Request for Proposals (RFP)

To	**: Offerors**
From	**: Institute of International Education, Inc. (IIE)**
Subject	**: Travel Management Services**
RFP Issue Date	**: 11/18/2026**
RFP Questions Due Date	**: 12/4/2026 17:00 EST**
RFP Responses to Questions	**: 12/15/2026**
Proposal Due Date	**: 1/15/2027 17:00 EST**
Best and Final	**: 4/1/2027**
Notification of Award	**: 6/01/2027**

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 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 traveladministrator@iie.org no later than the date indicated 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 indicated above on IIE's website under Subawards and Procurement (https://www.iie.org/Work-With-Us/Subawards-Procurements).

Proposal Submission: Proposals, including any attachments (limited to 6MB), should be sent electronically in PDF format to: traveladministrator@iie.org. Be sure to include in the subject line: "Travel Management Service – <Your Company Name>". IIE will not accept proposals received by fax or mail.

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 11
SECTION 5: EVALUATION OF PROPOSALS 11
SECTION 6: ANNUAL RENEWAL: 12
ATTACHMENT A STATEMENT OF WORK 13
ATTACHMENT B COST PROPOSAL TEMPLATE 17
ATTACHMENT C - ADDITIONAL REQUIREMENTS 18

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 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 the procurement of domestic and international travel services for employees, participants, and board members 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 based on initial offers received, without discussions or requests for best and final offers.
- Award more than one contract. (very unlikely)

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 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 their 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. 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. To be qualified for this RFP, all Offerors are requested to provide the following information, and format their proposal as follows:

1. Basic information (maximum three pages)

- Legal name of company, 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 company and the travel management services it offers.
- Provide a brief history perspective of your company (years in business, growth via mergers and acquisitions, key industry innovations).
- Describe your office locations and affiliate relationships.
- While the scope is for US, please refer to the IIE website for our other office locations outside the US and advise if you can service the other locations in the future if the need arises.
- What experience does your company have in Not for Profit, U.S. Government Funded Travel?
- Indicate segment specific sales volume for the prior year for these market segments: total sales in all corporate travel; international travel; and domestic travel.
- Describe the financial stability of your organization and its ability to support a long-term relationship.

2. Service Configurations (maximum five pages)

- All plans to outsource/subcontract the services or any part thereof.
- Based on our current volume and our domestic vs. international mix; advise how you would configure IIE's agent team. Please be specific (number of agents, hours of operation, experience level, coverage for sick/vacation days, etc.).
    - All the volume listed is from our US office and managed through one TMC only and one OBT.
    - While we have offices elsewhere in the world the travel volume is minimal and out of scope. We may revisit opportunities later so please add a short statement of your global capabilities in other countries.
- What are your standard hours of operation?
    - We seek 8a – 8p Eastern Time to accommodate our west coast team members.
- During peak call times, what will happen to IIE's calls when all agents on the assigned team are not available?
- How will you measure agent(s) performance? Will you require input from IIE?
- How frequently will you report on staff performance: phone performance, phone monitoring, agent productivity, customer comments/issues, wait times etc.?
- What online booking tool(s) do you have available?
    - We currently use the TMC instance of Concur Travel but do not have it integrated with Concur Expense nor is Concur Expense implemented worldwide.
- Describe service standards for 24-hour service. Is it emergency service only? Who staffs this operation? What is the average answer speed? What is the average time to hold? How will you manage non-profiled program participants after hours requests and approvals? Are After Hours equipped to understand and work withing Fly America Compliance and the valid exceptions?
- IIE manages multiple scholarship programs, many with different policies regarding responsibility for reservations. For example, some do not allow changes to be made to original tickets requiring the

participants to handle any modifications on their own and pay out of pocket, other programs require IIE and their TMC assistance in changes. Some do not allow last minute bookings or changes; others require it, in the cases of programs like Scholar Rescue where the traveler may be in hiding until their Visa clears and they must move ASAP. Explain how you MIGHT manage these complex variables in an after-hours environment.

3. Reservations (maximum five pages)

- Describe your ability to secure negotiated hotel rates for IIE's Preferred Air and Hotel Program.
    - Are you willing to suppress your TMC rates and fares if requested by IIE even when your rates and fares may be lower?
- Describe your process for securing the lowest prevailing rates (if lower than contract rates) and communicating them to the travelers.
- Describe your capability to secure specific negotiated rate agreements as discounted group/meeting rates.
- Describe your capability to incorporate IIE 's travel policy in your system. While a summary of key requirements of IIE's travel policy will be posed with this solicitation, a complete copy of IIE's travel policy can be made available upon request and after signing a Non-Disclosure Agreement.
- Describe your ability to track unused tickets. Is there a fee associated with tracking the unused tickets?
    - Do you include Refundable Tickets in the reports and service OR just non-refundable tickets?
- Describe any other products and/or services Agency will provide relative to airline reservations (i.e., electronic notification of flight changes).
- Describe your disaster recovery plans and how travelers communicate in case of an emergency.
- Describe your ability to evaluate flights for Fly America compliance, document compliance, and permitted exceptions under the Fly America Act.
- Describe your ability to handle cases where we must have multiple layers of approval before a ticket is issued. For instance, a participant approves a potential itinerary from an agent, but we want an IIE staff member to review and approve before the ticket is purchased -- or where we need specific criteria to be met before a ticket is issued (for instance a certain city pairing on a specific range of dates, etc.).
- Describe your capabilities of adhering to government funded travel rules and regulations.
- Describe your understanding and ability in managing non-employee, non-profile travel.
- Describe your ability to provide travelers and arrangers advice on visa requirements for those originating outside the US as well as transit visa requirements.
- IIE prefers to use E-mail most often. In the case of Flight Disruption or a need to change, and there are multiple IIE passengers on the same flight, requiring the same service, do you require individual emails for each passenger request?

4. Personnel (maximum two pages)

- Provide a description of your staffing plan for this activity and a general overview of the expertise of the individuals included in the following format:
    a. Proposed position on your team:
    b. Summary of relevant expertise and experience.
- What is the average experience and tenure of your travel agents (domestic & international)?
- Describe your new hire training and orientation programs.
- Describe your ongoing resource and staff development programs specifically for International Agent updates.
- How do you monitor and evaluate the quality of employee's service delivery?

- How do you keep agents abreast of Fly America Act and valid exceptions?

5. Quality of Service and Performance Standards (maximum three pages)

- Describe your phone response performance standard.
    - Does your company agree that regular and frequent tracking, monitoring and reporting of TSF is important to your customers?
    - What is your performance standard on hold times and returning calls?
    - How do you measure and report to clients on these standards?
- Describe other technology response times (e-mail, voicemail, chat, etc.) How do you measure and report to clients on these standards?
- What are your performance expectations with respect to each agent's productivity?
- Describe your quality control functions.
- Describe your Automated Pre-Trip Approval/Notification System and the ability to customize approval or notification strings by department, within an account?
- How are travel profiles maintained?
- Explain your process for itinerary and ticket receipt delivery.
- Explain your process for voids and refunds. What is your processing turnaround time? Where are these accounting issues processed?
- What are your performance standards with respect to resolving service issues? Who is responsible for responding to the customer?
- How do you measure and report on customer satisfaction?

6. **Implementation (maximum three pages)**

- If your organization is successful in being awarded IIE 's business travel contract, explain how you would implement your services by providing an implementation plan that:
    i. Outlines major action items.
    ii. Provides the implementation period. The steps, in chronological order, that you will take to implement the work. Make sure to describe any innovative approaches or technology you plan to use.
    iii. Why did you choose the methodology? Make sure to mention similar projects you implemented in the past and lessons you learned from them.
    iv. Outline the transition from existing travel vendor.
    v. Include staff responsible for the implementation.
    vi. Contingency plan during transition.
    vii. Provide agency process for creating traveler profiles.
    viii. Processes for educating the IIE 's travelers and travel planners regarding travel reservations process and procedures at start-up and in an on-going manner.
    ix. Online booking training plan for all the IIE 's travelers.
    x. Hyper-Care roles and responsibilities, at, and post go-live.

7. Cost Avoidance (maximum two pages)

- Will you guarantee lowest fare, hotel, and car expenses within IIE 's guidelines? Will you refund any differences that are identified as being the Agency's responsibility?
- Do you allow IIE to deploy 3rd Party Fare Audit services?
    - Will you be willing to reimburse the cost if performance is verified below 95%?

- Unused Ticket Tracking – Is this for non-refundable tickets only or do you include refundable tickets?
    - Is there a cost for reporting on either or both?
- Describe your ability to provide competitive faring of international itineraries. Including a description of international rate desk services, location of rate desk; response standards of rate desk (acknowledgement, response, and turnaround times). Who performs this function?
- Describe any ongoing cost reduction program you may already have in place that would be available to IIE.

8. Technology and Information Management (maximum three pages)

- Describe your reporting capabilities for self service tool, pre-trip approval reporting, monthly dashboard reporting, bi-annual review, pre-trip reporting.
- Will you provide industry benchmarking reports? Please explain.
- Describe your ability to provide electronic custom and ad hoc reporting to IIE.
- Describe your ability to provide accurate data based on IIE 's organizational hierarchy (cost center, project, and account).
- Describe your traveler tracking capabilities?
- Do you have the ability to integrate with a third-party risk management firm?
- How will IIE travelers and travel managers receive information on changes to itineraries, pretravel and during travel?
- Describe your ability to provide full and detailed Credit Card Reconciliation Reports
    - We expect more than just automated match/unmatched reports, rather when and when needed manual research and input to populate missing information, accounting fields, etc.
    - How many days post close do you typically require?

9. **Account Management (maximum three pages)**

- Describe your Company's management hierarchy. Who will be responsible for this account?
- Will you provide business account reviews on a bi-annual, quarterly or monthly basis? Please explain.
- What is the process for reporting ongoing progress/issues with IIE? Who will perform this role?
- Can you keep IIE abreast of important industry news and market updates electronically in a timely and effective manner? Who is responsible for this in your company? What method of communication is employed?
- How can you ensure minimal service disruption in the event of a disaster?
- What is the Company's Crisis Plan for IIE travelers in the event they encounter personal danger or local crisis while traveling?
- Explain your experience of working and integrating with your customers, instance of Global Guardian
- Can you provide full end-to-end annual Hotel RFP services?
    - Do you include rate and amenity audit?

10. **Additional Services (maximum two pages)**

- Can you provide visa and passport assistance for IIE? Please explain.
    - Transient hub visa requirements?
- Can you provide group and meetings management services to IIE? Please explain.
    - We currently rely on Hotel and Venue Sourcing
    - Some Group Air
- Explain your experience of working and integrating with your customers instance of C-Vent

- Please list any value-added services available to IIE.
- Do you provide OBT Site Maintenance and Configuration Assistance?

11. References

Please provide below the contact names of three current clients whose accounts you service, IN THE SAME SECTOR IIE OPERATES IN, which are comparable size and scope to our company, and will serve as references.

#	(a) Name of Company	(c) HQ or Key Locations	(e) Age and Date range of relationship (go live date to current)	(f) Gross Annual Air Volume	(g) Name & Contact Info (E-mail and phone)
1					
2					
3					

12. Pricing – Travel Management Company (TMC) to retain all commissions and overrides.

As directed in attachment B Cost Proposal Template, provide pricing for the following services.

US Pricing - Group Air Services (Meetings & Events) (USD)

Products/Services	Fee	Charge Type
Group Air Services - Offline Book and Ticket		Per Transaction
Group Air Services - Offline Email		Per Transaction
Group Air Services - Offline Executive		Per Transaction
Group Air Services - Offline Telephonic		Per Transaction
Group Venue and Hotel Sourcing		Per Transaction

US Pricing – OBT (USD)

Products/Services	Fee	Charge Type
Annual Support & Maintenance		Per Year
Online Implementation		One-Time per site

US Pricing – Online Service (USD)

Products/Services	Fee	Charge Type
Air Domestic – Touchless		Per Transaction
Air International – Touchless		Per Transaction
Air Regional – Touchless		Per Transaction
Car Only – Touchless		Per Transaction
Car with Air – Touchless		Per Transaction
Hotel Only – Touchless		Per Transaction
Hotel with Air – Touchless		Per Transaction
Navigation support for Business Travel Online Booking Tool		Per Service
Online Booking Fee		Per PNR
Rail Domestic – Touchless		Per Transaction
Rail International – Touchless		Per Transaction

US Pricing – Offline Service (USD)

Products/Services	Fee	Charge Type
Air Domestic – Offline		Per Transaction
Air Domestic – Touched		Per Transaction
Air Domestic Exchanges - Offline		Per Transaction
Air Domestic Refunds - Offline		Per Transaction
Air International – Offline		Per Transaction
Air International – Touched		Per Transaction
Air International Exchanges - Offline		Per Transaction
Air International Refunds - Offline		Per Transaction
Air Regional – Offline		Per Transaction
Air Regional – Touched		Per Transaction
Air Regional Exchanges - Offline		Per Transaction
Air Regional Refunds - Offline		Per Transaction
Air VIP – Offline		Per Transaction
Car Only – Offline		Per Transaction
Car Only – Touched		Per Transaction
Car with Air – Offline		Per Transaction

Products/Services	Fee	Charge Type
Car with Air – Touched		Per Transaction
Hotel Only – Offline		Per Transaction
Hotel Only – Touched		Per Transaction
Hotel with Air – Offline		Per Transaction
Hotel with Air – Touched		Per Transaction
Paper Ticket Fee		Per Transaction
Rail Domestic – Offline		Per Transaction
Rail Domestic – Touched		Per Transaction
Rail Domestic Refunds - Offline		Per Transaction
Rail Exchanges – Offline		Per Transaction
Rail International – Offline		Per Transaction
Rail International – Touched		Per Transaction
Rail International Refunds - Offline		Per Transaction

US Pricing – Product (USD)

Products/Services	Fee	Charge Type
Automated Pre Trip Approval/Notification		Per Transaction
Pre and Post Trip Reporting Portal		Per Transaction
ADHOC Report and Regular Push Reports		Per Year

US Pricing – Service (USD)

Products/Services	Fee	Charge Type
After Hours Services		Per Contact
Detail Level Credit Card Reconciliation		Per Card Per Month
International Rate Desk Services		Per Fare Quoted
Visa & Passport Services		Per Service

US Pricing – Resource (USD)

Products/Services	Fee	Charge Type
Client Management		Per Year
Other Management		Per Year
Annual Hotel RFP (5 cities, <30 Properties)		Per Year

13. **OTHER: Please list ALL other fees or charges not outlined above, amounts and methodology.**

14. **SIGNING INCENTIVE: Please list any signing incentives, amounts and methodology.**

SECTION 4: TERMS OF PAYMENT

Payment terms for the award shall be net sixty (60) 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
Qualifications and Capability	Assessment of the Offeror's qualifications and capacity to complete the scope of work. Higher scores will be awarded to Offeror that indicate a higher level of expertise with implementing the Scope of Work and in working with similar organizations.	20 points
Methodology	Considering the Statement of Work in Attachment A and Section 3 Proposal Preparation Instruction please describe in detail the following: a) The steps, in chronological order, that you will take to implement the work. Make sure to describe any innovative approaches or technology you plan to use. b) Why you chose the methodology: make sure to mention similar projects you implemented in the past and lessons you learned from them.	10 points
Experience	Demonstrated experience implementing a similar scope of work, as well as serving similar clients. (Fly America, Government, Not for Profit, Student/Scholar Programs)	30 points
Staffing	a) A description of your staffing plan for this activity and a general overview of the expertise of the individuals included. b) A list of your proposed staff e.g., account manager, in the following format: *Name:* *Proposed position on your team:* *Summary of relevant expertise and experience:* Greater points will be awarded for presentation of staff with greater qualifications and experience in managing works similar that stated in this RFP.	20 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.	20 points
	Total	100 points

SECTION 6: ANNUAL RENEWAL:

Annual Renewal: Typical initial term is 3 years. 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.

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ATTACHMENT A STATEMENT OF WORK

Travel Services to be provided should include:

- Travel Agent and Online Booking Tool (currently using a Travel Management Company instance of OBT self-service travel reservations and ticketing for air and rail; and where possible, advance seat assignments.
    - Mix of Team Members with Profiles and Participants without profiles
    - No separate VIP service per se, 6 Key Executives that travel frequently.
    - POS Transaction Fee billing
    - A POS Service Fee to be charged that is higher than the Transaction Fee's we contract. IIE sole discretion on dictating the amount of the POS Service Fees.
- Hotel reservations (Some of IIE Negotiated Preferred Properties offer IIE Direct Bill.)
    - Tax Exempt Status in NY and DC
- Car rental reservations (Direct Bill Program w/National and Enterprise)
- Detailed traveler's itineraries.
- OBT Maintenance and Proactive Advice
- Pre-Trip and Post Trip Reporting – self-service portal and push reports
- Go-Alerts / Travel Impact Alerts to Travel Management
- Automated customizable pre-trip approval/notification system
- Credit Card Reconciliation (Detailed, provide manual assistance for those not auto matched)
- International Rate Desk
- Proactive Communication to Travelers experiencing delays and cancelations.
- Agents highly experienced with Fly America Act, Open Skies and the exceptions and process for recording exceptions – Most International Travel must comply, exceptions must be valid and well documented.
- Annual Hotel RFP Manager and Sourcing Tool (Current Provider uses Lanyon)
    - Cities: NYC, DC, ORD, SFO, HOU
    - Number of properties: <30
    - Direct Bill/Tax Exempt/Per Diem Cap is the goal.
    - No Virtual Pay used today.

- Meetings, Groups and Events. Interact with IIE instance of Cvent.
    - No Blocked Space Group Air
    - TMC manages between 50 -150 Meetings per year for hotel and venue sourcing 15-2000 attendees.
    - No centralized IIE in-house meetings team, rather programs have a main meeting coordinator lead. These are known to the IIE Travel Administration and Operations Team
- GDS Access – One license to “look not book.”

IIE Travel Data – Fiscal 2026 Oct 25-Sept 26) - All Travel reported here is US based, goes through one TMC and one OBT Concur Travel. International volume from outside the US is small and not in scope currently.

Travel Volume – IIE	
Total Air/Rail Volume	Air: $5.5m USD / 5,756 tickets Rail: $90k USD / 439 tickets Of That Total: Air: $2.9m USD / 3,235 tickets were group air bookings Rail: $24k USD / 188 tickets were group train bookings
Domestic	AIR: $1.3m USD / 2,725 tickets
International	AIR: $4.2m USD / 3,031 tickets
Domestic Average Ticket Price	$477 USD
International Average Ticket Price	$1,386 USD
% of Air Policy Compliance	91%
Transient Hotel Volume Meeting + Event Hotel Volume (53 Events)	$256k USD / 1,040 Room Nights $1.7m USD / 7,443 Room Nights
Car Rental	$23k USD / 334 Rental Days
Online Adoption	39% (More travel than not is Non-Employee and Program Participant related. Please do not feel compelled to offer help to increase our online adoption)
14 Day Advance Purchase	85%
Hotel Attachment	33% (Large portion of Participant Travel does not require hotel bookings. Please do not feel compelled to offer help to increase attachment rate)
Preferred Airlines	United, American, Delta (Sky Bonus), Turkish, Qatar
Refund %	9% of total
Void &	Unknown

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ATTACHMENT B COST PROPOSAL TEMPLATE

Submit a detailed budget for the services described in the technical proposal, Section 3 Proposal Preparation Instructions, 13. Pricing. 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 that 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.

Item No.	Type of Service/Product	Fee (in USD)	Charge type (per transaction, service, annual etc.)
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

ATTACHMENT C - ADDITIONAL REQUIREMENTS

IT Security Evaluation

IIE's IT security assessment is based on The NIST (National Institute of Standards and Technology) Cybersecurity Framework v1.1 (CSF) and is carried out through an assessment conducted by OneTrust. 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, and Recover. When considered together, these Functions provide a high-level, strategic view of the lifecycle of an organization's cybersecurity risk management.

- If the vendor will send, store or receive Personal Data (any information that can identify a specific individual person, including name, address, or email address) on behalf of IIE an **IT Security Evaluation is required prior to signing a contract.** Please note that this includes vendors that will provide a technology solution that sends stores or receives Personal Data.
- The evaluation may include vendor completion of a security compliance assessment and delivery of security evidence to IIE.

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.