

1. Rowan has requested only one rate per resource level. The skills, experiences, resources required to support the diverse needs of Rowan can vary greatly, as well as their associated costs. Would you be open to a more granular rate card by capability area (privacy and security, internal audit, compliance, etc.)?
Yes
2. Can you describe the current internal audit function at the University (e.g., number of resources, # of audits managed in-house vs. with third-party, etc.)?
3 FTE's, approximately 10 audits per year, COSO, Follow Up audits, state audits and ad hoc audits.
3. Approximately how many internal audits have been performed on an annual basis at the entities, campuses, and clinical locations under Rowan University, and for how many hours (on average and total)?
See above 10 at approx. 4500 hours
4. Has the University determined the number of internal audits to be performed by the awarded Contractor(s) going forward? If so, approximately how many hours would be dedicated to each audit on average or in total on an annual basis?
No. However, each selected contractor will be on our list of approved contractors and be able to participate in any future statement of work that we publish.
5. Will IA, OCCI and/or IRT be solely responsible for performing risk assessments, establishing audit plans, and identifying specific project needs, or would you like assistance with those activities?
Each engagement will have a defined statement of work and can include services such as performing risk assessments, establishing audit plans, and identified specific project needs.
6. Has Rowan worked with a service provider to support these activities in the past? If so, can you please provide an overview of how those activities were supported?
Yes, see above, via statement of work (See Questions 4 & 5)
7. Our service delivery model can involve the use of our Shared Service Center for a portion of the internal audit testing. Please advise if this is not compatible with your internal policies and expectations.
This depends on the audit and materials utilized.
8. Will the selected service provider be responsible for following up on the implementation status of prior recommendations and/or remediation testing?
As applicable to the project and Scope of Work
9. What ERP and other key systems (e.g., student information system, donor management) does the University currently use? If multiple, how are they integrated with each other?
Banner, GE patient accounting and EMR Systems, iModules. Where possible we leverage APIs and other ETL processes. During a defined project involving these systems further detail can be shared.
10. Can you provide details on any major information system upgrades / implementations for the past three years?
We are a Carnegie Classified R2 institution and thus are required to ensure compliance, system updates as well as best practices for all systems used in delivering our services. During a defined project involving these systems further detail can be shared.

11. Are there any planned technology initiatives / upgrades expected in the next three-five years?
Please see https://sites.rowan.edu/president/docs/university-of-the-future-public-release-2-16.pdf for plans for the University of the Future.
12. Are the core financial and operational systems that are likely to be under audit hosted on premise or by a third-party (e.g., cloud, etc.)? If by a third-party, which provider(s)?
Some are transitioning currently, some hosted onsite.
13. Does the University use, or plan to implement, any Governance, Risk, and Compliance technology to support the internal audit process?
Not at this time for the internal audit processes. We are exploring a GRC solution for vendor and internal risk assessments.
14. Does that University have specific third-party automation tools it currently utilizes or would prefer to be used?
Yes, depending on the application and data generating systems
15. Does Internal Audit normally perform independent validation and verification activities related to system implementations or is that review outsourced to a third-party?
Outsourced
16. Does an internal control catalog exist for all business units including, among other things, articulated business risks, supporting controls, process flow mappings, and other relevant information?
Not all business units. All units that have been audited (COSO) have process flow mappings
17. Will the development of audit plans and testing procedures be a collaborative effort between the Contractor and IA, OCCI, and/or IRT, or will the scope of the audit be conducted according to plans and procedures developed solely by the Contractor?
The scope and plans will be developed by IA, OCCI and IRT.
18. What is the average number of medical claims processed annually?
360,000
19. In reviewing the RFP we noted that on the proposal pages it requests rates per hour. Can we provide multiple pages for specialties which have various rate structures.
Yes
20. Is the section marked "Cost for each additional Federal and State Major Financial Assistance Program" applicable to this proposal?
This was an error and has been struck from the bid document
21. Are there a certain number of projects that can be expected to be completed each year?
No, that will depend on need and Board decisions.
22. In the Submission Requirements section XI of your RFP, Section E.2 on page 15. "Statement of Qualifications" refers to a separate attachment on your website. Can you please direct me to this on your webpage?
This was a typo. The contractor should provide additional information at their discretion to reflect appropriate qualifications.

<p>23. Is this a new contract or a re-bid of an earlier contract? If a re-bid, how many projects were conducted through the previous contract for these services and what was the total dollar value of those projects?</p>
<p>New contract</p>
<p>24. Regarding Section V.A of the RFP (Security, Availability, Processing Integrity, Confidentiality and Privacy of Rowan University Data): Our firm does not currently undergo a SOC assessment. Rather, we contract on an annual basis with a third-party vendor to provide an independent security assessment. If we were to receive a contract award, would the University accept a summary of our most recent independent security assessment report in lieu of the information requested in Section V.A, Items 2 and 3 of the RFP?</p>
<p>Yes, as long as the information was relevant and addressed the key items of a SOC</p>
<p>25. Regarding Section XI. E of the RFP (Submission Format):</p>
<p>a. Item 2 requests a “Statement of Qualifications (see separate attachment on website).” On the website, only the RFP is associated with this solicitation. Please provide the Statement of Qualifications attachment or direct us to where we can find it online.</p>
<p>Please see response to Question #22</p>
<p>b. Please provide more direction for the types of information you are seeking in our proposal for the following items: Item 4: Evaluation of Audit Plan, Staff Qualifications & Staffing Mix</p>
<p>The contractor can provide information on the methodology they will follow to assess, develop and prioritize an audit plan that is developed by Rowan University. Additional information regarding staff qualifications and staffing mix is intended to ensure that contractors assigned to work on a specific statement of work have minimum years of experience working within the appropriate field and scope of the project.</p>
<p>Each engagement will have a defined statement of work and can include services such as performing risk assessments, establishing audit plans, and identified specific project needs.</p>
<p>c. Please provide more direction for the types of information you are seeking in our proposal for the following items: Item 5: Ability to Meet the Needs of the University</p>
<p>It is critical that any vendor selected is available to provide resources for the completion of the project during the calendar year that the statement of work is issued for.</p>
<p>26. On the “Proposal Pages” (page 18 of the RFP), what is meant by “Cost for each additional Federal and State Major Financial Assistance Program”?</p>
<p>This was an error and has been struck on the bid document</p>
<p>27. Please provide the Standard Terms and Conditions mentioned in Section VI, Item V of the RFP, or direct us to where this document can be found online. The link on page 24 of the RFP does not work.!</p>
<p>The bid document has been updated</p>
<p>28. Does Section XVIII of the RFP (Diane B. Allen Equal Pay Act) apply to this contract?</p>
<p>Yes</p>
<p>29. The terms and conditions on pages 32 – 36 of the RFP apply to federal funds. Will this contract be funded, in whole or in part, by Federal funds?</p>
<p>No this is boilerplate documentation on all bids</p>
<p>30. As there isn’t a dollar amount associated with this contract, does Section VII on page 36 of the RFP (Byrd Anti-Lobbying Amendment) apply?</p>
<p>This information is not available at this time</p>

31. How many different networks are in scope?
All Rowan University owned networks
32. Approximately how many live, externally-facing IP addresses (not ranges) are associated with each network?
~200
33. Approximately how many servers are on each network?
Please see response to Question #31 and #32. Additional details will be shared in any future statement of work for a penetration test that we publish.
34. Are any web applications managed by Rowan in scope? If so, how many?
Yes. Public/Internet facing web applications are in scope for any penetration test. Other restricted applications will be determined in any future statement of work for a penetration test that we publish.
36. Does Rowan currently have a network Security Operations Center in place?
Yes
36. Does Rowan require that the successful offeror provide services in all of the described scope areas, or is it acceptable for respondents to focus more narrowly on elements for which we are particularly well-suited to provide services?
No. We encourage contractors to submit their information even if they are specialized in only one specific area or service offering described in the RFP such as penetration testing, risk assessment, control planning and evaluation, research compliance, etc.

Thank you

If you submitted questions to bids@rowan.edu by the due date indicated in the bid document, but they were not received and answered here, please contact:

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