1.	Solicitation No.	051225
2.	Solicitation Name	IIE Scholar Rescue Fund Website Maintenance
3.	Issue Date	May 12, 2025
4.	Closing Date	June 6, 2025
5.	Solicitation Amendment No.	1
6.	Solicitation Amendment Date	May 23, 2025

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 responses to questions as follows.

BUDGET AND BILLING

Q. Can IIE share any budgetary guidance with vendors?

A. There is a dedicated budget committed to this project. IIE-SRF prefers to pay a flat rate per month for website hosting and general maintenance, and an hourly rate for ad-hoc projects

Q. Would IIE-SRF be open to flexible support options?

A. Yes, we are open to hearing about flexible support options you are able to offer.

WEBSITE HOSTING

Q. Why is there a preference for WPEngine, and will IIE-SRF consider other hosts?

A. The IIE-SRF website is currently hosted by WPEngine, and there is a preference for remaining with it to reduce disruptions to the site. However, we are open to considering other hosting platforms that will suit our needs, provided the switch is minimally disruptive.

WEBSITE MANAGEMENT AND MAINTENANCE

Q. Do you currently have a partner managing your website, or is this the start of a new initiative?

A. We do currently have a vendor that manages the website. This is not the start of a new initiative.

Q. Do you intend to have more than one vendor providing the services described in the RFP?

A. No, we intend to work with just one vendor on this site.

Q. Page 7 of the RFP, under Solution Details, references IIE's "desired objectives." Does this refer to the statement in the "Overview" section and/or "Design/Innovation Goals" section on the same page?

A. The "desired objectives" refers to both the website maintenance and the website design/innovation goals.

DESIGN REQUESTS

Q. For ad-hoc design requests, should we anticipate seasonal peaks to align resources proactively, and what is the frequency of these requests?

A. We do not anticipate any seasonal peaks. Historically, we have had roughly 3-5 ad-hoc design requests per year, and the frequency is expected to remain similar going forward.

Q. Are there any specific enhancements, new third-party integrations, or functionality improvements that you're planning or would like to explore?

A. We do not have any specific third-party integrations in mind, but we are open to suggestions for options that might be beneficial. We are interested in potential ways to add interactive elements or interactive graphics to the site.

Q. Are there any specific sections or user pathways on the site that you'd like to prioritize for refresh or UX improvements based on recent feedback or evolving goals?

A. There are no specific sections we are targeting, but we are interested in ways to start integrating more short video content throughout the website, particularly promoting scholar stories.

WEBSITE CONTENT

Q. Do you need any support or coaching for content creation and copywriting specifically for the web or for SEO?

A. No, we do not need content creation or copywriting support or coaching. The IIE-SRF communications staff will be writing all content for the website and will make those updates directly in WordPress.

Q. Would IIE-SRF prioritize integrating multilingual support or scholar storytelling features in future phases?

A. We would potentially be interested in multilingual support for certain pages of the website at a later date.

WEBSITE ENGAGEMENT

Q. What are the main actions you want your various audiences to take on the website? What are the main things your audiences want to do on your website?

A. We want our audiences to easily learn how they can get involved, whether by applying for a fellowship, becoming a partner institution, or donating. The main thing our audiences want to do will be similar.

Q. In what ways do you currently measure success on your website? Are there any specific KPIs that will define success.

A. We do not have any specific KPIs, but for our general knowledge, we do use Google Analytics to gain insights into who is visiting the website, such as what countries they are located in.

CUSTOMER SERVICE

Q. How many people will be requesting work or changes to your site, and in what time zones are they located?

A. IIE-SRF has two team members who work directly on the website, and all requests would come from one of those two team members. One is located in the Eastern Time Zone, and one is located in the Pacific Time Zone.

Q. What is your desired turnaround time for projects?

A. IIE-SRF would like a response to requests within one business day, but the actual time to complete a request will depend on its complexity. The vendor can respond to the request with an estimate for the amount of time they feel it would take to complete.

Q. To what extent do you want decisions made based on actual research with your audience and stakeholders?

A. We do not plan for our website vendor to conduct any research with our audience or stakeholders.

Q. Are you interested in additional training on how to create accessible content?

A. Not at the moment, but this is something we might be open to in the future.

Q. How many levels of review are needed for ad hoc projects? For example, does a management team need to review and approve what the project manager is doing?

A. After IIE-SRF receives an estimate from the website vendor for a design request, the IIE-SRF communications team will review the estimate and decide on its approval.

IT Security Evaluations

Q. Who will determine whether an IT Security Evaluation is needed and what form will it take?

A. After selection, an IT security evaluation will be required. The selected vendor will complete a security questionnaire, and IIE uses a third-party service to perform the security evaluation.

END OF AMENDMENT