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Solicitation Amendment / Modification

1.	Solicitation No.	07082026/AK
2.	Solicitation Name	Gilman Program Website Maintenance and Development
3.	Issue Date	July 8, 2026
4.	Closing Date	August 3, 2026
5.	Solicitation Amendment No.	1
6.	Solicitation Amendment Date	July 24, 2026

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 are to:

- Inform prospective offerors/bidders that the above numbered solicitation is hereby amended to provide responses to questions. Please see the attached pages.
- To modify the Scope of Work:
 - IIE is clarifying and expanding the authentication and access management requirements for the website. Offerors shall include in their proposed solution the capability to integrate the website with IIE's existing Okta identity management platform to support Single Sign-On (SSO) and related authentication services.

END OF AMENDMENT

Topic	Question	Response
Accessibility	The SOW references design "vetted through a Contractor In-House Accessibility Specialist." Is an in-house (employee) specialist a firm requirement, or is a qualified accessibility partner or subcontractor acceptable? It also describes accessibility audits and checkmarks "directly within the site admin" while editing a page. Are you expecting the contractor to build or configure that in-admin checker as part of base maintenance, or is a best-in-class WordPress accessibility plugin acceptable? What qualifications are required for the Contractor In-House Accessibility Specialist, and may a subcontractor fulfill that role? Does IIE require a specific accessibility monitoring tool or in-admin accessibility solution?	No
Accessibility	Is there a recent accessibility audit, VPAT, or WCAG 2.1 AA assessment available?	No.
Accessibility	Are there known accessibility gaps that require remediation?	We are not aware of any gaps.
Accessibility	Is the current site already WCAG 2.1 AA compliant, or is achieving compliance part of the scope?	Compliance is part of the scope
Accessibility	Are recurring accessibility audits, assistive-technology testing, Section 508 documentation, or VPATs expected?	Yes
AI, Chatbots, and Future Capabilities	Are any AI-powered features currently deployed?	No.
AI, Chatbots, and Future Capabilities	Are AI chatbot capabilities a required deliverable, an optional enhancement, or a future consideration?	IIE is seeking offerors who have wide capabilities in website development including, potentially, AI.
AI, Chatbots, and Future Capabilities	Does IIE prefer particular AI platforms, vendors, or licensing approaches?	We don't have a preference for particular platforms or approaches.
AI, Chatbots, and Future Capabilities	Are there any AI governance, data handling, or compliance requirements that offerors should consider?	No
AI, Chatbots, and Future Capabilities	How should AI search optimization (GEO) services be incorporated into proposals?	Offerors may present AI search optimization services in the way that best reflects their recommendations.
Analytics, SEO, and Reporting	What analytics, tag management, heat-mapping, attribution, SEO, and marketing tools are currently implemented?	The Gilman Program website uses GA4 and Yoast.
Analytics, SEO, and Reporting	Will access to current analytics tools, dashboards, reports, and licenses be provided?	Access to analytics tools and licenses will be provided to the selected vendor.
Analytics, SEO, and Reporting	What KPIs and reporting requirements are most important?	IIE requires reporting metrics such as visits, page views, user count, and user geography. IIE is looking to update KPIs in consultation with the vendor, but key KPIs will include stakeholder feedback and impact on other aspects of the Gilman Program.
Analytics, SEO, and Reporting	Is there an existing SEO strategy, and what SEO tools are currently in use?	The Gilman Program currently uses Yoast to support SEO. IIE is looking to the vendor to support a new strategy that would incorporate SEO and GEO (generative engine optimization).
Analytics, SEO, and Reporting	Are keyword rankings and AI search visibility currently monitored?	No
Analytics, SEO, and Reporting	Should analytics, heat-map, SEO, and related licensing costs be included by the contractor or provided by IIE?	IIE is open to different approaches and will look to the vendor to clearly outline any licensing costs in the proposal.
Content Management and Workflow	Does the scope include content publishing, content updates, copywriting, content creation, content migration, photography, or videography services?	Content creation for the website, including copywriting, will be managed by IIE. IIE is not looking for photography or videography services with this RFP.
Content Management and Workflow	How many staff members require CMS access and training? Approximately how many content editors currently manage the site?	Approximately 10 IIE staff members contribute content to the website.
Content Management and Workflow	What content governance, editorial, review, and approval workflows currently exist?	IIE's Gilman team will manage the editorial review and approval process.
Content Management and Workflow	How much new content, campaign activity, and new page creation occurs annually?	The Gilman Program has 1-2 campaign-driven pages in a year, typically published in March. The website requires larger content updates in August and January as the application cycle launches.
Current Environment and Technical Stack	What WordPress and PHP versions are currently in use?	WP 7.0.2 PHP 7.4.33.13
Current Environment and Technical Stack	Is the website built on a custom theme or a commercial theme/page builder, and what theme framework or content architecture is used?	Commercial page builder plugin

Current Environment and Technical Stack	How many pages, templates, posts, media assets, and custom components currently exist?	The Gilman Program website has approximately 50 published pages, 5 templates, and 4,500 media assets.
Current Environment and Technical Stack	What plugins, custom plugins, integrations, APIs, external services, and third-party tools are currently in use?	61 Active plugins
Current Environment and Technical Stack	Are there known technical debt items, recurring issues, deprecated components, security concerns, or open issues that the selected vendor should anticipate?	We are not aware of any issues.
Current Environment and Technical Stack	Is the site multilingual, or are additional language versions planned?	The site is currently in English and no additional language versions are planned.
Current Environment and Technical Stack	Are there password-protected, authenticated, or administrative portals included within scope?	No.
Current Environment and Technical Stack	Can IIE provide technical documentation, architecture diagrams, source code repositories, style guides, or other environment documentation?	Source code Style Guide Other Documentation
Eligibility, Contracting, and Proposal Requirements	As this is a U.S. Government-funded agreement, are non-US based personnel or companies eligible to submit a proposal, deliver services remotely, and receive controlled remote administrative access to the Gilman website, WP Engine environments, and related production systems?	Yes.
Eligibility, Contracting, and Proposal Requirements	What security, legal, and tax documentation must be submitted with the proposal versus prior to contract award?	Offerors are not required to submit security questionnaires, tax forms, or other contracting documentation as part of their proposal. At the proposal stage, IIE requires only the materials identified in Section 3 (Proposal Preparation Instructions) of the RFP.
Eligibility, Contracting, and Proposal Requirements	Is the requirement to provide three currently managed websites a strict eligibility requirement, and may offerors include websites they own and operate?	Yes, vendors must list at least three third-party websites that they provide maintenance and development services to in order to be eligible for consideration.
Eligibility, Contracting, and Proposal Requirements	Are there minimum insurance requirements or coverage limits?	At the proposal stage, IIE requires only the materials identified in Section 3 (Proposal Preparation Instructions) of the RFP.
Eligibility, Contracting, and Proposal Requirements	Could IIE share the estimated budget, annual spend, or not-to-exceed value for this engagement?	IIE is not providing an estimated budget.
Eligibility, Contracting, and Proposal Requirements	Are the cover page and table of contents excluded from the proposal page limits?	All 7 items listed under the Technical Proposal count against the page limit.
Eligibility, Contracting, and Proposal Requirements	Must Years 2 through 5 pricing be firm-fixed, or may offerors include an escalation methodology?	Offerors may choose how to propose pricing for years 2 to 5. Each proposal should clearly state the offeror's methodology.
Hosting, Infrastructure, and Deployment	What WP Engine hosting plan and infrastructure configuration are currently in use?	IIE will be responsible for the hosting account and will give the selected vendor access.
Hosting, Infrastructure, and Deployment	Will the selected vendor receive direct administrator access to WordPress, WP Engine, hosting settings, backups, SSL certificates, DNS, analytics platforms, and security tools?	Yes. IIE manages DNS
Hosting, Infrastructure, and Deployment	Are development, staging, UAT, and production environments available, and how are deployments currently managed?	Yes.
Hosting, Infrastructure, and Deployment	Is version control (Git or similar) currently used, and what is the deployment workflow?	Vendor will be responsible for deployment workflow
Hosting, Infrastructure, and Deployment	Will the existing WP Engine hosting environment remain in place throughout the contract term?	Yes
Hosting, Infrastructure, and Deployment	Who manages DNS, domain registration, CDN services, and disaster recovery?	IIE manages DNS and domain registration.
Incumbent, Transition, and Governance	Who is the incumbent vendor, and will they be competing for this opportunity?	There is an incumbent and the incumbent is eligible to submit a proposal.
Incumbent, Transition, and Governance	What prompted issuance of this RFP, and what challenges, limitations, or service gaps is IIE seeking to address?	IIE is issuing this RFP because it has been 5 years since the previous competitive procurement process for this service.
Incumbent, Transition, and Governance	What transition period, overlap, knowledge transfer, documentation, credentials, and support should the selected vendor expect from the incumbent?	IIE will manage the transition period.
Incumbent, Transition, and Governance	Will source code, licenses, repositories, credentials, documentation, and historical reports be transferred at transition?	Yes. IIE will be responsible for managing the transition.
Incumbent, Transition, and Governance	Is there an existing backlog, roadmap, or inventory of open issues that will be shared?	We are not aware of any issues at this point.

Incumbent, Transition, and Governance	Who are the primary business stakeholders, approvers, and decision-makers for requests and design approvals?	IIE and the Gilman Program sponsor will be the sole approvers and decision-makers.
Maintenance Volume and Scope	Is the 10-hour monthly maintenance allocation based on historical usage or intended only as a planning baseline? What has been the actual monthly maintenance volume over the past 12 months, including hours, ticket counts, enhancement requests, and emergency issues?	The 10-hour monthly maintenance allocation is based on historic maintenance hours.
Maintenance Volume and Scope	What types of activities are expected to be covered by the monthly maintenance allocation?	The estimated 10 hours of maintenance per month is expected to include everything listed under Maintenance in Attachment A, including managing the domain, technical support, regular updates, testing, fixes, analytics reporting, SEO improvements, and consulting on and completing requests for support.
Maintenance Volume and Scope	If maintenance exceeds 10 hours, how should additional work be priced or billed? Are enhancement and development requests included within maintenance hours or billed separately?	Maintenance hours exceeding 10 hours a month can be billed at an hourly rate after approval from IIE. New development hours can be billed separately after approval from IIE.
Maintenance Volume and Scope	Are there expected service levels, severity classifications, response times, or resolution targets beyond the acknowledgment SLAs?	Yes, IIE requires responses to all maintenance requests within 3 hours on weekdays and 18 hours on weekends.
Other	Will travel ever be required?	Vendor travel will not be required for the Gilman Program maintenance and development contract.
Other	Would you need any copywriting or content migration services or original/stock videography or photography?	No, IIE is not looking for copywriting services, videography or photography with this RFP.
Other	Must vendors use the Attachment B table exactly, or can we submit our own format with comparable details?	No. Offerors are not required to use the exact format in Attachment B. The template is provided as a guide, and offerors may submit their cost proposal in another format. However, offerors are strongly encouraged to provide a similar level of detail. Cost proposals should contain sufficient information for IIE to evaluate the realism of the proposed costs and their consistency with the technical proposal. Proposals that do not include adequate budget and cost information may be disadvantaged during evaluation, as IIE does not anticipate requesting additional pricing information from offerors.
Security and Compliance	The maintenance list includes "Website security (described in detail below)," but the "Website Security" heading a page later is followed by visual/UI design and accessibility content rather than a security description. Looks like the security detail may have been overwritten. Could you clarify what website-security responsibilities you'd like the contractor to own, given the site is hosted on WP Engine and the SOW references an existing website security company?	The selected offeror will be expected to maintain the security of the website in accordance with industry standards.
Security and Compliance	What website security platforms, vendors, tools, and monitoring processes are currently in place?	We utilize the standard tools available to WP engine hosted websites. IIE uses Tenable web app reporting to monitor our websites and share the results with our third party contractors.
Security and Compliance	What website security responsibilities will the selected contractor be expected to perform?	Vendor is responsible for all security patches, CMS plugin updates
Security and Compliance	Is vulnerability scanning, penetration testing, or security monitoring currently performed, and will it continue?	Yes
Security and Compliance	If a vendor lacks ISO 27001 or SOC 2 Type II certification, will a NIST-based assessment and documented controls satisfy requirements?	Yes.
Security and Compliance	Will the contractor process personal data, proprietary data, or connect to IIE internal systems beyond the website environment?	No.
Traffic, Applications, and Business Context	Is the scholarship application system hosted on the website or on a separate platform?	The Gilman scholarship application is not hosted on gilmanscholarship.org.
Traffic, Applications, and Business Context	What integrations exist between the website and the application platform?	The application platform is not hosted or integrated on the website.
Traffic, Applications, and Business Context	Are there peak periods, code-freeze windows, or business-critical dates that contractors should plan around?	The Gilman Program's website traffic peaks during two main application cycles from August-October and January-March.
Vendor Innovation and Demonstrations	What types of innovation, strategic recommendations, or modernization ideas would IIE value most from offerors?	IIE will look to the offerors to present innovative and strategic ideas for the Gilman Program website.
Vendor Innovation and Demonstrations	What format, audience, duration, and delivery method are expected for semi-finalist demonstrations?	This information will be shared with semi-finalists. The duration of the presentation will be no more than 1 hour, including time for Q&A.

Website Redevelopment and Future Roadmap	What is the anticipated timeline, trigger, or likelihood of a future website redesign or redevelopment effort?	The timeline for any future developments depend on a number of factors including the availability of funding and programmatic priorities.
Website Redevelopment and Future Roadmap	Should offerors include redesign concepts, estimates, or only demonstrate redevelopment capabilities?	For this proposal, IIE asks for offerors to simply demonstrate their capabilities for website redesign projects and provide rates for redesign work.
Website Redevelopment and Future Roadmap	Would future redevelopment remain on WordPress, or is IIE open to alternative platforms and architectures?	IIE anticipates that we will remain on WordPress.
Website Redevelopment and Future Roadmap	Would a future redevelopment be handled through contract amendment or a separate procurement?	IIE anticipates that redevelopment would be added via contract amendment.
Website Redevelopment and Future Roadmap	Are there planned enhancements, integrations, or major functionality changes already anticipated?	There are no current plans for major functionality changes.