## Solicitation Amendment / Modification

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<tr>
<td>1. Solicitation No.</td>
<td>22820/AK</td>
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<tr>
<td>2. Solicitation Name</td>
<td>Fulbright Student Programs Website Maintenance</td>
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<tr>
<td>3. Issue Date</td>
<td>February 28, 2020</td>
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<td>4. Closing Date</td>
<td>March 13, 2020</td>
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<td>5. Solicitation Amendment No.</td>
<td>1</td>
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<td>6. Solicitation Amendment Date</td>
<td>March 9, 2020</td>
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7. The above numbered solicitation is amended as set forth in Item 9 below.

8. The hour and dates specified for receipt of proposals/quotations: ☒ is not extended; ☐ is extended as described in Item 9 below.

9. Description of Amendment/Modification:

The purpose of this solicitation amendment is to inform prospective offerors/bidders that the above numbered solicitation is hereby amended to provide additional information and to provide responses to questions as follows.

### Section 5: Evaluation of Proposals is hereby amended by added the following evaluation criteria:

Any award made pursuant to this RFP will be based upon the proposal with appropriate consideration given to operational, technical, cost and management requirements. Evaluation of offers will be based upon the bidder’s responsiveness to the RFP, including the proposal’s format and organization, the bidder’s demonstrated competence, and overall compliance.

The following elements will be the primary considerations for evaluating all submitted proposals and the selection of a bidder or bidders:

- **A.** Bidder’s ability to meet IIE’s requirements and objectives.
- **B.** Overall cost of bidder’s proposal.
- **C.** An assessment of the bidder’s ability to deliver high-quality service and timely in accordance with the specifications set forth in the RFP.
- **D.** Completion of all required responses in the correct format.
- **E.** The bidder’s stability, experiences, and record of past performance in delivering the services.

The price of the proposal is of approximately equal importance to all of the other factors combined. 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.
Attachment B: Cost Proposal Template:

Attachment B: Cost Proposal Template is hereby amended by removing the requirement for “Monthly hosting fees”. Offerors should not include any hosting fees in the cost proposal.

QUESTIONS AND ANSWERS

HOSTING

Q. Can you share who your webhost and website security companies are?
A. We are currently on the Azure platform platform (Linux server and application gateway/firewall) and utilize CloudFlare, so some responsibilities may include interacting with these companies to ensure everything is configured and working correctly on our sites and contacting them and/or responsible parties should problems arise.

Q. Are you interested in changing your hosting provider as a part of this project?
A. No. Hosting services are outside of the scope of this RFP.

SCOPE OF WORK

Q. Your RFP mentions five websites to maintain.

1. Are they under version control?
2. Are there any CI or automated deployment scripts in place?
3. Are these sites overseen by a single group at IIE or by diverse groups within IIE?
4. How much of their schedule is allocated to oversee this engagement?
5. Overall, how would you rate the documentation for these sites?
6. How much updating do these sites need?

A.

1. The sites are under version control
2. Yes, there are scripts that function on some of the sites
3. They are currently all overseen by a single contact at IIE, but serve diverse groups within IIE
4. As much as is required
5. There is not much documentation for these sites, but the coding of the sites is not “complicated”, and it is object oriented
6. The sites need minor updates, with exception to some of the projects as indicated by the RFP
Q. Is support for the email services in-scope for this contract?
A. Yes

Q. Can you provide any details on the custom-built search engine, such as programming languages used or other technical details?
A. The search engine is a permission-based search, so that users will only see results that are applicable to their usergroup. It is using a third-party API and no programming on the Fulbright sites is required.

Q. What is the Okta integration supporting with regard to these sites? Is there available documentation on the custom site search and on the Okta SSO?
A. We are just beginning our SAML 2.0 compliant-Okta integration. The idea being that the various users who utilize other IIE-related sites and applications will have one login for the multiple systems. We do not currently have documentation.

Q. Can you provide any further insight into how permissions are managed, and the levels of access?
A. There are different usergroups on the sites, including grantees, Post/Commissions, State Department users, Fulbright Program Advisors. Depending on the site, different usergroups have access to different sections of the site.

Q. Would you be open to a response that focuses on the development and redesign of all web properties into a unified website and continued support of that new site?
A. No

Q. Is there a reason that the Fulbright web presence is spread across five websites? How did you arrive at the current website architecture?
A. Although these websites are all a part of Fulbright, they are distinct programs and the websites serve and provide services for different audiences.

Q. How did you choose Joomla for your websites, and is it meeting expectations?
A. We looked at open-source frameworks and felt that Joomla could deliver what we need. We have had no issues with it.

Q. Please elaborate on your vision for the Development/Design scope of work:
1. Does the “refresh” have to be “in place,” or would you entertain proposals that consolidate the underlying technologies onto one of the two platforms?

2. What is the preferred timeline for the refresh, the development of the unified landing page, and the development of the Student Award Catalog?

3. Would IIE be willing to provide a test login to the Student Award Catalog so that we may get a sense of the functionality currently available to those users? If not, screenshots or a more detailed summary of that platform specifically would be tremendously helpful.

A.

   1. We are not looking for consolidations at this time.
   2. We anticipate by the 3rd or 4th fiscal period
   3. IIE is not able to provide a test login or screen shots at this time.

Q. Can you provide any detail on what is driving the refresh of the fulbrightonline.org site, and if there is an expected timeline or other constraints for that aspect of the project?

A. Over the past the sponsor of the Fulbright program, the State Department, updated the colors/branding of the program. The refresh is intended as a continuation of that project- it will mostly entail an update to the homepages.

SECURITY, GDPR

Q. Is there Personally Identifiable Information stored on the websites?

A. No

Q. Do the Fulbright websites need to comply with GDPR or other privacy regulations?

A. Yes

MISCELLANEOUS

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.
Q. The cost proposal outlines Monthly hosting fees as an “at minimum” requirement; to our knowledge, you’re currently working with a webhook and this will not be the purview of the selected maintenance partner. Can you confirm and clarify?
A. This is correct. The monthly hosting fees are the responsibility of IIE and offerors should not include monthly hosting fees in their proposals.

Q. Do you require new responses to the questionnaire in Attachment C if a previous one has been submitted to IIE?
A. Yes. All offerors must provide responses to the questionnaire in Attachment C. These responses do not count against any page limit.

Q. Given that IIE expects “comprehensive” proposal responses (page 4), the seven-page limit and 6MB is restrictive. Will IIE consider expanding the page/file-size limit?
A. IIE agrees to increase the page limit as follows:
The Technical proposal page limit is increased from 3 pages to 5 pages.
The Cost Proposal page limit is increased from 2 pages to 3 pages.
The Competitive Advantage page limit is increased from 2 pages to 3 pages.

Q. Outside of Okta for single sign on, can you provide a list of other 3rd party integrations across the sites?
A. There are various APIs and scripts on the sites; scripts that process in-house reports so that they post on the website and/or imported into our databases, APIs with Google, and a few others.

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.

Q. The RFP schedule indicates IIE will make its award decision on March 30th, and April 1 is the “first day of work.” Does IIE anticipate a formal project kick-off beginning within 48 hours of award notice?
A. Maintenance and transition will begin as soon as a contract is signed or soon thereafter.
Q. Please confirm that Attachment B: Cost Proposal and Attachment C: General Information Security Questions do not count against the seven-page limit requirement.
A. Attachment C does not count against the page-limit. See the question above regarding the overall page limit.

Q. With respect to incumbency, is there is an incumbent vendor, and are there specific requirements your current vendor is not meeting?
A. Our procurements are governed by US government regulations and our contract cycle with the incumbent is about to end. As such, we are required to competitively solicit new and continuing services.

END OF AMENDMENT