

Fulbright RFP Questions & Answers

Q: Is there a budget for this project?

A: There is no fixed budget for this project at this time, although offerors are encouraged to submit competitive cost estimates as cost will be one of many factors weighed in our decision making process (Section 5).

Q: Would you like to schedule a demo?

A: We have a demo period coming up. Demos will be scheduled upon receipt of a proposal.

Q: Are you looking for any exclusive or additional features for institutional badges?

A: We are exploring the idea of institutional badges, but it is not a requirement for proposals at this time, and proposals without an institutional credential option will still be eligible. We are interested in learning more about institutional credentials and would like to learn about options and features of those credentials.

Q: In the RFP, you mentioned that an IT Security Questionnaire assessment is required before signing the contract. Could you clarify whether it should be included with the RFP response or is required after the contract is awarded?

A: This does not need to be included in the proposal, we will follow up with selected vendors to answer the questionnaire in coordination with IIE's Information Security team.

Q: What are your training expectations, including the number of users to be trained and your preferred training method?

A: We expect training for 5-10 members of our staff in a training session or meeting, as well as instructional information that can be provided to recipients of credentials- this may be in the form of documents, videos, or other instructional materials.

Q: What are your support expectations (business hours, 24x7, etc.), including support SLAs (response times) and preferred support channels (i.e. chat, email, or call)? Can you please also let us know which user types will require support (IIE staff, students/scholars, etc.)?

Q: We would be interested in learning about support options for both our team and the credential recipients. 24/7 support is not required (regular business hours would be acceptable), but recipients should be able to receive a response within 24 business hours.

Q: Could you please provide clarification on the project timeline and the key milestones associated with it?

A: We aim to begin issuing credentials by May-June 2025.

Q: Could you clarify your system's uptime expectations? Are there any system performance SLA expectations as well?

A: We expect a standard 99% of uptime.

Q: In the RFP's evaluation table, the response is limited to 8 pages. However, key sections like methodology, quality control plan, and creation process are not listed in the evaluation criteria. Should these be attached separately or within the 8-page limit?

A: If necessary, offerors may include appendices with materials that do not fit in the 8-page limit.

Q: Could you please confirm if the following credential count is accurate?

Year 1: 5,500 credentials (individual + institutional)

Year 2: 3,275 credentials (individual + institutional)

Year 3: 3,275 credentials (individual + institutional)

Year 4: 3,275 credentials (individual + institutional)

Total: 15,325

A: Yes, this count is an accurate estimate. We estimate more badges needed in year 1 due to a gap in offering this credential. These numbers are subject to change from year to year.

Q: What security features are you expecting? For example, are Multi-Factor Authentication (MFA) and Single Sign-On (SSO) required?

A: MFA would be preferred; SSO is not required.

Q: Should the certificates/badges be issued under your own domain, or would you prefer them under the offeror's domain?

A: We would be interested in exploring using our domain, but it's not required at this time.

Q: Could you confirm the exact list of documents that need to be submitted along with the proposal?

A: Yes, the required documents are as follows:

- Proposal (8 pages max, see Section 3 of RFP for preparation instructions)
- Offerors may include additional appendices if necessary, including but not limited to recommendation / appreciation letters or certificates.

Q: Data Storage Location – Is there a required location for data storage?

A: There are no specific requirements regarding location for data storage for this proposal at this time.

Q: IT Risk Management - Could you provide more details on the IT risk management processes that need to be fulfilled?

A: 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. This questionnaire does not need to be included with the proposal, IIE will follow up with selected vendors to answer the questionnaire.

- 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.

Q: Compliance Certifications - We have an ISO 27001 certification in place. Would a SOC 2 certification also be required?

A: If the vendor is able to supply an ISO 27001 certification, we encourage them to provide a SOC2 as well - if they are not able to supply the SOC2 we ask that they fill out the Vendor Questionnaire that will be sent to the person of Contact at Offerors via OneTrust.