RFP ADDENDUM #1

Reference – Request for Proposal: GMU-1641-20
Title: Online Career Resource Center
Dated: February 27, 2020
For Delivery To: George Mason University

The following Questions submitted by Question Submission Deadline, March 12, 2020 by 5pm EST and the Answers provided hereto are hereby incorporated and shall be considered part of RFP GMU-1641-20 requirements. Offerors should include and consider any answers and/or changes that result from this addendum into their offer. Failure to consider the information provided below may result in your offer being scored lower.

1. **Question:** With regard to the Web Center Platform, does Mason’s technical team prefer any technology stack in particular?
   **Answer:**
   - For previous projects, Mason ITS has expressed a preference for Linux, Apache, Oracle, PHP stacks. Within the context of the servers listed below, we will review all proposed configurations for deployment on Mason infrastructure.
   - Mason ITS co-hosting servers for Mason users comprise:
     - Microsoft Windows Server 2012 R2 Standard 64 bit
     - Microsoft Windows Server 2016 Standard 64 bit
     - Red Hat Enterprise Linux 7/6 32/64 bit, 2/4 sockets, self/standard/premium support

2. **Question:** With regard to the Web Center Platform, is Mason looking for a hybrid solution?
   **Answer:** Mason’s current preference is to seek a highly responsive web application, but we will review all proposed solutions.

3. **Question:** With regard to the Web Center Platform, will the platform use any payment options?
   **Answer:** Not at this time.
4. **Question:** With regard to the Web Center Platform, is this platform open only to students?
   **Answer:** The platform is not limited to students, students are expected to be the primary end user, but parts of the platform are also intended for potential students, administrators, and student advisors.

5. **Question:** With regard to the Web Center Platform, what cloud is Mason currently using?
   **Answer:** Mason is agnostic on vendors’ chosen methods of providing hosted cloud solutions for the Web Center Platform. We will review all proposals. However, Mason ITS must classify the service as high for confidentiality, availability or integrity. The vendor and the cloud service must also undergo industry standard annual audits (SOC2 type 2 for example).

6. **Question:** With regard to the Web Center Platform, what is Mason currently using for single sign on (SSO)?
   **Answer:** Mason currently supports Mason CAS, Shibboleth and ADFS for SSO authentication. 2FA is currently in use on many applications and can be expected to encompass the Web Center Platform in the near future.

7. **Question:** With regard to the Web Center Platform, are the current Mason style guides available for this scope of services?
   **Answer:**
   a. Mason’s style guide and brand identity information can be found at https://webinfo.gmu.edu/guidelines/style-guide
   b. Mason offers and encourages the use of out branding identity products, but a final review by Mason will need to take place before public release of the product.

8. **Question:** Related to Job/Labor Market Data and Course Alignment, does Mason require only regional data? Or countrywide? Or is there any third-party integration Mason is looking for?
   **Answer:** Regional and National Labor Market data is required, down to the MSA level.

9. **Question:** Related to Job/Labor Market Data and Course Alignment, will there be a need for data migration?
   **Answer:** The alignment of labor market and course data will involve elements of data migration. Alignment should be expected to involve gathering, cleaning, analyzing, restructuring, integrating, and reporting course data from Mason, and labor analytics from third parties.

10. **Question:** With regard to Mentoring Tools, does Mason already have a group of mentors?
    **Answer:** Mason does not currently have group of mentors for this purpose.
11. **Question:** With regard to Mentoring Tools, would Mason like more mentors to join in through the signup process?  
   **Answer:** Such functionality is not a requirement, but would be considered as part of a proposal.

12. **Question:** With regard to Career Video Libraries, does Mason want offerors to build videos or only manage them?  
   **Answer:** Mason is primarily interested in using existing content, but over time we would be open to building videos.

13. **Question:** With regard to Career Video Libraries, do the videos need to be hosted on the same platform?  
   **Answer:** Career Video Libraries are not required to be hosted on the same platform, however, a seamless transition to video from within the context of the Web Center Platform, without degradation of performance, is expected.

14. **Question:** With regard to Resume Development and Enhancement Tools, does Mason currently use any tool for analytics?  
   **Answer:** Mason does not currently apply analytics tools to student resumes.

15. **Question:** With regard to Resume Development and Enhancement Tools, will it have any paid services?  
   **Answer:** No

16. **Question:** What is the current budget set aside at Mason for this scope of services?  
   **Answer:** GMU will not provide a budget or funding estimate. We respectfully ask that interested offerors consider the RFP requirements and provide a solution and pricing inclusive of these requirements. Pricing is only one of several scoring criteria. Please refer to the RFP document for a full list of scoring/evaluation criteria.

17. **Question:** How many user roles (super admin, admin, etc.) will Mason need on this platform?  
   **Answer:** Currently, Mason expects multiple roles: Root, Admin, Student Advisor, Potential Students (limited public access), Enrolled Students, Enrolled Non-traditional Students.

18. **Question:** What is the current number of users Mason expects to handle?  
   **Answer:** Currently, Mason expects to handle approximately 1200 users (students), with projections in place to scale to 7500 over the next 4 years. Advisors and administrative users should be less than 50 in the first 3 years.

19. **Question:** Is Mason seeking iOS and Android Application development?  
   **Answer:** Mason’s current preference is to seek a highly responsive web application, but we will review all proposed solutions.
20. **Question:** Is Mason looking for AWS or CGP?

**Answer:** Mason is agnostic on vendors’ chosen methods of providing hosted cloud solutions for the Web Center Platform. We will review all proposals. However, Mason ITS must classify the service as high for confidentiality, availability or integrity. The vendor and the cloud service must also undergo industry standard annual audits (SOC2 type 2 for example).

21. **Question:** What is the proposed timeline Mason is looking for?

**Answer:** Mason’s proposed timeline is to create an alpha version for the 2020 Fall semester, Beta from 2021 Spring semester, and a 1.0 release for 2021 Fall semester.

22. **Question:** Please provide a breakdown in the number and type of users anticipated for the Career Accelerator, including ADVANCE NOVA/Mason students and associated staff/success coaches.

**Answer:**

a. Currently, Mason expects multiple roles: Root, Admin, Student Advisor, Potential Students (limited public access), Enrolled Students, Enrolled Non-traditional Students.

b. Currently, Mason expects to handle approximately 1200 users, with projections in place to scale to 7500 over the next 4 years. Advisors and administrative users should be less than 50 in the first 3 years.

23. **Question:** Background – X. (Page 4): The background information states that Mason is currently designing the online tool. Has Mason already commenced development of any of the Career Accelerator required services as outlined in the Statement of Needs? Please elaborate on needs relative to any development that has already commenced.

**Answer:** Mason is still within the design phase of Career Accelerator and has not entered a development phase.

24. **Question:** Statement of Needs – XI. Job/Labor Market Data and Course Alignment (Page 4): Please define the geographical area (regional, national) for job and labor market data supporting the career and education exploration tools.

**Answer:** See response to question 8

25. **Question:** Proposal Preparation and Submission Requirements – B.2.e General Firm Background and Information (Page 7): Please expand upon what auditing help is needed.

**Answer:** Mason requires a SOC 2 Type II (or if on premises then a HECVAT) for software systems collecting or storing sensitive data. Please refer to Section 11. Audits of the Data Security Addendum for additional information: [http://fiscal.gmu.edu/wp-content/uploads/2017/04/Data-Security-Addendum.pdf](http://fiscal.gmu.edu/wp-content/uploads/2017/04/Data-Security-Addendum.pdf) Based on the information and data being collected with the use of the software, Mason will require a SOC 2 Type II be provided during the Architectural Standards Review Board stage. Offeror’s should
provide a statement on their ability to provide a SOC Type II Audit in their offer. A copy of Mason’s DSA attached for reference as well.

26. Question: Attachment C, Data Security Addendum – Employee Background Checks and Qualifications (Page 26):
   a. Does the employee background check require fingerprints?
   b. Are suppliers free to partner with background check companies of their choice?

   Answer: b. Yes, you may use the vendor of your choice.

27. Question: In section XI. Statement of Needs- Job/Labor Market Data and Course Alignment, there is a description about leveraging labor market data. We want to understand if that data will be provided to us or do we need to source this data?
   Answer: The resource center is a collection of resources placed on a platform. For those bidding to provide the platform portion of the resource center (XI.B., First paragraph), they would need to work with and integrate the resources Mason selects for our labor market data/tool provider (XI.B., Second paragraph).

28. Question: In the same section vendor is asked to create analytics with the labor market data and the student courses. The question here is what will be the source of student courses related data? Will GMU provide us the data or will we need to collect and create the data warehouse themselves?
   Answer: Mason expects to provide scanned syllabi, course descriptions, and other course documents to assist in the ultimate goal of aligning extracted essential skills with labor market skills data. Structures and models of data required to store and present a skills library are the responsibility of the vendor.

Please sign and include this addendum as part of your offer.

In Compliance With this RFP And To All The Conditions Imposed Therein And Hereby Incorporated By Reference, The Undersigned Offers And Agrees To Furnish The Goods/Services required by this RFP at the prices indicated in the pricing schedule, and the undersigned hereby certifies that all information provided below and in any schedule hereto is true, correct, and complete.

Name and Address of Firm: ___________________________ Date: __________________________

By: ____________________________ Title: ____________________________

Fed ID No: ____________________________ Signature: __________________________

Email: ____________________________ Phone: __________________________

Sincerely,
Michele Rogers
Senior Buyer, Purchasing Department
George Mason University