Request for Proposals (RFP)

To: Offerors
From: Institute of International Education, Inc. (IIE)
Subject: HR File Management System

RFP Issue Date: February 24, 2020
RFP Closing Date: March 6, 2020
RFP Closing Time: 5:00 pm Eastern Time
Performance Period: April 1, 2020 to March 30, 2023

Enclosed is a Request for Proposals (RFP). IIE invites qualified firms and organizations (“Offerors”) to submit a best-value proposal for the requested services.

Offerors are encouraged to read this RFP in its entirety (including any and all attachments), paying specific attention to the instructions and requirements included herein. Issuance of this solicitation does not, in any way, obligate the Institute of International Education (IIE) to award a contract, nor will IIE pay for any costs incurred in the preparation and submission of a proposal. The agreement resulting from this RFP will be provided to the most responsive Offeror(s) whose Offer will be the most advantageous to IIE in terms of cost, functionality, and other factors as specified in this RFP.

The required services are described in the “Statement of Work” in Attachment A. IIE encourages your organization to indicate its interest in this RFP by submitting a proposal according to the instructions in “Proposal Preparation Instruction”. Proposals will be evaluated based on the “Evaluation Criteria”.

All proposals are due by the dates and times stated above. Any proposal received after the required time and date specified for receipt shall be considered late and non-responsive. Late proposals will not be evaluated.

Questions: Any questions are to be submitted in writing via email to the email address listed below no later than 5:00pm, Eastern Time, February 27, 2020. No questions will be entertained if they are received by means other than the specified email address. No oral answers will be provided. Answers to questions IIE deems relevant to this RFP will be published on February 28, 2020 on IIE’s website under Subawards and Procurement (https://www.iie.org/Work-With-Us/Subawards-Procurements).

Kristy McCarthy
Senior Director, HR Operations
Institute of International Education
1400 K Street NW, Suite 700 • Washington, DC 20005
Email: kmccarthy@iie.org
Proposal Submission: Proposals, including any attachments (limited to 6MB), should be sent electronically in PDF format to: kmccarthy@iie.org. Be sure to include in the subject line: HR File Management RFP. IIE will not accept proposals received by fax.

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RFP SCHEDULE

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
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<tbody>
<tr>
<td>RFP Distribution to Offerors</td>
<td>February 24, 2020</td>
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<tr>
<td>Offerors Questions Submission Deadline</td>
<td>February 27, 2020</td>
</tr>
<tr>
<td>Responses to Offeror’s questions</td>
<td>February 28, 2020</td>
</tr>
<tr>
<td>Proposal Submission Due Date</td>
<td>March 6, 2020</td>
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<tr>
<td>Anticipated selection of Offerors for demos</td>
<td>March 11, 2020</td>
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<tr>
<td>Demos with select Offerors</td>
<td>Week of March 16, 2020</td>
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<tr>
<td>References will be contacted</td>
<td>Week of March 23, 2020</td>
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<tr>
<td>Anticipated decision and selection of Offeror</td>
<td>March 27, 2020</td>
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</table>
SECTION 1: BACKGROUND AND PURPOSE

Background: Institute of International Education
The Institute of International Education ("IIE" or the "Institute") is a New York not-for-profit corporation that is among the world’s largest and most experienced international education and training organizations. Founded in 1919, IIE promotes educational exchange around the world through a wealth of programs and services including Fellowship and Scholarship Management, Higher Education Institutional Development, Emergency Student and Scholar Assistance, and Leadership Development.

For more than 100 years, IIE has promoted educational exchange around the world. The Institute currently implements more than 200 programs benefiting 40,000 participants from 183 countries. Foremost among these programs is the world-renowned Fulbright Program, which IIE has had the honor to administer on behalf of the U.S. Department of State since the program’s inception in 1946. In addition to the U.S. Department of State, program sponsors include: the U.S. Agency for International Development (USAID); World Bank; major philanthropic foundations; private and public corporations; foreign governments; and individuals.

With IIE’s global headquarters in New York City, IIE has offices around the world, including offices in the United States (Washington D.C., Chicago, Denver, Houston and San Francisco) and in other countries (China, Egypt, Ethiopia, Hungary, India, Indonesia, Mexico, Russia, Thailand, and Ukraine).

Purpose of Request for Proposal
The purpose of this Request for Proposal ("RFP") is to invite qualified individuals and organizations to submit a proposal for HR File Management outlined more fully in Attachment A.

SECTION 2: RFP CONDITIONS

IIE reserves the right to:
• Reject any or all offers and discontinue this RFP process without obligation or liability to any potential Offeror or other party.
• Accept other than the lowest price offered.
• Award a contract on the basis of initial offers received, without discussions or requests for best and final offers.
• Award more than one contract.

Nothing in this RFP is, or should be relied on by Offeror as a promise or representation by IIE. IIE does not make any representation or warranty as to the completeness of this RFP or have any liability for any representations (express or implied) contained in, or omissions from, this RFP. This RFP and any replies to any written notifications are transmitted to the Offeror solely for the purposes of the Offeror preparing and submitting a Proposal. Each Offeror shall keep the RFP and its contents confidential and shall return the RFP (without keeping copies) to IIE if the Offeror elects not to submit a proposal, or upon being requested to do so by IIE.

Any information or materials submitted in response to this RFP and/or as a proposal (whether successful or unsuccessful) shall become the property of IIE and will not be returned.

In submitting a proposal, you must agree that your offer shall remain firm for a period of no less than 120 days from the RFP closing date.

Failure to follow the specifications and requirements provided in this RFP may result in disqualification.

The successful Offeror will be obligated to enter into an agreement containing the same or substantially similar terms and conditions found at: https://www.iie.org/Work-With-Us/Subawards-Procurements/Solicitations-for-Goods-and-Services. The terms and conditions may be changed, added to, deleted or modified by IIE prior to awarding the agreement. Other terms and conditions may be negotiated between IIE and the successful Offeror, at IIE’s discretion. State Universities and Agencies should not expect or ask IIE to modify its Terms and Conditions to incorporate any State Regulations or Statutes.
SECTION 3: PROPOSAL PREPARATION INSTRUCTIONS

Proposals are expected to be comprehensive and include the information set forth below. Offerors are also invited to send any additional information or supplemental material they believe will aid IIE in properly evaluating their service offerings. Please be sure to respond to each of the elements requested and frame your answers in direct response to the information being sought.

Include only your own work and no text copied from sources outside of your organization, unless those sources are adequately cited and credited. In order to be qualified for this RFP, all Offerors are requested to provide the following information, and format their proposal as follows:

1. **Letter of transmittal, one page**

2. **Basic information, one page**
   - Legal name, registered address, and “Remit to” mailing address, if different from registered address
   - Name of authorized representative for this RFP, with telephone number(s), and e-mail address
   - General information about your organization and the services it offers

3. **Qualifications and Capabilities**
   - Brief description of the organization/entity and experience in the field that illustrates overall services and capabilities to meet the terms of the RFP
   - Years of relevant experience
   - Any plans to outsource/subcontract the services or any part thereof

4. **Past Performance and Experience**
   Document and summarize your proven track record of successfully implementing similar activities. Using the table format provided below, please list only the relevant projects you implemented within the past 3 years, a brief description of how each is relevant to the scope of the RFP, and the contact details for each previous client or donor. You may also include recommendation/appreciation letters and certificates.

<table>
<thead>
<tr>
<th></th>
<th>(a) Name of Organization</th>
<th>(b) Activity Title</th>
<th>(c) Locations of activity</th>
<th>(d) Synopsis of the activity and relevance to this RFP</th>
<th>(e) Performance period (date and duration)</th>
<th>(f) Cost for the activity</th>
<th>(g) Name &amp; Contact Info (E-mail and phone)</th>
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5. **Implementation of the Statement of Work**
   - Detailed description of the services being offered and any information relevant to meeting the technical specifications stated in Attachment A
   - Methodology, and reasoning behind the methodology chosen
   - Quality control plan including:
     - A description of internal review procedures that facilitate high-quality standards
     - How quality control will be managed when completing multiple projects for multiple clients
   - Exceptions to the RFP, additional or different ideas, in the statement of work and other requirements should be expressly noted

6. **Cost Proposal**
   - Submit a detailed cost proposal, in U.S. dollars, in the recommended format shown in Attachment B
• Include any additional cost items that the Offeror wishes to propose
• Total cost proposed

SECTION 4: TERMS OF PAYMENT
Payment terms for the award shall be approximately net thirty (30) days after satisfactory completion of each deliverable or milestone agreed upon and established in the resulting agreement. Payment shall be made by the Institute of International Education ("IIE") via check or electronic funds transfer/bank wire. The final payment terms in the contract will control, not this RFP. No advance payments will be provided.

SECTION 5: EVALUATION OF PROPOSALS

<table>
<thead>
<tr>
<th>Item</th>
<th>Requirement</th>
<th>Points Available</th>
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<tbody>
<tr>
<td>Company’s Qualifications and Capabilities</td>
<td>Assessment of the Offeror’s qualifications to complete the scope of work. Rankings and awards, Reputation, History, Certifications &amp; Standards</td>
<td>10 points</td>
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<td>Additional requirements:</td>
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<td></td>
<td>• Experience: A minimum of two years of relevant experience implementing solutions for HR file management.</td>
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<td>• References: satisfactory past performance</td>
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<td>• Must not be suspended or debarred by the U.S. government</td>
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<td>System Capabilities</td>
<td>Assessment of system capabilities related to statement of work including: How well does the system meet IIE’s needs? Is it compatible with all current technology? Can the system handle IIE’s current and future volume and still run efficiently with minimal interruptions? Can the system easily be enhanced with new capabilities?</td>
<td>40 points</td>
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<tr>
<td>Cost Proposal</td>
<td>IIE’s review of the cost proposal shall determine if the overall costs proposed are realistic for the work to be performed, reflect a correct understanding of the project requirements, and are consistent with the Offeror’s technical proposal.</td>
<td>40 points</td>
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<td>Security and Compliance</td>
<td>Vendor’s ability to provide security and compliance documentation to include:</td>
<td>10 points</td>
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<td>• The company’s SOC2 report if available</td>
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<td>• Vendor API integration specifics, including anything specific IT must do to configure</td>
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<td>• Vendor’s information security policies and</td>
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<td>• Applicable data protection specifics</td>
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<td>o type of encryption used</td>
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<td>o role-based access control details</td>
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<td>o the vendor’s specific Cloud Service Provider</td>
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<td>o where the vendor backups are located, etc.</td>
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<td>Total</td>
<td>100 points</td>
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SECTION 6: ANNUAL RENEWAL:
Annual Renewal: Selection(s) may be renewed annually, at IIE’s sole discretion, for up to five years before re-competition. IIE reserves the right to exercise any one of the following options:

- Accept the updated proposal if changes are reasonable and within the scope of the original selection;
- Negotiate any updates/changes; or,
- Decide not to renew.

ATTACHMENT A STATEMENT OF WORK

IIE’s human resources department currently maintains employee files and medical/benefits files through a combination of physical filing cabinets in the NY office and electronic folders setup on a cloud content management and file sharing service. To ensure HIPAA compliance, medical/benefits documents are physically stored separately.
from other HR personnel documents. In addition, the human resources team is spread out between at least two locations with 4 team members in the NY office and 11 team members in the DC office.

IIE is looking for a file management solution for human resources files to include personnel, medical/benefits, and payroll files. The ultimate goal is to eliminate the need for filing cabinets and enable HR team members to efficiently organize and access folders from any location.

Requirements include:

- Compatible with modern technology including various web browsers/ modern information technology tools such as Apple/Android
- Ensure security of documents and confidentiality of data
- Maintain compliance with applicable state and federal regulations such as HIPAA. For example, meet legal requirements by maintaining certain files separately from personnel files (i.e. medical files)
- Allow role-based security variations in order to restrict access to only those who need it (i.e. benefits are only accessible to Benefits team)
- Ability to set retention rules and alerts in line with organization’s retention policies
- Manage multiple types of documents including scanned paper files, emails, electronic files, images
- Ease of uploading, searching, accessing, and sharing files
- Provide an audit trail of user access
- Ability to obtain ad hoc reports for monitoring and archiving files as needed
- Ability to setup one-way HRIS integration with PeopleSoft in order to automate folder creation (for new hires), status changes (for terminations, rehires, etc), and name changes

In your proposal, please make sure to describe the:

- Implementation process, which includes vendor configuration support and setting up the HRIS integration
- Type of post-deployment support provided (include pricing if outside normal package)
- User volume – IIE expects to have 10-15 HR users
- Storage capabilities – IIE currently has around 650 employees and would estimate 10-20 GB of storage needed

ATTACHMENT B COST PROPOSAL TEMPLATE
Submit a detailed cost proposal for the system/services described in the technical proposal. IIE’s review of the cost proposal shall determine if the overall costs proposed are: realistic for the work to be performed, reflect a correct understanding of the project requirements, and are consistent with the Offeror’s Technical Proposal.

The following is a format may be used as a guide to assist you in the preparation of the cost proposal. You may submit the cost proposal using this form or in the format of your choice (plain sheets, your own form, or a variation of this form). The Offeror may list any cost line items, but it is recommended that the Offeror follow the major categories listed below, breaking down all “lump sum” items as much as reasonably possible.

<table>
<thead>
<tr>
<th>Item No.</th>
<th>Description</th>
<th>Quantity</th>
<th>Unit (months/user, etc)</th>
<th>Unit Price (USD)</th>
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ATTACHMENT C SECURITY AND COMPLIANCE

Please provide security and compliance documentation to include:

- The company's SOC2 report if available
- Vendor API integration specifics, including anything specific IT must do to configure
- Vendor's information security policies and
- Applicable data protection specifics
  - type of encryption used
  - role-based access control details
  - the vendor’s specific Cloud Service Provider
  - where the vendor backups are located, etc.