Request for Quotes (RFQ)

To: Offerors
From: Institute of International Education, Inc. (IIE)
Subject: SEVIS Batch and Record Management System

RFQ Issue Date: May 10, 2023
Questions Due From Offerors: May 19, 2023
Response to Questions Posted: May 26, 2023
RFQ Closing Date: June 5, 2023
Semi-Finalists Invited to Present Product Demonstration: Beginning week of June 19, 2023

Performance Period: One year with option years up to five years

The Institute of International Education (IIE) is seeking a system for SEVIS batching and record management. IIE invites qualified firms and organizations (“Offerors”) to submit best-value Quotes for the requested goods and services. The Contract resulting from this award will be a Master Service Agreement serving all IIE.

Offerors are encouraged to read this RFQ 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 IIE to award a contract, nor will IIE pay for any costs incurred in the preparation and submission of a quote. The agreement resulting from this RFQ 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 RFQ.

The required goods and services are listed in the Attachment A “Statement of Work.” IIE encourages your organization to indicate its interest in this RFQ by submitting a quote according to the instructions in “Quote Preparation Instructions”. Quotes will be evaluated based on the “Evaluation Criteria”.

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

Questions: Any questions are to be submitted in writing via email to the email address listed below by the date specified 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 RFQ will be published on or about the date listed above on IIE’s website under Subawards and Procurement (https://www.iie.org/Work-With-Us/Subawards-Procurements).

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hhartley@iie.org

Quote Submission: Quotes, including any attachments (limited to 6MB), should be sent electronically in PDF format to: hhartley@iie.org. Be sure to include in the subject line: SEVIS Batch and Record Management System. IIE will not accept quotes received by fax.

Institute of International Education • iie.org
One World Trade Center, 36th Floor • New York, NY 10007 USA • 212.984.5425
Table of Contents

SECTION 1: BACKGROUND AND PURPOSE ................................................................. 3
SECTION 2: RFQ CONDITIONS .................................................................................. 3
SECTION 3: QUOTE PREPARATION INSTRUCTIONS ............................................... 4
SECTION 4: TERMS OF PAYMENT .......................................................................... 5
SECTION 5: EVALUATION OF QUOTES ................................................................. 5
SECTION 6: ANNUAL RENEWAL: ........................................................................... 5
ATTACHMENT A: STATEMENT OF WORK ............................................................ 6
ATTACHMENT B: COST STRUCTURE ...................................................................... 7
ATTACHMENT C - ADDITIONAL REQUIREMENTS .................................................. 8
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 and in other countries.

Purpose of Request for Quote

The purpose of this Request for Quotations ("RFQ") is to invite qualified organizations to submit quotes for the goods and services listed in Attachment A. This product will be for all SEVIS records managed by IIE, including private and government designated programs. IIE sponsors J-1 Exchange Visitors on private program designations through the College and University Student, Research Scholar, Professor, Short-Term Scholar, Specialist, Trainee and Teacher categories. Through cooperative agreements, IIE team members serve as Alternate Responsible Officers (AROs) for United States Government (USG) programs.

SECTION 2: RFQ CONDITIONS

IIE reserves the right to:

- Reject any or all offers and discontinue this RFQ 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 RFQ 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 RFQ or have any liability for any representations (express or implied) contained in, or omissions from, this RFQ. This RFQ and any replies to any written notifications are transmitted to the Offeror solely for the purposes of the Offeror preparing and submitting a Quote. Each Offeror shall keep the RFQ and its contents confidential and shall return the RFQ (without keeping copies) to IIE if the Offeror elects not to submit a Quote, or upon being requested to do so by IIE.

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

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

Failure to follow the specifications and requirements provided in this RFQ may result in disqualification.
SECTION 3: QUOTE PREPARATION INSTRUCTIONS

Quotes 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. Semi-Finalists may be invited to provide a demonstration of technology and answer questions from IIE.

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 RFQ, all Offerors are requested to provide the following information, and format their Quote as follows:

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

- **Professional References and Past Relevant Experience**
  - Please provide example(s) of any non-university clients you currently work with.
  - 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. References may be contacted for additional information.

<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 RFQ</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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- **Technical Specifications**
  - Please include a full description of the technical capabilities of your system software/technology, including options for different types of services and tiers of services. Specifically, address the requirements found in Attachment A: Scope of Work.
  - Please explain the hosting environment options for the system and any pricing differential.

- **Proposed Pricing – see ATTACHMENT B: PRICING for more information**
  - Please include a comprehensive description of pricing options and tiers of service
  - Please include prices for any training services
  - Please indicate prices for ongoing support, including tiered options if applicable
  - Please include prices for initial customization and deployment
  - Offerors should indicate prices for data conversion from current vendor Sunapsis
  - Offerors may propose volume or other types of discounts, including, if applicable, discounts for not-for-profit organizations (IIE is incorporated as a501(c)(3))
• **Security Questionnaire**
  • Offerors must return a completed IT security questionnaire (please see the attached)

**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 RFQ. No advance payments will be provided.

**SECTION 5: EVALUATION OF QUOTES**

<table>
<thead>
<tr>
<th>Item</th>
<th>Requirement</th>
<th>Points Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical Capabilities</td>
<td>Responsiveness and compliance with the RFQ statement of work. Offerors must provide all required capabilities to be considered. Additional points may be earned for additional capabilities.</td>
<td>50 points</td>
</tr>
<tr>
<td>Price</td>
<td>Reasonableness and competitiveness of proposed costs and fees</td>
<td>30 points</td>
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<tr>
<td>References and Past Relevant Experience</td>
<td>Three professional references and past relevant experience</td>
<td>20 points</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>100 points</strong></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 Quote 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

If you are unable to provide any of the required technical capabilities please provide a short explanation of why and any alternate solutions.

Required:

- Batch capabilities for SEVIS actions including:
  - Create New DS2019
  - Edit Biographical information for J-1/J-2
  - Financial update
  - Validation of Arrival
  - Change Program Dates including Extension and Shorten
  - Add Dependent
  - Add/Edit Site of Activity
  - Add/Edit US Address and Phone Number
  - Change Program Level/Objective (Matriculate up – Masters to Doctorate)
  - Cancel J-1 SEVIS record
  - End dependent SEVIS record
  - Amend SEVIS start date (pre-validation)
  - Cancel dependent SEVIS record
  - Change field of study

- Ability to check validity of US Address against United States Postal Service database
- Ability to suppress/edit events before batching
- Ability to send batches multiple times a day
- If a batch fails, information on error/issue to fix
- Integration with SEVIS Q/A environments including Alpha and Beta
- Training materials for system use
- Vendor closely monitors U.S. Code of Federal Regulations and Guiding Principles issued to ensure consistent data transfers, and keeps system updated accordingly
- Creation of reports that export to excel, ability to add and remove fields to reports
- Link to SEVIS RTI embedded browser
- SEVIS N numbers flow from SEVIS to batch system correctly
- Reprint J-1/J-2
- Batch system needs to retain processed DS-2019s, sort of like an archive, for future reference
- Batch test site – linked to SEVIS Beta test environment
- Entering academic training information in batch instead of SEVIS RTI embedded browser
- Ability to retain previous financial information for failed financial batch updates – if batch fails, financial information reverts to pre-batch data.
- Comprehensive audit trail for all actions
- Data conversion if needed from current vendor system (Sunapsis)

Preferred:

- Email Integration reminders for alert lists
- IIE data available for use by external systems via API
- Data connector Microsoft Dynamics
- Batch Integration of:
  - Extension Beyond Maximum Duration (Teacher/Specialist)
  - Work Authorization (instead of RTI)
  - Pre-Degree and Post-Degree Academic Training (instead of RTI)
  - Transfer of Sponsorship

Offerors may include additional applicable capabilities that would provide additional value to IIE.
Please see proposed pricing in Section 3 for required cost components. Please indicate the fee structure: flat fee, per user, per record or other.

Quotes should be prepared based on the following considerations an offerors should indicate how cost structures could change if there is a change in the number of users, program designations or active SEVIS records:

- In an average year, IIE manages 7,000-8,000 active J-1 and J-2 records.
- IIE has four private program designations and currently works with six USG program designations as AROs.
- IIE has one Responsible Officer and 11 AROs; at least four additional logins should be available for non-AROs who support the system.
ATTACHMENT C - ADDITIONAL REQUIREMENTS

Third-Party IT Risk Management Process (TPRM)

An IT Security Questionnaire is 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.

- 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.

- If your organization does not wish to complete this request using the automated OneTrust platform, please visit the “Welcome” screen of the IT Security Questionnaire (using the emailed link from OneTrust) and click “Complete Offline Using Excel” to download the Excel version of the NIST CSF assessment. Please make sure to upload the completed file to OneTrust using the same path and Submit.