.7.3 Product Support and Service Warranty

Vendors should describe the support offerings available for their applications and associated products. In addition, they should provide a copy and description of all warranties associated with the proposed application.

5.2.7.4 Product Upgrades and New Version Releases

Vendors should describe:

- The process of new version releases and the application of service packs to the application product(s)
- The quality assurance/testing processes to follow to determine whether an upgrade or custom modification is suitable for release
- The process by which opportunities for system enhancements are identified, screened, programmed, field-tested and released to customers
- Whether the upgrade methodology includes a tracking system, not only to report on the status of the upgrade, but also to record problems and bugs

5.2.7.5 Solutions from Cloud Hosting Providers

Vendors should describe their experience in implementing their software in hosted environments and/or provide details of any offerings from cloud hosting providers or other as a service vendors that their organization provides. The vendors needs to list out the physical locations of where JJC data and servers will reside as part of their proposed solution.

5.2.7.6 Training and Transition

Vendors should describe what training of Joliet Junior College staff is required or recommended to support the implementation of products and services and requirements for solution transition. This should include any best practices established from previous implementations especially as it relates to appropriate staffing levels and "backfilling" of key personnel during transition.

5.2.7.7 Skill Set Requirements of Personnel

Vendors should describe the skills needed to implement and support their application product(s) as outlined in this proposal. The vendor's proposal needs to explicitly list out their expectation of personnel JJC will provide to the project, including what if any requirements JJC has to provide for project management.

5.2.7.8 Product Capabilities and Functions

In addition to the requirements stated above, please detail any other product capabilities and functions that may be of interest to Joliet Junior College.

5.2.7.9 General Comments

Vendors should include any additional information that they feel would help Joliet Junior College evaluate their submission.

5.2.8 Proposed Contract and Project Delivery

Please submit a draft contract for the solution and services being offered.

Vendors must be specific about which mode of deployment they are recommending for their application(s) — e.g. subscription or perpetual licensed, private cloud or public cloud. If the proposed application is available in more than one mode, the vendor is expected to recommend a mode based on the requirements of Joliet Junior College described in this RFP and to explain why.

Please itemize and describe all hardware, software and service components required — including ongoing maintenance, with associated prices. Include any credits JJC will be granted for their existing RFP licensing that can be applied to the purchase costs, and other concessions the vendor is willing to propose to aide in transition costs from their current ERP.

Project Delivery Proposal

The vendor will need to provide a project implementation proposal. The project proposal will need to include vendor's project execution strategy, delivery methodology, training/project transition, personnel resources, and sample artifacts. The proposal should clearly describe the implementation methodology (i.e. agile, lean, Kanban, scrum) and provide a timeline for the project. The timeline should include associated cost for each deliverable and associated cost for each release of the project.

Sample project artifacts will need to be delivered for both project management (PMLC) methods and development lifecycle (SDLC) approaches. JJC desires an iterative project management and development approach.

Details of what resources and requirements are expected from JJC for project implementation must be clearly defined.

5.2.9 Invoicing Procedure

As part of the proposal, the vendor should provide details on their invoicing procedure including:

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

5.2.10 References

The vendor should provide details of two to four customers for reference including at least one reference that is in production with features being proposed. References should be for customers with requirements similar to those of Joliet Junior College. References should include information about the contract (specific products in use, date of contract execution, "go live" date and any services provided), as well as contact information for the client's leadership and sponsors, project manager, and other stakeholders and staff familiar with the project.

5.2.11 Certification of Bidder

The vendor must sign and attach the Bidder's Certification Statement provided at the end of this document.

5.3 Proposal Submission

Vendors' proposals should be mailed or delivered to the following address on or before July 23, 2018 at 2:00 p.m. CST:

Joliet Junior College
Janice Reedus, Director of Business & Auxiliary Services
Campus Center , Room A3100
1215 Houbolt Road
Joliet, IL 60431-8938

An original and twenty-four (24) 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.

Faxed or emailed 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.

Please note that it is the vendor's responsibility to ensure that the proposal and all other required documents are received at the address named above by the closing date specified above.

Joliet Junior College will be the sole judge of the qualifications of all prospective candidates, and reserves the right to reject any and all submittals without recourse. Joliet Junior College is aware that information contained in the proposals indicates the vendor's current operations. Therefore, use of this information shall be confined to this request and will be treated as confidential.

Vendors shall bear all costs associated with preparing and submitting responses to this RFP and the subsequent evaluation phase. Joliet Junior College will, in no way, be responsible for these costs, regardless of the conduct or outcome of the prequalification process.

6. Proposal Evaluation

The evaluation process will comprise:

- A preliminary examination to determine substantial commercial and technical responsiveness
- A detailed technical evaluation to determine conformity to requirements listed in Section A
- Proof of Concept (POC)
- One or more demonstrations of proof of concept and/or presentations
- Sandbox evaluation period for JJC of the Proof of Concept (POC)
- Reference visits to selected existing customers of the vendor

After completing the evaluation phase of the process, Joliet Junior College will determine how many vendors it will enter into financial negotiations with based on the scope of offerings it receives. The final selection will be based on the satisfactory outcome of these negotiations.

6.1 Preliminary Examination

Joliet Junior College will examine the proposals to determine whether they are complete, that the documents have been properly signed and that they are generally in order.

6.2 Detailed Response Examination

Joliet Junior College will review each and every proposal detail and evaluate the responses against its own evaluation criteria and scoring mechanism.

6.3 Detailed Technical Evaluation

An evaluation of proposed products will generally include an assessment of the viability of those products in the ERP application market. These assessments will be based on an established installed base, market share and growth trends, for which vendors must provide supporting information.

Evaluation will also include the fit and integration with related Joliet Junior College infrastructure, system environments and business applications. Technical merits and features will be reviewed against the requirements identified in Section A of this document.

6.4 Presentations and Meetings

Joliet Junior College will invite each vendor whose response passes the preliminary examination to present their response to the evaluation team. The evaluation team will ask detailed questions based both upon the response and the presentation.

6.5 Clarifications

As deemed necessary by Joliet Junior College, the college may schedule additional meetings to clarify specific areas of the vendors' responses. Vendors are expected to comply with these meeting requests within the stated time frame. Vendors may be asked to confirm clarifications in writing by submitting a revision/explanation of their initial response.

6.6 Corrections

Vendors may request to correct clerical and miscellaneous errors in their submissions. Joliet Junior College may also require vendors to submit corrected submissions/part-submissions.

6.7 References

Joliet Junior College reserves the right to contact each vendor's references and discuss the client's level of satisfaction with the vendor, its products, and services.

6.8 Proof-of-Concept Demonstrations

After the detailed technical evaluation phase, a subset of vendors will be required to demonstrate their application in Joliet Junior College's environment using actual data, infrastructure and personnel, where appropriate.

6.8.1 Logistics – Committee Discussion

All vendors selected for the proof-of-concept phase will be given detailed requirements for the demonstrations at the start of the proof-of-concept phase; these will be in the form of scripted scenarios focusing on the differentiating and/or complex requirements of Joliet Junior College. Instructions for demonstrating proof of concept will be provided in writing at that time. Joliet Junior College will have a key contact for any questions relating to the proof-of-concept phase. Contact information can be found in the Proposal Submission section of this document.

All costs associated with the demonstrations are the responsibility of the vendor.

6.8.2 Proof-of-Concept Review

Following the execution of the proof-of-concept (POC) project, vendors will meet with a larger group of executives, project team members and other selected individuals to provide a proof-of-concept review. Vendors will be required to demonstrate their progress toward completing the proof-of-concept project, as well as describe, in detail, the specifics of their solution.

6.8.3 Sandbox Review (Functional Testing of POC)

Vendors will be required to provide a functional sandbox for their proof of concept. This sandbox will be a dedicated environment for JJC and will provide the search committee hand-on exposure to the both the user design, targeted process identified for the POC, and high-level architecture components of the solution.

6.9 Notification of Award

Joliet Junior College will award the ERP software purchase agreement to one or more vendors to satisfy their ERP scope — based on the evaluation of the RFP response, the proof-of-concept results and the satisfactory outcome of financial negotiations.

After the contract has been awarded, Joliet Junior College will notify the unsuccessful vendors.

6.10 Debriefing of Respondents

Joliet Junior College may, at its sole discretion, offer to debrief unsuccessful vendors; there will be no further discussions.

6.11 Detailed Technical Evaluation

An evaluation of proposed products will generally include an assessment of the viability of those products in the ERP application market. These assessments will be based on an established installed base, market share and growth trends, for which vendors must provide supporting information.

Section A — JJC Requirements

A.1 Functional and Business Process Requirements

One of the objectives of the new ERP project is to meet JJC’s functional requirements and provide a solution which can efficiently enable our business processes

The Vendor must outline how their ERP solution has the capabilities to support the functional process outlined in the table and any other functional processes that industry best practices for the objectives set forth in this RFP. Using the table below the vendor will need to confirm that the ERP solution has existing capabilities to handle the process identified in the table.

The list of sample sub-processes are not intended to be inclusive of all JJC processes. The vendor is encouraged to list additional functional processes their solution provides that are relevant based on their experience in higher education.

JJC Functional Area	Process Name	Process Description	Sample Sub-Processes
Student	Student Lifecycle: Prospect to Alumni	ERP capabilities to support, gather and report data for the full lifecycle of a student from initial prospecting through becoming an alumni	<ul style="list-style-type: none"> • Prospect tracking and recruiting • Application process and Admission • Curriculum/program selection • Student Accounts • Non-credit courses • Financial Aid processing • Testing and Equivalency • Guidance and Student Success • Course Scheduling and Catalog • Grade reporting • Records and graduation

JJC Functional Area	Process Name	Process Description	Sample Sub-Processes
			<ul style="list-style-type: none"> • Accreditation and compliance/statutory reporting
Financial	Finance enterprise resource planning processes	ERP capabilities to support, gather and report data for JJC's financial processes across the enterprise	<ul style="list-style-type: none"> • Account creation • G/L creation and management • Chart of Accounts • Journal entries • Financial Statements • Tax calculation and reporting • Procurement Cards • Billing and Invoicing • Reconciliation • Requisition to payment • Accreditation and compliance/statutory reporting
Human Resources	Employee Lifecycle: Recruitment to Separation/Retirement	ERP capabilities to support, gather and report data for the full lifecycle of an employee from recruitment, to Separation/Retirement	<ul style="list-style-type: none"> • Recruitment/Talent • Management, Onboarding • Time and attendance/Payroll • Compensation/Benefits • Performance Management • Outplacement and retirement • Accreditation and compliance/statutory reporting

A.2 Technical Requirements

Another objectives of the new ERP project is to meet JJC's technical requirements including:

- Retirement of our current legacy ERP
- Creation of a robust cloud-based enterprise architecture
- Strategic integration or replacement of existing third-party applications
- Master Data Management requirements.

A.2.1 Legacy ERP Replacement

The new solution must allow JJC to replace the functionality currently provided by their ERP. The Vendor must outline how their ERP solution will facilitate the replacement and retirement of our legacy ERP: Current ERP Environment.

The current administrative system is Ellucian Colleague running on IBM AIX hardware and a UniData database. There are also multiple Windows and SQL servers to support all of the ancillary functions integrated to the existing ERP platform and supporting architecture.

The school owns the majority of the available Colleague modules including, but not limited to:

- CORE, which is comprised of Demographics, Client communication, and Facilities management.
- STUDENT, which has Admissions, Recruiting, Registration, Records, Grading, Financial Aid, Account Receivable, Cash Receipts, eCommerce, Payment plans, and Graduation
- FINANCIALS, which includes General Ledger, Accounts Payable, Purchasing, Fixed Assets, and Inventory
- HUMAN RESOURCES, which services the Payroll and Personnel functions.
- UTILITIES, which provide administrative modules to assist in set up and monitoring.

The college also has the Colleague functionality to support on-line access to student, faculty, and staff information. This includes the Ellucian Portal, Ellucian Mobile, Self-Service, WebAdvisor, and CROA for reporting and business intelligence. These systems run on windows, SQL, and SharePoint. The current ERP environment is also supported by multiple third party or homegrown systems. There are interfaces to these packages either vendor supplied or JJC developed.

A diagram of the existing ERP environment is provided in the RFP as an attachment.

A.2.2 Enhanced User Experience and Accessibility

The vendor must detail how their new ERP solution will provide an accessible and user-centric interface.

The solution must enable the user experience for students, staff, and faculty to be intuitive, visually appealing, enable efficient access to information, and leverage a responsive design that supports multiple device types and is accessible to all JJC users. The vendor should include details on:

- The mobile devices that the proposed ERP solution supports
- Which solution components are natively mobile
- Additional products (if any) required to support mobility
- How Web Content Accessibility Guidelines (WCAG) 2.0 accessibility standards are met
- Adherence to accessibility regulations including the Section 508 of the Rehabilitation Act.

A.2.3 Enterprise Architecture Requirements

The Vendor must outline the cloud-based enterprise architecture of their ERP solution.

JJC requires a solution with an enterprise architecture that provides a modern cloud computing architecture with an intelligent topology design, and robust user interfaces, reporting, and data analytics. The solution must enhance our integration capabilities.

Enterprise Architecture Topology

A key objective of the new ERP project is to eliminate the need for JJC to host their ERP technology on-premise. Preference will be given to solutions that most reduce JJC system administration requirements including efforts in provisioning, patching, monitoring, performance tuning, and data backup/recovery.

Proposals will need to include enterprise architecture typology including cloud server configuration. Please include cloud architecture philosophy (i.e. hybrid, multi, etc.). In addition, ensure that the proposed solution is resilient to adaptation and include the enterprise architecture resiliency and redundancy plan. The proposal should define the enterprise architecture strategy as segregated or desegregated and describe your chosen topology in detail. Include in your proposal a description and pictorial representation of the client, business, and database logical architecture.

The Vendor must provide details on their cloud delivery (PaaS, IaaS, and SaaS) and respond with their strategy and details for the following (when applicable):

- Hosting partnerships (if any)
- Cloud Storage
- Managed Backups
- Hardware Procurement and Provisioning
- Change Management
- Business Continuity and Disaster Recovery Plan
- System Security
- System Management
- System Monitoring
- Service Level Agreements (SLAs) and Support.
- Disaster Recovery details including Recovery Point Objective (RPO) and Recovery Time Objective (RTO) metrics

Enterprise Reporting and Analytics

The new ERP project will provide the foundation of our Reporting and Analytics strategy. JJC requires an ERP solution which provides intuitive, and powerful user-driven reporting and analytics.

The Vendor must provide details on how their ERP solution enables the following:

- Powerful and flexible “Out of the box” and Ad-hoc Reporting Tools
- Advance Analytics and Business Intelligence
- Intelligent Data-driven Automation and Workflow including Predictive Analytics
- Dashboard and KPI visualization
- Data Warehouses, Data Marts, and Data Lakes including Big Data capabilities.

Enterprise Integration Architecture

JJC will leverage the implementation of the new ERP as an opportunity to architect a solution that provides standardized, flexible, dynamic integration capabilities that enable easy interfacing with internal systems, external platforms, institutions and agencies.

The Vendor must provide details on their Enterprise Integration Architecture and Strategy for their ERP solution including:

- How it will facilitate the JJC’s third-party integrations listed in the next section (A.2.4)
- An explicit list of integration components their solution will include versus what is to be provided by JJC.

- Are there limits on the number of APIs or third-party connections that can be supported?
- Does the solution has the ability to integrate with plug-ins and third-party tools? If so, describe the common third-party tools that are integrated.
- Does the solution include integration platform as a service (iPaaS) or support for third-party enterprise service bus (ESB) or iPaaS?

A.2.4 Third-party Integration or Replacement

The ERP solution must allow JJC to make strategic decisions on what third-party applications to integrate or to replace with functionality provided by the new ERP solution. As part of their response, the vendor should provide guidance on which of our existing applications listed in our Application Service Catalog below their solution would **replace**. For all applications listed below they do not plan to replace, they should provide details on their **experience** and **planned integration strategy** for each application, and if they **recommend a referral for replacement** with a competing products from a partner. JJC's application strategy is to minimize the need for on-premise solutions, and preference will be given to solution proposals which move third party applications to the cloud. For any proposed solution replacement, the vendor should clearly state if products being recommended are generally available today or list their estimated availability.

Category	Service	Service Description	Primary Users	Service Provider
<i>Applications (Cloud)</i>	iCampus	Learning Management System	Student/Faculty	Canvas
	JJC Academic Success Tracker	Student Tracking of Academic Progress	Student/Faculty/Staff	GradesFirst
	New Student Orientation (NSO)	NSO Training Orientation Content	Student	AdvantageDesign
	Accuplacer	Accuplacer Placement Testing	Student/Faculty/Staff	The College Board
	Aleks	Aleks Placement Testing	Student/Faculty/Staff	Aleks Corporation
	SARSGrid	Student Appointment Scheduling	Student/Staff	SARS Software
	Nelnet	Student loan payment plan administration	Student/Staff	Nelnet
	Acalog	College catalog	Students	DigArc
	Curriculog	Curriculum Management	Faculty/Administrators	DigArc
	Paypal	Payment gateway services	Staff	Paypal
	RAVE	Emergency Alert system	Student/Faculty/Staff	Rave Mobile Safety
	Halogen	Performance Management	Faculty/Staff	Halogen Software
	ESM	eProcurement	Staff	ESM Solutions

Category	Service	Service Description	Primary Users	Service Provider
<i>Applications (ERP)</i>	Colleague Financials (CF)	Colleague's Financial Modules	Staff	Ellucian
	Colleague Core (CORE)	Colleague's Core Support Modules	Staff	Ellucian
	Colleague Human Resources (HR)	Colleague's HR Modules	Staff	Ellucian
	Colleague Student (ST)	Colleague's Student Modules	Student/Faculty/Staff	Ellucian
	Colleague Utilities (UT)	Colleague Utilities	Staff	Ellucian
<i>Applications (On-Premise)</i>	25 Live	Event Scheduling	Faculty/Staff	CollegeNet
	ImageNow	Document Imaging	Staff	Hyland
	Verifier OCR	Optical Character Recognition	Staff	Hyland
	Synoptix	Financial Statements	Staff	Synoptix
	FA-Link	Bookstore Financial Aid Link	Staff	TrimData
	Timeclock Plus	Time Tracking	Faculty/Staff	TimeClock Plus
	EasySpooler	Print Management	Faculty/Staff	ROC Software
<i>Web Services</i>	JJC.EDU	JJC.EDU External Website	Student/Faculty/Staff	Acquia/Drupal.org
	MY JJC	MY JJC Student/Faculty/Staff Portal	Student/Faculty/Staff	Ellucian/Microsoft
	ADFS Single Sign On	ADFS Single Sign On Authentication Services	Student/Faculty/Staff	Microsoft
	eResources	eResources web portal	Student/Faculty/Staff	Ellucian
	Student Self-service	Colleague Student Self-service	Student	Ellucian
	Faculty/Staff Self service	Colleague Faculty/Staff Self service	Faculty/Staff	Ellucian
	JJC Mobile Application	JJC Mobile Application	Student/Faculty/Staff	Ellucian
	WebWizard Forms	WebWizard Forms used on website	Prospective Student	Eagle Rock Information Systems

A.2.5 Master Data Management

As part of their response, the Vendor must provide details on how their solution will meet our Master Data Management needs including:

- Providing a new database and data model to be JJC's primary system of record
- Co-existence and Migration of ERP legacy data with appropriate data clean up.
- Maintaining third-party integration ensuing primary key linkage between solutions

Data Model and System of Record

Presently, the primary source of our data is the ERP data which resides on JJC's on premise UniData database which is the system of record for functional areas provided by our legacy Colleague ERP. **The Vendor must include details on the database and data model proposed in their ERP solution.**

Data Migration and Clean Up

The goal of the new ERP project is the ultimate archival and removal of our legacy database. As part of the implementation of the new ERP, the data from our existing UniData database will need to be migrated. It is important we leverage this opportunity to perform appropriate cleanup of our data.

It is expected that the implementation of all phases of the new ERP solution will require the need for data to co-exist in the legacy and new ERP system due to the length of time the project.

The Vendor must detail their strategy and execution plan to migrate our legacy ERP data. The response should include details on the process for data conversion, cleanup and a recommended approach on how new data and legacy data will co-exist during the phases of implementation.

Third-party System Linkage

The need to integrate to third-party applications will continue to increase. The new ERP solution must effectively link data across these systems, and ensuring accurate data across primary keys will be an important in enabling this.

The Vendor must include details on how their solution will enforce data integrity across systems and provide details on Master Data Management governance capabilities their product provides.

A.3 Information Security Requirements

The College desires a secure cloud-based and/or as a service ERP solution with the ability to transition to such a solution with Full Redundancy, Business Continuity, and Security.

The solution will provide information and methods to address key components, such as:

1. **Ability to monitor, patch, secure and operate the ERP system 24x7x365** - demonstrating 99.50 - 99.90% availability. Patching and updating will be applied and tested across all applications without business interruption.
2. **Emergency Preparedness and Disaster Recovery Plans** - Having proper Disaster Recovery Planning capabilities in case of a major disruption. Provide detailed contingency plans that are in place in the event of a fire or other natural disaster.
3. **Business Continuity Plan** - Provide details of how the College will be serviced in the event of a disaster, bankruptcy, foreclosure, merger, buyout or other type of business cessation process by the vendor. Will there be a legal guarantee provided to the College in the event that the vendor ceases to conduct business and/or sunsets the ERP? If so, please detail that guarantee.
4. **Incident Response** – Having proper Incident Response Planning and reporting capabilities in case of an incident. Having the ability to secure the correct data (logs and traces to the ERP cloud provider) at the appropriate time when an incident does occur from the cloud provider.
5. **System Security and Encryption** - Describe your solution's security strategy and encryption methods and how they protect the privacy of College citizens, and ensures compliance with security-oriented laws, auditing programs, and the highest industry standards for security, web, and mobile environments.
 - 5.1. Give further details on: Sensitive data storage, including key management; the leveraging of the application programming interface (API) security mechanism; Input output validation; Security Audit and logging; Exception handling fail (security, fail closed); Server side and/or application hardening; and proper tenants and infrastructure separation.
 - 5.2. The system should provide a trust system of record between JJC and third parties by drawing existing data from the ERP system and being able to tightly control with whom it is shared (Blockchain).
6. **Access and Privileges** - All administrative access to the ERP will be authenticated via the College ADFS Single Sign-On (SSO) or Azure AD authentication sets. The solution must be able to support assigning multiple roles for a person; for example, Student and Student worker. Allowing access and privileges for particular resource access and privileges to be assigned to a new employee prior to the employee's start date. Furthermore, the Solution should allow for access and privileges to be assigned to an individual considered to be an "affiliate" or "vendor" to the College and not an employee.
 - 6.1. The system should also provide a unified security and identity management infrastructure to provide data and operational access control which functions across persons, groups, departments, organizations, and communities.
 - 6.2. User Activity and Access Monitoring visibility - the day-to-day functioning of the college require employees of various trust levels and roles to have access to ERP solutions and other business critical applications, as well as the highly sensitive data that resides in them. Due to the criticality of ERP applications in

- the cloud, continuous monitoring must be implemented to ensure that no unauthorized or malicious activity is being executed.
- 6.3. The ability to grant access rights based upon the principle of least privilege whereby only the minimum necessary rights will be assigned to users accessing the system.
7. **Comprehensive management of the technical cloud environment** - Optimally support all ERP instances and closely associated ancillary systems including scalability to respond to spikes in load and the performance capability to deliver excellent system response times for JJC's predictable academic calendar transactional needs.
- 7.1. Describes daily management of all cloud ERP instances and closely associated ancillary systems including, but not limited to, standing up the environments, applying patches, and accomplishing upgrades in close coordination with the college.
- 7.2. Provide industry grade physical and cyber security at all times.
- 7.3. Ability to integrate the solution with a Cloud Access Security Broker (CASB), where rules and conditions are defined to control data access, system access, data leak prevention, Tokenization, multifactor authentication (MFA), and encryption.
- 7.4. Ability to integrate the solution with a Security Information and Event Management (SIEM), i.e., LogRhythm, Alien Vault, Splunk, etc.
8. **Execute a Secure Mobile Strategy** - JJC has defined the need to execute a comprehensive secure mobile strategy to better meet constituent demands for information on their schedule on any device. Interaction with the administrative systems processes should no longer be limited by access to a specific implement or by business hours in service offices on campus. To meet these ongoing and evolving demands, JJC desires to execute a secure mobile strategy by deploying an integrated mobile platform solution that provides the following:
- 8.1. Serve as an extension of the ERP system using real time integration to provide consistent information to constituents securely utilizing a mobile device.
- 8.2. Allow authorized JJC administrators to customize content to deliver information constituents request beyond that provided in standard functional modules.
- 8.3. Offer embedded analytics to better understand and improve constituent experience.
- 8.4. Prove evidence of an ongoing commitment to further interoperability with any proposed system and extended offerings in the mobile platform.
9. **Hosting Services**
- 9.1. Provide security for the software environments consistent with the College security requirements (see Section 10 – 13);
- 9.2. Provide security for confidential or sensitive data contained in the software environments by encrypting or scrubbing (i.e., change to a constant value, assign a sequential value, or blank) reasonable system-identified sensitive data.

9.3. Hosting Services for Production Infrastructure

The following table describes the required services to support the Respondent's submission for hosting services. Although these pertain specifically to the production infrastructure, the College expects that the pre-production infrastructure will meet most, if not all, of the same requirements.

Service Area	Services
Application Monitoring	<ul style="list-style-type: none"> • Monitor resource utilization and processing workloads of the ERP software and related applications on a 24x7 basis to meet availability and response time service levels; and • Monitor (supported) interfaces to and from the ERP software on a 24x7 basis.
Servers	<ul style="list-style-type: none"> • Procure, secure, manage and refresh server infrastructure to meet availability and response-time service level agreements (SLAs); and • Support server operations on a 24x7 basis.
Database	<ul style="list-style-type: none"> • Establish database backup schedules and execute back-up procedures; • Install, configure and manage changes to the database management system (DBMS), including creating new database instances as required and assisting with initial data loads; • Manage database availability and resources; • Maintain non-production servers in alignment with production servers through database refreshes and copies; • Monitor the resource utilization and processing workloads of the DBMS on a 24x7 basis; • Monitor database workloads and performance on a 24x7 basis; • Analyze DBMS and database workload and performance data; • Identify system performance trends and, where appropriate, implement corrective actions to the DBMS and databases; and • Forecast capacity requirements for the DBMS and databases.
Storage Management	<ul style="list-style-type: none"> • Ensure that the proposed storage management strategy has inherent redundancy (e.g., RAID); and • Provide, implement and maintain a backup-and-recovery system for the disk storage system.
Network	<ul style="list-style-type: none"> • Provide encrypted Internet communication from the end user to the system via Hypertext Transfer Protocol Secure (HTTPS); • Provide continuous, proactive protection against network-based denial of service attacks and other Internet-based attacks; and • Test the effectiveness of network segmentation at least once every six (6) months and disable unneeded network services.

<p>Security</p>	<p><i>Security Maintenance</i></p> <ul style="list-style-type: none"> • Monitor the availability of software updates associated with high-severity security advisories applicable to the equipment and software; • Implement security software updates; • Establish and use technologies and practices to monitor and remediate malware within the College’s processing environment at the Respondent’s data centers; • Restrict physical access to the College’s network entry point, equipment and data to authorized Respondent personnel; • Establish and maintain formal requisition and approval processes for managing access rights; and • Provide environmental protection for storage media by storing such media in a safe and secure environment. <p><i>User Provisioning</i></p> <ul style="list-style-type: none"> • Provide logical access controls to system resources as approved by the College; and • Provide help desk support for issues related to end-user authentication and authorization. <p><i>Network Security</i></p> <ul style="list-style-type: none"> • Detect and correct network security; and • Assist in troubleshooting application problems related to network access controls. <p><i>Privacy</i></p> <ul style="list-style-type: none"> • Comply with all federal and state privacy requirements.
<p>Disaster Recovery Services</p>	<p><i>Disaster Recovery Planning</i></p> <ul style="list-style-type: none"> • Create and maintain a comprehensive Disaster Recovery Plan for the Respondent’s environments. <p><i>Disaster Recovery Testing</i></p> <ul style="list-style-type: none"> • Successfully test the Disaster Recovery Plan annually; and • Provide the College with an exercise-results document for each disaster recovery test. • Publish Recovery Point Objective (RPO) and Recovery Time Objective (RTO) metrics <p><i>Disaster Recovery Execution</i></p> <ul style="list-style-type: none"> • Report disasters (or potential disasters) to the College immediately upon identification based on the Disaster Recovery Plan and consulting with the College for an official declaration of a disaster as appropriate (as determined by the College and Respondent if option is exercised); • Notify the College of situations that may escalate to disasters based on parameters defined in the Disaster Recovery Plan; • Execute the Disaster Recovery Plan including the restoration of normal services at a time agreed to by the College; and • Conduct a post-disaster meeting with the College in order to understand the cause of the disaster, develop plans to eliminate or mitigate future occurrences, and report such findings and plans to the College

<p>Service Management</p>	<p><i>Service Desk</i></p> <ul style="list-style-type: none"> • Provide a multi-tier Help Desk on a 24x7 basis to respond to calls and incidents transferred from the College’s internal Help Desks. <p><i>Incident Management</i></p> <ul style="list-style-type: none"> • Provide incident management and alerting (i.e., alert collection and filtering, escalation, notification, corrective action plan and reporting). <p><i>Release Management</i></p> <ul style="list-style-type: none"> • Plan for and execute updates/upgrades to new releases of all system-level software and utilities in Respondent’s environment. <p><i>Performance and Capacity Management:</i></p> <ul style="list-style-type: none"> • Monitor utilization and workload trends; • Analyze performance metrics and respond proactively to potential problem areas; and • Assist the College in ensuring that current and future capacity and performance requirements are provided cost-effectively.
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10. **Data Ownership** - All records or data input into the proposed systems remain the property of the College, without any transfer or reservation of ownership or other rights to the vendor.

11. **Security Controls** - Respondent will store and process all Data in accordance with industry security best practices. This includes appropriate administrative, physical, and technical safeguards to secure Data from unauthorized access, disclosure, and use. Respondent will conduct periodic risk assessments and remediate any identified security vulnerabilities in a timely manner. Respondent will also have a written incident response plan, to include prompt notification of the College in the event of a security or privacy incident, as well as best practices for responding to a breach of Personal Identifiable Information. Respondent agrees to share its incident response plan with College upon request. In addition, Respondent shall defend, indemnify, and hold harmless the College, its agents, officers, board members, and employees from and against any and all claims, damages, losses, and expenses, including reasonable attorney's fees, for any claims arising out of or in any way relating to any security or privacy incident.

12. **Safeguarding of Customer Information** - Respondent shall implement and maintain “appropriate safeguards”, as that term is used in the current Federal Trade Commission (FTC) Safeguard Rule, for all “customer information” and fully compliant with the current Family Educational Rights and Privacy Act (FERPA), all applicable privacy requirements under the Health Insurance Portability and Accountability Act (HIPAA) , and maintain compliance with the most current Payment Card Industry Data Security Standards (PCI DSS).

13. Joliet Junior College has the following company and/or industry application security requirements:

- 13.1. The ERP system requires strong passwords and there is a low overhead and secure method to change passwords. Stored passwords are encrypted.
- 13.2. Can encrypt as many fields as desired without degrading performance.
- 13.3. Easy to deactivate access to the system for a user.
- 13.4. There are no features of the ERP that require that users, no matter what their role, be given access to the underlying database.
- 13.5. Roles can be established that allow a user to process sensitive data in the ERP but restrict that user from downloading the data.
- 13.6. All data fields that are required by federal law to be protected come with encryption enabled and auditing enabled.
- 13.7. Data fields can be encrypted at the database level as well as at the form or table level.
- 13.8. Reports that show who has access to processes that involve sensitive data and that show who has requested data exports that include sensitive data, such as SSNs, credit card numbers, and so forth.
- 13.9. A comprehensible report that articulates the security implications of giving a user access to fields/tables/forms.
- 13.10. Role-based access sufficiently granular that one can be sure that only those with a need to access certain data will be able to access that data.
- 13.11. Each standardized data field is adequately documented in a data dictionary.

Security Risk Management

JJC leverages information security best practices to ensure compliance with industry, state, and federal regulations and to protect the privacy of its students, workforce, and stakeholders. The risk management approach for the implementation of the new ERP should allow JJC to adhere to modern information security principles while also allowing for efficient college operations.

Security Audit Requirement

Vendors should provide Workflow diagrams and other process documentation provided by the vendor must be sufficient to conduct an efficient and productive audit of relevant processes.

The ability to put audit trails on as many fields as desired without degrading performance.

As evidence of compliance, the vendor will provide when requested, a current Attestation of Compliance. The vendor will include as part of their proposal a SOC2 report and/or other audit findings for the data centers relevant to the new ERP.

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 PROPOSAL TO:

Joliet Junior College District #525
Director of Business & Auxiliary Services, A-3100
1215 Houbolt Road
Joliet IL 60431

NON-DISCLOSURE AGREEMENT

This Agreement is made by and between Joliet Junior College, having its principal place of business at 1215 Houbolt Road, Joliet, Illinois 60431 ("College") and _____, a _____ corporation whose principal mailing address is _____ ("Recipient").

- 1. Definition of Confidentiality.** As used in this Agreement, "Confidential Information" refers to any information which has commercial value and is either (i) technical information, including patent, copyright, trade secret, and other proprietary information, techniques, sketches, drawings, models, inventions, know-how, processes, apparatus, equipment, algorithms, software programs, software source documents, and formulae related to the current, future and proposed products and services of College, or (ii) non-technical information relating to College's products, including without limitation pricing, margins, merchandising plans and strategies, finances, financial and accounting data and information, suppliers, customers, customer lists, purchasing data, sales and marketing plans, future business plans, personnel, and any other information which is proprietary and confidential to College .
- 2. Nondisclosure and Nonuse Obligations.** Recipient will maintain in confidence and will not disclose, disseminate or use any Confidential Information belonging to College, whether or not in written form. Recipient agrees that Recipient shall treat all Confidential Information of College with at least the same degree of care as Recipient accords its own confidential information. Recipient further represents that Recipient exercises at least reasonable care to protect its own confidential information. If Recipient is not an individual, Recipient agrees that Recipient shall disclose Confidential Information only to those of its employees who need to know such information, and certifies that such employees have previously signed a copy of this Agreement. All Confidential Information disclosed under this Agreement shall be and remain the property of the disclosing Party and nothing contained in this Agreement shall be construed as granting or conferring any rights to such Confidential Information on the other Party.
- 3. Survival.** This Agreement shall govern all communications between the parties. Recipient understands that its obligations under Paragraph 2 ("Nondisclosure and Nonuse Obligations") shall survive the termination of any other relationship between the parties. Upon termination of any relationship between the parties, Recipient will promptly deliver to College, without retaining any copies, all documents and other materials furnished to Recipient by College.
- 4. Governing Law.** This Agreement shall be governed in all respects by the laws of the United States of America and by the laws of the State of Illinois .
- 5. Injunctive Relief.** A breach of any of the promises or agreements contained herein will result in irreparable and continuing damage to College for which there will be no adequate remedy at law, and College shall be entitled to injunctive relief and/or a decree for specific performance, and such other relief as may be proper (including monetary damages if appropriate).
- 6. Entire Agreement.** This Agreement constitutes the entire agreement with respect to the Confidential Information disclosed herein and supersedes all prior or contemporaneous oral or written agreements concerning such Confidential Information. This Agreement may only be changed by mutual agreement of authorized representatives of the parties in writing.

IN WITNESS WHEREOF, the parties have executed this Agreement as of the date first written below.

COLLEGE:

By: _____

Name: _____

Title: _____

RECIPIENT:

By: _____

Name: _____

Title: _____