

Vendor Eligibility, Qualifications and Subcontracting

1. Are minimum qualifications strict pass/fail requirements?

Answer: Requirements expressly identified as mandatory must be met. Preferred experience will be considered during evaluation and will not independently result in disqualification.

2. Does the three-year experience requirement apply to the entity or team?

Answer: Relevant experience of the proposed principal and delivery team may demonstrate the experience requirement.

3. Is public-agency, nonprofit or workforce experience required?

Answer: Comparable private-sector experience may be considered. Experience with public agencies, nonprofits and workforce organizations is preferred because of the nature of TWC's services.

4. Must all three references be from comparable public or nonprofit organizations?

Answer: References may include private-sector clients if the projects demonstrate services comparable to the proposed scope. Respondents should explain each project's relevance.

5. When must reference contact information be provided?

Answer: Submit complete reference names and contact information with the proposal. Any supplemental information submitted before the deadline must use the designated proposal submission method. Respondents should not assume that missing information may be supplied after the deadline.

6. May a reference involve a project in which the principal has an ownership interest?

Answer: Such a project may be included as a work sample if the ownership interest is disclosed. It should not replace an independent client reference unless TWC expressly permits it.

7. May an individual consultant or sole proprietor serve as prime contractor?

Answer: An individual consultant or sole proprietor may submit if the respondent meets the qualifications and can perform the full scope and satisfy contract requirements.

8. May out-of-state or international vendors submit and work remotely?

Answer: Out-of-state respondents may be considered if they can meet all service and contract requirements. International vendors must be qualified by the State of IL <https://cpo.illinois.gov/vendor.html> and provide proof of that qualification in the submission.

9. What domestic registration and tax requirements apply to international vendors?

Answer: TWC will identify the registration, tax documentation, insurance and payment requirements applicable to the selected contracting entity before contract execution.

10. May a U.S. prime contractor use an international delivery team?

Answer: Only if subcontracted vendor is on the approved international vendor list for IL <https://cpo.illinois.gov/vendor.html>.

11. May subcontractors or independent specialists be used?

Answer: Named subcontractors may be proposed. Identify their responsibilities, qualifications and relevant experience. The prime contractor remains responsible for the entire contract, and changes to approved subcontractors require TWC approval. Approved vendor list for out of US applies.

12. Are partial-scope proposals permitted?

Answer: TWC seeks one accountable prime contractor for the full scope. Website-only or other partial-scope proposals will not be considered; an approved subcontracting arrangement may support full-scope delivery.

13. Are supplier-paid referral arrangements permitted?

Answer: The service provider must submit and contract in its own name. Any paid referral arrangement related to the procurement must be disclosed and reviewed under TWC's procurement and conflict-of-interest requirements.

14. May the incumbent submit?

Answer: The incumbent may submit and will be evaluated under the same published requirements and criteria as other respondents.

Procurement Process, Timeline and Contract Requirements

15. What are the selection, award, onboarding and start dates?

Answer: Anticipated dates are: selection **October/November 2026**, award notification **October/November 2026**, onboarding **December 2026**, and service commencement December 2026.

16. Does the October 2, 2026, 5 p.m. deadline mean local Central Time?

Answer: Proposals are due October 9, 2026, at 5:00 p.m., local time in Rockford, Illinois.

17. What is the submission method?

Answer: Submit proposals through following the RFP's submission instructions.

18. Are additional attachments, forms or amendments required?

Answer: The complete solicitation consists of the published RFP

19. Will answers be issued as a written addendum?

Answer: TWC will publish a written Q&A/addendum at www.theworkforceconnection.org so prospective respondents receive the same information.

20. Will the deadline be extended if answers are published near the deadline?

Answer: Any deadline extension will be announced through a written addendum. Respondents should use the existing deadline unless TWC formally changes it

21. What insurance coverage and limits are required?

Answer: Vendors responding to this RFP are not required to provide proof of insurance.

22. What are invoice payment terms?

Answer: Payment will be made within **30** days after receipt and approval of a complete invoice and required supporting documentation.

23. Are factoring companies permitted?

Answer: Any proposed assignment of receivables or payment to a factoring company requires prior written TWC approval and must comply with the contract's assignment provisions.

Budget, Pricing and Historical Level of Effort

24. Is there a budget or price ceiling?

Answer: Not at this time

25. What is the current contract value or expenditure?

Answer: There is not a current contract

26. What is the historical monthly level of effort?

Answer: Unknown

27. Does TWC prefer fixed monthly or hourly pricing?

Answer: Provide a fixed monthly fee for the recurring scope and an hourly rate for separately authorized additional work. Clearly identify assumptions and exclusions.

28. Should vendors assume a monthly hour allowance?

Answer: TWC has not established a standard hour allowance. Respondents should identify the hours or service capacity included in their proposed fee and explain how that capacity covers the scope.

29. Should proposals include an additional hourly rate and authorization requirement?

Answer: Include an hourly rate for additional work. Work exceeding an approved allowance or falling outside the contracted scope requires advance written authorization from TWC and will be negotiated as part of a contract award.

30. Which third-party costs belong in the contractor's price?

Answer: TWC currently pays for hosting and plug-ins.

31. Are meeting-related travel costs reimbursable?

Answer: No

Current Website, CMS, Hosting and Technical Environment

32. What CMS and version are used?

Answer: CMS is integrated into Rocket.net

33. Who hosts the website, and will hosting remain?

Answer: The current hosting provider is **Rocket.net**

34. Who handles domains, DNS, SSL, servers and backups?

Answer: DNS: TWC; SSL: Rocket.net; hosting/server admin/backups: Rocket.

35. What themes, plugins, applications and integrations exist?

Answer: The Word Press website utilizes Divi and the Divi Builder and various plugins applications and integrations.

36. Are there legacy components or known technical issues?

Answer: None

37. What analytics platforms are used?

Answer: Basic analytics are provided through managed hosting on Rocket.net.

38. Does TWC control the accounts, and will access be provided?

Answer: TWC will arrange access necessary to perform the contracted work, using permissions appropriate to each responsibility.

39. Is source code in a version-controlled repository?

Answer: No.

40. Are major redesign or migration projects anticipated?

Answer: No.

41. What are current performance benchmarks?

Answer: No recent measurements exist, an initial baseline should be established during onboarding.

Website Workload, Content Development and Approval

42. How many monthly website requests should vendors expect?

Answer: Typical monthly volume is approximately **10**

43. What turnaround applies to urgent postings?

Answer: Urgent approved postings must be completed within 8 hours after receipt of complete materials. Routine requests must be completed within 3 business days.

44. What content does TWC supply, and what does the contractor develop?

Answer: TWC supplies program facts, source materials and approval. The contractor develops or edits finished content, formats it for the appropriate channel and submits it for approval within the agreed scope.

45. Does TWC provide graphics, or must the contractor create them?

Answer: TWC will provide available logos, photographs and existing materials. Contractor may occasionally be asked to provide appropriate stock images to supplement.

46. Is there a brand or style guide?

Answer: TWC **has** formal brand guides. Available logos, templates and style instructions will be supplied during onboarding.

47. What is the approval process?

Answer: To be determined and provided at time of contract

48. Who approves content and additional work?

Answer: To be determined and provided at time of contract

49. Is translation required?

Answer: TWC will provide any required translations.

Newsletter and Email Marketing

50. What newsletter platform is used?

Answer: TWC currently uses **Constant Contact**.

51. How many active subscribers are there?

Answer: The active distribution list contains approximately 1,500.

52. Who maintains subscribers?

Answer: TWC supplies authorized contact additions and audience direction.

53. Who pays for the email platform license?

Answer: TWC

54. Is the existing newsletter representative of six annual newsletters?

Answer: The existing newsletter **is** representative of the expected format and level of effort.

Social Media

55. Which platforms and accounts are included?

Answer: Included accounts are **Facebook, Linked-In**.

56. How many posts are expected?

Answer: Expected volume is **4 posts per month**

57. Must the contractor create original social content?

Answer: TWC provides source information and approved materials. The contractor will **copy/schedule and publish only**.

58. What does social media monitoring include?

Answer: Monitoring includes reviewing account activity, flagging inappropriate content, identifying inquiries and escalating matters to the designated TWC contact.

Accessibility

59. Has the website undergone an accessibility audit?

Answer: The most recent assessment occurred **2026**

60. Is the website compliant, and are there known issues?

Answer: TWC's documented accessibility status is **compliant**.

61. Is an initial assessment and remediation required?

Answer: N/A

62. What tools and standards does TWC use?

Answer: Required standards are those specified in the RFP

63. Is an accessibility overlay used?

Answer: Yes, TWC uses UserWay

64. Must legacy PDFs be remediated?

Answer: Not applicable

Security, Backups, Incident Response and Disaster Recovery

65. Are there known security or recurring technical issues?

Answer: None known

66. What security tools are installed?

Answer: Comprehensive security is provided by Rocket.net

67. Who manages backups, and what retention applies?

Answer: Automatic backups by Rocket.net with a 30-day retention

68. What response requirements apply to outages and incidents?

Answer: Critical incidents require acknowledgment within **1-2 hours**, commencement of response within **1-2 hours**, and status updates every **12 hours**.

69. Is after-hours or 24/7 response required?

Answer: General responses within 8 hours are required, critical 24/7

70. What RTO and RPO are required?

Answer: RTO -4; RPO-24

71. Who repairs failed third-party integrations?

Answer: The contractor diagnoses and repairs components within its control and coordinates with the external provider for external failures. Changes to third-party systems outside the contract require separate authorization.

72. Are specific development security practices required?

Answer: Custom changes must undergo appropriate review and testing before deployment, including dependency checks, access-control review and a documented rollback approach.

Remote Work, Meetings, Transition and Onboarding

73. May all services be performed remotely?

Answer: Services may be performed remotely except for, provided communication, access, security and response requirements are met.

74. May quarterly meetings be virtual?

Answer: Quarterly planning meetings will be **virtual**.

75. Will the incumbent assist with transition?

Answer: TWC will coordinate transfer of available credentials, records, assets and documentation.

76. Is immediate onboarding required?

Answer: Onboarding begins **November/December**

Incumbent Provider and Current Operations

77. Is there an incumbent?

Answer: No

78. What problems prompted the RFP?

Answer: TWC issued this solicitation to **a reduction in staff**.

12. Analytics, Performance and Outcomes

79. Is GA4 installed and tracking conversions?

Answer: No

80. Will analytics access be provided?

Answer: No

81. Which user actions matter most?

Answer: Priority actions are job-seeker service inquiries, employer service inquiries and training-program interest or referrals. Tracking expectations must reflect what the website can measure.

82. Are custom dashboards required?

Answer: Monthly reports must summarize agreed metrics, trends, completed work and recommended improvements.

83. What KPIs will quarterly reviews use?

Answer: Will be defined in contract award