PROJECT GO & LTC WEBSITES MAINTENANCE
AMENDMENT No.001; QUESTIONS AND ANSWERS

RFP Issue Date: April 29, 2020
RFP Closing Date: May 13, 2020
RFP Closing Time: 5 PM EST
Performance Period: June 1, 2020 - May 31, 2021

AMENDMENT NO. 001

1. Page 7-8, SECTION 5: EVALUATION OF PROPOSALS:

DELETE: “Each proposal will be evaluated according to the following criteria:

<table>
<thead>
<tr>
<th>Item</th>
<th>Requirement</th>
<th>Maximum Length</th>
<th>Points Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical</td>
<td>Considering the Statement of Work in Attachment A, please describe in detail the following:</td>
<td>5 pages</td>
<td>60 points</td>
</tr>
<tr>
<td></td>
<td>a) Relevant experience</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>b) Testimonials / references</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>c) Timeframe</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>d) Design capabilities (if applicable)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cost Proposal</td>
<td>IIE’s review of the cost proposal shall determine if the overall costs proposed are realistic for the work to be performed, reflect a correct understanding of the project requirements, and are consistent with the Offeror’s technical proposal.</td>
<td>3 pages</td>
<td>30 points</td>
</tr>
<tr>
<td>Competitive Advantage</td>
<td>Does the vendor offer something that sets them apart from the others that will be useful to IIE.</td>
<td>3 pages</td>
<td>10 points</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td>11 pages</td>
<td>100 points</td>
</tr>
</tbody>
</table>

Bidders determined by IIE to possess the capacity to compete for this contract will be selected to move into the negotiation phase of this process. Written notification will be sent to these bidders via email. Those bidders not selected for the negotiation phase will also be notified.”
INSERT: “Each proposal will be evaluated according to the following criteria:

<table>
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<td></td>
<td></td>
</tr>
<tr>
<td>e) Relevant experience</td>
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<td>60 points</td>
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</tr>
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</tr>
<tr>
<td>g) Timeframe</td>
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<td>10 points</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td>15 pages</td>
<td>100 points</td>
</tr>
</tbody>
</table>

Pages in excess of the 15 page limit will not be reviewed and evaluated.

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ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED
QUESTIONS AND ANSWERS

SCOPE OF WORK

Q: Is the plan to retain the current look & feel of each website on Drupal 8? Will user experience and visual design and discovery services be required for this project?
A: Yes, the current look & feel will remain the same with the upgrade. This is a maintenance project.

Q: Is the upgrade aspect of the project strictly a one-to-one migration from Drupal 7 to Drupal 8 (no changes from a design and structure/content perspective)?
A: Yes, it is a Drupal 7 to Drupal 8 upgrade.

Q: Given that Drupal 7 and 8 are both facing end of life by November 2021, have you formulated plans for migration to Drupal 9?
A: We do not have plans at this moment.

Q: For the two sites, can you describe the number of resource items, and taxonomy terms (content types) used for filtering results?
A: Project Go: Content type = 11 / Taxonomy = 12. LTC: Content type = 8 / Taxonomy = 8.

Q: How do you currently support and maintain your CMS platform?
A: It is now supported by the current vendor.

Q: Do you require engagement tools, such as commenting or social sharing?
A: This is not a requirement and is currently not being used.

Q: Are there any third-party applications that need to be integrated with the CMS? If so, can you elaborate on which applications and the level of integration?
A: No integration will be required for the Project GO or LTC websites at this time.

Q: Is a document management system or repository (e.g. Amazon S3) used for storing the documents, videos etc. that are located in the ‘Resources’ section?
A: No.

Q: Does the site require mail functionality? If so, please explain the scenario.
A: We use a ‘contact us’ registration form that sends messages to our email address.
Q: Can you elaborate on how annual meeting registrations are tracked and handled?
A: An admin user logs into the site and navigates to the registration page. From there, there is a “results” tab where one can download the registrations.

Q: As a part of the current design strategy, do you have an existing style guide/Brand/organization Strategy?
A: We are not interested in design at this point; just maintenance and upgrades.

Q: What is the minimum standard of infrastructural requirements/system requirements in terms of business user related systems (laptops/handhelds/mobility) present in the organization today?
A: Should include major browsers and versions: Chrome, Firefox, Safari, Internet Explorer and Edge; as well as mobile devices and tablets.

Q: How many UAT (User Acceptance Testing) testers will be involved in the testing phase?
A: Approximately 2-3.

Q: Are all logins handled directly via Drupal or through another identity provider?
A: All logins are handled via Drupal.

Q: On page 12 under VI. Access, can you elaborate on who must have the “ability to install and administer programs (such as SQL, PHP)”
A: The bidder has to allow IIE root access to the server.

Q: On page 12 under VII. Install, can you elaborate on what needs to be included in “a plan for changes to the site”
A: Any changes/modifications to the site needs to be approved by IIE.

Q: On Page 12: Company Details, can you elaborate on the phrase “managed websites”?
A: This refers to sites the bidder has maintained, either in the past or currently.

CONTENT MIGRATION

Q: How many pages do you plan on migrating for each site?
A: Over 3000 for Project Go; Over 800 for Language Training Center.

Q: Please specify the format of the source data to be migrated (database, .csv, XML, etc.)
A: The data include databases, Drupal Codebase, file folders (docs, images, etc.)
Q: Do you anticipate needing a complete migration of data, or would you be willing to cut some of the content or migrate it yourself.  
A: We may need assistance in cleanup first before migrating data.

SECURITY, GDPR, HOSTING, ACCESSIBILITY

Q: Is there Personally Identifiable Information stored on the websites?  
A: No.

Q: Do the sites need to adhere to GDPR compliance?  
A: Yes, we require GDPR compliance.

Q: In the Access section on page 12, you request password protected FTP access to the server to upload files. Typically, the environments we work with leverage other protocols such as Private / Public key authentication over secure FTP. Would this sort of solution be acceptable?  
A: Yes, this type of solution would be acceptable.

Q: The SOW notes that the partner should ensure that all sites are 508 Compliant. A cursory review suggests that thorough remediation needs to be done on each of the sites – should our estimates account for the level of effort necessary to get all of the sites up to 508 compliance standards? If not, how should bidders factor the current state of accessibility on each of the websites into how we should handle 508 compliance going forward?  
A: We should strive for compliance with 2.1 Level AA standards. The estimates can include a line item for the level of effort necessary to ensure all sites are up to these standards.

MISCELLANEOUS

A: Can firms from outside the host country can apply for this?  
A: Yes, we are accepting bids from outside of the U.S.

Q: Will exceeding the page limit lead to disqualification?  
A: No, it will not lead to disqualification, but IIE will not read and evaluate pages in excess of the total page limit.
Q: Please confirm that Attachment B: Cost Proposal and Attachment C: General Information Security Questions do not count against the limit requirement.
A: Attachment B: Cost Proposal counts against the total page limit, while Attachment C: General Information does not count against the total page count.

Q: Is there a preference for where in the proposal Attachment C should be placed? Can the questions in Attachment C be placed in our proposal or should we complete those in the format provided?
A: They may be placed in the proposal.

Q: Do recommendations letters count against the page count?
A: No, they do not count against the total page count.

Q: Have there been any adjustments to the project due to COVID-19 that we should be aware of, or is all information in the RFP up to date?
A: The project has not currently been affected by COVID-19.

Q: Which project implementation strategy/approach would you prefer? Is the organization comfortable with Waterfall, Spiral, Iterative, or Agile methodology for delivery?
A: We do not have a preference.

Q: Do you want the cost and technical proposal’s as separate documents?
A: That is not necessary.

Q: Have you identified budget ranges with which you’re comfortable for tasks A and B in the Statement of Work? If so, are you able to share those ranges with bidders?
A: There is a dedicated budget committed to this project for the one-time tasks that are listed in the scope of work. Regarding the monthly support, it would be helpful for Offerors to provide a tiered range of support options and pricing.

END OF AMENDMENT