Request for Quotation (RFQ)
Ongoing Website Maintenance Provider

The Institute of International Education® (IIE®) invites qualified firms and organizations ("Offerors") to submit a quotation for the requested services. The Contract resulting from this award will be a Master Service Agreement serving the below mentioned program.

Issuance of this solicitation does not, in any way, obligate the Institute of International Education (IIE) to award a contract, nor will IIE pay for any costs incurred in the preparation and submission of a quotation. The agreement resulting from this RFQ will be provided to the Offeror that offers either the lowest price or the best value.

The required services are described in the "Scope of Work" in Section 2. IIE encourages Offerors to indicate its interest in this RFQ by submitting a quotation addressing the Scope of Work outlined in Section 2, below. Quotations will be evaluated based on the "Evaluation Criteria."

All quotations are due by the dates and times stated below. Any quotation received after the required time and date specified for receipt shall be considered late and non-responsive. Late submissions will not be evaluated.

Any questions are to be submitted in writing via email to **ibenavides@iie.org** no later than 5:00 p.m. Eastern Time (ET) on Thursday **May 23, 2024**. No questions will be entertained if they are received by means other than the specified email address. Answers to questions IIE deems relevant to this RFQ will be published on or about 5:00 p.m. ET, **May 29, 2024** on IIE's website under Subawards and Procurement.

https://www.iie.org/Work-With-Us/Subawards-Procurements

Quotation Submission: Quotation forms should be submitted electronically in PDF format (limited to 6MB) to **ibenavides@iie.org**. Be sure to include in the subject line: Selection of Ongoing Website Maintenance Provider. IIE will not accept quotations received by fax or other means.

RFQ SCHEDULE

Event	Date
RFQ issue date	**May 7, 2024**
Question submission deadline	May 23, 2024, 5:00 p.m. (ET)
Responses to questions released	May 29, 2024, 5:00 p.m. (ET)

Institute of International Education • iie.org
One World Trade Center, 36th Floor • New York, NY 10007 USA • 212.984.5425

RFQ submission deadline	June 11, 2024 5:00 p.m. (ET) Format: PDF, emailed to the address above
Anticipated decision and selection of Service Provider	July 2, 2024
Period of Performance	August 1, 2024-July 31, 2025

SECTION 1: BACKGROUND AND PURPOSE

Institute of International Education
The Institute of International Education ("IIE" or the "Institute") is a New York not-for-profit corporation that is among the world's largest and most experienced international education and training organizations. Founded in 1919, IIE promotes educational exchange around the world through a wealth of programs and services including Fellowship and Scholarship Management, Higher Education Institutional Development, Emergency Student and Scholar Assistance, and Leadership Development.
For more than 100 years, IIE has promoted educational exchange around the world. The Institute currently implements more than 200 programs benefiting 40,000 participants from 183 countries. Foremost among these programs is the world-renowned Fulbright Program, which IIE has had the honor to administer on behalf of the U.S. Department of State since the program's inception in 1946. In addition to the U.S. Department of State, program sponsors include: the U.S. Agency for International Development (USAID); World Bank; major philanthropic foundations; private and public corporations; foreign governments; and individuals. With IIE's global headquarters in New York City, IIE has offices around the world, including offices in the United States (Washington D.C., Chicago, Houston, and San Francisco) and presence in other countries (China, Egypt, Ethiopia, India, Indonesia, Mexico, Thailand, and Ukraine).

In response to the world's global education emergencies, the Institute of International Education (IIE) supported by the Catalyst Foundation for Universal Education developed the Platform for Education in Emergencies Response (PEER), an online clearinghouse enabling displaced and refugee students to connect with educational opportunities so they may continue formal and informal higher education.

Governments, NGOs, foundations and volunteers are undertaking great efforts to assist displaced and refugee students but are often unaware of parallel or similar initiatives in the field. Students find out about scholarships and other opportunities through coincidence or word of mouth and often lack the resources and knowledge to navigate the application processes. To bridge this gap, PEER created a holistic platform that offers a database with educational opportunities and additional resources for students. PEER engages with partners to share knowledge and best practices in higher education in emergencies, builds capacity within the PEER network and creates new opportunities for collaboration among PEER partners.

Purpose of Request for Quotation
The purpose of this Request for Quotation ("RFQ") is to invite qualified Offerors to submit quotations for maintaining the iiepeer.org website, including structural and security updates. The website is a resource center for displaced and refugee students, and universities and organizations offering opportunities for them. A full-service website maintenance and development service provider must ensure this website continues to meet the changing needs of IIEPEER and its users.

SECTION 2: SCOPE OF WORK

The platform used for this website is Drupal. The primary purpose of this website is to serve as a clearinghouse of scholarship, online course, and language learning opportunities for displaced and refugee students. The target audience for the website are displaced and refugee students seeking educational opportunities and resources. The website is also visited by representatives from universities and organizations offering opportunities for students.

IIE is seeking a full-service maintenance and development service provider to ensure that this website continues to meet the changing needs of IIEPEER and its users.

IIE program teams will be managing all content on the website. The Service Provider will be responsible for general maintenance and system updates. There is potential for a creative and innovative redesign of the website in the future. The Service Provider should have the ability to effectively carry out a complex redesign if IIE decides it is necessary.

Responsibilities of the Service Provider will include:

Maintenance
- Maintaining the site, including technical support with our webhost.
- Completing regular repairs as needed to scripting languages, basic HTML, cascading style sheets, broken links and all other malfunctioning code or components
- Daily website backups and restore points that will be archived and accessible
- Completing regular software and plugin updates for all frameworks
- Updating the staging copy of the site, including:
  - Update Drupal core files
  - Update plugins and themes
- Checking the staging site for errors (Drupal logs and Developer Inspector console)
- Doing a human / visual comparison of the live (un-updated) site to the staging site to find any problems or display changes introduced while doing the updates
- Repairing any issues that arise including plugin conflicts, changes to styling of content handled by plugins, undesirable changes in functionality
- Testing all site functionality to make sure all aspects of the site are still functioning properly, including:
  - All pages loading and looking as they previously appeared
  - Contact form (making sure form entries are received)
  - Landing pages, which generate automatically based on featured images and excerpts of pages within that section
  - Mobile testing of the site on one Apple device (latest version of iOS) and one Android device
- Managing Google Analytics and Google Webmaster tools to provide analytics regarding number of site visits, most common referring browsers, automated reporting of broken links, most frequently visited pages, search warnings

Development
- Implementing structural updates as needed
- Consulting with IIE's Website Manager on any issues or projects and development

- Consulting on the creation or purchase of any new website assets
- Potential opportunity for creative and complex redesign of the website in the future.
- Transition entire website from Drupal to WordPress/WPEngine, if IIE determines it necessary.

Hosting

The IIEPEER website is currently hosted on Pantheon. IIE currently plans on continuing the arrangement though we welcome quotations that include hosting.

SECTION 3: QUOTE PREPARATION INSTRUCTIONS

Quotes are expected to be comprehensive and include the information set forth below. Offerors are also invited to send any additional information or supplemental material they believe will aid IIE in properly evaluating their service offerings. Please be sure to respond to each of the elements requested and frame your answers in direct response to the information being sought.

Include only your own work and no text copied from sources outside your organization, unless those sources are adequately cited and credited. In order to be qualified for this RFQ, all Offerors are requested to provide the following information, and format their Quote as follows:

- **Basic information, one page**
  - Legal name, registered address, and "Remit to" mailing address, if different from registered address
  - Name of authorized representative for this RFQ, with telephone number(s), and e-mail address
  - General information about your organization and the services it offers
- **Professional References and Past Relevant Experience**
  - Include three (3) references of current customers.
  - Document and summarize your proven track record of successfully implementing similar activities. Using the table format provided below, please list only the relevant projects you implemented within the past 3 years, a brief description of how each is relevant to the scope of the RFQ, and the contact details for each previous client or donor. You may also include recommendation/appreciation letters and certificates.

#	(a) Name of Organization	(b) Activity Title	(c) Locations of activity	(d) Synopsis of the activity and relevance to this RFQ	(e) Performance period (date and duration)	(f) Cost for the activity	(g) Name & Contact Info (E-mail and phone)
1							
2							
3							

- **Technical Specifications**

- o   Please include a full description of the technical capabilities of your website maintenance services.
- o   Please include a full description of the technical capabilities of your website development services, including ability to update design and user interface and move website to WordPress.
- o   Please include a description for ticketing system and client/vendor communication methods.
- **Proposed Pricing**
  - o   Please include a comprehensive description of pricing options based on the below three components:
    - General support and updates of the website, no major changes to the website.
    - In addition to general support, updating the design and user interface within Drupal.
    - In addition to general support, updating the design and user interface and move the website to WordPress.
  - o   Please include prices for any training services
  - o   Offerors may propose volume or other types of discounts, including, if applicable, discounts for not-for-profit organizations (IIE is a 501(c)(3)).
- **IT Security Evaluation**
  - o   Finalists must complete a security evaluation, see attachment A.
  - o   Offerors who already have a contract with IIE and have already completed the OneTrust security process should indicate in their quotation the time period when OneTrust was completed and who at IIE they worked with to complete the process.

SECTION 4: EVALUATION CRITERIA

Applicants must demonstrate they meet the following evaluation criteria:

Item	Requirement	Points Available
Price	Reasonableness and competitiveness of proposed costs and fees	50
Technical Ability and Capacity	Responsiveness and compliance with the RFQ technical requirements. Offerors must provide all required capabilities to be considered. Additional points may be earned for additional capabilities.	40
Past Performance	Quality of Offeror's performance in comparable and/or similar projects.	10
	Total	**100 points**

An Evaluation Committee will evaluate each quotation in accordance with the evaluation criteria set out in this RFQ. The evaluation will be based on information provided in the quotation. Any information required by the RFQ that is omitted, illegible, or unintelligible may be treated as failing to fulfil the relevant requirements.

The Evaluation Committee may request some or all applicants to provide additional information to clarify aspects of their quotation in writing. If a written response is requested, it must be provided within 48 hours.

All information submitted in the quotation or obtained subsequently by the Evaluation Committee will be treated as confidential. Any quotation that does not demonstrate that the applicant meets all the mandatory evaluation criteria listed above will be eliminated from consideration.

SECTION 5: TERMS OF PAYMENT

Payment terms for the award shall be approximately net thirty (30) days after satisfactory completion of each deliverable or milestone agreed upon and established in the resulting agreement. Payment shall be made by the Institute of International Education (IIE) via check or electronic funds transfer/bank wire. The final payment terms in the contract will control, not this RFQ. No advance payments will be provided.

SECTION 6: ANNUAL RENEWAL

Annual Renewal: Selection(s) may be renewed annually, at IIE's sole discretion, for up to five years before re-competition. IIE reserves the right to exercise any one of the following options:

- Accept the updated quote if changes are reasonable and within the scope of the original selection;
- Negotiate any updates/changes; or,
- Decide not to renew.

ATTACHMENT A: IT Security Evaluation

IIE's IT security assessment is based on The NIST (National Institute of Standards and Technology) Cybersecurity Framework v1.1 (CSF) and is carried out through an assessment conducted by OneTrust. NIST is a guidance, based on existing standards, guidelines, and practices for organizations to better manage and reduce cybersecurity risk. The NIST CSF consists of five concurrent and continuous Functions—Identify, Protect, Detect, Respond, Recover. When considered together, these Functions provide a high-level, strategic view of the lifecycle of an organization's cybersecurity risk management.

If the vendor will send, store or receive Personal Data (any information that can identify a specific individual person, including name, address or email address) on behalf of IIE an **IT Security Evaluation is required prior to signing a contract.** Please note that this includes vendors that will provide a technology solution that sends, stores or receives Personal Data.

The evaluation may include vendor completion of a security compliance assessment and delivery of security evidence to IIE.

Prohibition on certain telecommunications and video surveillance services or equipment

IIE cannot enter into a contract to procure or obtain equipment, services, or systems that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. As described in Public Law 115-232, section 889, covered telecommunications equipment is telecommunications equipment produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities).

Covered equipment and services must not be part of your offer to IIE.