May 7, 2019

RFP ADDENDUM #1

Reference – Request for Proposal:	GMU-1547-19
Title:	Data Management System for SSAC
Dated:	April 11, 2019
For Delivery To:	George Mason University

The following changes are hereby incorporated into the aforementioned RFP:

Please make sure to sign and include this addendum and all other addendums issued under this RFP with your offer/proposal.

- **Answers to Questions received by the question deadline of Friday, April 19, 2019 by 4:00PM. Please note that there are still a few questions being considered by the Committee and our ITS Security team and answers to any questions that we received by the deadline, that do not appear below, will be answered in a second addendum by the end of this week, by May 10th, 2019 no later than 5:00PM.**

  Answers to these questions will be considered part of the RFP and the vendor should include any changes that result from this addendum into their offer. Failure to consider the information provided below may result in your offer being scored lower:

1. **Question:** Reminder notifications is by Email or SMS?
   Answer: E-mail; however, if there other reminder options, those would be welcome.

2. **Question:** Ability to import data – Which database needs to be imported?
   Answer: PAVE Suite and Titanium.

3. **Question:** Platform must provide access to the software on desktop and mobile devices - What needs to be accessed via Mobile? Is it full functionality or just rendering of pages?
   Answer: All data needs to be available on tablet and iPad devices in addition to laptops. The referral form must be available on phones as well.

4. **Question** Core database and servers must be hosted within a secure data center meeting VITA and University guidelines. - What is VITA and guidelines?
   Answer: VITA is the Virginia Information Technology Agency – their guidelines concerning secure storage of sensitive data are available here: https://www.vita.virginia.gov/commonwealth-security/sensitive-data/ and here; https://www.vita.virginia.gov/supply-chain/scm-policies-forms/it-procurement-manual/chapter-28---agency-it-procurement-security-and-cloud-requirements-for-solicitations-and-contracts/

   Mason's Security guidelines regarding hosting include the VITA guidelines above and that all data has to be hosted on servers located within the USA. Vendors should also be prepared to abide by the requirements of the Data Security Addendum and provide a SOC

report as outlined in this DSA as this statement of work/requirements will include the handling of information/data that GMU considers "highly sensitive".

5. **Question:** In the RFP synopsis there is an identified requirement that the system be "Web accessible" Is there any clarity or specification on this?
   Answer: This means that the full product must be accessible to users via the web. A user should not have to use specific computer software or specific browser to access the database.

6. **Question:** Does just the student portion need to be web accessible? (aka self-service portal)?
   Answer: No, users must be able to access the full system via the web.

7. **Question:** If the data and access is web accessible, is that okay? Or does the process and workflow also need to be web accessible?
   Answer: We are uncertain what is meant by process and workflow; however, each user needs to have full access and full range of commands via the web (entering new cases, reviewing existing cases, editing information, etc.).
   The user must have access to the entire application and processes from the web. Further the user must be able to control the application and adjust workflow as necessary for process changes.

8. **Question:** If a user-profile based (no permanently installed software) windows package is needed for full case worker functionality, is that a problem?
   Answer: See answer above.

9. **Question:** Whether companies from Outside USA can apply for this?
   Answer: Yes, companies from Outside the USA may submit an offer in response to this RFP as long as they meet the requirements of the RFP and address the requirements in the Statement of Work/needs. It is recommended that companies outside the USA address how they will handle any tasks remotely. All offers must be either mailed or hand-delivered as we will not accept emailed, faxed, or late offers. If you are a foreign entity (outside the USA) you will be required to fill out and submit a W8 tax form if you are selected for award and must be willing to self-register in eVA.

10. **Question:** Whether we need to come over there for meetings?
    Answer: Currently, there is no requirement that the vendor must meet in person. However, the vendor needs to clearly outline how they will successfully communicate with the end user, who is located in the USA, and troubleshoot any problems and how you will execute your solution remotely. Please address in your response how you will handle scenarios like language barriers, time differences, troubleshooting of issues/problems, implementation, training, etc. and how you will handle these things while located outside of the USA.

11. **Question:** Can we perform the tasks (related to the RFP) outside the USA (like from India or Canada)?
    Answer: Yes, tasks may be performed outside of the USA but clearly outline in your proposal how you will execute your solution, meet all of the RFP requirements, successfully communicate with the end user, handle time differences, language barriers (if applicable), troubleshooting and resolution of issues, etc. while being located outside

of the USA. If the vendor is planning to store/host any GMU information/sensitive data it must be on servers located within the USA.

12. **Question:** Can we submit proposal via email.
    Answer: No, you may not submit proposals via email or any other electronic method. Please review the RFP for submission requirements.

13. **Question:** Page 4, Background - We understand that PAVESYSTEMS is COTS system. Is GMU open to a fully custom solution?
    Answer:
    Mason is open to a fully custom solution, but on-going support and upgrades (features and security) should be included as a part of any solution. Any custom solution needs to be compatible or have the ability with current software used by the University (Banner, Sales Force, Microstrategy, etc).
    If the vendor plans to provide a custom solution and not a COTS system please state as such in your proposal and outline all relevant information including how your system will meet our requirements, timeline/scheduling for building such a system (including how long you estimate building a custom solution will take), pricing, implementation information, etc.

14. **Question:** Page 4, Statement of Needs - Are there any multi-language support needs?
    Answer: No, but if the vendor's solution has multi-language support options please include those in your response. Some end users might find it useful to be able to generate documents in specific languages for ease of use for some of our non native English speaking students. Specifically, Spanish, Arabic, Mandarin, Cantonese, and Korean would be helpful but currently English is the only required language.

15. **Question:** Page 4, Background - Is there a Portal in which students can interact with their case managers?
    Answer: That is not required; however, GMU is open to reviewing innovative communication methods.

16. **Question:** Page 4, Statement of Needs, e. Cloud Hosted Product - Does GMU have Office 365?
    Answer: Yes.

17. **Question:** Page 4, Statement of Needs - The RFQ states "x. FERPA, Clery and Title IX compliance" Are there any HIPPA requirements?
    Answer: No.

18. **Question:** Page 9, 4. Methodology: Ease of Implementation, Integration, Level of Support, Comprehensiveness, Ease of Use - The RFQ states "iii. Provide a time/manner/schedule for delivery based on a contract start date of 07/01/19, (tentative contract start date for scheduling purposes only – subject to change)." What would be the desired delivery approach - phase delivery or one-time delivery?
    Answer: One-time delivery.

19. **Question:** Page 9, 4. Methodology: Ease of Implementation, Integration, Level of Support, Comprehensiveness, Ease of Use (Input & Output) - The RFQ states "No fewer than three (3) that demonstrates the Offeror's qualifications preferably from other comparable higher education institutions your firm is/has provided services with which are similar in size and scope to that which has been described herein." Are professional accreditation institutions considered comparable?

Answer: As long as the professional accreditation institution is similar in size and scope to Mason we will consider them comparable. The system/services you are providing to that reference must also be similar to what we are requesting/requiring in this RFP. If it is unclear if the reference you are providing is comparable we may ask for supporting information or contact that reference directly to obtain clarification.

20. **Question:** Does GMU desire the solution to be completed in full or in part, by a certain date?
Answer: In full; however, data migration may be delivered at a pre-agreed upon schedule post initial installation.

21. **Question:** Regarding section X.A.1.a.vi - Meeting management - can GMU provide additional details on this requirement?
Answer: The end user should be able to schedule a meeting with the student by indicating at time and date in the database, which then will be reflected on the end users Outlook calendar. The ability to work with Navigate software for self-scheduling would also be a benefit to GMU. Please outline your systems capabilities in your response.

22. **Question:** Regarding section X.A.1.a.vii - Document storage - does GMU have an existing content management system that can be integrated with?
Answer: Current data are stored in PAVE Suite and Titanium.
Mason does not have a content management system for integration into this project. This package should be considered standalone.

23. **Question:** Regarding section X.A.1.a.ix - Reporting - does GMU have existing reporting platforms that can be integrated with such as Tableau or PowerBI?
Answer:
Mason will not be able to offer integration into our existing reporting platforms. Data and reporting must be available within the application.

24. **Question:** Regarding section X.A.1.d.iii - Automated Letter Printing - does GMU have existing software that does this?
Answer: We are unaware of specific software. The user needs to be able to print documents from within the product.

25. **Question:** Could you explain further the requirement under e. Cloud-Hosted Product, iii. asking for the platform to "allow for multiple on-line referral forms to be filled out by non-users?
Answer: The product must be fully accessible via the web. It must support several different referral forms, which will feed into a singular database. For example, a student of concern referral form, an academic integrity violation form, and a student conduct form might have different fields since they collect different data. The product must support all these referral forms.

26. **Question:** Are there SLA requirements GMU has with regards to Cloud Reliability? Specifically Uptime, Recovery Point Objective (RPO) and Recovery Time Objective (RTO)?
    Answer:
    Mason does not currently have requirements for cloud reliability but these should be included for consideration.

27. **Question:** Is George Mason requesting that the Cloud Platform provider offer a Fully Managed cloud offering, or a platform hosted on a cloud provider?
    Answer:
    Mason is requesting a fully hosted and managed solution, SaaS.

Please sign and include this addendum as part of your offer.

In Compliance With this RFP And To All The Conditions Imposed Therein And Hereby Incorporated By Reference, The Undersigned Offers And Agrees To Furnish The Goods/Services required by this RFP at the prices indicated in the pricing schedule, and the undersigned hereby certifies that all information provided below and in any schedule hereto is true, correct, and complete.

Name and Address of Firm:

_____   Date:_____

_____   By:_____

_____   Title:_____

Fed ID No:_____   Signature:_____

Email: _____   Phone: _____

Sincerely,
Katherine Sirotin
Assistant Director, Purchasing (VCO, CUPO)
Purchasing Department
George Mason University