



June 21, 2021

**ADDENDUM NO.: One**

**TO ALL OFFERORS:**

**REFERENCE:** Request for Proposal No: **RFP# CMJ-1114**  
Dated: June 3, 2021  
Commodity: Enterprise Integration Software (iPaaS)  
RFP Closing On: June 30, 2021 at 2:00pm Eastern

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

- 1) **Question: As an implementation service provider and a partner for various iPaaS platform providers (including Dell Boomi, Jitterbit), can we join hands with the platform provider and bid for this RFP?**

Answer: Subcontracting decisions by an offeror is at the offeror's discretion. As a sealed and active RFP process the offerors will not be made public. A notice of award will be posted in eVA once contract award has been made, but only after proposal review and select negotiations.

- 2) **Question: Is there a scope of data migration/data cleansing/deduplication related activities involved as part of this RFP?**

Answer: This RFP does not include a scope of data migration/data cleansing/deduplication related activities.

- 3) **Question: Is the term of the contract flexible?**

Answer: Offerors may provide information on multiyear savings or discounts for consideration.

- 4) **Question: How many endpoints does JMU have in total at the University? Of these endpoints, how many are in scope for this RFP? Can you provide an entire list of all your endpoints?**

Answer: For the scope of this RFP, the intent is to begin with an integration that involves a small number of endpoints. Over time the expectation is that JMU will increase the volume of integrations and therefore the number of endpoints in play. Ultimately there will be hundreds. Additionally, new systems are purchased and old systems replaced on a regular basis, so this number changes. Provide information in usage/user tiers as indicated in the pricing schedule.

- 5) **Question: Is real-time integration needed?**

Answer: Yes, support of real-time (sub second) and near real-time integration is desired. Describe any limitation in number of records that can be processed using real-time integration with your product.

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- 6) **Question: How many test environments does JMU require?**  
 Answer: The university will likely utilize one test environment. Provide cost per test environment.
- 7) **Question: Is creating, exposing and being able to manage API's a requirement in your iPaaS Solution? If so, how many API calls/transactions per day are you looking to do? i.e. up to 100,000 per day, up to 1,000,000 per day, etc.?**  
 Answer: API management is desired. Volume of API calls/transactions is unknown at this time. As with integration endpoints, the expectation is that this would be a low volume initially and increase over time. Specify any limitations in the offered solution.
- 8) **Question: Is JMU looking for a Data Catalog solution (which will include the features of a data dictionary and business glossary)? If yes, how many users will be accessing the catalog?**  
 Answer: JMU may have future interest in a data catalog solution. The offeror may provide data catalog product information and cost details as an optional component.
- 9) **Question: Applications – Features & Functionality #3 –As mentioned in Application Section A question 3, can you describe the dataset loads you are looking to be completed? i.e. what are the source and target systems for the loads? For bulk data integrations, do you have estimates for the volume of records in a bulk data integration? i.e. Total records per day, peak records per hour, etc.**  
 Answer: JMU has various datasets from a variety of applications which will be defined on a per project and per integration basis. Additionally, new systems are purchased and old systems replaced on a regular basis, so this changes. Each dataset load is unique, depending on the requirements of that system. Specify if there are any limitations regarding volume of records for bulk data integration per day and per hour. Provide information in usage/user tiers as indicated in the pricing schedule.
- 10) **Question: Applications – Security - #2.c – What provider does JMU use for Authentication Services? Is using this IDP for SSO to the iPaaS platform a requirement?**  
 Answer: JMU prefers Service Providers which support the SAML protocol, particularly those utilizing Shibboleth as participating InCommon members.
- 11) **Question: What's the scope of Intended usage of Integration platforms - Integration/API Management/B2B? All of the above?**  
 Answer: Integration primarily and API management secondarily.
- 12) **Question: Can you please share the existing application stack and schematic deployment diagram illustrating the topology if possible?**  
 Answer: JMU maintains multiple applications and therefore topologies vary. In general, they consist of either a two-tier (web/app and database) or three-tier (web, app, and database) architecture. Databases are hosted on either Oracle 19c or MS SQL platforms. Web and application tier servers are either Windows Server 2012 R2 and above or Red Hat Enterprise Linux version 7.
- 13) **Question: What is the overall scope of implementation of APIs/interfaces, could you please confirm the approximate number of interfaces (Integrations flow) which need to be built?**  
 Answer: For the scope of this RFP, the intent is to begin with a single integration/interface. Over time the expectation is that JMU will increase the volume of integrations utilizing this platform. Provide information in usage/user tiers as indicated in the pricing schedule.

- 14) **Question: Will JMU be seeking any reverse engineering of existing integrations in this project?**  
Answer: JMU may choose to reverse engineer some existing integrations as is practical. This will be evaluated on a case by case basis.
- 15) **Question: Do you have any CI/CD environment currently in your ecosystem/roadmap? If so, what are the tools available?**  
Answer: JMU does not have continuous integration/continuous delivery framework or tools in place at this time.
- 16) **Question: Is there any custom framework development in JMU's scope? (i.e. consolidating error handling framework)**  
Answer: No, not at this time.
- 17) **Question: What is JMU's expected implementation timeframe (Start Date, Go Live, etc)?**  
Answer: Unknown at this time.
- 18) **Question: Are we correct in stating that JMU will be responsible for SIT & UAT and vendor will support it?**  
Answer: Yes, JMU will perform testing for all integrations utilizing the platform.
- 19) **Question: Will test data for Unit Testing like test cases and scripts be provided by JMU?**  
Answer: JMU will provide test information as appropriate based on implementation services and methodology.
- 20) **Question: Can you please confirm what JMU requires in terms of an onsite presence for this project, and that remote and/or offshore resources are permitted?**  
Answer: JMU does not require onsite presence for implementation. Provide clarifications on offshore resources in proposal.
- 21) **Question: Regarding the duration of PGLS (Post Go-Live Support), please confirm what is JMU's required PGLS duration?**  
Answer: JMU anticipates implementation support for a short period post go live and expects ongoing support of the product. Provide all support levels and associated costs.
- 22) **Question: Will JMU provide all the functional specification document and mapping sheets for the data flows?**  
Answer: After implementation services and methodology are determined, JMU will work with the vendor on data mapping needs as appropriate.
- 23) **Question: Is AMS (Application Maintenance and Support - L2 or L3) included in JMU's scope after go-live?**  
Answer: Describe standard maintenance and support included for all customers as well as options for additional support along with the cost.
- 24) **Question: If AMS is in scope, what is the overall duration and support window? 9x5, 16x5, 24x5 or 24x7?**  
Answer: Describe standard maintenance and support included for all customers as well as options for additional support along with the cost.

- 25) **Question: We understand that JMU's current applications include Oracle/PeopleSoft Campus Solutions version 9.2, Oracle/PeopleSoft Financials version 9.2, Oracle/PeopleSoft HRMS 9.2, Canvas, Ellucian Advance, and numerous other systems with a few hundred interfaces to be integrated. Are these interfaces related to these applications only, or are there other applications in the landscape?**

Answer: There are many additional applications in use where interfaces/integrations are in place. JMU also expects significant new applications to be introduced into our ecosystem over the next several years. Over time the expectation is that JMU will increase the volume of integrations utilizing this platform. Provide information in usage/user tiers as indicated in the pricing schedule.

- 26) **Question: Can you please advise what are the specific security implementations that need to be taken care of by the middleware platform?**

Answer: Each integration or project where the integration platform is utilized will include security related requirements. Overall security of the integration platform will be evaluated based on responses in the Security and Compliance section along with documentation requested such as the completed HECVAT and SOC2.

- 27) **Question: Will JMU consider sharing any specific protocols being used in the ecosystem that needs to be implemented through the platform?**

Answer: At a minimum, existing integration protocols include secure file transfer via supported SSL protocol as well as via secure REST API. As requested, enumerate all protocols supported.

- 28) **Question: Is JMU looking for the iPaaS vendor to build all integrations, or would JMU prefer to build the integrations on your own? Alternatively, would JMU want some initial set of integrations built by the iPaaS vendor and then train JMU personnel to build and maintain integrations moving forward?**

Answer: JMU is not looking for the iPaaS vendor to build all integrations. JMU would like initial assistance setting up the environment as well as an understanding of services, and costs, offered to get started including items such as training.

Per Section IV Statement of Needs *"The Contractor shall have available and be able to demonstrate the use and functions of the following components and/or features of the system. It is expected that any proposed software will already be fully developed, tested, offered publicly for sale, and available immediately for use. For this product, JMU is not interested in custom developed software."*

- 29) **Question: Approximately how many users do you expect will directly interact with the iPaaS solution?**

Answer: JMU expects a small number of users interacting with the iPaaS solution initially (3-5) and increasing over time. Per Section II *Background* and Section X *Pricing Schedule* the RFP seeks a scalable system and information on any tiers/use rates as applicable.

- 30) **Question: Across all the platforms to be integrated, how much data storage does JMU anticipate needing?**

Answer: Provide information in usage/user tiers as indicated in the pricing schedule.

- 31) **Question: Does JMU intend to use the Enterprise Integration Platform for process orchestration in addition to systems connectivity (i.e., implementing data enrichment processes and/or implementing semi-automated workflows where human interaction is needed)?**

Answer: JMU would like to understand capabilities of the platform for process orchestration, provide information as available with proposal. Use of these capabilities will be evaluated on a case by case basis.

- 32) **Question: Is there an existing Technical Support Help Desk system that the Enterprise Integration Platform is expected to integrate with as part of JMU's issue management practices?**

Answer: JMU utilizes the product Cherwell IT Service Management for managing Help Desk support. JMU does not plan to integrate the Enterprise Integration Platform at this time; however, we may have future interest in doing so. Provide information on integration capabilities as relevant to proposal.

- 33) **Question: What is JMU's data retention policy with respect to Enterprise Integration Platform (days, months, years)?**

Answer: Not known at this time. Provide information in usage/user tiers as indicated in the pricing schedule.

- 34) **Question: II. Background: The RFP mentions that there are "hundreds" of current integrations and many more likely in the next few years. Approximately how many do you envision being migrated to the iPaaS solution?**

Answer: Provide information in usage/user tiers as indicated in the pricing schedule.

- 35) **Question: II. Background: Please provide estimated daily transaction volumes expected in the iPaaS solution, or currently observed in existing integrations.**

Answer: Provide information in usage/user tiers as indicated in the pricing schedule.

- 36) **Question: Section IV.A.3 requests a description of the iPaaS solution's ability to support full and delta dataset loads. The delta load requirement suggests some level of Master Data Management (MDM) to sync data across data sources/repositories may be needed. Please expand on this requirement or provide an example of an integration requiring delta loads.**

Answer: In some scenarios, third party vendors or applications require a data set that includes only new and updated data from the previous data set that was sent (for example, new students from the Student Administration System). In other cases, a full data set is needed each time the data is provided (for example, all students from the Student Administration System). Describe how this can be achieved with the Enterprise Integration Platform.

- 37) **Question: IV.A.7 Text and image data are listed as file/data format types that should be supported. Is it your intent to possibly implement a higher level of data processing within any given pipeline on unstructured content like text or image (i.e., include NLP or image indexing on payload content as it passes integration platform)?**

Answer: JMU does not intend to include NLP or image indexing at this time; however, there are scenarios where text or image data may need to be integrated/interfaced from one system to another.

- 38) **Question: IV.C.4 The RFP requires HIPAA compliance as part of the iPaaS solution. Does JMU intend to use the iPaaS solution for any of the following?**

- Transport of Protected Health Information (PHI) between University systems via iPaaS
- Storage of PHI on iPaaS
- Consent management for controlled user/system access to patient-consented PHI

Answer: JMU may utilize the iPaaS solution for transport of Protected Health Information (PHI) or storage of PHI at some point. JMU does not plan to utilize consent management via the iPaaS solution at this time.

**39) Question: IV.C.4 The RFP requires FERPA compliance as part of the iPaaS solution. Does JMU intend to use the iPaaS solution for any of the following?**

- Transport of covered/identifying student information between University systems via iPaaS
- Storage of covered student information on iPaaS
- Consent management for controlled user/system access to student-consented disclosure of their student record data
- Student/alumni directory storage, or will iPaaS provide student data to a student directory?

Answer: JMU may utilize the iPaaS for transport of covered/identifying student information between university systems, storage of covered student information on iPaaS or student/alumni information. This will be evaluated on a per interface/integration basis. JMU does not plan to utilize consent management via the iPaaS at this time.

**40) Question: IV.C.4 The RFP requires GLBA compliance as part of the iPaaS solution. Does JMU intend to use the iPaaS solution for any of the following?**

- Transport of financial aid or financial account/banking information
- Storage of financial aid or other covered financial data on iPaaS
- Consent management for controlled user/system access to financial data

Answer: JMU may utilize the iPaaS for transport of financial aid or other financial information or storage of financial data. This will be evaluated on a per interface/integration basis. JMU does not plan to utilize consent management via the iPaaS at this time.

**41) Question: IV.C.9 Section IV.C.9 requests that the contractor store and process University data. Approximately how much initial storage is required, and what is the approximate growth rate of stored data (if known)? Would JMU be looking for an Enterprise Data Warehouse (EDW) solution as part of this iPaaS solution?**

Answer: JMU expects storage of data in the iPaaS to be relatively temporary on a per interface/integration basis (example is in the case of a destination endpoint failure, JMU would like to be able to utilize the iPaaS to re-execute the interface/integration). JMU is not looking for an Enterprise Data Warehouse as part of this solution. Provide information in usage/user tiers as indicated in the pricing schedule.

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

Sincerely,



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