



JOLIET JUNIOR COLLEGE  
—1901—

Request for Proposal for  
Cloud Based Unified Communications as a Service  
(UCaaS)

**R#20017**



# JOLIET JUNIOR COLLEGE

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Joliet Junior College  
Request for Proposal

**RFP Opening May 19, 2021**

## **Background**

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

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

## **Vision Statement**

Joliet Junior College is the first choice for learning, working and cultivating pathways to prosperity.

## **Mission Statement**

Joliet Junior College inspires learning, strengthens communities and transforms lives.

## **OVERVIEW**

The Board of Trustees of Joliet Junior College (hereinafter, "JJC") is requesting proposals from Providers for services relating to Cloud Based Unified Communications as a Service (UCaaS).

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



## I. RFP SCHEDULE

Date (2021)	Event
April 23, 2021	Vendors contacted via email / advertised
April 30, 2021 @ 2:00 p.m. CST	Last date/time for submission of written questions through the ESM sourcing solutions tool under the Q & A section.
April 30, 2021 @ 2:00 p.m. CST	Last date/time to email <a href="mailto:purchasing@jjc.edu">purchasing@jjc.edu</a> of Intent to Submit proposals to receive Current Environment specifications (see Section IV (A))
May 5, 2021 @ 5:00 p.m. CST	Responses to questions will be addressed through the ESM sourcing solutions tool under the Q & A section.
May 19, 2021 @ 2:00 p.m. CST	Proposals must be submitted electronically through the ESM Solutions electronic sourcing site.
May 20 – May 27, 2021	JJC Evaluation Team reviews proposal
June 17, 2021	Notification of Award

## II. INSTRUCTIONS TO VENDORS

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

Questions concerning this RFP will be answered if sent through the ESM sourcing solutions tool, under the Q & A section for the solicitation on or before **April 30, 2021** before 2:00 p.m. CST.

All questions and answers will be published on the ESM sourcing tool in the Q&A section by end of business day on **May 5, 2021**.

**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. Indicate if any part of your response is Confidential and should not be made public.

Faxed and hard copy proposals ARE NOT acceptable. All RFPs must be submitted by the date and time of public opening (see above). All proposals must be submitted electronically through the ESM Solutions electronic sourcing site. Please note that all vendors will have to complete an on-line registration process prior to submitting your proposal.

A step-by-step [supplier registration guide](#) is posted to the college's website for your reference. [General supplier guides](#) are also available on the ESM website. If you have any questions during



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the registration process, contact ESM Solutions Customer Support (877) 969-7246 Option 3.

Registration Link:

<https://supplier.esmsolutions.com/registration#/registration/contactInformation/>

General Supplier Guide (ESM Documents): <https://support.esmsolutions.com/hc/en-us/sections/115000917048-Supplier-Guides>

Supplier Registration Guide (JJC Document):

<https://www.jjc.edu/sites/default/files/Purchasing/FY2019/Supplier%20Registration%20Screenshots%20Final.pdf>

Please note the electronic sourcing tool will allow you to attach supporting documentation.

RFPs not submitted in the format as instructed by this RFP will not be accepted.

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

Accuracy of Proposals / Withdrawal of Proposals prior to RFP Opening: Proposals will represent a true and correct statement and shall contain no cause for claim of omission or error. Proposals may be withdrawn in writing or by facsimile (provided that the facsimile is signed and dated by vendor's authorized representative) at any time prior to the opening hour. However, no proposal may be withdrawn for a period of one hundred twenty (120) days subsequent to the opening of the RFP without the prior written approval of the Director of Business and Auxiliary Services or Joliet Junior College.

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

**PROPOSAL DUE DATE:** The proposal must be received through the ESM sourcing solution on or before **May 19, 2021 @ 2:00 p.m. CST.**

## **INSURANCE:**

The supplier performing services for JJC shall:

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

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

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



property damage.

## **TAXES:**

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

## **INDEMNIFICATION:**

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

## **DISCLOSURE:**

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

## **TERM OF CONTRACT:**

Any contract, which results from this RFP, shall be either for a period of 3 years or 5 years from the date of the contract signing.

## **BLACKOUT PERIOD:**

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

### **III. GENERAL TERMS AND CONDITIONS**

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

**Purchase:** After execution of the contract, purchases will be put into effect by means of purchase



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orders or suitable contract documents executed by the Senior Director of Business and Auxiliary Services.

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

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

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

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

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

## **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.

## **Sexual Harassment Policy**

Pursuant to Section 50-80 of the Illinois Procurement Code, each Vendor who submits a bid or offer for a State of Illinois contract under this Code shall have a sexual harassment policy in accordance with paragraph (4) of subsection (A) of Section 2-105 of the Illinois Human Rights Act. A copy of the policy shall be provided to the college entering into the contract upon request.

## **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.

**Business Enterprise Program (BEP):**

Minorities, Females, and Persons with Disabilities Participation and Utilization Plan:

Joliet Junior College will make every effort to use local business firms and contract with small, minority-owned, and/or women-owned businesses in the procurement process. This solicitation contains a goal to include businesses owned and controlled by minorities, females, and persons with disabilities in the College's procurement and contracting processes in accordance with the State of Illinois' Business Enterprise for Minorities, Females, and Persons with Disabilities Act (30 ILCS 575). Because these goals vary by business ownership status and category of procurement, we urge interested businesses to visit the Department of Central Management Services (CMS), [Business Enterprise Program \(BEP\)](#) web site to obtain additional details. To qualify, prime vendors or subcontractors must be certified by the CMS as BEP vendors prior to contract award. Go to (<http://www2.illinois.gov/cms/business/sell2/bep/Pages/default.aspx>) for complete requirements for BEP certification. For applicable projects, vendors may be asked to submit a [utilization plan](#) and [letter of intent](#) that meets or exceeds the identified goal. If a vendor cannot meet the goal, documentation and explanation of good faith efforts to meet the specified goal may be required within the utilization plan.

**Negotiation:** JJC reserves the right to negotiate all elements, which comprise the vendor's proposal to ensure the best possible consideration, be afforded to all concerned. JJC further reserves the right to waive any and all minor irregularities in the proposal, waive any defect, and/or reject any and all proposals, and to seek new proposals when such an action would be deemed in the best interest of JJC.

**Award:** The successful vendor, as determined by JJC, shall be required to execute a contract for the furnishing of all services and other deliverables required for successful completion of the proposed project. The supplier may not assign, sell, or otherwise transfer its interest in the contract award or any part thereof without written permission from JJC.

**Retention of Documentation:** All proposal materials and supporting documentation that are submitted in response to this proposal becomes the permanent property of JJC.

**Opening of Proposals:** Proposals will be opened in a manner that avoids disclosure of the contents to competing vendors. Contents for proposals will remain confidential during the negotiations period. Only the proposal number and the identity of the vendor submitting the proposal response will be made available to the public.

#### IV. **FORMAT FOR RESPONSE**

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



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All proposals must be submitted via email through the ESM Solutions electronic sourcing site. Please note that all vendors will have to complete an on-line registration process prior to submitting your proposal. See item II above for more information.

## **A. Title Page**

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

## **B. Table of Contents**

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

## **C. Letter of Transmittal**

Limit to one or two pages.

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

## **D. Profile of the Vendor**

Indicate the number of people in the organization and their level of experience and qualification and the percentage of their time that will be dedicated to this process.

- a) This is a Manufacturer Only RFP or in the event that Manufacturer does not submit their own proposal, Manufacturer will be allowed to select one (1) Bid Partner to represent their solution.
- b) Vendor to provide a "Bid Partner Certificate or Authorization Letter" from the Manufacturer if they are selected to submit the proposal on the Manufacturer's behalf.
- c) Provide a list of your top three (3) active engagements with US-based higher education clients offering a similar/same solution. Indicate the number of users and numbers ported.
- d) Vendor must provide contact information (name, phone number, and email address) as references for projects of similar size and scope.
- e) Vendor should have a minimum of 10 years' experience providing the proposed solution.
- f) Vendor must identify the number of global (if applicable), US, and local (state of Illinois) customers.
- g) Submit independently audited financial statements (one copy only). Such information will be considered in strict confidence.
- h) Indicate any third-party firms involved with your proposed solution and state their



role(s).

## **E. Scope Section**

Clearly describe the scope of services to be provided based upon the information in the scope section. Vendor must respond to the specifications listed and clearly indicate compliance for each requirement with either a "YES or NO" in the Feature Matrix provided in this RFP (Appendix B). Include a Page Reference in the proposal where the feature was mentioned/ described. All key Features and solutions proposed should be native to the application without requiring a third - party solution or integration.

## **F. Responses to Addendum**

## **G. Prices Responses**

## **H. Invoicing Procedure**

- a. Describe the firm's invoicing procedures.
- b. Include documentation identifying all of the vendor's fees (see Section IX – Proposed Pricing)

## **I. Proposed Contract**

Please submit a draft contract for the services being offered.

## **J. Vendor's Certification Statement**

## **V. EVALUATION**

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

- A. The quality and range of services the firm proposes to provide. Recognized leader as a UCaaS provider in the industry.
- B. The extent to which the goods or services meet JJC needs. Compliance and capability of the technical solution as required by JJC.
- C. Clearly defined Project Implementation Strategy, Process and Documentation
- D. The firm's overall experience, reputation, expertise, stability and financial responsibility.
- E. The experience and qualifications of the staff that will be assigned to service JJC's account.
- F. The ability to provide service in an expedient and efficient manner. The providers capability to respond to issues/request in a timely manner and Solution's Uptime data.
- G. Vendor's ability to provide technical experience to meet service requests.



- H. Vendor's Data Security Practices and Policies and Compliance with JJC's Information Security Requirements
- I. Quality and Range of reports (Management, Administration, Standard and Custom Reports)
- J. Vendor's financial terms offered to JJC.
- K. The Training options available.
- L. The total, long-term cost to JJC to acquire the vendor's goods and services.
- M. The vendor's past relationship with JJC, if any.
- N. Business Enterprise Program (BEP) Certification or Utilization
- O. Any other relevant factor that a private business entity would consider in selecting a supplier.

## VI. SCOPE OF WORK

JOLIET JUNIOR COLLEGE (JJC) is seeking proposals from qualified vendors for a highly reliable, secure, enterprise level Cloud Based Unified Communications as a Service (UCaaS) solution capable of handling JJC's incoming and outgoing phone calls and other communication needs. JJC prefers all Key Features are native to the primary proposed solution.

JJC wants a provider that has demonstrated expertise in implementing and supporting a reliable solution while upholding the highest security requirements. Any proposed solution must be designed to enhance JJC's communication capability to connect with our Students, Faculty, Staff and College Community.

### A. CURRENT ENVIRONMENT

Vendors who are interested in submitting a proposal for this RFP must email [purchasing@jjc.edu](mailto:purchasing@jjc.edu) by XXXXX for detailed technical specifications regarding the current telephony environment.

### B. FEATURE MATRIX AND COMPLIANCE TABLE:

Vendor must respond (with a YES or NO) and reference page of the solution being offered for each JJC requirement using the Microsoft Excel format of the Feature Matrix and Compliance Table included in this RFP (Appendix B). Functions classified under KEY FEATURES should be native to the solution without requiring third-party solutions or integration.

### C. PROPOSED SOLUTION AND FUNCTIONAL REQUIREMENTS

Vendor must provide a comprehensive explanation of the proposed solution in accordance with the solution requirements as defined (but not limited to) in the Feature Matrix. Describe any other features to be provided in addition to the Feature Matrix. **(Refer to Appendix B).**

### D. TECHNICAL SPECIFICATIONS AND ARCHITECTURE

Vendor must provide a clear description of the technical specifications and architecture of the solution covering the following (but not limited to):

- a) Software and Licenses
- b) Code Blue/ Emergency Phone Technical Solution



- c) Active Directory Integration
- d) Ticketing System Integration/ Compatibility (Future Implementation)
- e) Microsoft O365 Integration Capability
  - Voicemail to Email (Audio)
  - Voicemail Transcription
- f) Microsoft Team Integration
- g) Define (if any) 3rd Party Analytics Tool Compatibility (PowerBI, Excel, CSV, etc.)
- h) Canvas/ Learning Management System Integration Capability
- i) SSO- Single Sign On
- j) Upgrades and Patches
- k) Network Requirements/ Topology
  - Failover and Survivability Capabilities (Users, Call Queue, Administration, Switchboard, etc.)
  - Proactive Monitoring Capabilities for Risk Mitigation
  - Bandwidth Requirements
  - What amount of bandwidth is required to provide voice service?
  - What amount of bandwidth is required to provide video conferencing service?
- l) Desktop and Software Requirements
- m) Data Storage, Back-Up and Recovery Strategy
- n) Data Hosting and Call Routing should be within US only.

**E. SOLUTION REFERENCE/ DEMO VIDEOS**

Vendor to provide demo usage videos/ URLs or any materials to showcase the usability and management of the solution.

**F. LICENSE REQUIREMENTS:**

Vendor must be able to provide the required number of licenses described below (at a minimum):

Number of Units	Description
1000	Full Licenses
400	Limited Licenses
500	Unassigned DIDs
50	Agent Licenses
2	Switchboard Operators
All Users	Fax, SMS, MMS Capabilities

Vendor must provide all required licenses to have a functioning solution. Refer to the technical specifications of the Current Environment for other information.



## **G. DEVICE REQUIREMENTS:**

Vendor must be able to provide the required Phone Devices (at a minimum):

- a) 1220 Units- Phone Hardware - Polycom VVX 350 (6 buttons)
- b) 25 Units- Phone Hardware - Polycom IP6000

## **H. SECURITY FEATURES AND COMPLIANCE REQUIREMENTS**

- a) Solution must have Enterprise-Grade Security and encryption capabilities for meetings and conversations.
- b) If the awarded vendor requires administrative access, they must comply with the policy outlined in the "Outside Party Administrative access" section below.
- c) Firms must be willing to sign the college's "Third-Party Network Connection Agreement" if JJC Network Access will be required. A sample agreement has been included within the bid documents for your reference.
- d) Solution should comply with the following:
  1. Audit Trail
  2. Dynamic Password (Alphanumeric)
  3. Tool should allow JJC to be HIPAA Compliant
- e) This proposed product/service involves the usage, storage, or transmission of Joliet Junior College's stakeholder data, please respond to the following:
  1. Describe your organizations approach to the management of information security and to securely managing client information.
  2. Does your organization have an information security management policy?
  3. How do you safeguard client information at your organization?
  4. Does your organization have a comprehensive risk management structure for the management of client information?
  5. Do you utilize an independent third party to conduct annual information security penetration tests of your IT systems?
    - Can your organization provide a SOC2 and/or SOC3 Report?
  6. List the type of documented information security policies that your firm has in place.
  7. Has your organization implemented any ISO27001 (or similar) principles or requirements?
    - Can you provide an audit report?
  8. Has your organization experienced any information security breaches, ransomware, phishing, or malware incidents?

## **I. PROJECT IMPLEMENTATION**

Vendor to provide a clear strategy and process for the following (but not limited to):

- a) Project Methodology and Implementation Process
- b) Scope, Limitation, Dependencies and Assumptions
- c) Change Management Procedure and User Adoption
- d) Quality Assurance and Testing Strategy
- e) Porting Process
- f) Estimated Project Timeline



- g) Escalation Procedure during Project Implementation
- h) Training Strategy and Training Materials
  - 1. Administration
  - 2. Users
  - 3. Call Queues
  - 4. Switchboard
  - 5. Reports

## **J. RESOURCES, ROLES AND RESPONSIBILITIES**

The proposal should include clear definition of the roles performed by the vendor, versus JJC, in partnering together to complete all phases of implementation.

The vendor should detail in proposal all work that is being proposed to be on-site versus completed remotely. Rates should be detailed by function and locations of any proposed work. Costs for any associated travel expenses should be included and detailed in the proposal but cannot exceed 10% of total proposed cost. The college prefers the total project cost include all travel and related expenses

## **K. WARRANTY, SUPPORT AND MAINTENANCE**

- a) Vendor to define committed Solution Uptime (should be at a minimum 99.99% for FOUR or more Quarters).
- b) Vendor to define if support and maintenance is direct from the manufacturer or bid partner or both.
- c) Vendor to define process and downtime (if any) for Solution Upgrade and Maintenance
- d) JJC is requiring 24/ 7 Live Support within US
- e) SLA (Service Level Agreement) and Escalation Procedure Post Project Implementation
  - 1. Severity Level
  - 2. Response Time
  - 3. Resolution Time
  - 4. Escalation Path

## **L. DOCUMENTATIONS**

Vendor to provide information on technical specifications, training and project implementation. At a minimum, provide the following documentations (but not limited to):

- a) Project Implementation Plan and Timeline
- b) Quality Assurance and Testing Strategy
- c) Porting Process
- d) Network Topology/ Requirements
- e) Integration Specification and Process
  - 1. Code Blue/ Emergency Phone
  - 2. Active Directory Integration
  - 3. SSO- Single Sign On



- f) Support and Maintenance Post Implementation
  - 1. Software Maintenance, Upgrade and Patching- Define any downtime or inaccessibility of service (if any).
  - 2. SLA (Service Level Agreement) and Escalation Procedure Post Project Implementation
    - Response Time
    - Resolution Time
    - Escalation Path
- g) Training Plan with Training Manuals/ Materials

## VII. OUTSIDE PARTY ADMINISTRATIVE ACCESS

Joliet Junior College reserves the right to request a background check for any individual requiring administrative access. Proposal should detail if subcontractors of the contracted firm will be leveraged for the implementation. Access cannot be granted to subcontractors of the contracted firm, only to direct employees of the awarded firm unless approved by JJC. The college will not grant administrative-level access to individuals located outside of the United States for security measures.

## VIII. QUANTITY

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

## IX. PROPOSED PRICING

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

Provide pricing for a turnkey hosted VOIP system, inclusive of hardware, licenses, maintenance, implementation and professional services. All pricing shall be for a completely installed system working on a turnkey basis. The quotations submitted in reply to this request will be considered binding. All applicable fees and other costs shall be included in your proposal. **The proposed pricing must include the cost for the entire scope of services described in this RFP.**



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Quotes to be submitted should follow the Pricing Matrix format attached in this RFP. Vendor to indicate if service is bundled and at zero (0) cost. (**Refer to Appendix C**)

- a) Define the Per User Recurring and One Time Cost. Also include overall cost for Year 1, Year 2 and Year 3.
- b) Vendor to provide quotes for 36- and 60-months options.
- c) Delineate other costs associated with Toll Free Numbers and Usage.
- d) Delineate other costs associated with Local, Local Toll, Long Distance and International Usage.
- e) Delineate other costs associated with individual SMS, Group SMS, MMS, etc.
- f) Delineate all costs for devices, software or any other licenses needed.
- g) Define per unit and overall cost for network/ hardware components.
- h) Labor costs for installation, implementation and administration of the project.
- i) Provide an overall project cost including training
- j) Provide line item costs for shipping, receiving, tariffs, etc.
- k) All change orders must be submitted within 15 business days of a change being identified by the Vendor or client.



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## CERTIFICATION OF CONTRACTOR/BIDDER

The below signed contractor/Vendor 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 SIGNED AND INCLUDED WITH YOUR RFP RESPONSE .



## APPENDICES

### APPENDIX A: CURRENT ENVIRONMENT SPECIFICATIONS

(To be provided to those who express interest in participating in this RFP. Send email to [purchasing@jjc.edu](mailto:purchasing@jjc.edu).)

### APPENDIX B: FEATURE MATRIX AND COMPLIANCE TABLE

(Vendor to respond using the Feature Matrix Microsoft Excel format included in this RFP)



RFP- Cloud Hosted  
UCaaS- Feature Comp

### APPENDIX C: PRICE MATRIX

(Vendor to respond using the Pricing Matrix included in this RFP. Define any additional costs associated with the project implementation and operations after cutover.)



RFP- Cloud Based  
UCaaS - Pricing Matrix