August 28, 2023

ADDENDUM NO.: One

TO ALL OFFERORS

REFERENCE: Request for Proposal No: RFP# CMJ-1187
                          Dated: August 14, 2023
                          Commodity: Study Abroad and International Student and Scholar
                                                         Services Management SaaS
                          RFP Closing On: September 7, 2023

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

Study Abroad (SA), International Student and Scholar Service (ISSS), and the Center for Global Engagement (CGE) will be abbreviated as indicated here throughout.

1. What type of Key Performance Indicators (KPIs), data points, and visualizations is JMU hoping their analytic tools capture?

    Answer: For SA, we have dozens (perhaps into the hundreds) of data points that we capture from faculty and students that are all used in various ways to track students and run analytics. These include, but aren't limited to: demographic information, enrollment information (major, GPA, etc.), and program information. For ISSS, it is similar to SA, we have many data points and we need to be able to query those for reports. In addition, ISSS needs to track SEVIS student requests and the processing of those requests at any given point.

2. How many total users does JMU anticipate need to be supported on this platform? Our current understanding is that there are '40-60 international faculty' and '250-400 international students,' but we are unsure if this includes the total number of participants, including national students and staff.

    Answer: For SA, we have about 1500-1700 users per year. This includes students and faculty. For ISSS – as stated; 40-60 international faculty/scholars, 250-400 international students, at least 6 ISSS staff users, and access to depts who submit requests and respond to requests.

3. What are 'participants'? Is this a way to indicate national students and faculty?

    Answer: For SA these are study abroad students and faculty that log in and use the system. For ISSS these are students, scholars, staff, dept/hiring supervisors.

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4. The RFP states that there are 1,300 applicants per year. Is this the total number of users for the system?

   Answer: For SA this is the number of student applicants for study abroad programming. This does not include faculty and staff that also interact with the system in various ways. This also does not include the international student and faculty numbers.
   For ISSS see Question 2 above for relevant totals.

5. How long does JMU plan to keep alumni users and accounts active?

   Answer: For SA It is helpful to keep user data in the system for as long as JMU IT permits so that we can run comparative data from year to year, and to be able to track specific students in the case of background checks and references.
   For ISSS access to student information is important and should be retained for as long as possible. In many situations, student information will need to be destroyed after a 10-year period. This is similar to scholar information. Students on OPT/STEM OPT will need access to their account for 1-3 years after their program completion date. This allows them to update their record, submit the STEM OPT app and provide I-983 form (as needed).

6. If it all, can JMU please explain how non-JMU participants interact with the system? Or, is the only time non-JMU participants interact with the system through receiving emails and bulk texts?

   Answer: For SA the majority of our programs accept non-JMU students. Non-JMU students apply in the same way as JMU students and receive the same functionality.
   For ISSS many times scholars will be offered employment at JMU before they have JMU credentials to log into the system. In addition, we have J-1 scholars will may never receive JMU credentials, and would need access as an external user. The current processing for students (F & J) has them enter the system after they have their JMU credentials.

7. The RFP details how study abroad participants and international students need to schedule appointments?

   Answer: Offerors may explain any functionality available in their platform in their response.

8. Are these meetings expected to be facilitated by the platform? Or, are they a way to understand the availability of a faculty and meet using separate means, either in-person or a video-conferencing platform?

   Answer: Offeror may explain any functionality available in their platform in their response.

9. Are documents intended to be filled out within the system or just the ability to upload completed documents?

   Answer: SA applicants answers may include being able to provide information (answer short answer questions) and click-to-sign signature documents. They also need to upload existing documents (resumes, references, etc.) but those don't need to be completed in the system. For ISSS students/scholars/depts will provide information, sign off on applicants, and upload documents. In addition, generating I-129's would be ideal.

10. Are surveys anonymous? Are they administered through the system or via text message?

Answer: Offerors may explain any functionality available in their platform in their response.

11. The system mentions the requirement for automatic reminders to students and uses passport expiration dates as an example. How does the study abroad program intend to capture and track passport information on the student record?

Answer: Students upload a picture of their passport, and also manually enter relevant information from their passport (number, exp date, etc.).

12. What kind of communication does the University/Admins need to have with Alumni?

Answer: In SA we communicate with SA alumni who are still students by capturing their information as provided in the system. We do frequently use information in the system to contact students who have graduated from JMU, though there might be scenarios in the future where this could be used. In ISSS we use contact information to reach out as needed, but it might be something we use more in the future. In a few situations, we need to communication with students on OPT or STEM OPT. Contact information is important.

13. Please explain what information or functionality JMU expects to have around tracking travel for student, staff, and faculty? Would it extend to booking travel on the platform?

Answer: Offerors should describe any availability of functionality in their system. For SA we would not have students book travel on this platform. Students enter their flight itineraries in a questionnaire on the system. For ISSS, we don't track travel at this point. However, in the future, if CGE gets into Risk Management, information about travel could be useful.

14. How is the system expected to display, track, or export reporting requirements related to the Clery Act?

Answer: Offerors should describe any functionality available in their system. ISSS not applicable as the students are in the US and JMU can provide that information. For SA currently the Program Directors provide a Program Details questionnaire which includes each individual program's dates & locations.

15. Does JMU intend to use an API connection to interface with the State Department enrollment system? What data needs to be pushed and pulled from the State Department enrollment system, and how does it affect applicants or programs?

Answer: SA's current process involves manual uploading of students' information to the U.S. Department of State's portal (**https://step.state.gov/**). We have extracted the STEP information from the applicants' passport records that were uploaded. The specific data points acquired through this process encompass the following details: First Name, Last Name, Phone Type, Phone Number, Email Type, Email Address, Date of Birth, Passport Number, and Passport Date of Issue.

16. What is the process for submitting a program proposal?

Answer: For SA admins create a proposal for faculty to submit that includes questionnaires and signature items. Faculty then log-in as users and provide the needed information. Admins then

approve/reject proposals.

17. Describe what information the system needs to pull back from SEVIS on a real-time basis.

Answer: For ISSS the desire would be for records in SEVIS and this system match. This could be done in real-time or a daily refresh or upon request. ISSS would want to see everything.

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

Sincerely,

Colleen Johnson
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