



COMMONWEALTH OF VIRGINIA
STANDARD CONTRACT

Contract No. UCPJMU7143

This contract entered into this 25th day of March 2025, by Global Solutions Group, Inc., hereinafter called the "Contractor" and Commonwealth of Virginia, James Madison University called the "Purchasing Agency".

WITNESSETH that the Contractor and the Purchasing Agency, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

SCOPE OF CONTRACT: The Contractor shall provide the services to the Purchasing Agency as set forth in the Contract Documents.

PERIOD OF PERFORMANCE: From April 1, 2025 through March 30, 2026 with nine (9) one-year renewal options.

The contract documents shall consist of:

- (1) This signed form;
- (2) The following portions of the Request for Proposal FDC-1220 dated December 17, 2024:
 - (a) The Statement of Needs,
 - (b) The General Terms and Conditions,
 - (c) The Special Terms and Conditions together with any negotiated modifications of those Special Conditions;
 - (d) Addendum One, dated January 10, 2025;
 - (e) Addendum Two, dated January 16, 2025.
- (3) The Contractor's Proposal dated January 6, 2025 and the following negotiated modification to the Proposal, all of which documents are incorporated herein.
 - (a) Negotiations Summary, dated March 17, 2025.

IN WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

By: Lisa Salvador
(Signature)

Lisa Salvador
(Printed Name)

Title: Vice President

PURCHASING AGENCY:

By: [Signature]
(Signature)

Doug Chester
(Printed Name)

Title: Buyer Senior



RFP # FDC-1220
Information Technology Security Auditing Services
Negotiation Summary for Global Solutions Group, Inc.
March 17, 2025

1. Parties agree that items within this Negotiation Summary modify RFP #FDC-1220 and the Contractor's response to RFP #FDC-1220 and that this Negotiation Summary takes precedence in conflict.
2. Contractor agrees that all exceptions taken within their initial response to RFP #FDC-1220 that are not specifically addressed within this negotiation are null and void.
3. Contractor hereby rescinds confidentiality of its entire proposal dated January 6, 2025 and all subsequent negotiations with the exception of specific sections of the proposal that have been identified on the Proprietary/Confidential Information Form and mutually agreed upon by the University.
4. The pricing schedule is as follows:

Pricing for Auditing Services	<u>Off-site</u>	<u>On-site*</u>
External Vulnerability Scanning	\$129.00	\$149.00
Wireless Network Assessment	\$129.00	\$149.00
Firewall and Router Security Assessment	\$129.00	\$149.00
Server Configurations Assessment	\$129.00	\$149.00
Database Architecture Security Assessment	\$129.00	\$149.00
Network Scanning Process Assessment	\$129.00	\$149.00
Web Application Security Assessment	\$129.00	\$149.00
Active Directory Security Assessment	\$129.00	\$149.00
Penetration Testing	\$129.00	\$149.00
Telecommunications	\$129.00	\$149.00
<i>* (flat fee hourly rate that includes all billables/travel)</i>		

5. The University may also request that these services be provided as a fixed-fee project, as would be mutually agreed to prior to services being rendered, with deliverables billed upon completion of milestones.
6. The University may also request that these services be provided as a monthly subscription service, as would be mutually agreed to prior to services being rendered, with deliverables determined by monthly service requirements.
7. Contractor has disclosed all potential fees. Additional charges will not be accepted without mutual written agreement between parties, e.g., contract modification and/or change order.



Technical and Price Proposal

RFP Number: FDC-1220 Information Technology Security Auditing Services James Madison University

Due Date: January 30, 2025, 2:00 PM ET

Submitted to:

Doug Chester
Buyer Senior



James Madison University
Commonwealth of Virginia
Procurement Services
MSC 5720, 752 Ott Street, Wine Price Building
First Floor, Suite 1023
Harrisonburg, VA 22807

Submitted by:

Global Solutions Group, Inc.



25900 Greenfield Road, Suite 220
Oak Park, MI 48237
www.GlobalSolGroup.com



This proposal contains proprietary information that shall not be duplicated, used, or disclosed for any reason other than evaluation of the proposal. If release is required due to transparency requirements, all information regarding performance methodology, pricing methodology, other items that are considered trade secrets and any Personally Identifiable Information must be redacted.



Offeror

Global Solutions Group, Inc.
25900 Greenfield Road, Suite 220
Oak Park, MI 48237
www.GlobalSolGroup.com

UEI VH3UE9S2T6E5
CAGE 6M9L5
DUNS 078343325
EIN [REDACTED]



US DoD Top-Secret Facility
Clearance



CMMC C3PAO Candidate – ML3



Contracting Vehicles



Multiple
Award
Schedule

GSA Multiple Awards Schedule Contracts

Contract Number: GS-35F-171AA
Categories: 511210, 54151, 54151HACS, 54151S

Contract Number: GS-03F-132DA
Categories: 493110RM, 518210DC, 518210ERM, 541611LIT, 541611O, 561439, 561990

Contract Number: GS-02F-025GA
Categories: 561320SBSA



8(a) Streamlined Technology Acquisition Resource for Services (STARS) III
Contract Number: 47QTCB21D0281

Personnel authorized to negotiate with the Government and sign the proposal and subsequent award on Offeror's behalf:

Lisa Salvador, Vice President
Direct: (248) 291-5440
Mobile: (313) 333-0188
lisas@globalsolgroup.com

Acknowledgement of Addenda, Questions and Answers, and other Modifications

GSG acknowledges Addendum 1 received on January 10, 2025, and Addendum 2 received on January 16, 2025.

Submit to:

Doug Chester
Buyer Senior



James Madison University
Commonwealth of Virginia
Procurement Services
MSC 5720, 752 Ott Street, Wine Price Building
First Floor, Suite 1023
Harrisonburg, VA 22807
Email: chestefd@jmu.edu
Phone: (540) 568-4272

January 28, 2025

Doug Chester, Buyer Senior
James Madison University
Commonwealth of Virginia
Procurement Services
MSC 5720, 752 Ott Street, Wine Price Building
First Floor, Suite 1023
Harrisonburg, VA 22807

Subject: Global Solutions Group's Response to **RFP No.: FDC-1220** for **Information Technology Security Auditing Services**

Dear Mr. Chester,

Global Solutions Group, Inc. (GSG) hereby presents our proposal to provide Information Technology Security Auditing Services to James Madison University (JMU).

GSG is a multifaceted technology company incorporated in the State of Michigan in 2003. We are headquartered in Oak Park, Michigan. ***We are an SBA 8(a) Certified Small Business, Certified Women Owned Small Business (WOSB), Certified Minority Business Enterprise (MBE), and Economically Disadvantaged Woman - Owned Small Business (EDWOSB).***



GSG is an ISO/IEC 27001:2022 Information Security and Cybersecurity, ISO 9001:2015 Quality Management System, and ISO 20000:2018 Service Management System Certified Firm. Our team is capable of consistently delivering products and services that fulfill the needs of our customers, as well as applicable legislative and regulatory requirements.

Our expertise extends to a wide array of leading IT and cybersecurity technologies through partnerships with Fortinet, Splunk, Redgate SQL Toolbelt - Developer Tool, Twilio, Digital Certificate SFTP Server, AngularJS Extended Support -Developer Tool, Tenable, CrowdStrike, Laserfiche, AWS, ServiceNow, Tanium, CyberArk PAM, Invicti, Azure, Sonatype, Salesforce, Palo Alto, Adobe, SentinelOne, Trellix, Proofpoint, and Zoom.

GSG understands that JMU is seeking proposals from qualified vendors to provide Information Technology (IT) Security Auditing Services. The goal is to offer expertise and a range of services to support the technologies used by JMU. The selected vendor will also serve on special projects as a technology advisor to understand, communicate, and propose solutions as needed.

Our certified cybersecurity and IT specialists are here to provide a comprehensive approach to JMU's Information Technology Security Auditing Services requirements. Our team is experienced in

The following are some of our educational institution clients:

- Johnson County Community College
- Grand Valley State University
- Baltimore County Public Schools
- University of Michigan
- University of Michigan School of Medicine
- University of Michigan Hospitals
- Oakland County Academy of Media and Technology and Sigma Academy for Leadership & Early Middle College
- Prince George's Community College and Maryland Education Enterprise Consortium
- Montana State University
- Medical College of Wisconsin
- Rowan College of Burlington County
- Howard University College of Medicine
- University of Oklahoma
- Arizona State University
- National Defense University

identifying an organization's strengths and vulnerabilities, as well as in reviewing policy requirements to ensure compliance. Our mission is characterized by a desire to form and maintain good client relationships, provide exceptional work performance, and continuously enhance our professional credentials. Envisioning success for this program requires the highest level of service, ensuring that we operate efficient, agile, high-quality testing and security assessment services that are cost-effective and in compliance with all current regulatory directives and industry standards.

GSG has completed over 1,000 Cybersecurity Projects over the last Ten Years

Below is a small sampling of customers supported on Cybersecurity Projects:

Jacksonville Aviation Authority	Network Penetration Testing
City of New Orleans	Cybersecurity Services
City of San Jose	Providing As-Needed Cyber Products and Services
City of Sunnyvale	Providing IT Strategic Planning, Process Redesign, and Performance - Professional and Technical Support Services
Fort Wayne-Allen County Airport Authority	Completed an IT Security Assessment
San Diego County Regional Airport Authority	On-call IT Cyber Services
Department of Interior	Awarded a \$25+ million BPA contract offering comprehensive cybersecurity services to DOI and other federal agencies
Nevada Affordable Housing Assistance Corporation	Provided External Network, Web Application Vulnerability Scanning, and Penetration Testing
Department of Agriculture (USDA) Office of the Chief Information Officer	Completed a \$10 million nationwide BPA for Cybersecurity Assessments and Penetration Testing
U.S. AbilityOne Commission	Completed a multiyear contract to provide Federal Information Security Management Act of 2014 (FISMA) Cybersecurity Audit Analysis Services

"The GSG Team invested a great deal in training and purchasing the newest and finest tools and licenses available to exceed regulatory requirements. These investments were over and above what was required to perform the work and resulted in a better product which was a benefit to the Government."

— James Eddington, Contract Officer
United States Department of Agriculture

Point of Contact Details

Name: Lisa Salvador **Title:** Vice President **Email:** lisas@globalsolgroup.com
Telephone: (248) 291-5440 (office) || (313) 333-0188 (mobile)

As Vice President of Global Solutions Group, Inc., I am fully authorized to negotiate and bind GSG during the period in which the JMU is evaluating proposals. You may contact me at any time.

Regards,



Lisa Salvador, Vice President

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1. RFP Cover Sheet and Addenda Acknowledgements [RFP Section V(B).1]

REQUEST FOR PROPOSAL
RFP# FDC-1220

Issue Date: December 17, 2024
Title: Information Technology Security Auditing Services
Issuing Agency: Commonwealth of Virginia
James Madison University
Procurement Services MSC 5720
752 Ott Street, Wine Price Building
First Floor, Suite 1023
Harrisonburg, VA 22807

Period of Contract: From Date of Award Through One Year (Renewable)

Sealed Proposals Will Be Received Until 2:00 PM on January 21, 2025 for Furnishing The Services Described Herein. (See Special Terms & Conditions "D. Late Proposals")

SEALED PROPOSALS MAY BE MAILED, EXPRESS MAILED, SUBMITTED IN eVA, OR HAND DELIVERED DIRECTLY TO THE ISSUING AGENCY SHOWN ABOVE.

All Inquiries For Information And Clarification Should Be Directed To: Doug Chester, Buyer Senior, Procurement Services, chestefd@jmu.edu; 540-568-4272; (Fax) 540-568-7935 not later than five business days before the proposal closing date.

NOTE: THE SIGNED PROPOSAL AND ALL ATTACHMENTS SHALL BE RETURNED.

In compliance with this Request for Proposal and to all the conditions imposed herein, the undersigned offers and agrees to furnish the goods/services in accordance with the attached signed proposal or as mutually agreed upon by subsequent negotiation.

Name and Address of Firm:

Global Solutions Group, Inc.

25900 Greenfield Road, Suite 220

Oak Park, MI 48237

By:

(Signature)

Name: Lisa Salvador

(Please Print)

Date: January 06, 2025

Title: Vice President

Web Address: www.globalsolgroup.com

Phone: 248-291-5440(O), 313-333-0188(M)

Email: lisas@globalsolgroup.com

Fax #: None

ACKNOWLEDGE RECEIPT OF ADDENDUM: #1 AS #2 AS #3 _____ #4 _____ #5 _____ (please initial)

SMALL, WOMAN OR MINORITY OWNED BUSINESS:

☒ YES; ☐ NO; IF YES => ☒ SMALL ☒ WOMAN; ☒ MINORITY IF MINORITY: ☐ AA ☐ HA ☒ AsA; ☐ NW; ☐ Micro

Note: This public body does not discriminate against faith-based organizations in accordance with the Code of Virginia, § 2.2-4343.1 or against an offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

2. Plan and Methodology [RFP Section V(B).2]

The following demonstrate plan and methodology response to Section IV. Statement of Needs:

GSG's comprehensive, results-driven approach to Information Technology (IT) Security Auditing is rooted in proven methodologies, industry best practices, and a commitment to continuous improvement. Our strategy is designed to deliver highly effective, enterprise-level solutions that enhance security posture, reduce risks, and ensure compliance. We have achieved this by leveraging cutting-edge technologies, deep industry expertise, and a collaborative approach that integrates seamlessly with James Madison University's (JMU) Audit and Management Services (AMS).

1. Describe your company's plan to provide certified professional staff to perform a wide range of IT audits of various IT activities and processes under the direction of the Director or staff of AMS. The list below includes audits currently performed by University personnel or by the staff of contractors performing under formal statement of work agreements with the University. *

- a. External Vulnerability Scanning**
- b. Wireless Network Assessment**
- c. Firewall and Router Security Assessment**
- d. Server Configurations Assessment**
- e. Database Architecture Security Assessment**
- f. Network Scanning Process Assessment**
- g. Web Application Security Assessments**
- h. Active Directory Security Assessment**
- i. Penetration Testing**
- j. Telecommunications**

****Definition of Term – Certified Professional is defined as holding current Certified Information Systems Auditor (CISA), Certified Information Systems Security Professional (CISSP), Certified Information Systems Manager (CISM), Microsoft Certified Professional (MCP), Cisco Certified Network Associate (CCNA), Information Systems Security Management Professional (ISSMP).***

[RFP Section IV.C.1]

REDACTED

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Item 2 Company's History in working with any
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REDACTED

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Section 3 – Paragraph 2





Expertise, Qualifications, And Experience –

Table of multi-year contracts

3. Expertise, Qualifications and Experience, and Key Personnel Resumes [RFP Section V(B).3]

3.1 Expertise [RFP Section V(B).3]

GSG has considerable experience in providing cybersecurity services to a broad variety of private and public sector clients. GSG is experienced in providing a wide range of IT services throughout the United States and worldwide to local, state, and federal agencies and corporations. We have earned a national reputation as a valuable partner that consistently exceeds customer expectations. Over the past twenty-one years our business has grown through development of our four core competencies across multiple business sectors:

			
Cybersecurity	IT Services	Document and Data Management	Physical Security
Penetration testing, risk assessments, incident response, and security audits.	IT general controls, IT risk assessments, and IT audit programs.	Enterprise content management, document imaging, and workflow management.	Security hardware/software, security engineering, and operational continuity planning.

[RFP Section V(B).3]

Our cybersecurity expertise has led to major multi-year contracts with the AbilityOne Commission, as well as a multi-year, multimillion-dollar contract to provide operational assessment and penetration testing to all offices and agencies under the purview of the USDA nationwide. GSG was awarded a major cybersecurity assessment contract with the U.S. Department of the Treasury, Office of the Inspector General. Our cybersecurity expertise and subsequent execution has led to major multi-year contracts providing Information System Security Line of Business (ISSLoB) support to the Department of the Interior and client agencies. GSG was awarded a major cybersecurity assessment contract with the U.S. Department of the Treasury, Office of the Inspector General. We recently completed a multi-year, multimillion-dollar contract to provide operational assessment and penetration testing to all offices and agencies under the purview of the USDA nationwide.

We have experience and expertise with industry standards and best practices including:

- NIST Cybersecurity Framework

- Open Web Application Security Project (OWASP)
- Federal Risk and Authorization Management Program (FedRAMP)
- Center for Internet Security Critical Security Controls (CSC) for Effective Cyber Defense
- Payment Card Industry Data Security Standard (PCI-DSS)

Our Cybersecurity Expertise Has Led to Major Multi-Year Contracts With:

\$26 Million Department of the Interior <i>Information System Security Line of Business (ISSLOB) Support Services</i>	\$5.8M U.S. Department of Agriculture <i>Operational Security Assessments, Penetration Testing and Web Security Assessments</i>	\$1.9M Department of Treasury <i>Cybersecurity Assessment Service Support</i>
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GSG's cybersecurity team has successfully completed more than 1,000 projects including penetration testing, cybersecurity assessments, audits, vulnerability assessment, web application security assessment, and risk assessments.

Sectors Served

For the past twenty-one years, GSG has serviced the following sectors:

 Government	 Legal	 Financial Services	 Commercial	 Education	 Manufacturing	 Healthcare	 Non-Profit
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[RFP Section V(B).3]

Core Competencies

GSG continues to expand our core offerings to our customers. As technology continues to change, we also increase our staff training opportunities and encourage obtaining industry-leading certifications.

GSG Has Supported Four Key Technology Sectors Over the Past Twenty-Two Years:

	CYBERSECURITY	<ul style="list-style-type: none"> • Penetration Testing • Policy and Procedure Development • Risk Assessment • Security Audits • Social Engineering Security Compliance 	<ul style="list-style-type: none"> • Information Assurance • Incident Response Planning • Operational Continuity Planning • Education and Training • Security Engineering 	<ul style="list-style-type: none"> • Security Hardware and Software • Security Information and Event Management • Payment Card Industry Assessment
	DOCUMENT AND DATA MANAGEMENT	<ul style="list-style-type: none"> • Digital Transformation • Enterprise Document 	<ul style="list-style-type: none"> • Enterprise Content Management • Case Management 	<ul style="list-style-type: none"> • Document Imaging System and Services

		<ul style="list-style-type: none"> Management Solutions • Laserfiche • OpenText 	<ul style="list-style-type: none"> • Workflow Management • Enterprise Records Management 	<ul style="list-style-type: none"> • Document Digitization • Customer Relationship Management Systems
	IT SERVICES	<ul style="list-style-type: none"> • Cloud Hosting • Licensing • Implementation • IT Support • Help Desk • Backup 	<ul style="list-style-type: none"> • Disaster Recovery • Database Management • SharePoint • IT Managed Services • Telephony • Network Admin. 	<ul style="list-style-type: none"> • IT Staffing • Network Architecting • Hardware • Firewalls • SQL
	PHYSICAL SECURITY	<ul style="list-style-type: none"> • Security Cameras/CCTV • Entry Systems • Access Control 	<ul style="list-style-type: none"> • PIV • Personal Identification Systems 	<ul style="list-style-type: none"> • Proprietary alerteer™ Security Monitoring Software

[RFP Section V(B).3]

Cybersecurity-Related Services

<ul style="list-style-type: none"> ▪ Penetration Testing ▪ Physical/ Electronics Security ▪ Policy and Procedure Development ▪ Privacy Support Planning ▪ Risk Assessment ▪ Risk Management Framework ▪ Security Audits ▪ Security Configuration and Testing ▪ Security Engineering ▪ 24/7/365 Security Operation Center (SOC) ▪ Assessment and Authorization ▪ Assessment, Integration, Automation 	<ul style="list-style-type: none"> ▪ Incident Response Planning ▪ Identity/Access Management ▪ Incident Response (IR) and Management Support ▪ Intrusion Testing ▪ Operational Continuity Planning ▪ IoT ▪ Payment Card Industry Assessment ▪ Cybersecurity Infrastructure ▪ Distributed Control Systems ▪ Education and Training ▪ Embedded/IoT Services and Systems Hardening ▪ Firewall Implementation, Configuration, and Testing 	<ul style="list-style-type: none"> ▪ Security Information and Event Management (SIEM) ▪ Security Testing, ADAS, CVIP ▪ Social Engineering ▪ Training and Awareness ▪ Vulnerability Assessment ▪ Web/Mobile Application Testing ▪ Security Compliance PCI-DSS, NIST, FISMA, HIPAA, CJIS, ISO, GDPR ▪ Family Educational Rights and Privacy Act (FERPA) ▪ Authorization to Operate ▪ Authorization to Connect ▪ Interconnection Security Agreement
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▪ Chief Information Security Officer as a Service/vCISO	▪ ICS, SCADA Information Assurance	▪ CMMI Support Assessment and Consulting
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Strategic Partners






GSG has several carefully chosen strategic partners including partner programs and firms where we are Value-Added Resellers (VAR).


Each of our partner companies are leaders in their own IT space and collectively give GSG a direct line of access to leading IT developments which can increase productivity, reduce potential outside issues and provide security solutions.

For our client, this means insight into trends, faster updates and patches, and direct support for issues. Our expertise extends to a wide array of leading IT and cybersecurity technologies through partnerships with Fortinet, Splunk, Redgate SQL Toolbelt - Developer Tool, Twilio, Digital Certificate SFTP Server, AngularJS Extended Support -Developer Tool, Tenable, CrowdStrike, ServiceNow, Tanium, CyberArk PAM, Invicti, Azure, Sonatype, Salesforce, Palo Alto, Adobe, SentinelOne, Trellix, Proofpoint, and Zoom.

 	<p>As a Microsoft Gold Certified Partner and a member of the Oracle Partner Network, GSG can provide a comprehensive range of services including network maintenance and support, system engineering, and troubleshooting.</p>
	<p>For a variety of IBM Cybersecurity software and hardware products, we are an IBM Certified Managed Security Services Provider (MSSP). GSG has an active Embedded Solution Agreement with IBM, which allows them to offer IBM solutions such as IT Security and Cloud. Many members of GSG's team are certified in IBM Cybersecurity technologies such as QRadar, Resilient, and Guardium.</p>

[RFP Section V(B).3]

	<p>We are Amazon Web Services and Microsoft Azure Certified Partners, so our team can provide a wide range of Cloud-based solutions.</p>
	<p>We are a member of the Fortinet Partner Program, giving our team access not only to their highly regarded endpoint security products, but their Security-as-a-Service FortiCloud, FortiManager Managed Services, FortiSIEM, and Forti Sandbox services.</p>
	<p>As a Mandiant partner, we are plugged into an industry-leading threat intelligence network. We can provide Mandiant-managed defense system, including Rapid Response to reduce the impact of a security incident. This service avoids the added cost of on-site IR with a swift investigation to stop incidents. Mandiant also provides support to contain potentially compromised assets and guidance for an effective response.</p>
	<p>As a Cisco Partner, we are an authorized integrator of Cisco network architecture and components including routers, wireless, Cisco Digital Network Architecture (CiscoDNA), Cisco Smart Building Solutions, Cisco Mobility Solutions, and other innovative and cost-effective IT technologies.</p>
	<p>Through our partnership with Trellix, we have access to the combined resources of FireEye and McAfee - two of the industry leaders in IT security. They offer technologies that apply threat intelligence, automation, and case management</p>

	in a unified security operations platform. They also provide State-Of-The-Art Endpoint Security and Email Security.
	Providers of the leading Cyber Exposure Platform, Tenable is a comprehensive risk-based vulnerability management solution, Tenable.ad, which discovers and prioritizes weaknesses within Active Directory domains and provides the capability to detect and respond to AD attacks in real time.
Laserfiche	Laserfiche is the leading enterprise content management, business process automation, workflow, records management, document imaging and webform software solution.

GSG Value Proposition

The following highlights how **GSG differentiates itself** from other consultants and ensures **alignment with JMU's cybersecurity needs**.

Proven Corporate Experience and Industry Expertise	
<i>GSG has a proven record of delivering comprehensive, long-term security assessments that enhance cyber resilience and ensure compliance with regulatory frameworks, including PTES, NIST, HIPAA, PCI DSS, and ISO 27001/27002.</i>	
GSG's Unique Experience	Relevance to JMU
<ul style="list-style-type: none"> Over a decade of cybersecurity excellence with over 1,000 completed projects, including penetration testing, cybersecurity assessments, audits, and risk evaluations. Expertise in mitigating security risks through a structured, standards-based approach to identifying vulnerabilities and implementing security best practices. 	<ul style="list-style-type: none"> Directly aligns with JMU's need for an experienced, reliable partner to conduct security audits, vulnerability assessments, and compliance evaluations. Ensures JMU's IT infrastructure is protected against real-world threats, reducing potential attack vectors and compliance risks.
<i>[RFP Section V(B).3]</i>	
<ul style="list-style-type: none"> Comprehensive oversight of contract performance and quality assurance, leveraging industry-standard methodologies. Strong understanding of Intellectual Property (IP) protection, sensitive data security, and regulatory compliance requirements. 	<ul style="list-style-type: none"> Guarantees high-quality service delivery that meets or exceeds JMU's expectations. Supports JMU's mission to safeguard institutional data from unauthorized access, breaches, and compliance violations.
Highly Qualified, Certified Staff	
<i>GSG's expert team consists of highly skilled cybersecurity professionals with extensive experience in security assessments, penetration testing, and IT security consulting.</i>	
<ul style="list-style-type: none"> Team members average over fifteen years of experience in cybersecurity and IT security consulting. Staff has performed hundreds of web application security assessments and network penetration tests. 	<ul style="list-style-type: none"> Delivers seasoned expertise and insight into securing JMU's IT ecosystem. Ensures JMU's web applications and networks are rigorously tested against sophisticated cyber threats.

- Certified professionals with industry-recognized credentials: CISA, CISSP, CISM, MCP, CCNA, OSCP, and ISSMP.
- Successfully led a Configuration Baseline Security initiative for over 2,000 endpoints and servers at the Department of Labor.
- Provides JMU with top-tier security expertise to tackle emerging cyber threats.
- Demonstrates GSG's ability to execute large-scale security projects within strict timelines.

Ability to Provide Targeted, High-Quality Services

GSG ensures tailored cybersecurity solutions by leveraging cutting-edge technology, advanced threat intelligence, and the best industry practices to proactively protect against sophisticated intrusion attempts.

- Customized cybersecurity strategies aligned with JMU's IT infrastructure and security needs.
- Industry-leading best practices combined with continuous monitoring and proactive threat hunting.
- State-of-the-art penetration testing, vulnerability scanning, and incident response planning.
- Proven methodologies to secure enterprise IT environments against evolving cyber threats.
- Delivers a targeted, risk-based approach that strengthens JMU's security posture while optimizing resources.
- Enhances JMU's ability to detect and mitigate cyber threats before they escalate.
- Ensures JMU is prepared to defend against real-world attacks and maintains business continuity.
- Strengthens JMU's resilience against ransomware, data breaches, and other emerging threats.

[RFP Section V(B).3]

Why JMU Should Choose GSG?



✓ Unmatched Cybersecurity Expertise	GSG's team has a long-standing history of securing complex IT environments across public institutions and higher education.
✓ Proven Success with Compliance and Risk Mitigation	Our methodologies ensure compliance with NIST, ISO, HIPAA, and PCI DSS while reducing cybersecurity risks.
✓ Tailored, Scalable Solutions	We customize our cybersecurity approach to fit JMU's unique IT infrastructure and evolving security needs.
✓ Industry-Certified Professionals	GSG provides highly qualified experts with CISA, CISSP, CISM, and CCNA certifications.
✓ Proactive, Results-Driven Methodology	We implement leading-edge security strategies to ensure JMU remains ahead of evolving cyber threats.

GSG is ready to partner with JMU to deliver comprehensive, reliable, and compliance-driven IT security solutions that ensure continuous protection of institutional data, network security, and overall cybersecurity resilience.

3.2 GSG Qualifications [RFP Section V(B).3]

GSG is a privately held corporation founded in 2003 to provide IT support services to government agencies and private sector clients. We operate nationwide from our offices in Oak Park, Michigan.

GSG Fast Facts

Years in Business	22 years and incorporated in 2003
Headquarters	Global Solutions Group, Inc. 25900 Greenfield Road, Suite 220, Oak Park, MI 48237
Website	www.GlobalSolGroup.com
Employees	126
Socio Economic Status	SBA 8(a) Certified Small Business Certified Women-Owned Small Business (WOSB) Certified Minority Business Enterprise (MBE) Economically Disadvantaged Woman-Owned Small Business (EDWOSB)
ISO/IEC Certified Small Business	ISO/IEC 27001:2022 Information Security and Cybersecurity ISO 9001:2015 Quality Management System ISO 20000:2018 Service Management System 
Facility Clearance	DoD Top Secret Facility Clearance Certification Date: 03/06/2023
CMMC C3PAO ML3	Cybersecurity Maturity Model C3PAO – ML3 certification 

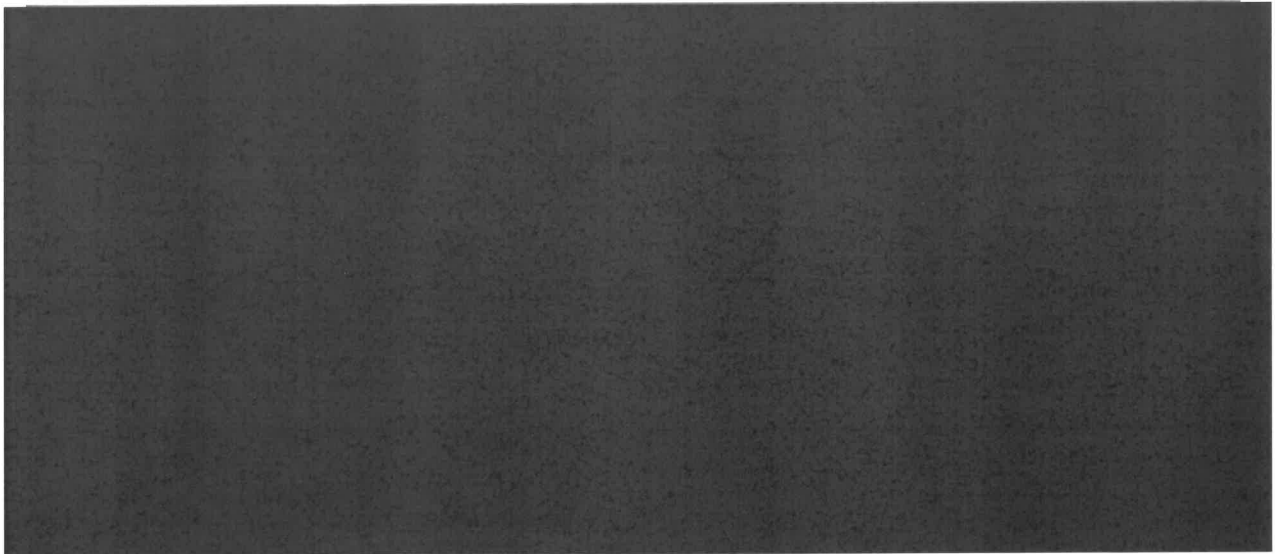
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Pages 49 – 55

Section 3.3 Experience

Pages 55 – 76

Section 3.4 Key Personnel Resumes



4. Attachment A: Offeror Data Sheet [RFP Section V(B).4]

REDACTED

Page 79

Section 4

Offeror Data Sheet

5. Attachment B: Small, Women, and Minority-owned Business (SWaM) Utilization Plan [RFP Section V(B).5]

ATTACHMENT B

Officer Name: Small, Women and Minority-owned Businesses (SWaM) Utilization Plan
Global Solutions Group, Inc. **Preparer Name:** Lisa Salvador

Date: January 27, 2025

Is your firm a **Small Business Enterprise** certified by the Department of Small Business and Supplier Diversity (SBSD)? Yes ☒ No ☐

If yes, certification number: 801047 Certification date: 02-20-2024

Is your firm a **Woman-owned Business Enterprise** certified by the Department of Small Business and Supplier Diversity (SBSD)? Yes ☒ No ☐

If yes, certification number: 801047 Certification date: 02-20-2024

Is your firm a **Minority-Owned Business Enterprise** certified by the Department of Small Business and Supplier Diversity (SBSD)? Yes ☒ No ☐

If yes, certification number: 801047 Certification date: 02-20-2024

Is your firm a **Micro Business** certified by the Department of Small Business and Supplier Diversity (SBSD)? Yes ☐ No ☒

If yes, certification number: Certification date:

Instructions: Populate the table below to show your firm's plans for utilization of small, women-owned and minority-owned business enterprises in the performance of the contract. Describe plans to utilize SWaMs businesses as part of joint ventures, partnerships, subcontractors, suppliers, etc.

Small Business: "Small business " means a business, independently owned or operated by one or more persons who are citizens of the United States or non-citizens who are in full compliance with United States immigration law, which, together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years.

Woman-Owned Business Enterprise: A business concern which is at least 51 percent owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership or limited liability company or other entity, at least 51 percent of the equity ownership interest in which is owned by one or more women, and whose management and daily business operations are controlled by one or more of such individuals. For purposes of the SWaM Program, all certified women-owned businesses are also a small business enterprise.

Minority-Owned Business Enterprise: A business concern which is at least 51 percent owned by one or more minorities or in the case of a corporation, partnership or limited liability company or other entity, at least 51 percent of the equity ownership interest in which is owned by one or more minorities and whose management and daily business operations are controlled by one or more of such individuals. For purposes of the SWaM Program, all certified minority-owned businesses are also a small business enterprise.

Micro Business is a certified Small Business under the SWaM Program and has no more than twenty-five (25) employees AND no more than \$3 million in average annual revenue over the three-year period prior to their certification.

All small, women, and minority owned businesses must be certified by the Commonwealth of Virginia Department of Small Business and Supplier Diversity (SBSD) to be counted in the SWaM program. Certification applications are available through SBSD at 800-223-0671 in Virginia, 804-786-6585 outside Virginia, or online at <http://www.sbsd.virginia.gov/> (Customer Service).

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[RFP Section V(B).5]

ATTACHMENT B (CNT'D)
Small, Women and Minority-owned Businesses (SWaM) Utilization Plan

Procurement Name and Number: FDC-1220 / Information Technology Security Auditing Services

Date Form Completed: January 27, 2025

Listing of Sub-Contractors, to include, Small, Woman Owned and Minority Owned Businesses
for this Proposal and Subsequent Contract

Offeror / Proposer:

N/A

Firm

N/A

Address

N/A

Contact Person/No.

Sub-Contractor's Name and Address	Contact Person & Phone Number	SBSD Certification Number	Services or Materials Provided	Total Subcontractor Contract Amount (to include change orders)	Total Dollars Paid Subcontractor to date (to be submitted with request for payment from JMU)

(Form shall be submitted with proposal and if awarded, a SWaM Sub-contractor Reporting Form shall be submitted to swanreporting@jmu.edu)

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[RFP Section V(B).5]

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Directory Listing

Global Solutions Group, Inc.

Contact Name: Lisa Salvador

Mailing Address: 25900 Greenfield Suite
220

Oak Park, MI 48237

Physical Location: Oak Park, MI 48237

Phone: (313) 397-8311

Fax: (313) 397-8312

Business

Email: llsas@globalsolgroup.com

Business

Website: www.globalsolgroup.com

Certification Number 801047

SWaM Certification Type

Small Start Date 02-20-2024

Women Owned Start Date 02-20-2024

Minority Owned Start Date 02-20-2024

Business Ethnicity Asian/Pacific Islander

SWaM Expiration Date 02-20-2029

NIGP Code and Description:
20300

COMPUTER ACCESSORIES AND
SUPPLIES, ENVIRONMENTALLY
CERTIFIED BY AN AGENCY
ACCEPTED CERTIFICATION ENT

Federal Certification Type

8(a) Start Date 02-20-2024

Economically
Disadvantaged Women-
Owned Small Business Start
Date 02-20-2024

WOSB Start Date 02-20-2024

DBE Certification Type

DBE Start Date 02-20-2024

DBE Fed Type DBE/MBE/WBE

DBE/ACDBE Certifying
Agency: SBSD

NAICS Code and Description
518210

COMPUTING INFRASTRUCTURE
PROVIDERS, DATA PROCESSING,

[RFP Section V(B).5]

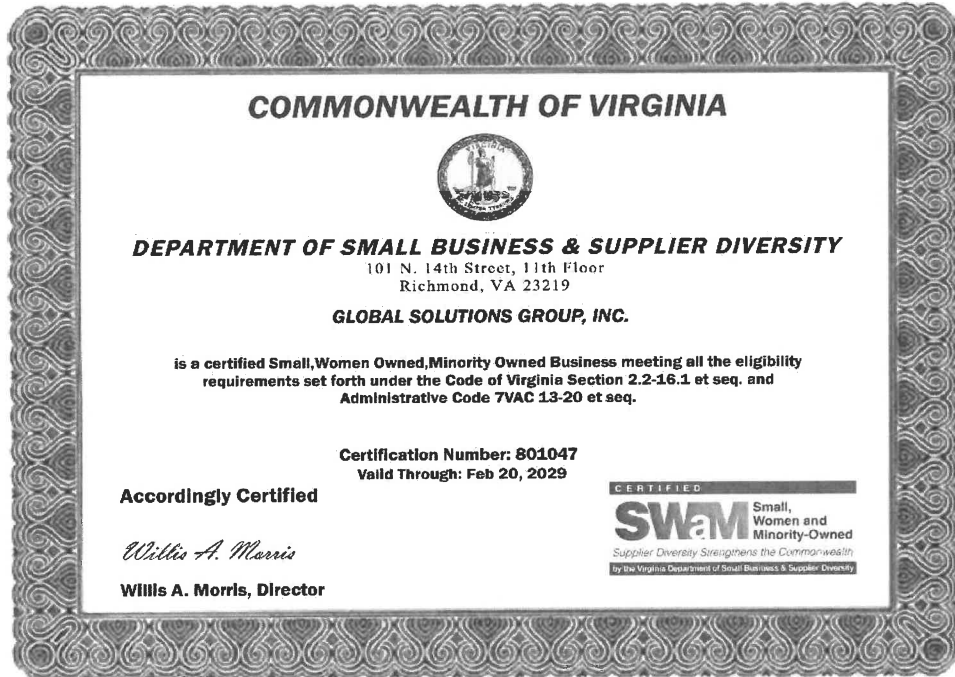
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Directory Listing

	WEB HOSTING, AND RELATED SERVICES
541511	CUSTOM COMPUTER PROGRAMMING SERVICES
541512	COMPUTER SYSTEMS DESIGN SERVICES
541513	COMPUTER FACILITIES MANAGEMENT SERVICES
541519	OTHER COMPUTER RELATED SERVICES (SPECIFICALLY: COMPUTER DISASTER RECOVERY SERVICES; SOFTWARE INSTALLATION SERVICES)
Pcard	Y
Business Category	Computer Information and Technologies

[RFP Section V(B).5]

The following demonstrate our Virginia SWaM certificate:



6. *Amount of Sales During the Last Twelve Months with Each VASCUPP Member Institution*
[RFP Section V(B).6]

GSG does not have contracts with any Virginia Association of State College and University Purchasing Professionals (VASCUPP) member institutions.

7. Proposed Cost [RFP Section V(B).7] [RFP Section IV.D]

The following is our pricing schedule for this requirement:

Hourly Rate	
On-Site Hourly Rate	Remote / Off-Site Hourly Rate
\$149.00	\$129.00

Hourly Rate Broken Down by Position		
Position	On-Site Hourly Rate	Remote / Off-Site Hourly Rate
Project Manager	\$129.00	\$109.00
Cybersecurity Technical Lead/Assessor/ Penetration Tester	\$149.00	\$129.00
Cybersecurity Assessor	\$149.00	\$129.00
Risk and Compliance Analyst	\$149.00	\$129.00
Incident Response Analyst	\$139.00	\$119.00
Cybersecurity Architect	\$149.00	\$129.00

Payment Schedule:

- GSG will accept a 100% services fee invoice upon acceptance of all final deliverables and/or tasks/sub-tasks.

Assumptions:

- The above hourly rate is based upon the scope and clarification response provided in the RFP and Q&A document.
- GSG proposes a 2% annual escalation for the proposed hourly bill rates from the second year to provide the most competitive pricing for the entire contract duration.
- For effective project scheduling, JMU management needs to provide access to all proprietary information, applications, and systems including third parties necessary to the success of this project and all JMU stakeholders should be available as needed to ensure the timeliness and success of this project.
- Depending upon internal security testing requirements, GSG will provide the laptop along with tools and technologies to accomplish internal security testing.
- The GSG cyber team believes that the majority of the scope of work can be successfully accomplished remotely utilizing virtual meetings/conferences. If any onsite trip is required, then we will determine the specific need for onsite work and the corresponding accurate travel cost. We will charge for actual travel cost as per IRS / Federal Travel Regulation. For understanding purpose, 1 trip of 3 to 5 days per person travel costs around \$1500 including flight, lodging, meals, etc.
- JMU will provide access to all proprietary information, applications, and systems including third parties necessary for the success of this project.
- During this engagement, any vulnerabilities, sensitive information, or configuration data discovered during this engagement will not be shared with anybody but the designated JMU employees.
- Some tasks may be accomplished in parallel depending upon the information, systems, and stakeholders' availability.
- GSG is flexible in scheduling and can perform the work after-hours and on weekends to reduce the impact on normal operations.

[RFP Section V(B).7] [RFP Section IV.D]

- During this effort, GSG will not be responsible for negotiations with hardware, software, or other vendors, or any other contractual relationship between JMU and third parties.
- JMU management will ensure that appropriate personnel are available to meet with the GSG team, as necessary to ensure the success of this project.
- GSG will not be accountable when delays result from JMU's inability to meet stated prerequisites prior to an engagement, nor when delays result from the JMU personnel not being available to provide the required support for the success of this project.
- Servers' OS installation is not part of this scope.
- The proposal will be valid for 90 days.

GLOBAL

SOLUTIONS GROUP, INC.

FORTINET

AUTHORIZED PARTNER



ORACLE

PARTNER NETWORK



Microsoft
Gold Partner

MANDIANT



Trellix



tenable

Laserfiche



amazon
web services

Partner
Network



Request for Proposal

RFP# FDC-1220

**Information Technology Security
Auditing Services**

December 17, 2024

**James Madison University will be closed from
December 20, 2024 – January 1, 2025**



DEADLINE FOR SUBMISSION OF QUESTIONS: Wednesday, January 8, 2025 @ 5:00 p.m.

Name	Organization	E-mail Address
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REQUEST FOR PROPOSAL

RFP# FDC-1220

Issue Date: December 17, 2024

Title: Information Technology Security Auditing Services

Issuing Agency: Commonwealth of Virginia
James Madison University
Procurement Services MSC 5720
752 Ott Street, Wine Price Building
First Floor, Suite 1023
Harrisonburg, VA 22807

Period of Contract: From Date of Award Through One Year (Renewable)

Sealed Proposals Will Be Received Until 2:00 PM on January 21, 2025 for Furnishing The Services Described Herein. (See Special Terms & Conditions “D. Late Proposals”)

SEALED PROPOSALS MAY BE MAILED, EXPRESS MAILED, SUBMITTED IN eVA, OR HAND DELIVERED DIRECTLY TO THE ISSUING AGENCY SHOWN ABOVE.

All Inquiries For Information And Clarification Should Be Directed To: Doug Chester, Buyer Senior, Procurement Services, chestefd@jmu.edu; 540-568-4272; (Fax) 540-568-7935 not later than five business days before the proposal closing date.

NOTE: THE SIGNED PROPOSAL AND ALL ATTACHMENTS SHALL BE RETURNED.

In compliance with this Request for Proposal and to all the conditions imposed herein, the undersigned offers and agrees to furnish the goods/services in accordance with the attached signed proposal or as mutually agreed upon by subsequent negotiation.

Name and Address of Firm:

By: _____
(Signature)

Name: _____
(Please Print)

Date: _____

Title: _____

Web Address: _____

Phone: _____

Email: _____

Fax #: _____

ACKNOWLEDGE RECEIPT OF ADDENDUM: #1_____ #2_____ #3_____ #4_____ #5_____ (please initial)

SMALL, WOMAN OR MINORITY OWNED BUSINESS:

ÿ YES; ÿ NO; IF YES ÿ SMALL; ÿ WOMAN; ÿ MINORITY IF MINORITY: ÿ AA; ÿ HA; ÿ AsA; ÿ NW; ÿ Micro

Note: This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia*, § 2.2-4343.1 or against an offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

REQUEST FOR PROPOSAL

RFP # FDC-1220

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I. PURPOSE

The purpose of this Request for Proposal (RFP) is to solicit sealed proposals from qualified sources to enter into a contract to provide Information Technology (IT) Security Auditing Services for James Madison University (JMU), an agency of the Commonwealth of Virginia. Initial contract shall be for one (1) year with an option to renew for four (4) additional one-year periods.

II. BACKGROUND

James Madison University (JMU) is a comprehensive public institution in Harrisonburg, Virginia with an enrollment of approximately 22,000 students and approximately 4,000 faculty and staff. There are over 600 individual departments on campus that support seven (7) academic divisions. The University offers over 120 majors, minors, and concentrations. Further information about the University can be found at the following website: www.jmu.edu.

The mission of James Madison University's Audit and Management Services (AMS) is to assist the university's management and the JMU Board of Visitors by providing independent, objective assurance and consulting services designed to add value and improve university operations.

- A. Internal accounting controls are adequate and effective in promoting efficiency and in protecting the assets of the University.
- B. Financial statements and reports, whether for internal or external use, comply with established policies, generally accepted accounting principles, and/or other applicable rules and regulations both State and Federal.
- C. Operational policies promote the well-being of the University and are effective and enforced to the end that operational efficiency and effectiveness are achieved.
- D. Adequate standards of business conduct are being observed.
- E. Internal control over information security activities, either internal or as provided by the fiscal agent and other contractors, is sufficient to reasonably ensure efficient, accurate, and complete processing of University data with due regard to security.
- F. Contractors who are providing services to the University are doing so in a manner in accordance with all contract provisions.
- G. Contractor billings conform to the predetermined formats and contain sufficient information to fully support University evaluation and payment.
- H. University data in the hands of contractors is maintained in a secure and efficient manner according to formal backup, disaster and data recovery plans.

III. SMALL, WOMAN-OWNED AND MINORITY PARTICIPATION

It is the policy of the Commonwealth of Virginia to contribute to the establishment, preservation, and strengthening of small businesses and businesses owned by women and minorities, and to encourage their participation in State procurement activities. The Commonwealth encourages contractors to provide for the participation of small businesses and businesses owned by women and minorities through partnerships, joint ventures, subcontracts, and other contractual opportunities. Attachment B contains information on reporting spend data with subcontractors.

IV. STATEMENT OF NEEDS

- A. James Madison University desires to contract with qualified firms to provide expertise and a range of services to support technologies used by the University. The contractor shall serve on special projects as a technology expert when requested and as needed. Reports shall be provided back to the University summarizing options and providing recommendations. The contractor shall serve as a technology advisor to understand, communicate, and propose solutions as requested. The contractor shall serve as a resource for research, implementation, troubleshooting, and other technical tasks to support the efforts of James Madison University Information Technology (JMU IT) staff. Functional consultants shall be represented by the Contractor as experts in the tasks and functions assigned. The University reserves the right to accept or reject any proposed or assigned consultant, without cause, at any time during the duration of the contract.

- B. The selected contractor(s) shall supply professionally certified staff, at hourly rates, qualified to perform IT Security Audits at the direction of the Director of Internal Audit and Management Services. James Madison University does not guarantee any work will be assigned to the selected contractor(s). If multiple awards are issued because of this solicitation, JMU reserves the right to select the contractor who, in their sole opinion, is best suited for each particular project on a project-by-project basis.
- C. The University's AMS requires, at a minimum, the following supplemental support for its IT auditing functions:
1. Describe your company's plan to provide certified professional staff to perform a wide range of IT audits of various IT activities and processes under the direction of the Director or staff of AMS. The list below includes audits currently performed by University personnel or by the staff of contractors performing under formal statement of work agreements with the University.*
 - a. External Vulnerability Scanning
 - b. Wireless Network Assessment
 - c. Firewall and Router Security Assessment
 - d. Server Configurations Assessment
 - e. Database Architecture Security Assessment
 - f. Network Scanning Process Assessment
 - g. Web Application Security Assessments
 - h. Active Directory Security Assessment
 - i. Penetration Testing
 - j. Telecommunications

**Definition of Term – Certified Professional is defined as holding current Certified Information Systems Auditor (CISA), Certified Information Systems Security Professional (CISSP), Certified Information Systems Manager (CISM), Microsoft Certified Professional (MCP), Cisco Certified Network Associate (CCNA), Information Systems Security Management Professional (ISSMP).*

2. Describe your company's history in working with any institutions of higher education, especially those within the Commonwealth of Virginia.

Specific scope requirements and deliverables will be included in an individual statement of work (SOW) for each separate project.

D. Billing Rate:

The Offeror shall provide an off-site hourly rate broken down by position type for the proposed services and a flat fee onsite hourly rate that includes all billables (e.g., travel, lodging, etc.). Pricing for all other products and services shall also be included.

E. Additional Information

1. The number of FTEs could vary for each project; however, most projects can be completed by one person if that person has the expertise.
2. For each project, the contractor is expected to provide project management for the work agreed upon in the statement of work.
3. The contractor will be paid according to the statement of work developed for a given project. If applicable, JMU will issue a 1099 to the contractor for the amount paid in the calendar year.
4. The statement of work for each project will outline the expected hours and projected timeline.

5. A statement of work will be developed with a selected contractor for each project. The contractor is expected to provide project management, personnel, and any licensed software necessary for the work agreed upon in the statement of work.
6. JMU follows ISO 27002 for security framework guidance and networking equipment compliance, along with industry-standard best practices.
7. The overall contract may be awarded to multiple companies as needed to ensure that JMU has the expertise to support our audit plan. Each project will then be contracted separately with a selected contractor. A pre-audit conference is conducted to develop the scope of work for each project. The contractor then submits a proposal for the project with an estimate of the project's hours (and total cost). Approval of the proposal by AMS and the issuance of a purchase order to authorize the work create the contract for the project.

The examples of IT audits listed in IV.C.1. and below are typical audits of short duration (two days to two months). Each audit is considered a separate project and may be awarded to a contractor based on a specific statement of work agreement. Projects are scheduled based on the needs of the university, peak system usage times, and contractor availability. The statement of work for each project will outline the project's scope, the expected hours, and projected timeline. For each project, the statement of work will be developed with input from the selected contractor, IT, and JMU Audit and Management Services. The contractor will be expected to provide project management, personnel, and any licensed software necessary for the work agreed upon in the statement of work.

Depending upon the project, the work may be done entirely off-site or require on-site testing with off-site report writing and follow-up.

V. PROPOSAL PREPARATION AND SUBMISSION

A. GENERAL INSTRUCTIONS

To ensure timely and adequate consideration of your proposal, offerors are to limit all contact, whether verbal or written, pertaining to this RFP to the James Madison University Procurement Office for the duration of this Proposal process. Failure to do so may jeopardize further consideration of Offeror's proposal.

ELECTRONIC OR PAPER SUBMISSIONS MAY BE ACCEPTED FOR THIS PROPOSAL. INSTRUCTIONS BELOW FOR OFFEROR'S CHOSEN METHOD (A. ELECTRONIC SUBMISSION or B. PAPER RESPONSE).

1. RFP Response: In order to be considered for selection, the **Offeror shall submit a complete response to this RFP**; and shall submit to the issuing Purchasing Agency:
 - a. **ELECTRONIC SUBMISSION:**
 - i. **ELECTRONIC RESPONSES SUBMITTED THROUGH eVA WILL BE ACCEPTED. Emailed responses will not be accepted.** Please see below, "eVA Procurement Website and Registration" for additional information on registration. It is the responsibility of the Supplier to ensure their proposal and all required documentation is properly completed, readable, and uploaded to eVA. Suppliers should allow sufficient time to account for any technical difficulties they may encounter during online submission or uploading of the documents. In the event of any technical difficulties, Suppliers shall contact the eVA Customer Care Center at 1-866-289-7367 or via email at eVACustomerCare@DGS.virginia.gov.
 - ii. eVA Procurement Website and Registration The Commonwealth's procurement portal, eVA, located at <http://www.eva.virginia.gov>, provides information about Commonwealth solicitations and awards. Suppliers shall be registered in eVA in order submit a proposal to this

RFP. To register with eVA, select “Register Now” on the eVA website homepage, <http://www.eva.virginia.gov>. For registration instructions and assistance, as well as instructions on how to submit proposals and accept orders please select “I Sell to Virginia”. Suppliers are encouraged to check this site on a regular basis and, in particular, prior to submission of proposals to identify any amendments to the RFP that may have been issued.

- iii. Electronic Responses submitted through eVA shall be in WORD format or searchable PDF of the entire proposal, **INCLUDING ALL ATTACHMENTS**. PDFs must be submitted in an unlocked format. Any proprietary information should be clearly marked in accordance with Section V.4.e below.

b. PAPER SUBMISSIONS:

- i. **One (1) original and three (3) copies** of the entire proposal, **INCLUDING ALL ATTACHMENTS**. Any proprietary information should be clearly marked in accordance with V.4.e. below.
 - ii. **One (1) electronic copy in WORD format or searchable PDF (*flash drive*)** of the entire proposal, **INCLUDING ALL ATTACHMENTS**. Any proprietary information should be clearly marked in accordance with 3.f. below.
 - iii. Each copy of the proposal should be bound or contained in a single volume where practical. All documentation submitted with the proposal should be contained in that single volume.
 - iv. See additional information in Section VIII.C, *IDENIFICATION OF PROPSAL ENVELOPE*.
2. Should the proposal contain **proprietary information, provide one (1) redacted copy of the proposal** and all attachments with **proprietary portions removed or blacked out**. This copy should be clearly marked “*Redacted Copy*” on the front cover. The classification of an entire proposal document, line-item prices, and/or total proposal prices as proprietary or trade secrets is not acceptable. JMU shall not be responsible for the Contractor’s failure to exclude proprietary information from this redacted copy.

No other distribution of the proposal shall be made by the Offeror.

3. The version of the solicitation issued by JMU Procurement Services, as amended by an addenda, is the mandatory controlling version of the document. Any modification of, or additions to, the solicitation by the Offeror shall not modify the official version of the solicitation issued by JMU Procurement services unless accepted in writing by the University. Such modifications or additions to the solicitation by the Offeror may be cause for rejection of the proposal; however, JMU reserves the right to decide, on a case-by-case basis in its sole discretion, whether to reject such a proposal. If the modification or additions are not identified until after the award of the contract, the controlling version of the solicitation document shall still be the official state form issued by Procurement Services.

4. Proposal Preparation

- a. Proposals shall be signed by an authorized representative of the Offeror. All information requested should be submitted. Failure to submit all information requested may result in the purchasing agency requiring prompt submissions of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by the purchasing agency. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.
- b. Proposals shall be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.

- c. Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP. It is also helpful to cite the paragraph number, sub letter, and repeat the text of the requirement as it appears in the RFP. If a response covers more than one page, the paragraph number and sub letter should be repeated at the top of the next page. The proposal should contain a table of contents which cross references the RFP requirements. Information which the offeror desires to present that does not fall within any of the requirements of the RFP should be inserted at the appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP requirements are specifically addressed.
 - d. As used in this RFP, the terms “must”, “shall”, “should” and “may” identify the criticality of requirements. “Must” and “shall” identify requirements whose absence will have a major negative impact on the suitability of the proposed solution. Items labeled as “should” or “may” are highly desirable, although their absence will not have a large impact and would be useful, but are not necessary. Depending on the overall response to the RFP, some individual “must” and “shall” items may not be fully satisfied, but it is the intent to satisfy most, if not all, “must” and “shall” requirements. The inability of an offeror to satisfy a “must” or “shall” requirement does not automatically remove that offeror from consideration; however, it may seriously affect the overall rating of the offeror’s proposal.
 - e. Each copy of the proposal should be bound or contained in a single volume where practical. All documentation submitted with the proposal should be contained in that single volume.
 - f. Ownership of all data, materials and documentation originated and prepared for the State pursuant to the RFP shall belong exclusively to the State and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by the offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the offeror must invoke the protection of Section 2.2-4342F of the Code of Virginia, in writing, either before or at the time the data is submitted. **The written notice must specifically identify the data or materials to be protected and state the reasons why protection is necessary. The proprietary or trade secret materials submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. The classification of an entire proposal document, line-item prices and/or total proposal prices as proprietary or trade secrets is not acceptable. Marking an entire proposal as confidential or attempts to prevent disclosure of pricing information by designating it as confidential, proprietary or trade secret will be ignored.**
5. Oral Presentation: Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to James Madison University. This provides an opportunity for the Offeror to clarify or elaborate on the proposal. This is a fact-finding and explanation session only and does not include negotiation. James Madison University will schedule the time and location of these presentations. Oral presentations are an option of the University and may or may not be conducted. Therefore, proposals should be complete.

B. SPECIFIC PROPOSAL INSTRUCTIONS

Proposals should be as thorough and detailed as possible so that James Madison University may properly evaluate your capabilities to provide the required services. Offerors are required to submit the following items as a complete proposal:

1. Return RFP cover sheet and all addenda acknowledgements, if any, signed and filled out as required. (Electronic signature shall be accepted, i.e. Adobe Sign, DocuSign, etc.)

2. Plan and methodology for providing the goods/services as described in Section IV. Statement of Needs of this Request for Proposal.
3. A written narrative statement to include, but not be limited to, the expertise, qualifications, and experience of the firm and resumes of specific personnel to be assigned to perform the work.
4. Offeror Data Sheet, included as *Attachment A* to this RFP.
5. Small Business Subcontracting Plan, included as *Attachment B* to this RFP. Offeror shall provide a Small Business Subcontracting plan which summarizes the planned utilization of Department of Small Business and Supplier Diversity (SBSD)-certified small businesses which include businesses owned by women and minorities, when they have received Department of Small Business and Supplier Diversity (SBSD) small business certification, under the contract to be awarded as a result of this solicitation. This is a requirement for all prime contracts in excess of \$100,000 unless no subcontracting opportunities exist.
6. Identify the amount of sales your company had during the last twelve months with each VASCUPP Member Institution. A list of VASCUPP Members can be found at: www.VASCUPP.org.
7. Proposed Cost. See Section X. Pricing Schedule of this Request for Proposal.

VI. EVALUATION AND AWARD CRITERIA

A. EVALUATION CRITERIA

Proposals shall be evaluated by James Madison University using the following criteria:

	<u>Points</u>
1. Quality of products/services offered and suitability for intended purposes	25
2. Qualifications and experience of Offeror in providing the goods/services	25
3. Specific plans or methodology to be used to perform the services	20
4. Participation of Small, Women-Owned, & Minority (SWaM) Businesses	10
5. Cost	20
	<u>100</u>

- B. AWARD TO MULTIPLE OFFERORS: Selection shall be made of two or more offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposals, including price, if so stated in the Request for Proposals. Negotiations shall be conducted with the offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each offeror so selected, the agency shall select the offeror which, in its opinion, has made the best proposal, and shall award the contract to that offeror. The Commonwealth reserves the right to make multiple awards as a result of this solicitation. The Commonwealth may cancel this Request for Proposals or reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous. Should the Commonwealth determine in writing and in its sole discretion that only one offeror is fully qualified, or that one offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the contractor's proposal as negotiated.

VII. GENERAL TERMS AND CONDITIONS

- A. PURCHASING MANUAL: This solicitation is subject to the provisions of the Commonwealth of Virginia's Purchasing Manual for Institutions of Higher Education and Their Vendors and any revisions thereto, which are hereby incorporated into this contract in their entirety. A copy of the manual is available for review at the purchasing office. In addition, the manual may be accessed electronically at <http://www.jmu.edu/procurement> or a copy can be obtained by calling Procurement Services at (540) 568-3145.

- B. APPLICABLE LAWS AND COURTS: This solicitation and any resulting contract shall be governed in all respects by the laws of the Commonwealth of Virginia and any litigation with respect thereto shall be brought in the courts of the Commonwealth. The Contractor shall comply with applicable federal, state and local laws and regulations.
- C. ANTI-DISCRIMINATION: By submitting their proposals, offerors certify to the Commonwealth that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and §10 of the Rules Governing Procurement, Chapter 2, Exhibit J, Attachment 1 (available for review at <http://www.jmu.edu/procurement>). If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the contract on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender, sexual orientation, gender identity, or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (*§6 of the Rules Governing Procurement*).

In every contract over \$10,000 the provisions in 1. and 2. below apply:

1. During the performance of this contract, the contractor agrees as follows:
 - a. The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, sexual orientation, gender identity, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
 - b. The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer.
 - c. Notices, advertisements, and solicitations placed in accordance with federal law, rule, or regulation shall be deemed sufficient for the purpose of meeting these requirements.
 2. The contractor will include the provisions of 1. above in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.
- D. ETHICS IN PUBLIC CONTRACTING: By submitting their proposals, offerors certify that their proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other offeror, supplier, manufacturer or subcontractor in connection with their proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.
- E. IMMIGRATION REFORM AND CONTROL ACT OF 1986: By entering into a written contract with the Commonwealth of Virginia, the Contractor certifies that the Contractor does not, and shall not during the performance of the contract for goods and services in the Commonwealth, knowingly employ an unauthorized alien as defined in the federal Immigration Reform and Control Act of 1986.
- F. DEBARMENT STATUS: By submitting their proposals, offerors certify that they are not currently debarred by the Commonwealth of Virginia from submitting proposals on contracts for the type of goods and/or services covered by this solicitation, nor are they an agent of any person or entity that is currently so debarred.

- G. ANTITRUST: By entering into a contract, the contractor conveys, sells, assigns, and transfers to the Commonwealth of Virginia all rights, title and interest in and to all causes of action it may now have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by the Commonwealth of Virginia under said contract.
- H. MANDATORY USE OF STATE FORM AND TERMS AND CONDITIONS RFPs: Failure to submit a proposal on the official state form provided for that purpose may be a cause for rejection of the proposal. Modification of or additions to the General Terms and Conditions of the solicitation may be cause for rejection of the proposal; however, the Commonwealth reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal.
- I. CLARIFICATION OF TERMS: If any prospective offeror has questions about the specifications or other solicitation documents, the prospective offeror should contact the buyer whose name appears on the face of the solicitation no later than five working days before the due date. Any revisions to the solicitation will be made only by addendum issued by the buyer.
- J. PAYMENT:

1. To Prime Contractor:

- a. Invoices for items ordered, delivered and accepted shall be submitted by the contractor directly to the payment address shown on the purchase order/contract. All invoices shall show the state contract number and/or purchase order number; social security number (for individual contractors) or the federal employer identification number (for proprietorships, partnerships, and corporations).
- b. Any payment terms requiring payment in less than 30 days will be regarded as requiring payment 30 days after invoice or delivery, whichever occurs last. This shall not affect offers of discounts for payment in less than 30 days, however.
- c. All goods or services provided under this contract or purchase order, that are to be paid for with public funds, shall be billed by the contractor at the contract price, regardless of which public agency is being billed.
- d. The following shall be deemed to be the date of payment: the date of postmark in all cases where payment is made by mail, or the date of offset when offset proceedings have been instituted as authorized under the Virginia Debt Collection Act.
- e. Unreasonable Charges. Under certain emergency procurements and for most time and material purchases, final job costs cannot be accurately determined at the time orders are placed. In such cases, contractors should be put on notice that final payment in full is contingent on a determination of reasonableness with respect to all invoiced charges. Charges which appear to be unreasonable will be researched and challenged, and that portion of the invoice held in abeyance until a settlement can be reached. Upon determining that invoiced charges are not reasonable, the Commonwealth shall promptly notify the contractor, in writing, as to those charges which it considers unreasonable and the basis for the determination. A contractor may not institute legal action unless a settlement cannot be reached within thirty (30) days of notification. The provisions of this section do not relieve an agency of its prompt payment obligations with respect to those charges which are not in dispute (*Rules Governing Procurement, Chapter 2, Exhibit J, Attachment 1 § 53; available for review at <http://www.jmu.edu/procurement>*).

2. To Subcontractors:

- a. A contractor awarded a contract under this solicitation is hereby obligated:

- (1) To pay the subcontractor(s) within seven (7) days of the contractor's receipt of payment from the Commonwealth for the proportionate share of the payment received for work performed by the subcontractor(s) under the contract; or
 - (2) To notify the agency and the subcontractors, in writing, of the contractor's intention to withhold payment and the reason.
- b. The contractor is obligated to pay the subcontractor(s) interest at the rate of one percent per month (unless otherwise provided under the terms of the contract) on all amounts owed by the contractor that remain unpaid seven (7) days following receipt of payment from the Commonwealth, except for amounts withheld as stated in (2) above. The date of mailing of any payment by U. S. Mail is deemed to be payment to the addressee. These provisions apply to each sub-tier contractor performing under the primary contract. A contractor's obligation to pay an interest charge to a subcontractor may not be construed to be an obligation of the Commonwealth.
3. Each prime contractor who wins an award in which provision of a SWAM procurement plan is a condition to the award, shall deliver to the contracting agency or institution, on or before request for final payment, evidence and certification of compliance (subject only to insubstantial shortfalls and to shortfalls arising from subcontractor default) with the SWAM procurement plan. Final payment under the contract in question may be withheld until such certification is delivered and, if necessary, confirmed by the agency or institution, or other appropriate penalties may be assessed in lieu of withholding such payment.
4. The Commonwealth of Virginia encourages contractors and subcontractors to accept electronic and credit card payments.
- K. PRECEDENCE OF TERMS: Paragraphs A through J of these General Terms and Conditions and the Commonwealth of Virginia Purchasing Manual for Institutions of Higher Education and their Vendors, shall apply in all instances. In the event there is a conflict between any of the other General Terms and Conditions and any Special Terms and Conditions in this solicitation, the Special Terms and Conditions shall apply.
- L. QUALIFICATIONS OF OFFERORS: The Commonwealth may make such reasonable investigations as deemed proper and necessary to determine the ability of the offeror to perform the services/furnish the goods and the offeror shall furnish to the Commonwealth all such information and data for this purpose as may be requested. The Commonwealth reserves the right to inspect offeror's physical facilities prior to award to satisfy questions regarding the offeror's capabilities. The Commonwealth further reserves the right to reject any proposal if the evidence submitted by, or investigations of, such offeror fails to satisfy the Commonwealth that such offeror is properly qualified to carry out the obligations of the contract and to provide the services and/or furnish the goods contemplated therein.
- M. TESTING AND INSPECTION: The Commonwealth reserves the right to conduct any test/inspection it may deem advisable to assure goods and services conform to the specifications.
- N. ASSIGNMENT OF CONTRACT: A contract shall not be assignable by the contractor in whole or in part without the written consent of the Commonwealth.
- O. CHANGES TO THE CONTRACT: Changes can be made to the contract in any of the following ways:
 1. The parties may agree in writing to modify the scope of the contract. An increase or decrease in the price of the contract resulting from such modification shall be agreed to by the parties as a part of their written agreement to modify the scope of the contract.
 2. The Purchasing Agency may order changes within the general scope of the contract at any time by written notice to the contractor. Changes within the scope of the contract include, but are not limited to, things such as services to be performed, the method of packing or shipment, and the place of delivery or installation. The contractor shall comply with the notice upon receipt. The contractor shall be compensated for any

additional costs incurred as the result of such order and shall give the Purchasing Agency a credit for any savings. Said compensation shall be determined by one of the following methods:

- a. By mutual agreement between the parties in writing; or
- b. By agreeing upon a unit price or using a unit price set forth in the contract, if the work to be done can be expressed in units, and the contractor accounts for the number of units of work performed, subject to the Purchasing Agency's right to audit the contractor's records and/or to determine the correct number of units independently; or
- c. By ordering the contractor to proceed with the work and keep a record of all costs incurred and savings realized. A markup for overhead and profit may be allowed if provided by the contract. The same markup shall be used for determining a decrease in price as the result of savings realized. The contractor shall present the Purchasing Agency with all vouchers and records of expenses incurred and savings realized. The Purchasing Agency shall have the right to audit the records of the contractor as it deems necessary to determine costs or savings. Any claim for an adjustment in price under this provision must be asserted by written notice to the Purchasing Agency within thirty (30) days from the date of receipt of the written order from the Purchasing Agency. If the parties fail to agree on an amount of adjustment, the question of an increase or decrease in the contract price or time for performance shall be resolved in accordance with the procedures for resolving disputes provided by the Disputes Clause of this contract or, if there is none, in accordance with the disputes provisions of the Commonwealth of Virginia Purchasing Manual for Institutions of Higher Education and their Vendors. Neither the existence of a claim nor a dispute resolution process, litigation or any other provision of this contract shall excuse the contractor from promptly complying with the changes ordered by the Purchasing Agency or with the performance of the contract generally.

P. DEFAULT: In case of failure to deliver goods or services in accordance with the contract terms and conditions, the Commonwealth, after due oral or written notice, may procure them from other sources and hold the contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which the Commonwealth may have.

Q. INSURANCE: By signing and submitting a proposal under this solicitation, the offeror certifies that if awarded the contract, it will have the following insurance coverage at the time the contract is awarded. For construction contracts, if any subcontractors are involved, the subcontractor will have workers' compensation insurance in accordance with § 25 of the Rules Governing Procurement – Chapter 2, Exhibit J, Attachment 1, and 65.2-800 et. Seq. of the Code of Virginia (available for review at <http://www.jmu.edu/procurement>) The offeror further certifies that the contractor and any subcontractors will maintain these insurance coverage during the entire term of the contract and that all insurance coverage will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.

MINIMUM INSURANCE COVERAGES AND LIMITS REQUIRED FOR MOST CONTRACTS:

1. Workers' Compensation: Statutory requirements and benefits. Coverage is compulsory for employers of three or more employees, to include the employer. Contractors who fail to notify the Commonwealth of increases in the number of employees that change their workers' compensation requirement under the Code of Virginia during the course of the contract shall be in noncompliance with the contract.
2. Employer's Liability: \$100,000
3. Commercial General Liability: \$1,000,000 per occurrence and \$2,000,000 in the aggregate. Commercial General Liability is to include bodily injury and property damage, personal injury and advertising injury, products and completed operations coverage. The Commonwealth of Virginia must be named as an additional insured and so endorsed on the policy.

4. Automobile Liability: \$1,000,000 combined single limit. *(Required only if a motor vehicle not owned by the Commonwealth is to be used in the contract. Contractor must assure that the required coverage is maintained by the Contractor (or third party owner of such motor vehicle.)*

R. ANNOUNCEMENT OF AWARD: Upon the award or the announcement of the decision to award a contract over \$100,000, as a result of this solicitation, the purchasing agency will publicly post such notice on the DGS/DPS eVA web site (www.eva.virginia.gov) for a minimum of 10 days.

S. DRUG-FREE WORKPLACE: During the performance of this contract, the contractor agrees to (i) provide a drug-free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

For the purposes of this section, "drug-free workplace" means a site for the performance of work done in connection with a specific contract awarded to a contractor, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

T. NONDISCRIMINATION OF CONTRACTORS: An offeror, or contractor shall not be discriminated against in the solicitation or award of this contract because of race, religion, color, sex, sexual orientation, gender identity, national origin, age, disability, faith-based organizational status, any other basis prohibited by state law relating to discrimination in employment or because the offeror employs ex-offenders unless the state agency, department or institution has made a written determination that employing ex-offenders on the specific contract is not in its best interest. If the award of this contract is made to a faith-based organization and an individual, who applies for or receives goods, services, or disbursements provided pursuant to this contract objects to the religious character of the faith-based organization from which the individual receives or would receive the goods, services, or disbursements, the public body shall offer the individual, within a reasonable period of time after the date of his objection, access to equivalent goods, services, or disbursements from an alternative provider.

U. eVA BUSINESS TO GOVERNMENT VENDOR REGISTRATION, CONTRACTS, AND ORDERS: The eVA Internet electronic procurement solution, website portal www.eVA.virginia.gov, streamlines and automates government purchasing activities in the Commonwealth. The eVA portal is the gateway for vendors to conduct business with state agencies and public bodies. All vendors desiring to provide goods and/or services to the Commonwealth shall participate in the eVA Internet eprocurement solution by completing the free eVA Vendor Registration. All offerors must register in eVA and pay the Vendor Transaction Fees specified below; failure to register will result in the proposal being rejected. Vendor transaction fees are determined by the date the original purchase order is issued and the current fees are as follows:

Vendor transaction fees are determined by the date the original purchase order is issued and the current fees are as follows:

1. For orders issued July 1, 2014 and after, the Vendor Transaction Fee is:

- a. Department of Small Business and Supplier Diversity (SBSD) certified Small Businesses: 1% capped at \$500 per order.
- b. Businesses that are not Department of Small Business and Supplier Diversity (SBSD) certified Small Businesses: 1% capped at \$1,500 per order.

2. For orders issued prior to July 1, 2014 the vendor transaction fees can be found at www.eVA.virginia.gov.

3. The specified vendor transaction fee will be invoiced by the Commonwealth of Virginia Department of General Services approximately 60 days after the corresponding purchase order is issued and payable 30 days after the invoice date. Any adjustments (increases/decreases) will be handled through purchase order changes.
- V. AVAILABILITY OF FUNDS: It is understood and agreed between the parties herein that the Commonwealth of Virginia shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.
- W. PRICING CURRENCY: Unless stated otherwise in the solicitation, offerors shall state offered prices in U.S. dollars.
- X. E-VERIFY REQUIREMENT OF ANY CONTRACTOR: Any employer with more than an average of 50 employees for the previous 12 months entering into a contract in excess of \$50,000 with James Madison University to perform work or provide services pursuant to such contract shall register and participate in the E-Verify program to verify information and work authorization of its newly hired employees performing work pursuant to any awarded contract.
- Y. CIVILITY IN STATE WORKPLACES: The contractor shall take all reasonable steps to ensure that no individual, while performing work on behalf of the contractor or any subcontractor in connection with this agreement (each, a "Contract Worker"), shall engage in 1) harassment (including sexual harassment), bullying, cyber-bullying, or threatening or violent conduct, or 2) discriminatory behavior on the basis of race, sex, color, national origin, religious belief, sexual orientation, gender identity or expression, age, political affiliation, veteran status, or disability.

The contractor shall provide each Contract Worker with a copy of this Section and will require Contract Workers to participate in training on civility in the State workplace. Upon request, the contractor shall provide documentation that each Contract Worker has received such training.

For purposes of this Section, "State workplace" includes any location, permanent or temporary, where a Commonwealth employee performs any work-related duty or is representing his or her agency, as well as surrounding perimeters, parking lots, outside meeting locations, and means of travel to and from these locations. Communications are deemed to occur in a State workplace if the Contract Worker reasonably should know that the phone number, email, or other method of communication is associated with a State workplace or is associated with a person who is a State employee.

The Commonwealth of Virginia may require, at its sole discretion, the removal and replacement of any Contract Worker who the Commonwealth reasonably believes to have violated this Section.

This Section creates obligations solely on the part of the contractor. Employees or other third parties may benefit incidentally from this Section and from training materials or other communications distributed on this topic, but the Parties to this agreement intend this Section to be enforceable solely by the Commonwealth and not by employees or other third parties.

VIII. SPECIAL TERMS AND CONDITIONS

- A. AUDIT: The Contractor hereby agrees to retain all books, records, systems, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. The Commonwealth of Virginia, its authorized agents, and/or State auditors shall have full access to and the right to examine any of said materials during said period.
- B. CANCELLATION OF CONTRACT: James Madison University reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the contractor. In the event the initial contract period is for more than 12 months, the resulting contract may be terminated by either party, without penalty, after the initial 12 months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.

- C. IDENTIFICATION OF PROPOSAL ENVELOPE: The signed proposal should be returned in a separate envelope or package, sealed and identified as follows:

From:	_____	_____	_____
	Name of Offeror	Due Date	Time
	Street or Box No.	RFP #	
	City, State, Zip Code	RFP Title	
Name of Purchasing Officer: _____			

The envelope should be addressed as directed on the title page of the solicitation.

The Offeror takes the risk that if the envelope is not marked as described above, it may be inadvertently opened and the information compromised, which may cause the proposal to be disqualified. Proposals may be hand-delivered to the designated location in the office issuing the solicitation. No other correspondence or other proposals should be placed in the envelope.

- D. LATE PROPOSALS: To be considered for selection, proposals must be received by the issuing office by the designated date and hour. The official time used in the receipt of proposals is that time on the automatic time stamp machine in the issuing office. Proposals received in the issuing office after the date and hour designated are automatically nonresponsive and will not be considered. The University is not responsible for delays in the delivery of mail by the U.S. Postal Service, private couriers, or the intra university mail system. It is the sole responsibility of the Offeror to ensure that its proposal reaches the issuing office by the designated date and hour.
- E. UNDERSTANDING OF REQUIREMENTS: It is the responsibility of each offeror to inquire about and clarify any requirements of this solicitation that is not understood. The University will not be bound by oral explanations as to the meaning of specifications or language contained in this solicitation. Therefore, all inquiries deemed to be substantive in nature must be in writing and submitted to the responsible buyer in the Procurement Services Office. Offerors must ensure that written inquiries reach the buyer at least five (5) days prior to the time set for receipt of offerors proposals. A copy of all queries and the respective response will be provided in the form of an addendum to all offerors who have indicated an interest in responding to this solicitation. Your signature on your Offer certifies that you fully understand all facets of this solicitation. These questions may be sent via email directly to the Procurement Officer listed on the signature page of this solicitation or by Fax to 540/568-7935.
- F. RENEWAL OF CONTRACT: This contract may be renewed by the Commonwealth for a period of four (4) successive one-year periods under the terms and conditions of the original contract except as stated in 1. and 2. below. Price increases may be negotiated only at the time of renewal. Written notice of the Commonwealth's intention to renew shall be given approximately 90 days prior to the expiration date of each contract period.
1. If the Commonwealth elects to exercise the option to renew the contract for an additional one-year period, the contract price(s) for the additional one year shall not exceed the contract price(s) of the original contract increased/decreased by no more than the percentage increase/decrease of the other services category of the CPI-W section of the Consumer Price Index of the United States Bureau of Labor Statistics for the latest twelve months for which statistics are available.
 2. If during any subsequent renewal periods, the Commonwealth elects to exercise the option to renew the contract, the contract price(s) for the subsequent renewal period shall not exceed the contract price(s) of the previous renewal period increased/decreased by more than the percentage increase/decrease of the other services category of the CPI-W section of the Consumer Price Index of the United States Bureau of Labor Statistics for the latest twelve months for which statistics are available.

- G. SUBMISSION OF INVOICES: All invoices shall be submitted within sixty days of contract term expiration for the initial contract period as well as for each subsequent contract renewal period. Any invoices submitted after the sixty-day period will not be processed for payment.
- H. OPERATING VEHICLES ON JAMES MADISON UNIVERSITY CAMPUS: Operating vehicles on sidewalks, plazas, and areas heavily used by pedestrians is prohibited. In the unlikely event a driver should find it necessary to drive on James Madison University sidewalks, plazas, and areas heavily used by pedestrians, the driver must yield to pedestrians. For a complete list of parking regulations, please go to www.jmu.edu/parking; or to acquire a service representative parking permit, contact Parking Services at 540.568.3300. The safety of our students, faculty and staff is of paramount importance to us. Accordingly, violators may be charged.
- I. COOPERATIVE PURCHASING / USE OF AGREEMENT BY THIRD PARTIES: It is the intent of this solicitation and resulting contract(s) to allow for cooperative procurement. Accordingly, any public body, (to include government/state agencies, political subdivisions, etc.), cooperative purchasing organizations, public or private health or educational institutions or any University related foundation and affiliated corporations may access any resulting contract if authorized by the Contractor.

Participation in this cooperative procurement is strictly voluntary. If authorized by the Contractor(s), the resultant contract(s) will be extended to the entities indicated above to purchase goods and services in accordance with contract terms. As a separate contractual relationship, the participating entity will place its own orders directly with the Contractor(s) and shall fully and independently administer its use of the contract(s) to include contractual disputes, invoicing and payments without direct administration from the University. No modification of this contract or execution of a separate agreement is required to participate; however, the participating entity and the Contractor may modify the terms and conditions of this contract to accommodate specific governing laws, regulations, policies, and business goals required by the participating entity. Any such modification will apply solely between the participating entity and the Contractor.

The Contractor will notify the University in writing of any such entities accessing this contract. The Contractor will provide semi-annual usage reports for all entities accessing the contract. The University shall not be held liable for any costs or damages incurred by any other participating entity as a result of any authorization by the Contractor to extend the contract. It is understood and agreed that the University is not responsible for the acts or omissions of any entity and will not be considered in default of the contract no matter the circumstances.

Use of this contract(s) does not preclude any participating entity from using other contracts or competitive processes as needed.

J. SMALL BUSINESS SUBCONTRACTING AND EVIDENCE OF COMPLIANCE:

1. It is the goal of the Commonwealth that 42% of its purchases are made from small businesses. This includes discretionary spending in prime contracts and subcontracts. All potential offerors are required to submit a Small Business Subcontracting Plan. Unless the offeror is registered as a Department of Small Business and Supplier Diversity (SBSD)-certified small business and where it is practicable for any portion of the awarded contract to be subcontracted to other suppliers, the contractor is encouraged to offer such subcontracting opportunities to SBSD-certified small businesses. This shall not exclude SBSD-certified women-owned and minority-owned businesses when they have received SBSD small business certification. No offeror or subcontractor shall be considered a Small Business, a Women-Owned Business or a Minority-Owned Business unless certified as such by the Department of Small Business and Supplier Diversity (SBSD) by the due date for receipt of proposals. If small business subcontractors are used, the prime contractor agrees to report the use of small business subcontractors by providing the purchasing office at a minimum the following information: name of small business with the SBSD certification number or FEIN, phone number, total dollar amount subcontracted, category type (small, women-owned, or minority-owned), and type of product/service provided. **This information shall be submitted to: JMU Office of Procurement Services, Attn: SWAM Subcontracting Compliance, MSC 5720, Harrisonburg, VA 22807 or swamreporting@jmu.edu .**

2. Each prime contractor who wins an award in which provision of a small business subcontracting plan is a condition of the award, shall deliver to the contracting agency or institution with every request for payment, evidence of compliance (subject only to insubstantial shortfalls and to shortfalls arising from subcontractor default) with the small business subcontracting plan. **This information shall be submitted to: JMU Office of Procurement Services, SWAM Subcontracting Compliance, MSC 5720, Harrisonburg, VA 22807 or swamreporting@jmu.edu** . When such business has been subcontracted to these firms and upon completion of the contract, the contractor agrees to furnish the purchasing office at a minimum the following information: name of firm with the Department of Small Business and Supplier Diversity (SBSD) certification number or FEIN number, phone number, total dollar amount subcontracted, category type (small, women-owned, or minority-owned), and type of product or service provided. Payment(s) may be withheld until compliance with the plan is received and confirmed by the agency or institution. The agency or institution reserves the right to pursue other appropriate remedies to include, but not be limited to, termination for default.
 3. Each prime contractor who wins an award valued over \$200,000 shall deliver to the contracting agency or institution with every request for payment, information on use of subcontractors that are not Department of Small Business and Supplier Diversity (SBSD)-certified small businesses. When such business has been subcontracted to these firms and upon completion of the contract, the contractor agrees to furnish the purchasing office at a minimum the following information: name of firm, phone number, FEIN number, total dollar amount subcontracted, and type of product or service provided. **This information shall be submitted to: JMU Office of Procurement Services, Attn: SWAM Subcontracting Compliance, MSC 5720, Harrisonburg, VA 22807 or swamreporting@jmu.edu** .
- K. AUTHORIZATION TO CONDUCT BUSINESS IN THE COMMONWEALTH: A contractor organized as a stock or nonstock corporation, limited liability company, business trust, or limited partnership or registered as a registered limited liability partnership shall be authorized to transact business in the Commonwealth as a domestic or foreign business entity if so required by Title 13.1 or Title 50 of the Code of Virginia or as otherwise required by law. Any business entity described above that enters into a contract with a public body shall not allow its existence to lapse or its certificate of authority or registration to transact business in the Commonwealth, if so required under Title 13.1 or Title 50, to be revoked or cancelled at any time during the term of the contract. A public body may void any contract with a business entity if the business entity fails to remain in compliance with the provisions of this section.
- L. PUBLIC POSTING OF COOPERATIVE CONTRACTS: James Madison University maintains a web-based contracts database with a public gateway access. Any resulting cooperative contract/s to this solicitation will be posted to the publicly accessible website. Contents identified as proprietary information will not be made public.
- M. CRIMINAL BACKGROUND CHECKS OF PERSONNEL ASSIGNED BY CONTRACTOR TO PERFORM WORK ON JMU PROPERTY: The Contractor shall obtain criminal background checks on all of their contracted employees who will be assigned to perform services on James Madison University property. The results of the background checks will be directed solely to the Contractor. The Contractor bears responsibility for confirming to the University contract administrator that the background checks have been completed prior to work being performed by their employees or subcontractors. The Contractor shall only assign to work on the University campus those individuals whom it deems qualified and permissible based on the results of completed background checks. Notwithstanding any other provision herein, and to ensure the safety of students, faculty, staff and facilities, James Madison University reserves the right to approve or disapprove any contract employee that will work on JMU property. Disapproval by the University will solely apply to JMU property and should have no bearing on the Contractor's employment of an individual outside of James Madison University.
- N. INDEMNIFICATION: Contractor agrees to indemnify, defend and hold harmless the Commonwealth of Virginia, its officers, agents, and employees from any claims, damages and actions of any kind or nature, whether at law or in equity, arising from or caused by the use of any materials, goods, or equipment of any kind or nature furnished by the contractor/any services of any kind or nature furnished by the contractor, provided that such liability is not attributable to the sole negligence of the using agency or to failure of the using agency to use the materials, goods, or equipment in the manner already and permanently described by the contractor on the materials, goods or equipment delivered.

- O. ADDITIONAL GOODS AND SERVICES: The University may acquire other goods or services that the supplier provides than those specifically solicited. The University reserves the right, subject to mutual agreement, for the Contractor to provide additional goods and/or services under the same pricing, terms, and conditions and to make modifications or enhancements to the existing goods and services. Such additional goods and services may include other products, components, accessories, subsystems, or related services that are newly introduced during the term of this Agreement. Such additional goods and services will be provided to the University at favored nations pricing, terms, and conditions.
- P. ADVERTISING: In the event a contract is awarded for supplies, equipment, or services resulting from this proposal, no indication of such sales or services to James Madison University will be used in product literature or advertising without the express written consent of the University. The contractor shall not state in any of its advertising or product literature that James Madison University has purchased or uses any of its products or services, and the contractor shall not include James Madison University in any client list in advertising and promotional materials without the express written consent of the University.
- Q. PRIME CONTRACTOR RESPONSIBILITIES: The contractor shall be responsible for completely supervising and directing the work under this contract and all subcontractors that he may utilize, using his best skill and attention. Subcontractors who perform work under this contract shall be responsible to the prime contractor. The contractor agrees that he is as fully responsible for the acts and omissions of his subcontractors and of persons employed by them as he is for the acts and omissions of his own employees.
- R. SUBCONTRACTS: No portion of the work shall be subcontracted without prior written consent of the purchasing agency. In the event that the contractor desires to subcontract some part of the work specified herein, the contractor shall furnish the purchasing agency the names, qualifications and experience of their proposed subcontractors. The contractor shall, however, remain fully liable and responsible for the work to be done by its subcontractor(s) and shall assure compliance with all requirements of the contract.
- S. CONFIDENTIALITY OF PERSONALLY IDENTIFIABLE INFORMATION: The contractor assures that information and data obtained as to personal facts and circumstances related to faculty, staff, students, and affiliates will be collected and held confidential, during and following the term of this agreement, and will not be divulged without the individual's and the agency's written consent and only in accordance with federal law or the Code of Virginia. This shall include FTI, which is a term of art and consists of federal tax returns and return information (and information derived from it) that is in contractor/agency possession or control which is covered by the confidentiality protections of the Internal Revenue Code (IRC) and subject to the IRC 6103(p)(4) safeguarding requirements including IRS oversight. FTI is categorized as sensitive but unclassified information and may contain personally identifiable information (PII). Contractors who utilize, access, or store personally identifiable information as part of the performance of a contract are required to safeguard this information and immediately notify the agency of any breach or suspected breach in the security of such information. Contractors shall allow the agency to both participate in the investigation of incidents and exercise control over decisions regarding external reporting. Contractors and their employees working on this project may be required to sign a confidentiality statement.

IX. METHOD OF PAYMENT

The contractor will be paid based on invoices submitted in accordance with the solicitation and any negotiations. James Madison University recognizes the importance of expediting the payment process for our vendors and suppliers; we request that our vendors and suppliers enroll in our bank's Comprehensive Payable options: either the Virtual Payables Virtual Card or the PayMode-X electronic deposit (ACH) to your bank account so that future payments are made electronically. Contractors signed up for the Virtual Payables process will receive the benefit of being paid Net 15. Additional information is available online at:

<http://www.jmu.edu/financeoffice/accounting-operations-disbursements/cash-investments/vendor-payment-methods.shtml>

X. PRICING SCHEDULE

The Offeror shall provide an off-site hourly rate broken down by position type for the proposed services and a flat fee onsite hourly rate that includes all billables (e.g., travel, lodging, etc.). Pricing for all other products and services shall also be included. The resulting contract will be cooperative, and pricing shall be inclusive for the attached Zone Map, of which JMU falls within Zone 2.

Specify any associated charge card processing fees, if applicable, to be billed to the university.

XI. ATTACHMENTS

Attachment A: Offeror Data Sheet

Attachment B: Small, Women, and Minority-owned Business (SWaM) Utilization Plan

Attachment C: Standard Contract Sample

Attachment D: Zone Map

ATTACHMENT A

OFFEROR DATA SHEET

TO BE COMPLETED BY OFFEROR

1. **QUALIFICATIONS OF OFFEROR:** Offerors must have the capability and capacity in all respects to fully satisfy the contractual requirements.
2. **YEARS IN BUSINESS:** Indicate the length of time you have been in business providing these types of goods and services.

Years_____ Months_____

3. **REFERENCES:** Indicate below a listing of at least five (5) organizations, either commercial or governmental/educational, that your agency is servicing. Include the name and address of the person the purchasing agency has your permission to contact.

CLIENT	LENGTH OF SERVICE	ADDRESS	CONTACT PERSON/PHONE #
--------	-------------------	---------	---------------------------

_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

4. List full names and addresses of Offeror and any branch offices which may be responsible for administering the contract.

5. **RELATIONSHIP WITH THE COMMONWEALTH OF VIRGINIA:** Is any member of the firm an employee of the Commonwealth of Virginia who has a personal interest in this contract pursuant to the [CODE OF VIRGINIA](#), SECTION 2.2-3100 – 3131?

[☐] YES [☐] NO

IF YES, EXPLAIN: _____

ATTACHMENT B

Small, Women and Minority-owned Businesses (SWaM) Utilization Plan

Offeror Name: _____ **Preparer Name:** _____

Date: _____

Is your firm a **Small Business Enterprise** certified by the Department of Small Business and Supplier Diversity (SBSD)? Yes _____ No _____

If yes, certification number: _____ Certification date: _____

Is your firm a **Woman-owned Business Enterprise** certified by the Department of Small Business and Supplier Diversity (SBSD)? Yes _____ No _____

If yes, certification number: _____ Certification date: _____

Is your firm a **Minority-Owned Business Enterprise** certified by the Department of Small Business and Supplier Diversity (SBSD)? Yes _____ No _____

If yes, certification number: _____ Certification date: _____

Is your firm a **Micro Business** certified by the Department of Small Business and Supplier Diversity (SBSD)? Yes _____ No _____

If yes, certification number: _____ Certification date: _____

Instructions: *Populate the table below to show your firm's plans for utilization of small, women-owned and minority-owned business enterprises in the performance of the contract. Describe plans to utilize SWaMs businesses as part of joint ventures, partnerships, subcontractors, suppliers, etc.*

Small Business: "Small business " means a business, independently owned or operated by one or more persons who are citizens of the United States or non-citizens who are in full compliance with United States immigration law, which, together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years.

Woman-Owned Business Enterprise: A business concern which is at least 51 percent owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership or limited liability company or other entity, at least 51 percent of the equity ownership interest in which is owned by one or more women, and whose management and daily business operations are controlled by one or more of such individuals. **For purposes of the SWAM Program, all certified women-owned businesses are also a small business enterprise.**

Minority-Owned Business Enterprise: A business concern which is at least 51 percent owned by one or more minorities or in the case of a corporation, partnership or limited liability company or other entity, at least 51 percent of the equity ownership interest in which is owned by one or more minorities and whose management and daily business operations are controlled by one or more of such individuals. **For purposes of the SWAM Program, all certified minority-owned businesses are also a small business enterprise.**

Micro Business is a certified Small Business under the SWaM Program and has no more than twenty-five (25) employees **AND** no more than \$3 million in average annual revenue over the three-year period prior to their certification.

All small, women, and minority owned businesses must be certified by the Commonwealth of Virginia Department of Small Business and Supplier Diversity (SBSD) to be counted in the SWAM program. Certification applications are available through SBSD at 800-223-0671 in Virginia, 804-786-6585 outside Virginia, or online at <http://www.sbsd.virginia.gov/> (Customer Service).

RETURN OF THIS PAGE IS REQUIRED

ATTACHMENT B (CNT'D)
Small, Women and Minority-owned Businesses (SWaM) Utilization Plan

Procurement Name and Number: _____

Date Form Completed: _____

Listing of Sub-Contractors, to include, Small, Woman Owned and Minority Owned Businesses
for this Proposal and Subsequent Contract

Offeror / Proposer:

_____ Firm

_____ Address

_____ Contact Person/No.

Sub-Contractor's Name and Address	Contact Person & Phone Number	SBSD Certification Number	Services or Materials Provided	Total Subcontractor Contract Amount (to include change orders)	Total Dollars Paid Subcontractor to date (to be submitted with request for payment from JMU)

(Form shall be submitted with proposal and if awarded, a SWaM Sub-contractor Reporting Form shall be submitted to swamreporting@jmu.edu)

RETURN OF THIS PAGE IS REQUIRED

ATTACHMENT C



**COMMONWEALTH OF VIRGINIA
STANDARD CONTRACT**

Contract No. _____

This contract entered into this _____ day of _____, 20____, by _____ hereinafter called the "Contractor" and Commonwealth of Virginia, James Madison University called the "Purchasing Agency".

WITNESSETH that the Contractor and the Purchasing Agency, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

SCOPE OF CONTRACT: The Contractor shall provide the services to the Purchasing Agency as set forth in the Contract Documents.

PERIOD OF PERFORMANCE: From _____ through _____

The contract documents shall consist of:

- (1) This signed form;
- (2) The following portions of the Request for Proposals dated _____:
 - (a) The Statement of Needs,
 - (b) The General Terms and Conditions,
 - (c) The Special Terms and Conditions together with any negotiated modifications of those Special Conditions;
 - (d) List each addendum that may be issued
- (3) The Contractor's Proposal dated _____ and the following negotiated modification to the Proposal, all of which documents are incorporated herein.
 - (a) Negotiations summary dated _____.

IN WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

CONTRACTOR:

PURCHASING AGENCY:

By: _____
(Signature)

By: _____
(Signature)

(Printed Name)

(Printed Name)

Title: _____

Title: _____

ATTACHMENT D

Zone Map



Virginia Association of State College & University Purchasing Professionals (VASCUPP)

List of member institutions by zones

Zone 1

George Mason University (Fairfax)

Zone 4

University of Mary Washington (Fredericksburg)

Zone 7

Longwood University (Farmville)

Zone 2

James Madison University (Harrisonburg)

Zone 5

Christopher Newport University (Newport News)

College of William and Mary (Williamsburg)

Norfolk State University (Norfolk)

Old Dominion University (Norfolk)

Zone 8

Virginia Military Institute (Lexington)

Virginia Tech (Blacksburg)

Radford University (Radford)

Zone 3

University of Virginia (Charlottesville)

Zone 6

Virginia Commonwealth University (Richmond)

Virginia State University (Petersburg)

Zone 9

University of Virginia - Wise (Wise)

January 10, 2025

ADDENDUM NO.: One

TO ALL OFFERORS

REFERENCE: Request for Proposal No: RFP# FDC-1220
Dated: December 17, 2024
Commodity: Information Technology Security Auditing Services
RFP Closing On: ~~January 21, 2025 at 2:00 p.m.~~
January 30, 2025 @ 2:00 p.m.

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

Due to the number of questions received for this RFP, James Madison University has extended the closing date to **January 30, 2025, at 2:00 p.m.**

A second addendum will be posted next week with responses to vendor questions.

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

Sincerely,
Doug Chester
Buyer Senior
Phone: 540-568-4272



January 16, 2025

ADDENDUM NO.: Two

TO ALL OFFERORS

REFERENCE: Request for Proposal No: RFP# FDC-1220
Dated: December 17, 2024
Commodity: IT Security Auditing Services
RFP Closing On: January 30, 2025 @ 2:00 p.m.

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

AMS refers to JMU's Office of Audit Management Services

The following questions are answered below:

1. Are the audits listed in a. through j. all intended to be completed in the one-year contract?

Answer: The audits listed are a population of potential audits. Typically, 3-5 are selected each year.

2. Has the University contracted with outside service providers to conduct IT Security Audits in the past? If so:
 - a. When were the most recent IT Security Audits conducted and what was the scope?
 - b. Who was the service provider?

Answer: Yes. We typically have 3-5 done annually by our contracted vendors.

3. Would the University be willing to share the results of prior IT Security Audits with the awarded vendors?

Answer: Results are FOIA exempt. They could potentially contain sensitive security information and will not be shared.

4. Does the University have a preference for awarding this project to service providers who have conducted work within the Commonwealth of Virginia?

Answer: The vendor must be registered to work within the Commonwealth of Virginia and with eVA (<https://eva.virginia.gov>).

5. Does the University's AMS intend to provide resources and staff to support the IT Security Audits, or is the vendor to provide all the resources?

Answer: The IT Auditor in AMS manages the audits, assists consultants during the audit, arranges the entrance conference for each audit, and ensures consultants have what they need to complete the audit (credentials, etc.).

6. Will the requested IT Security Audits be required to be conducted to meet Institute of Internal Auditors (IIA) standards?

Answer: Not required

7. Will the requested IT Security Audits be considered performance audits under Yellow Book?

Answer: No

8. What is the requested start and completion date of the one-year contract?

Answer: The contract will start after the successful completion of the RPF process. The contract will last for one year and have four optional one-year renewals.

9. Does the University use an audit tracking or compliance software that the audit results will be imported into? If so, what?

Answer: Documents related to each audit are stored in AMS automated workpaper system.

10. Does the University have an allocated budget for this engagement that can be shared with proposers?

Answer: AMS has a fixed budget for IT Security Auditing projects.

11. The RFP states, "The selected contractor(s) shall supply professionally certified staff, at hourly rates, qualified to perform IT Security Audits at the direction of the Director of Internal Audit." This seems to indicate that all work will be performed in a staff aug capacity to where JMU leadership will supervise all of the winning bidder's team instead of the bidder's Partner/Principal/Director's leadership. Can you confirm if this is accurate or if some audits will be co-sourced entirely to the bidder such that the bidder's leadership team is responsible for staff supervision and review of the final deliverables.

Answer: The contractor chosen to conduct an audit will manage their own staff. AMS will provide assistance to ensure that they have what they need to complete the audit. See #5 answer

12. Does JMU have any estimate for what percentage of the audits or work hours will need to be performed onsite vs just done remotely?

Answer: Onsite or remotely depends on the audit. Most are done remotely.

13. Does JMU have a planned annual budget for these services or some idea of how many audits will need to be staffed with the winning bidder?

Answer: AMS has a fixed budget for IT Security Auditing projects. AMS meets with IT annually to discuss the year's upcoming IT audits. Cost is one of the factors that determine the number of audits.

14. Can you clarify if SWaM participation is required or optional, and how will the 10 pts for SWaM usage be scored?

Answer: SWaM participation is not required. However, JMU strives to work with SWaM vendors whenever practicable. A SWaM vendor would get 10 points if they are a certified SWaM vendor (registered with the Virginia Department of Small Business and Supplier Development (VSBSD)). A non-SWaM vendor utilizing SWaM sub-contractor (registered with VSBSD) would receive some portion of the 10 points available.

15. Can you clarify whether the projects require a mix of on-site and off-site work, or are they predominantly one or the other?

Answer: Audits are typically either on-site or remote and determined during planning.

16. How will the scope of work for each project be defined? Will templates or prior examples be provided?

Answer: The scope of audits are typically defined during an entrance conference meeting.

17. What are JMU's highest-priority areas for IT security auditing? Are there any recent audit findings that should be addressed in these engagements?

Answer: AMS conducts a risk assessment annually. In the past, audits have been on a three-year cycle. Systems that support critical functions are considered a higher priority to assess.

18. Will JMU require resumes or bios for assigned staff during each project proposal?

Answer: Bios for staff are required for the initial review and selection process. We will select 3-5 organizations to have on contract.

19. Are subcontractors allowed, and if so, are there any restrictions or additional requirements?

Answer: Yes, they are allowed. Organizations may need to provide bios for any subcontractors used prior to any audit.

20. Can you elaborate on the specific deliverables required for each type of audit (e.g., penetration testing, vulnerability scans, etc.)?

Answer: A final draft report covering the audit scope, approach and any findings should be provided at the end of an engagement. Any supporting documentations should be provided as well. Scan results, etc.

21. Are sample reports or templates available for review?

Answer: No. Report format is up to the consultant performing the audit as long as it covers the scope, methodology and findings/recommendations.

22. What specific systems, applications, or networks are in scope for the penetration testing? Are there any excluded systems, applications, or segments of the network?

Answer: All of our systems are potential candidates for audits. What will be included in an audit will be determined during an entrance conference.

23. What are the primary objectives of the penetration testing (e.g., vulnerability identification, exploit validation, compliance verification)? Is the focus on internal, external, or hybrid penetration testing?

Answer: Pen tests will be conducted from both internal and external perspectives. The objectives are determined during an entrance conference.

24. Does JMU have a preferred penetration testing methodology (e.g., OWASP Testing Guide, PTES, or NIST SP 800-115)?

Answer: We do not have a preferred methodology as long as the methodology used is well known.

25. Are automated scanning tools allowed, or is manual testing preferred?

Answer: Yes, automated scanning tools are allowed. Organizations are responsible for the appropriate use of any tool used during an audit.

26. How often does JMU require penetration testing to be performed (e.g., annually, quarterly)?

Answer: Annually for GLBA requirement. Network is every other year. Systems that support critical functions once every three years (hosted systems).

27. Will ad-hoc testing be required for major system changes or incidents?

Answer: In the past, IT has used our contract to have a consultant assess a system after an upgrade.

28. Can JMU provide a network diagram, including segmentation and firewall configurations, to help define testing boundaries?

Answer: Yes, if necessary, these will be provided prior to an audit.

29. Are there any cloud-based services or hybrid infrastructure elements that need to be tested?

Answer: We do not conduct testing on cloud systems. We rely on third-party reports.

30. Will test accounts with specific privileges (e.g., admin, standard user) be provided for application testing?

Answer: Yes, the appropriate accounts will be provided to consultants to complete an audit.

31. Is testing expected to include credentialed scans or only external unauthenticated testing?

Answer: This will depend on the scope of the audit, which will be determined during an entrance conference.

32. Are wireless networks within scope? If so, how many wireless networks exist, and are separate SSIDs used for guest and internal networks?

Answer: A wireless network audit is a potential engagement. Actual numbers and SSIDs will be discussed during planning.

33. Are there compliance frameworks or regulatory requirements guiding the penetration testing (e.g., NIST 800-53, ISO 27001, FERPA, HIPAA)?

Answer: This would be discussed in planning for each project. It could depend on the type of data being processed/stored in the target area.

34. Are there specific reporting formats or templates required to align with these standards?

Answer: No. Report format is up to the consultant performing the audit as long as it covers the scope, methodology and findings/recommendations.

35. Are there restrictions on the tools, scripts, or software that can be used during testing?

Answer: No, all automated scanning tools, scripts and software are allowed. Organizations are responsible for the appropriate use of any tool used during an audit.

36. Is social engineering (e.g., phishing or pretexting) included in the scope?

Answer: Social engineering typically is not included in an audit.

37. Will JMU provide a "blue team" to coordinate defensive responses during testing?

Answer: The Information Security Officer is included in all phases of the audit and will handle defensive responses initially and will delegate to the necessary staff to address.

38. Does JMU expect formal red-team engagements or assume passive observation?

Answer: Engagements are typically more red team.

39. What specific details are required in the final penetration testing report? (e.g., executive summary, findings by severity, recommendations, risk matrix)

Answer: A final draft report covering the audit scope, approach and any findings should be provided at the end of an engagement. Any supporting documentations should be provided as well. Scan results, etc.

40. Should reports include mitigation strategies or just identified vulnerabilities?

Answer: Recommendations on how to remediate the findings are typically included.

41. Does JMU have a preferred risk rating framework for findings (e.g., CVSS scores, custom classifications)?

Answer: Consultants are free to use any framework.

42. Are proof-of-concept exploits required to demonstrate identified vulnerabilities?

Answer: They should be included as supporting evidence for identified issues.

43. Is there a process for safe exploitation to minimize downtime or disruptions?

Answer: Testing times are identified during the entrance conference. Typically, times that would have a low impact are chosen for engagements. Consultants should use caution when testing.

44. Will follow-up testing be required after remediation efforts?

Answer: Some audits may require follow-up testing.

45. Should the proposal account for retesting as part of the deliverable or provide optional pricing for retesting?

Answer: Yes, if it is determined during the entrance conference that follow-up testing will be part of the engagement. Otherwise, follow-up testing will be a separate engagement.

46. Is there a dedicated staging or test environment, or will testing occur in the production environment?

Answer: This will be determined during an entrance conference. Some core systems do have a test environment.

47. What safeguards need to be followed when testing in production?

Answer: Testing times are identified during the entrance conference. Typically, times that would have a low impact are chosen for engagements. Consultants should use caution when testing. Safeguards are typically discussed during planning.

48. Are there restricted testing windows to avoid disruptions to university operations?

Answer: Testing times are identified during the entrance conference. Typically, times that would have a low impact are chosen for engagements. Consultants should use caution when testing. Safeguards are typically discussed during planning.

49. What are JMU's preferred schedules for conducting tests (e.g., weekends, nights)?

Answer: Testing times are identified during the entrance conference. Typically, times that would have a low impact are chosen for engagements. Consultants should use caution when testing. Safeguards are typically discussed during planning.

50. What is the process for notifying stakeholders and getting approvals prior to testing?

Answer: Stakeholders are identified during planning. Most of the time consultants do not need a separate approval prior to testing. They are required to send an email to stakeholders notifying them that they are starting and another email at the end of testing. Consultant's IP address should be shared as well.

51. Are there specific points of contact required during the testing period?

Answer: Stakeholders are identified during planning. Most of the time consultants do not need a separate approval prior to testing. They are required to send an email to stakeholders notifying them that they are starting and another email at the end of testing. Consultant's IP address should be shared as well.

52. Are there data privacy or legal restrictions that must be observed during testing (e.g., FERPA, HIPAA)?

Answer: The university must comply with many regulations, including, but not limited to, HIPAA, FERPA, and GLBA. Consultants are required to proceed cautiously with testing to ensure the security of university systems and data.

53. Will there be specific contract terms to limit liability for findings related to downtime or data exposure?

Answer: AMS is not sure how a finding could create liability.

54. Are NDAs required for testers, and if so, will templates be provided?

Answer: Yes, NDA's may be required. A template will be provided.

55. What is JMU's process for responding to vulnerabilities or breaches identified during testing?

Answer: In most cases, university staff will contact the vendor of the system to determine a resolution.

56. Will testers be involved in drafting incident response plans or conducting tabletop exercises?

Answer: This has not been done in the past.

57. Does JMU expect named resources (e.g., resumes, certifications) to be identified in the proposal?

Answer: It would be helpful to identify all potential staff and their experience. This will help us to select the most qualified consultants to have on contract.

58. Is there a minimum certification level required (e.g., OSCP, CEH, GPEN)?

Answer: Consultants who have staff that possess more certifications will be looked at more favorably.

59. Should pricing account for fixed-price engagements, or does JMU prefer time and materials pricing for penetration testing?

Answer: Consultants should provide an hourly rate for on-site (inclusive of travel) and an hourly rate for remote/off-site work.

60. Are there restrictions on billing categories, such as separate charges for travel and software licenses?

Answer: Allowable expenses will be discussed during planning.

61. Does JMU require post-engagement workshops or training sessions for internal IT staff?

Answer: If there are findings, all that is needed are recommendations and appropriate resolutions.

62. Should documentation include step-by-step remediation guidance for IT teams?

Answer: Any information that will help resolve a finding should be included in a recommendation.

63. Is ongoing vulnerability scanning or maintenance required as part of the contract?

Answer: The engagements will be a point-in-time assessment of systems.

64. Should pricing for managed services or recurring assessments be included?

Answer: The engagements will be a point-in-time assessment of systems.

65. Will JMU provide access to any tools, software, or scanning platforms?

Answer: This has not been done in the past. Consultants have been required to use their own tools.

66. Are there restrictions on third-party tools we can use?

Answer: The university expects that consultants will use reputable tools during engagements. Any questions about tools can be discussed during planning.

67. How frequently are status reports or updates required?

Answer: Not all engagements are the same and this will be discussed during planning.

68. Are there any formal review or sign-off processes for deliverables?

Answer: AMS has an internal review and sign-off process for deliverables received during the engagement.

69. Does JMU prefer fixed-price or time-and-material pricing structures for specific projects?

Answer: Consultants should provide an hourly rate for on-site (including travel) and an hourly rate for remote/off-site work.

70. Should travel costs be itemized separately or included in flat rates?

Answer: Included in flat rates.

71. What invoicing formats and documentation are required for payment processing?

Answer: There is no requirement for a specific format. An invoice with the costs associated with completing the engagement should be submitted for payment.

72. Are there specific payment terms for milestone-based deliverables?

Answer: Payment for engagements is handled when the final report is provided to AMS. There are no exceptions to this.

73. What are the requirements for on-site visits, including badging and access controls?

Answer: This will be discussed during planning. Typically, consultants are provided with credentials for testing. They will be escorted through sensitive areas if required.

74. Are there specific blackout dates or periods where testing cannot occur due to academic schedules?

Answer: Yes. Typically, testing will be conducted during times to minimize any impacts.

75. Would the University consider accepting certifications other than those listed in the definition of "Certified Professional" on p. 2 (for example, ITIL Foundation v3, Certified Associate Chief Information Security Officer (C | CISO)? Also, could you please clarify whether all team members must fit the definition of Certified Professional, or if it's sufficient that each engagement be led by consultants with the required certifications?

Answer: Yes, alternate certifications could be acceptable. Not all team members would need certifications, as long as they are under supervision of a certified consultant.

76. Are there any GLBA or PCIS audit needs that should be included?

Answer: GLBA required audit is a potential engagement.

77. Is there a preference for NIST 800 or ISO 27001 compliance frameworks?

Answer: Currently, JMU IT is using ISO.

78. Does this count as a VASCUPP award or is this just for JMU?

Answer: This contract will be made available to the VASCUPP schools for their use, should they choose to do so. This will be a cooperative contract that can be utilized by any public body, (to include government/state agencies, political subdivisions, etc.), cooperative purchasing organizations, public or private health or educational institutions or any University related foundation and affiliated corporations

79. When is the next anticipated need for audit work to start at JMU?

Answer: The goal is to have the selected consultants on contract before the end of the current fiscal year. Most likely, the need will not be until next fiscal year (7/1/2025-6/30/2026).

80. The RFP states "Definition of Term – Certified Professional is defined as holding current Certified Information Systems Auditor (CISA), Certified Information Systems Security professional (CISSP), Certified Information Systems Manager (CISM), Microsoft Certified Professional (MCP), Cisco Certified Network Associate (CCNA), Information Systems Security Management Professional (ISSMP)." This Reads as if all of the listed certifications are required for each consultant. Is that correct or is it just that a consultant must have one of the listed certifications for their appropriate area to be deemed a certified professional?

Answer: At least one of the certifications.

81. Can you explain the last two columns of the table in Attachment B, specifically:
"Total Subcontractor Contract Amount"
"Total Dollars Paid Subcontractor to date"

Answer:

Total Subcontractor Contract Amount – Dollar amount allocated to SWaM subcontractor in the direct performance of the contract/task.

Total Dollars Paid Subcontractor to date – The total dollar amount paid by the contract to the subcontractor.

82. Do the columns refer to work previously performed where the Offeror has used the sub-contractor to perform work? Does either value represent an estimate of what work might be performed by a given contractor?

Answer: No. They should represent an estimate of the what work might be specific to the contract.

83. Under section 5 Part B #6, the ask is to identify sales in the past 12 months to VASCUPP members. Many of these institutions have moved to the VHEPC contract. Can VHEPC data be used in the response?

Answer: Yes

84. Could you kindly provide information regarding the current budget allocated for these services or details about the prices paid under previous contracts for similar services?

Answer: Our current budget has been sufficient to do GLBA testing and two to five other projects each year. Each project is carefully planned and scoped with input from JMU's IT and the consultant.

85. Will the University be permitting penetration testing to be performed by existing or previous IT or Managed Service Providers? Or will the University be requiring third-party independence to reduce the risks of conflicts of interest or the optics of "grading one's work"?

Answer: We are looking to have contracts with some consultants who will perform pen tests.

86. Is the University currently using any service providers that are assisting the University in performing the requested services? If so, who are these providers?

Answer: The current providers can be found here.

87. Is there an incumbent providing similar services to the University? If yes, is the incumbent performing to the satisfaction of the University, and the Chief Information Security Officer?

Answer: See the answer to question 86 above.

88. Is the incumbent eligible to bid on this contract?

Answer: Yes.

89. Can the University provide any information on the budget required to support these services? (E.g., budget details)

Answer: AMS has a fixed budget for these services and cost will be a factor. No more details about the budget will be provided.

90. Does the University have onsite audit preference or vendor can perform remotely?

Answer: Potential engagements include on-site. There is no preference.

91. Can the University provide a brief high-level description and accounting of their computing infrastructure? (e.g., hard-wired versus wireless, Windows and or Linux and or Mac, number of domains, number networks, number of IP addresses, etc.)

Answer: If necessary, infrastructure will be discussed during planning for each engagement.

92. How many of the external IP addresses are live or currently in use?

Answer: Will be discussed during planning for each engagement if necessary.

93. For wireless access points, how many SSIDs and how many locations are in scope?

Answer: Will be discussed during planning for each engagement if necessary.

94. Are all campus/network locations accessible from the central location of the network?

Answer: Will be discussed during planning for each engagement if necessary.

95. Is there a EDR solution is in place? If so, what vendor is it? Is it centrally managed?

Answer: The university refrains from answering this question.

96. Is there a cybersecurity department? Is there an ISO or CISO on staff?

Answer: The university has an ISO. University IT manages cybersecurity.

97. When was the last time an overarching IT security risk assessment was performed?

Answer: JMU conducts various risk assessments to meet the needs of the University.

98. Does the University have documentation of the designated system owners and data owners?

Answer: Yes

99. Is there a conclusive/documented inventory of all assets in scope that can be provided to selected Vendor?

Answer: Will be discussed during planning for each engagement.

100. Does the University currently utilize any internal network vulnerability assessment tools? If so, what is the scan frequency?

Answer: Yes. The university refrains from answering this question.

101. Does the University use baseline images for systems?

Answer: Yes

102. Is formalized change management in place?

Answer: Yes

103. How many voice VLANS and IP phones are in-scope?

Answer: Will be discussed during planning if necessary.

104. How many wireless locations are in-scope?

Answer: Will be discussed during planning if necessary.

105. Does the University want any cloud environments tested? If so, which vendor?

Answer: We do not conduct testing on cloud systems. We rely on third-party reports.

106. Does the University have any remote access services in use (on-demand VPN, GoTo my PC, LogMeIn, etc.) in-scope?

Answer: Will be discussed during planning if necessary.

107. Does the University have any in-bound modems (or remote access) in use?

Answer: Will be discussed during planning if necessary.

108. Is there any allowability to redline terms and conditions to negotiate later?

Answer: Will be discussed during planning if necessary.

109. The RFP is titled "Information Technology Security Auditing Services", will all projects awarded be strictly security focused? For instance, the statement of needs mentions wireless network assessment/server configuration which can include many considerations aside from security.

Answer: Engagements will be focused on security to assess the controls protecting university systems and data.

110. How is the security team currently staffed/structured and how would you describe your current approach to security?

Answer: Information about the Information Technology Department can be found at <https://www.jmu.edu/computing/about/index.shtml>

111. Is there a routine and scheduled IT and Security audit services?

Answer: AMS works with IT annually to create the annual audit plan.

112. How often does JMU conduct IT and Security Audit assessments?

Answer: Up to five consultant engagements may be conducted during a fiscal year.

113. Who manages the IT and Security Audit service schedules for JMU?

Answer: Most are managed by the IT Audit Specialist in AMS.

114. Is each academic division responsible for managing its own IT asset?

Answer: Some academic units manage their own systems.

115. Is each academic division responsible for conducting routine and scheduled IT and Security Audit?

Answer: They are included in audits managed by AMS

116. Who is Audit and Management Services (AMS)? Is this an external entity, like a contractor hired by JMU to perform routine IT And Security Audit services? Or, is AMS a division within JMU?

Answer: AMS is JMU's internal audit department.

117. Who is responsible for managing JMU's IT Assets?

Answer: Central IT manages most IT assets.

118. Does JMU keep an inventory list of its IT Assets?

Answer: Yes

119. Who tracks JMU's IT Assets?

Answer: Central IT manages most IT assets.

120. Does each academic division track its own IT Assets?

Answer: Yes

121. Who performs routine and scheduled maintenance?

Answer: Central IT for most systems

122. Is this RFP to replace the existing/current staff of contractors performing under formal Statement of Work agreement?

Answer: The current contracts expire in April of 2025.

123. Is this RFP to provide supplemental support to JMU Personnel performing IT Audit functions listed in Section IV, Paragraph C (a-j)?

Answer: Yes, we outsource highly technical audits, such as pen tests and vulnerability assessments. JMU's IT Auditor oversees the outsourced projects.

124. Is this RFP to also provide supplemental support to current Staff of Contractors that are performing IT Audit functions under formal Statement of Work agreement?

Answer: This RFP is to support JMU's AMS department.

125. How many Staff of Contractors currently provide IT Audit Services to JMU-AMS under formal Statement of Work agreement?

Answer: We have four vendors on contract.

126. How many of these IT Audit functions are being performed by JMU Personnel?

Answer: The listed examples are performed by consultants.

127. How many of these IT Audit functions are being performed by the Staff of Contractors that are performing under formal Statement of Work agreement?

Answer: The listed examples are performed by consultants.

128. How many web applications are being assessed?

Answer: This will be determined during planning.

129. What framework and platform are being used for the web application(s)?

Answer: This will be discussed during planning.

130. How many static pages are being assessed? (approximate)

Answer: This will be discussed during planning.

131. How many dynamic pages are being assessed? (approximate)

Answer: This will be discussed during planning.

132. Will the source code be made readily available?

Answer: No

133. Do you want role-based testing performed against this application?

Answer: This will be discussed during planning.

134. Do you want credentialed scans/assessments of the web applications performed?

Answer: This will be discussed during planning.

135. How many total IP addresses are being tested?

Answer: This will be discussed during planning.

136. How many internal IP addresses, if applicable?

Answer: This will be discussed during planning.

137. How many external IP addresses, if applicable?

Answer: This will be discussed during planning.

138. Are there any security devices in place that may impact the results of a penetration test such as a firewall, intrusion detection/prevention system, web application firewall, or load balancer?

Answer: This will be discussed during planning.

139. Would the University prefer SWaM agencies?

Answer: JMU strives to work with SWaM vendor whenever practicable.

140. Is subcontracting mandatory for SWaM-certified agencies?

Answer: No

141. Would the university award 10 points as per the evaluation criteria to a Prime -SWaM certified agency if the Prime vendor does not subcontract for this opportunity?

Answer: Yes, as long as they are SWaM certified with the VSBSD.

142. How many individual projects or separate Statement of Works were issued under this award in the previous five-year contract period?

Answer: We typically have 3-5 engagements per fiscal year.

143. Can you please provide the total dollar value of work awarded under this award during the previous five-year contract period?

Answer: This information is not readily available.

144. Who is the individual the proposal will be addressed to?

Answer: Instructions are on page 17 of the RFP.

145. The RFP states that a certified professional is defined as someone holding a current CISA, CISSP, CISM, MCP, CCNA, or ISSMP certification. Would JMU consider adding the CompTIA Advanced Security Practitioner (CASP+) to the list? This certification requires 10 years' of hands-on IT experience and at least 5 years of hands-on IT security experience. The certification demonstrates advanced competency in areas such as risk management, enterprise security, and governance.

Answer: This list is not comprehensive. All reputable certifications should be mentioned.

146. Who is responsible for determining the on-site versus off-site requirements?

Answer: This will be discussed during planning.

147. What is the anticipated level of on-site engagement, if any? And how many locations will require an on-site visit?

Answer: This will be discussed during planning.

148. Are there specific workshare requirements under the Small Business Subcontracting Plan?

Answer: There are no requirements to utilize SWaM vendors. However, JMU strives to work with SWaM vendors whenever practicable.

149. Is strict adherence to ISO 27002 security framework requirements mandatory, or are alternative frameworks, such as NIST, acceptable?

Answer: ISO 27002 is preferred. However, any reputable framework could be used.

150. Is it required to provide resumes for all proposed personnel at the time of submission?

Answer: It will help us adequately assess potential consultants if they provide information for all potential staff.

151. Can you confirm the number of wireless networks to be assessed and their respective locations?

Answer: This will be discussed during planning.

152. Could you provide the total number of web applications that require testing?

Answer: This will be discussed during planning.

153. Are there any specific requirements or needs for cloud security assessments in this engagement?

Answer: No. We do not conduct testing on cloud systems.

154. Is the request for a point in time scan of the Universities attack surface or an ongoing service to monitor for external vulnerabilities in real-time?

Answer: The engagements will be a point-in-time assessment of systems.

155. Is there an expectation that active or passive wireless survey would be conducted? If so the locations and floor plans of locations to be surveyed would be needed for an accurate SOW.

Answer: This will be discussed during planning.

156. What are the vendors, models, operating system versions and quantities of firewall and routers in the environment?

Answer: This will be discussed during planning.

157. What server operating system version and number of servers in the environment? Are these servers physical or virtual?

Answer: This will be discussed during planning.

158. What hypervisors are being used in the environment?

Answer: This will be discussed during planning.

159. What IaaS and SaaS platforms are being used in the environment?

Answer: This will be discussed during planning.

160. How many databases are in the environment?

Answer: This will be discussed during planning.

161. What platforms are these databases hosted on?

Answer: This will be discussed during planning.

162. What applications use these databases?

Answer: This will be discussed during planning.

163. Is the intent of this assessment to review the network vulnerability management process?

Answer: This will be discussed during planning.

164. How many web applications are in scope?

Answer: This will be discussed during planning.

165. Where are these web applications hosted?

Answer: This will be discussed during planning.

166. What platforms do these applications run on?

Answer: This will be discussed during planning.

167. What version of Windows are the domain controller running?

Answer: This will be discussed during planning.

168. Is there integration with Entra ID or other identity providers?

Answer: This will be discussed during planning.

169. If the state has already arrived at best market value rates for these services and an contract is in place to reference, why is an RFP being issued?)

Answer: JMU's current contracts for these services will expire in April 2025, and this RFP is being issued to replace them.

170. Is the support requested in the proposal hands-on, or purely advisor in performing an audit of functions conducted by JMU?

Answer: Our goal is to have multiple contractors on contract to provide audit services to assess technical controls. The engagements could be considered hands-on.

171. In order to perform work in this RFP, are contractors required to possess all or some of the certifications listed in Paragraph C? May some of these certifications be alternated pending we have more technical certifications that meet the same requirement?

Answer: It is not required for the staff to possess all the certifications.

172. (C.1.a) Pertaining to conducting External Vulnerability Scanning, are there any third-party assets or assets explicitly excluded from this scope?

Answer: This will be discussed during planning.

173. (C.1.b) Pertaining to conducting Wireless Network Assessments: A) How many networks are in scope? B) How many wi-fi access points are in scope? C) Do we have an up-to-date inventory of all wireless access points (APs) and their locations? D) What is the architecture of the wireless network (e.g., standalone, controller-based, cloud-managed)? E) Are there any mesh networks, IoT devices, or specialized APs in use? F) Are there any known issues with signal interference or channel congestion?

Answer: This will be discussed during planning.

174. (C.1.c) Pertaining to conducting Firewall and Router Security Assessments: A) Does JMU use one specific vendor (ie., Cisco, Juniper, Palo Alto) or a combination of vendors for its solution? If so, which vendors are leveraged within its Firewall and Router solution? B) Are any virtual firewalls or cloud-managed routers part of the assessment? C) Are logs enabled for both firewalls and routers? D) Do you allow telemetry to be exported to external entities (such as our SOC)? E) Are logs integrated with a SIEM (Security Information and Event Management) system for analysis?

Answer: This will be discussed during planning.

175. (C.1.d) Pertaining to conducting Server Configuration Assessments: A) Is there an updated inventory of all servers, including their roles and locations? B) Are server configurations documented and maintained in a central repository? C) Is access to remote management interfaces restricted to specific IPs or networks?

Answer: This will be discussed during planning.

176. (C.1.e) Pertaining to conducting Database Architecture Security Assessments: A) Are both production and non-production environments included in the assessment? B) Is there an updated inventory of all databases, including versions and roles? C) Are database architecture diagrams and data flow diagrams documented and up to date? D) Are logs centralized/monitored (e.g., through a SIEM system)? E) Is there a process for evaluating/applying updates without disrupting operations?

Answer: This will be discussed during planning.

177. (C.1.f) Pertaining to conducting Network Scanning Process Assessments: A) Are the tools configured for active, passive, or hybrid scanning? B) How does the organization discover and inventory all connected devices? C) Are unauthorized or rogue devices detected and flagged during scans? D) What size subnet/subnet range does JMU administer/lease? E) What is an estimate of the number of endpoints to be expected on the network? 500 – 1000, 1000 – 2,500, 2,500 – 5,000, or 5,000+? F) Do you allow telemetry to be exported to external entities (such as our SOC)?

Answer: This will be discussed during planning.

178. (C.1.h) Pertaining to conducting Active Directory Security Assessments: A) How many domains and domain controllers (DCs) are in the environment? B) Are all domain controllers running supported OS versions and fully patched? C) Are logs centralized (e.g., SIEM) and monitored for suspicious activities?

Answer: This will be discussed during planning.

179. (C.1.i) Pertaining to conducting Penetration Testing: A) Are there specific exclusions (e.g., certain servers, critical infrastructure)? B) Is the testing internal, external, or both (e.g., testing from within the network or from an external perspective)? C) Are cloud environments, third-party services, or IoT devices included? D) Is testing white-box (full access), black-box (no prior knowledge), or gray-box (partial knowledge)?

Answer: This will be discussed during planning.

180. (C.1.j) Pertaining to assessing Telecommunications: A) Which telecommunication services are included (e.g., voice, VoIP, wireless, data)? B) Are third-party managed services or service providers within scope? C) Are specific geographical locations or facilities included? D) Are third-party carriers and vendors assessed for security and compliance risks? E) Are contracts regularly reviewed for adherence to terms and emerging security needs? F) Are logs collected, centralized, and analyzed for security events?

Answer: This will be discussed during planning.

181. Please briefly describe what you mean by "Network Scanning Process Assessment" and "Telecommunications".

Answer: Telecom would focus on the security of the VOIP implementation. The network scanning process assessment has never been included in our audit plan because we feel that we are covered by the internal and external pen tests.

182. Please describe what "other products and services" you typically see in your audits, or what you mean by this phrase.

Answer: We have not had any billing for services other than travel and lodging.

183. What is the typical lead time that you provide to your vendors for your audits?

Answer: During our meeting with IT at the beginning of the fiscal year, we identify the audits to be included for the year as well as identifying the potential consultants. AMS will reach out to those consultants to determine availability and request proposals.

184. Will the universities in each of the listed zones be utilizing services from selected vendors, or just JMU?

Answer: This RFP is being issued for JMU's needs and will be made available to other VASCUPP schools, should they choose to utilize it. Pricing should be provided so that any VASCUPP school could potentially use it.++

185. How much did JMU spend across all task orders on the previous contract vehicle?

Answer: This information is not readily available.

186. How many task orders were issued on the previous contract vehicle?

Answer: This information is not readily available.

187. What was the work breakdown structure between the 4 incumbents on the previous contract vehicle? Can we see the number of task orders awarded to each contractor?

Answer: This information is not readily available.

188. What is the spending ceiling on the contract vehicle?

Answer: Our current budget is sufficient to support GLBA pen testing, plus 2-5 additional projects per year.

189. Are we required to provide auditing services for all 10 categories, or is it OK to support only a subset?

Answer: No. AMS will contact contractors to submit a proposal for one of the audits when it is on the schedule. It is fine to support a subset of the services.

190. Is certification required for all bidder participants? Can education, training and experience replace certifications?

Answer: Consultants who have staff that possess more certifications will be looked at more favorably.

191. What brand of firewall equipment are you using?

Answer: This will be discussed during planning.

192. What brand of router equipment are you using?

Answer: This will be discussed during planning.

193. Does your Active Directory (AD) consist of on-premise, Azure AD, or some combination?

Answer: This will be discussed during planning.

194. What types of services does Telecommunications entail?

Answer: This will be discussed during planning.

195. With regards to Telecommunications, what sort of audit or IT activity should be expected? Would this be geared as an audit of process and controls, or a technical assessment for vulnerabilities and penetration testing (i.e. war dialing).

Answer: Telecom would focus on the security of the VOIP implementation.

196. C.1.a - C.1.i- What tools and technologies are currently in place for external vulnerability scanning, network assessments, and penetration testing? Are consultants expected to use university-provided tools or supply their own?

Answer: We expect consultants to use their own tools.

197. Page 3, Paragraph #6: Does JMU provide access to system architecture diagrams, configurations, or previous audit reports to inform the current project scope?

Answer: These will be shared during the planning of an engagement.

198. Page 3, Paragraph A: Since JMU follows ISO 27002, how mature is the current implementation of these controls across IT systems? Are there specific areas of non-compliance that require attention?

Answer: The university refrains from answering this question.

199. C.1.a - C.1.i What level of access will consultants be granted during audits (e.g., administrative privileges, network access)?

Answer: Consultants will be given necessary access to system to complete testing.

200. For on-site engagements, what are the physical security requirements and protocols for accessing sensitive areas of the network or facilities?

Answer: This will be determined during planning of an engagement. Consultants, at a minimum, will be escorted to sensitive areas.

201. What level of collaboration is expected between the consultant and JMU's internal IT teams during the project?

Answer: The IT Auditor in AMS manages the audits and will assist consultants during the audit. Arranging the entrance conference for each audit and ensuring consultants have what they need to complete the audit (credentials, etc.).

202. In the event that significant risks or vulnerabilities are identified, how quickly can the IT team allocate resources to address them, and what role will the consultants play in the remediation process?

Answer: IT has the resources to address issues identified during an audit. Consultants should notify IT and AMS as soon as possible of significant risks or vulnerabilities as well as providing a recommendation to address the issue(s).

203. How does JMU's IT team currently track and manage vulnerabilities or remediation tasks? Should the consultants integrate with existing ticketing or reporting systems? No

Answer: Will be discussed during planning for each engagement.

204. Is there a preferred ratio of remote to on-site work for projects, or is this determined on a case-by-case basis?

Answer: This is determined during planning.

205. How frequently will status updates or check-in meetings be required during active audit engagements?

Answer: This is determined during planning.

206. For larger projects, is there a preferred team size, or is it acceptable for a single highly qualified professional to perform the audit?

Answer: These audits can be completed by one person.

207. What is the expected format for audit reports and findings? Does JMU have a preferred reporting template?

Answer: The consultant can utilize their own format. We would like to see the scope, audit approach (methodology), findings and recommendations.

208. Is there an established process for presenting audit findings to executive leadership or stakeholders at JMU?

Answer: Audit reports are presented to the Board of Visitors (Audit, Risk and Compliance Committee)

209. Beyond final reports, are interim reports or preliminary findings required during the audit process?

Answer: No, unless determined otherwise during planning.

210. What is the typical turnaround time for report reviews and feedback after submission?

Answer: Could take up to two weeks for AMS to review reports. Typically, one week.

211. How does JMU prioritize remediation actions following audit findings, and is the consultant involved in verifying that corrective measures are implemented?

Answer: Critical issues are directed to IT immediately after discovery. For these issues, the consultant should work with IT to help address the issue.

212. Specify the VLAN detail; how many are included in the scope?

Answer: This will be determined during planning.

213. Can you please provide the current number of infrastructure details (Physical Server, Virtual Server, Network Devices, etc.)?

Answer: The university refrains from answering this question.

214. How much (%) of the infrastructure is in the cloud?

Answer: In-scope infrastructure location will be discussed during planning.

215. In the IT department/environment, how many employees work?

Answer: Information about the Information Technology Department can be found at <https://www.jmu.edu/computing/about/index.shtml>

216. Do you manage your own data Center, or do you utilize any 3rd-party/colocation facilities?

Answer: JMU has multiple server rooms and utilizes some cloud solutions.

Signify receipt of this addendum by initialing “Addendum #2” on the signature page of your proposal.

Sincerely,

Doug Chester
Buyer Senior
Phone: 540-568-4272