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 18, 2025 C

General Project Questions

- What are the biggest pain points with the current IADLEST/NLEARN website and Sourcebook that you hope to resolve?

The IADLEST database is becoming unreliable. Back-office business processes are affected. For example, in the credit card processing, some perfectly valid credit card numbers are being rejected. Stripe reports everything is OK on their end of the transaction. Elsewhere on the site, some reports will show a single user showing up twice in a report.

The Sourcebook has never been an online application.

- Are there any known constraints (budget, timeline, technology preferences) that we should be aware of when designing the solution?

No

- How would you define success for this project? What key performance indicators (KPIs) should we focus on?

This is a small database project. There are only 7,000 users, many of which are inactive. The most important factor is to get the back-office business process right.

- What level of involvement will IADLEST staff have in managing and updating the new platform? Are there any required training or documentation deliverables?

IADLEST staff will manage and update the new platform.

Depending upon the Content Management System offered, some initial training may be needed for a small number of IADLEST staff.

Website Modernization & Functionality

- What are the must-have vs. nice-to-have features for the new website?

We must see that all content is migrated to the new system. The back-office business processes must function properly.

- Do you have any preferred content management systems (CMS) or are you open to recommendations?

We are open to recommendations.

- How much flexibility do you need in managing and updating content post-launch?

We should be able to manage and update content in-house.

- Should staff be able to create/edit pages without developer assistance?

Yes. Staff should be able to create/edit pages without developer assistance.

- Are there any specific accessibility standards (WCAG, ADA, Section 508) that need to be met?

No

- Can we migrate existing Google Analytics data, or would you like a fresh implementation?

We do not need to retain old Google Analytics data.

- What third-party integrations (Stripe, Google Groups, Google Translate, etc.) are mandatory for continuity of operations?

Stripe and Google Groups are required. Google Translate is sufficient unless there is a better alternative.

Security & Hosting

- Do you have a preferred hosting provider, or are you looking for recommendations?

We are looking for recommendations.

- What security requirements are essential beyond standard website protections (e.g., data encryption, user authentication, role-based access)?

No extraordinary security requirements.

- How should member authentication be handled? Will you require Single Sign-On (SSO) or multi-factor authentication (MFA)?

We are looking for recommendations.

- What backup and disaster recovery measures should be implemented?

We are looking for recommendations.

- Are there any specific compliance or regulatory requirements (e.g., CJIS compliance for law enforcement-sensitive data)?
No

Data Migration & Membership Management

- Can we get a detailed breakdown of data migration needs, including the structure of the existing database?

The vendor will have full access to the database and code.

- Will there be any changes to how membership applications and renewals are processed?

Very minor changes. For example, some users require an invoice to be generated in order to pay for membership dues. We currently have to do that manually. The system should offer the member making application the option of printing an invoice, then have their application remain on hold until payment is received via snail mail and processed by staff.

- Do you foresee any enhancements or automation opportunities for membership reporting?

Nothing significant.

- How do you currently handle duplicate organization entries, and what level of admin control is needed to manage them?

Whenever a new organization is entered by a new user, the IADLEST Admin receives an email alert.

The Admin checks to see if the entry might be a duplicate. If so, we have a feature of the system that allows us to merge the duplicate organization into the original. It transfers any users to the target organization, then deletes the duplicate organization.

Sourcebook Development

- Will the online Sourcebook need a structured workflow for updates and approvals, or can POST Directors edit content freely?

POST Directors can edit content freely.

- How frequently do Sourcebook updates occur, and should there be an audit trail for changes?

We expect frequent updates, particularly the addition of new survey questions by IADLEST Staff.

Audit trails not required.

- Are there any specific reporting and visualization requirements (charts, graphs, downloadable reports)?

We anticipate a limited number of charts or graphs to pull dynamic content from the database. We should have the capability to post graphics and text that we produce internally.

- What type of search functionality is required within the Sourcebook?

Users should be able to search the database using key words.

- Should there be a public-facing component, or will it remain strictly member-only?

This will be members only.

We probably should include an export feature that will dump the questions and survey answers into a format that we can use for the print edition offered for purchase by non-IADLEST members.

Procurement & Contracting

- What are the key differentiators that will influence your selection process?

We will be looking at the vendor's experience and our perception of their ability to execute the proposal, and the quality of their recommendations. Cost is important, but secondary.

- Are there any existing vendors or internal teams we will need to collaborate with?

The current website is operated by Vector Solutions. They will require a non-disclosure agreement before granting access to the system.

- What level of post-launch support and maintenance are you expecting?

We anticipate an on-going relationship with the vendor managing any new features we might request, security updates as necessary, and disaster recovery.

- How frequently will you need additional development work, and what is the expected process for handling future enhancements?

Additional development work should be very minimal. We would like to see a pricing schedule such as hourly rates for additional work.

- Is there an opportunity for a long-term partnership beyond the initial implementation?

Yes. That is desired.

- Has funding already been allocated for this initiative, and if so, what are the budgetary constraints?

We expect the vendor to offer their lowest possible bid, so our budget constraints are not an issue.