



September 30, 2022

ADDENDUM NO.: One

TO ALL OFFERORS:

REFERENCE: Request for Proposal No: **RFP# FDC-1161**
Dated: September 12, 2022
Commodity: Higher Education Compliance Consulting Services
RFP Closing On: **October 12, 2022 2:00pm**

Please note the clarifications and/or changes made on this proposal program:

- 1. Question: Is JMU seeking one vendor to provide all five services or is the goal of the RFP to create a pool of vendors to solicit proposals from for future projects?**

Answer: JMU's preference is to contract with one firm who will provide all services for the University, for the duration of the contract.

- 2. Question: Are vendors allowed to bid on select services? For example, would vendors be allowed to submit proposals for three out of the five services listed in Section IV. Statement of Needs?**

Answer: Refer to Question 1 above.

- 3. Question: Are there specific projects JMU has identified for each of the five service areas?**

Answer: There is not a specific project. This will be the vendor that handles our routine QSA functions, such as, but not limited to: PCI training, compliance discussions, security review, etc.

- 4. Question: For each of the service areas, is JMU seeking vendors to provide assessment services or education and training services or both?**

Answer: Both.

- 5. Question: To what extent are vendors expected to provide education and training services?**

Answer: At a minimum, the selected vendor will "train-the-trainer" by keeping JMU's compliance specialist up to date on changes to PCI DSS. Other training will depend on the selected vendor. Describe the types of training that you offer.

- 6. Question: For each of the service areas, what is the expected percentage or ratio of onsite versus remote work?**

Answer: Routine campus visits are expected. One or two visits a year are expected – each typically lasting 2-2.5 days.

- 7. Question: Who is the current third-party vendor that JMU uses for higher education compliance consulting services?**

Answer: PCI and GLBA compliance are currently provided by CampusGuard.

- 8. Question: Does the current third-party vendor that JMU works with provide services for all five areas listed in Section IV. Statement of Needs? If yes:**

- 1. How many projects were conducted through the previous contract?**
- 2. What is the total dollar value of the projects conducted through the previous contract?**

Answer: Yes. JMU has consulted with the current vendor of HIPAA, FERPA, and other compliance questions in the past. CampusGuard provides consulting services for all of these areas and more.

Sub-Answer 1: JMU had a fairly significant GLBA project with CampusGuard but most of the time JMU uses them to answer questions or consult on a particular issue.

Sub-Answer 2: Previous years spend were between approximately 14k – 18k, annually.

- 9. Question: Would vendors be allowed to submit proposals electronically in lieu of hard copy submissions?**

Answer: No, electronic submissions are not acceptable for this RFP. However, proposers should include a digital copy of their proposal with their submission.

- 10. Please clarify the level of participation desired for SWaM businesses. For each project conducted, is the use of a SWaM business a requirement or a goal? If it's a requirement, is there a specific percentage per project that must be allocated to a SWaM business?**

Answer: The overall SWaM Goal of the Commonwealth is 42%. For specific categories JMU has goals of 3% Minority, 6% Woman, 3% Service Disable Veteran, 3% Micro with the remainder primarily going to the Small business category.

- 11. We are required to complete and return a SWaM Utilization Plan (Attachment B of the RFP) as part of the proposal. If this is a convenience contract, we won't know what type(s) or services and the corresponding percentage of each project that can be subcontracted until we receive a specific Statement of Work from JMU. In Attachment B, is it acceptable for us to say that we will assess opportunities to utilize SWaM subcontractors on a project-by-project basis?**

Answer: If your company cannot state specific sub-contractors or percentages, it is acceptable for your company to say that your company will assess opportunities to utilize SWaM subcontractors on a project-by-project basis.

- 12. Question: Regarding the Small Business Subcontracting Plan, page 5 of the RFP states "This is a requirement for all prime contracts in excess of \$100,000 unless no subcontracting opportunities exist." If this is a contract for as-needed services, individual contract holders may never exceed the \$100,000 threshold. For this contract, what SWaM utilization expectations will the University have for each vendor's first \$100,000 worth of contract activity?**

Answer: Our hope would be that regardless of the size of the needed service that a vendor would assess the opportunity to use SWaM certified sub-contractors as part of the project, and then report that usage to JMU on a quarterly or end of project basis.

13. Question: End user training is referenced in a few sections. Please define the roles of the “end users” that will be trained for each category.

Answer: End users are the day-to-day users of the applicable section. For example, for PCI, we’re referring to staff members who directly handle payment cards and review transactions.

14. Question: Who is the complete audience for training?

Answer: Technical staff, business users, leadership, end users? We have staff at each of these levels and are interested in the training offered at all levels.

15. Question: Is JMU seeking to train coworkers on PCI-DSS, GLBA, HIPAA, FERPA, and IT Compliance? If so, to what extent? To conduct assessments or just training on the various compliances?

Answer: Some of the compliance areas require regular (e.g. annual) training. Many of the areas require training as the regulations are updated. We are interested in learning what training offerings vendors provide.

16. Question: What modality do you prefer for training – live, instructor-led, or self-paced?

Answer: JMU is interested in learning what trainings you offer. We have used all of these modalities in the past.

17. Question: Can you please clarify if you would like experience performing a PCI QSA Assessment for a Level 1 Merchant? Or are you requesting experience about implementing a PCI program and maintaining PCI DSS compliance for a higher education entity?

Answer: JMU is a higher education entity with an existing PCI program.

18. Question: Is this an opportunity to be JMU’s PCI Advisory strategic partner? Or will the company be asked to help remediate known issues and maintain PCI DSS compliance? How long would the Company need to maintain JMU’s PCI compliance?

Answer: JMU is seeking a qualified QSA firm to provide ongoing PCI support. That would include, but is not limited to, training, performing applicable security reviews, consulting for new services, on-site and remote process reviews, etc. JMU has an internal team that administers day-to-day decisions and activities. The length of the support would be based on the contract agreement.

Signify receipt of this addendum by initialing “*Addendum #1* _____” on the signature page of your proposal.

Sincerely,
Doug Chester
Buyer Senior
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