



International Association of Directors
of Law Enforcement Standards and Training

Request for Proposal

Title: IADLEST/NLEARN Website Development

And

IADLEST Online Sourcebook

Responses to Written Questions Submitted March 14, 2025

1. What is the allocated budget for this project? or is there a not to exceed number?

We will not disclose budget details in advance. Our expectation is that the vendor will submit their lowest possible bid, so our budget limits are not a factor.

Affordability will be determined after we have seen the bid amounts.

We have divided the RFP into two categories. The IADLEST/NLEARN website is the critical part. If the total cost of both parts exceeds our limits, the Sourcebook portion will be awarded to a lower bid, or the Sourcebook will be sacrificed.

2. (section 1.2) Can you get exports of data in excel or CSV from the existing DNN CMS for all content? This is a much reliable and faster approach to recreating content in the new site.

Although we as users of the system do not have root access, the winner of this bid will have full access to the database and code.

3. (section 1.3.1) What is the CMS being used for <https://iadlest-certification.org/>? Can you get exports of the content in excel or CSV?

Our user interface is DotNetNuke. The vendor will have full access to the system.

4. (section 1.3.1) Do you plan to keep the domain <https://iadlest-certification.org/> after migration? It is recommended to do so, so that we can redirect any traffic coming from bookmarked URLs.

We will retain that domain for a while. However, we are confident that our users will continue to use the link on the IADLEST website as the primary access point.

5. (section 1.3.1) What programming language is this code for Instructor Certification pages written in?

The Instructor Certification pages are written in PHP accessing a MySQL database. The programmer used the Laravel framework to do the programming.

6. (section 1.3.3, 1.3.4 & 1.3.5) Do you have access to the code for the management of memberships? What programming language is it written in?

As near as I can determine the programming language is ASP.NET.

7. (section 1.3.5) "IADLEST Admins need to be alerted via an automated email when a new organization is created and have the capability of merging information from one duplicate organization into another." Is this existing functionality or desired functionality?

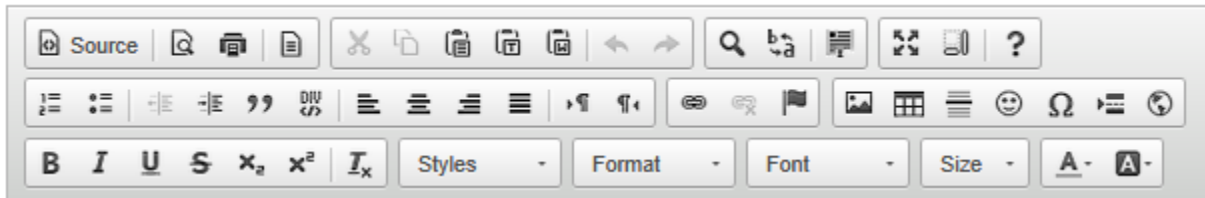
This is existing functionality. However, the system could be improved. We still have users entering a new organization when their organization already exists in the system.

8. (section 1.5) How many different types of email templates do you use?

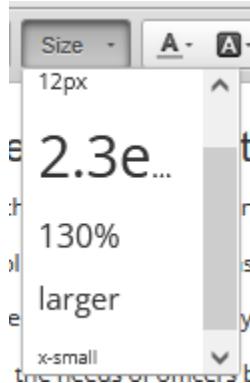
There are 14 email templates related to IADLEST membership, and 4 email templates related to NLEARN applications.

9. (section 1.2) "The IADLEST staff editing interface is DotNetNuke, which is somewhat limited in what it allows us to do and is outdated". Can you elaborate on this please.

Here are the limited formatting controls offered by the DNN editor:



Only three fonts are available, and text size is restricted to the following:



We cannot change the background colors of the pages among other limitations. Not having full access to code, we cannot determine which CSS file is controlling the formatting of the pages.

10. (section 1.3.3) - Do we need to integrate with stripe to process membership dues?

Yes.

11. What authentication method will be used for password protection for members only access (e.g., single sign-on, multi-factor authentication)?

We are asking the vendor to make suggestions regarding the level of password protection appropriate to the website. We need to balance security vs ease of use.

12. (section 1.0) Is a redesign of the website and information architecture change part of the scope?

We are looking for a fresher look for the webpages without changing the information found on those pages. The look should be uncluttered, easy to read and easy to navigate.

I am not sure what is meant by “information architecture.”

13. (section 2.0) Will the survey questions be structured hierarchically, or will each question exist independently?

The Sourcebook is divided into sections. Questions should fall into the appropriate section, allowing users to browse the questions in that section.

14. (section 2.0) Will users be able to export responses to PDF or Excel for offline review?

Yes.

15. (section 2.0) How frequently should email notifications be sent for changes made by POST users—immediately, daily summary, or customizable?

When a POST user makes a change, the IADLEST Admin should receive notification. Either immediate or daily would be sufficient.

16. (section 2.0) Should IADLEST Admins have a WYSIWYG editor for inserting text pages and graphics, or will basic file uploads suffice?

The DotNetNuke interface allows us to make changes and create pages with a WYSIWYG interface but also allows us to view and edit the underlying HTML code when necessary. That has worked out well for us. It allows non-technical staff to make minor changes, and more technically able staff to make minor adjustments to HTML code.

17. (section 2.0) Will the source book creation/edits need to support mobile devices or be optimized for desktop only?

Desktop optimization should be sufficient.

18. (section 2.0) Does the print version of the sourcebook when converted to online, does it need to maintain the print version layout? Or do we need to design one for web version?

We are looking forward to vendor suggestions on how to best present the information online.

19. If a redesign is desired, what key elements of branding or visual identity are crucial to retain?

IADLEST has registered trademarks for some of the services we provide in addition to the IADLEST logo. There are also logos for the National Certified Programs (NCP), IADLEST Nationally Certified Instructor (INCI) and IADLEST Internationally Certified Instructor (IICI).

20. Are you open to a multi-phased approach, where we get you on a more stable platform initially with existing functionality? And add new functionality like the online sourcebook in a later phase? Or do you need a big bang approach (not recommended)?

Our first priority is the refresh of the IADLEST/NLEARN website. The Sourcebook can follow.

21. Who designed and developed the current website?

It was developed by a company called Envisage. That company was bought by Vector Solutions. The original Envisage programmer was a sub-contractor and we have no contact information on him.

22. If there is an incumbent provider, what challenges or gaps have led to considering other design and development agencies?

Vector Solutions' core business goes beyond maintaining our website. Their staff is not particularly knowledgeable about the technical details of the website and database.

They are a large company with a multi-layer change management system. When we need even simple edits or changes, it can take days or weeks for them to implement.

23. Could you clarify how the RFP was developed? Specifically, were any external consultants or vendors involved in drafting or providing guidance on its content?

No, the RFP was created entirely in-house.

24. Is there a preference for local vendors?

No.

25. What was the cost incurred for the design and development of the current website?

That is not relevant to this RFP.

26. What is your current annual spending on hosting?

That is not relevant to this RFP.

27. What is your current annual spending on support?

That is not relevant to this RFP.

28. What are the expectations for up-time guarantees?

The website currently resides on a server located in a small data center in Indiana. It has been subject to outages due to thunderstorm activity and to rare issues with their ISP.

A cut fiber cable kept us offline for four days.

My personal experience with websites on hosting services such as HostPappa, Arvixe, and Web.com is that outages are extremely rare.

We are looking for recommendations from the vendor as to whether such a hosting service would be sufficient for our needs, or if the additional expense of an Azure or AWS is justified.

29. Are there any specific mobile device types or OS versions that must be prioritized?

No.

30. Are there any third-party applications that we need to integrate with?

We use Stripe for credit card purchases. Our email groups integrate with Google mail using our iadlest.group domain.

31. Do you require API level integrations for any of the listed third-party applications or is it just hyperlinking?

I do not know how we integrate with Stripe and Google.

32. What specific metrics and KPIs are being used to measure website success?

We use Google Analytics for the website. It does a good job of counting hits on webpages but does not track file downloads like Awstats does..

33. Do you have an internal technical team responsible for website development?

We are a small non-profit organization. Only one or two individuals with significant technical experience.

34. Do you have any specific design preferences (websites you like), or are we free to create a modern UI?

We are looking forward to seeing new, modern design proposals.

35. Is new original content creation expected within the scope?

No.

36. Is there going to be a Content Audit, or are we migrating all the existing content over to the new CMS?

Existing content will be migrated over.

37. Do you have a preference for CMS? (or any CMS that you want to avoid?)

We are looking forward to vendor suggestions regarding the CMS.

38. How many users are required to be trained?

No more than four individuals.

39. How frequently does site content change?

NLEARN adds content to the blog every week. IADLEST content may be added or modified every week or two.

40. How many vendors do you anticipate awarding contracts to?

The ideal would be to award the contract to one vendor. However, we reserve the right to award the contract for the website and the contract for the Sourcebook to different vendors.

41. Are there any hard deadlines or significant events driving the schedule?

No.

42. Where will assets like photography, video, etc. come from? Is there an existing content library for photos or videos?

There is no content library as such. Most large videos are stored on Vimeo or on our YouTube channel. All other graphics are stored on the server.

43. Do you expect audience research and user testing to be a part of this project?

No.

44. Could you briefly describe the existing personas in place for your primary target audience?

Our audience comprises the full spectrum of law enforcement professionals from POST Directors to patrol officers.