

Request for Proposals (RFP)

To : Offerors
From : Institute of International Education, Inc. (IIE)
Subject : IIE Staffing Agency Preferred Vendors

RFP Issue Date : April 28, 2023
Deadline for Submission of Questions
: May 8, 2023
Responses to Questions : May 15, 2023
RFP Closing Date : May 24, 2023
RFP Closing Time : 5 PM, Eastern Daylight Time
Performance Period : Approximately August 1, 2023 – July 30, 2028

Enclosed is a Request for Proposals (RFP). IIE invites qualified firms and organizations (“Offerors”) to submit a best-value proposal for the requested services. The Contract resulting from this award will be a Preferred Vendor Master Services Agreement serving IIE and IIE programs.

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 the date listed above. 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 the date listed above on IIE’s website under Subawards and Procurement (<https://www.iie.org/Work-With-Us/Subawards-Procurements>).

Sumaiya Zaman, HR Operations Analyst
Institute of International Education, Inc.
Email: hr@iie.org

Proposal Submission: Proposals, including any attachments (limited to 6MB), should be sent electronically in PDF format to: hr@iie.org. Be sure to include in the subject line: IIE Staffing Agency Preferred Vendors. IIE will not accept proposals received by fax.

Table of Contents

SECTION 1: BACKGROUND AND PURPOSE	3
SECTION 2: RFP CONDITIONS.....	3
SECTION 3: PROPOSAL PREPARATION INSTRUCTIONS.....	4
SECTION 4: TERMS OF PAYMENT	4
SECTION 5: EVALUATION OF PROPOSALS	4
ATTACHMENT A STATEMENT OF WORK	5
ATTACHMENT B COST PROPOSAL TEMPLATE	5
ATTACHMENT C - ADDITIONAL REQUIREMENTS	6

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); 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, Houston and San Francisco) and staff 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 organizations to submit a proposal for Selection of Preferred Vendor for Staffing Agency Services, outlined more fully in Attachment A. The primary purpose of this RFP is to select approximately 6 staffing agencies to assure that IIE has ready access to temporary staff for both administrative (data entry, administrative assistant, etc.) and technical (Program, HR, Finance, IT, etc.) roles. Agencies need not have specialties in all areas in order to submit – you will be asked to clarify your specialty area. The selected staffing agencies shall be expected to promptly provide IIE with highly skilled temporary support staff that are available on quick notice and that have been thoroughly screened and are articulate, reliable, on time and possess quality experience.

IIE five domestic offices located in New York City, Washington, D.C., Chicago, Houston, and San Francisco. Submitting agencies should be able to support one or more of these locations but all are not required in order to submit. IIE will consider both local/regional agencies and national organizations.

This document outlines all criteria required by staffing agencies going through IIE’s RFP process. To be considered and potentially selected as one of IIE’s preferred staffing agencies for at least the next three years, they must be able to meet all requirements covered below. Selected staffing agencies will begin providing support for IIE starting on or about August 1, 2023.

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. **Complete the RFP Responses – Preferred Vendor Staffing Agencies document**
 - The RFP Response document includes the Cost Proposal

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

Item	Requirement	Points Available
Technical Capabilities	The Offerors ability, capacity, and skill to fully and satisfactorily provide the services required in the RFP.	45 points
Qualifications	The Offeror has experience that is relevant to the Scope of Work and IIE as a client.	10 points
Cost 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.	45 points
Total		100 points

ATTACHMENT A STATEMENT OF WORK

General Requirements:

- Quickly provides highly skilled support staff that can be available on short notice.
- Serves as point of contact between IIE and temporary worker.
- Agency should be able to provide temporary workers to support administrative (data entry, administrative assistant, etc.) and/or technical (Program, HR, Finance, IT, etc.) roles. IIE does not require an agency to have experience recruiting all position types listed. Agency must list their specialty in their proposal.
- Agency should be able to provide temporary workers in one or more of IIE's domestic office locations (see *About IIE* section above). Agency must list their locations of service in their proposal.
 - Example of how many agency temps IIE typically uses within Domestic offices:

Location	Average # of temps for the past 2 years
New York, NY	100-150
Washington, DC	50-100
San Francisco	Up to 5
Houston	Up to 5
Chicago	Up to 5

Screening of Temporary Workers

- Fully screens/evaluates each candidates' knowledge and skills before presenting them to IIE as viable candidates
- Ensures each candidate has taken a Skills Assessment and can provide results, if requested
- Verifies candidates' references before presenting them to IIE as viable candidates
- Once a candidate has been selected by IIE, staffing agency successfully processes background check and OFAC clearance for each candidate. Background check to include: criminal check, SSN trace, education verification (highest degree), and employment verification (7 years).

Timesheets/Payroll

- Provides rate schedule as appendix to the agreement.
- Uses electronic system for timesheets/timesheet approval.
- Electronic invoices are emailed weekly with payment due 30 days from receipt
- Provides conversion schedule as appendix to the agreement.
- May provide "payroller" support for IIE identified candidates (interns, agency temps) in states where this is allowed.

Reporting

- On a monthly basis, and as needed, can provide a spreadsheet listing all outstanding invoices.
- On a quarterly basis, and as needed, can provide a quarterly metrics dashboard including but not limited to: # of requests made, # of requests filled, # of conversions, length of time candidate stays with IIE, cost by department.

ATTACHMENT B COST PROPOSAL TEMPLATE

Cost Proposal Template is included in the RFP Responses document.

ATTACHMENT C - ADDITIONAL REQUIREMENTS

Third-Party IT Risk Management Process (TPRM)

An **IT Security Questionnaire** may be required prior to signing a contract if the vendor will process IIE proprietary data or Personal Data according to GDPR's definition on behalf of IIE or connect to IIE's network. Offerors may be required to provide the following:

- Vendors who can furnish evidence of an **ISO 27001 Certification** are asked to attach such documentation and to provide their up-to-date **System and Organization Controls (SOC) 2 Type 2 Attestation**.
- Vendors who cannot furnish IIE with ISO 27001 Certification evidence will be asked to provide a **SOC 2 Type 2 attestation** and complete a **security assessment that is mapped to the National Institute of Standards and Technology (NIST) Cyber Security Framework (CSF)**. NIST is a guidance, based on existing standards, guidelines, and practices for organizations to better manage and reduce cybersecurity risk. The NIST CSF consists of five concurrent and continuous Functions—Identify, Protect, Detect, Respond, Recover. When considered together, these Functions provide a high-level, strategic view of the lifecycle of an organization's cybersecurity risk management.

Prohibition on certain telecommunications and video surveillance services or equipment

IIE cannot enter into a contract to procure or obtain equipment, services, or systems that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. As described in Public Law 115-232, section 889, covered telecommunications equipment is telecommunications equipment produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities).

Covered equipment and services must not be part of your offer to IIE.