

Request for Proposal No. **ICMAHO/Registration Kiosks/2018**

RFP Posted: 1/31/2018

**Questions/Answers**

- 1. The proposal mentions “kiosk terminals” several times. Can you provide more information about what is required in terms of hardware and functionality?**

We seek a self-service registration solution whereby a registrant can scan a barcode or QR code (sent to the registrant as part of their registration receipt) at a kiosk terminal or other station to retrieve their credentials/materials. The kiosk or station will print the registrant’s badge, tickets, and other registrant materials, and will also print the same for any of the registrant’s guests or children. The station does not have to be a self-contained kiosk terminal per se, and ICMA would be willing to provide necessary furniture, internet and electricity. ICMA is also looking for multiple stations at the registration area to serve our 3,000 plus main registrants, so please provide a pricing breakdown for 1-5 stations/kiosks, 6-10, etc.

- 2. In addition to providing a solution for attendees to check in at an on-demand station, what is required in terms of attendees who register on site?**

Because most attendees preregister, ICMA staff will manually register on site attendees into NetFORUM. If your company will propose a fully integrated system, they will retrieve their barcode/QR code from ICMA staff, and will take it to the nearest station/kiosk. If you plan to propose an upload/download solution, please provide a detailed description of the process that will be used to transfer the registrant’s data into your system from NetFORUM. Either way, on site registrants must be able to retrieve their badge, tickets, etc. from any station/kiosk with ease.

- 3. Is ICMA also considering lead retrieval services as part of this RFP?**

ICMA is currently under a multi-year contract for lead retrieval services with another vendor, so please exclude this from your proposal.

- 4. What version of NetFORUM is currently being used by ICMA?**

NetFORUM Enterprise 2013

**5. Can you provide a copy of your past check in, master ribbon, and first-time attendee reports?**

The master ribbon and first-time attendee reports are currently being developed by ICMA's IT Department. The master ribbon report will be a list of ribbons that the registrant is entitled to based on queries in NetFORUM, and the first-time attendee flyer is issued to registrants who have the "first-time attendee" checkbox marked on their registrant profile in NetFORUM.

**6. In the RFP, there was reference to marketing and communication templates. Can you explain your expectations?**

ICMA currently uses a marketing template in NetFORUM to issue automated receipts to registrants upon checkout. For registrants to receive the barcode/QR code that they need to retrieve their materials on site, the barcode/QR code will have to be incorporated into this marketing template/email communication. ICMA will also consider a separate email to our attendees from your system.

**7. Can you provide an example of a past registration form to show what registrant information is normally collected?**

ICMA's 2017 Annual Conference registration form can now be downloaded from [icma.org](http://icma.org) where the details of this RFP are located.

**8. How many ticketed events are there at a typical ICMA Annual Conference?**

In 2017, ICMA's Annual Conference had 51 ticketed sessions, which is typical. In the past badges, tickets, and other materials were printed and assembled at ICMA Headquarters and then shipped to the convention center. ICMA seeks a solution where guest and child badges/tickets will print at the same time as the main registrant's materials.

**9. What is the maximum number of tickets that ICMA typically issues at the Annual Conference?**

At the 2017 Annual Conference, there were a total of 10,345 tickets issued to registrants and their guests, which is typical.

**10. What were the challenges you experienced with your registration system in past years?**

Previously, ICMA staff have assembled registration materials (badges, tickets, ribbons, special event invitations, and flyers) by hand at our headquarters in Washington, DC. Each year materials are printed, assembled, and then shipped to the convention center. This process is very manual and time consuming, and ICMA seeks a self-service registration solution to eliminate this burden to ICMA staff.

**11. How many on site technicians/managers would ICMA prefer? Would ICMA be willing to cover their airfare and lodging costs?**

Because this will be the first year that ICMA uses this new technology, we would prefer 3-4 on site technicians/managers. ICMA is willing to cover the costs of their travel and lodging.

**12. Does ICMA plan to award a one-year contract as a result of this RFP, or would ICMA be willing to engage in a multi-year agreement?**

ICMA would consider issuing a single-award contract with a one year base Period of Performance, with two (2) optional years for a total possible period of performance of three (3) years. If your company's plan is to offer upload/download functionality in year one, with full integration to take place in later years, please include this in your company's strategic plan.

**13. For the 2018 Annual Conference, what is the deadline for preregistration?**

The last day for preregistration and cancellations for the 2018 Annual Conference will be September 17, 2018.

## REGISTRATION FORM



Please read instructions before completing registration form.

Discounted registration rates for ICMA members are available by registering online at [icma.org/conference](http://icma.org/conference).

## REGISTRANT INFORMATION

Please supply your six-digit ICMA Member ID found on the PM magazine mailing label above your name. ID Number: \_\_\_\_\_

Please complete the following information exactly as you want it to appear on your badge. (25-character field limits for Title; 30-character field limits for Organization).

First Name or Nickname		
Full Name (First, M.I., Last)		
Title		
Organization		
Mailing Address		
City	State	Zip
Country	Province	

## Contact Information

Business Telephone Number \_\_\_\_\_ Business Fax Number \_\_\_\_\_

Email Address \_\_\_\_\_

- ☐ Check here if this is your first ICMA Annual Conference.
- ☐ Check here if this is your partner's first ICMA Annual Conference.
- ☐ Check here if you require special accessibility or assistance during the conference. Send a letter with your registration specifying your needs.

All main registrant badges will have the registrant's postal and e-mail addresses contained in a bar code, which can be scanned by our exhibiting companies at the registrant's discretion.

- ☐ Check here to have your e-mail address suppressed in the badge bar code.

REGISTRATION *All fees are in U.S. currency*

\*Discounted rates for ICMA members are available online!

Type of Registration	No.	Fee	Total Fee
ICMA Member* Through August 10		\$ 690.00	
Nonmember		\$ 1,135.00	
ICMA Member* Through September 21		\$ 755.00	
Nonmember		\$ 1,195.00	
ICMA Member* After September 21		\$ 810.00	
Nonmember		\$ 1,245.00	
Life Member		\$ 200.00	
Retired Member		\$ 200.00	
Full-time Academic		\$ 255.00	
Honorary Member		Complimentary	
Senior Advisor		Complimentary	
ICMA Student Member		Complimentary	
Members in Transition		Complimentary	
Nonmember Speaker		Complimentary	
Partner (Please fill in for badge) First Name/Nickname _____ Last Name _____ Email Address _____		\$ 100.00	
Partners' Program (Preregistration is required) <input type="checkbox"/> Brunch and Session: Monday, Oct. 23, 10 a.m.-12:30 p.m. <input type="checkbox"/> Service Project: Tuesday, Oct. 24, 10 a.m.-12:30 p.m.		No charge No charge	
Children (Please fill in for badges if attending) Name _____ Name _____ Name _____		Complimentary	
Special Guest		Complimentary	
Partner of Special Guest (Please fill in for badge) First Name/Nickname _____ Last Name _____		Complimentary	
Subtotal 1: Registration			\$

## SPECIAL INTERNATIONAL WORKSHOP

Friday, October 20, 2-6 p.m.; Saturday, October 21, 9 a.m.-4 p.m.	No.	Fee	Total Fee
International Workshop: International Development Academy			
ICMA Member		\$ 350.00	
Nonmember		\$ 400.00	
Subtotal 2: International Workshop			\$

## ICMA UNIVERSITY WORKSHOPS

Attendance is limited to 30-50 participants for each workshop.

Saturday, October 21, 8:30 a.m.-noon	No.	Fee	Total Fee
Asking Your Police and Fire Chiefs the Right Questions		\$ 195.00	
Building Customer Service into LG Customer Service		\$ 195.00	
Delivering Great Results from Your Vision and Strategic Plan		\$ 195.00	
Informed Policy Making		\$ 195.00	
Leading Change/HPO		\$ 195.00	
Master Class in Collaborative Leadership		\$ 195.00	
Process Mapping		\$ 195.00	
Six Ways to Engineer Employee Engagement		\$ 195.00	
Saturday, October 21, 1-4:30 p.m.	No.	Fee	Total Fee
Case Study: Essential Management Skills		\$ 195.00	
Gauging Public Opinion the Right Way		\$ 195.00	
Improv and Improve		\$ 195.00	
Leading through Conflict to Shared Victory		\$ 195.00	
Leading Together		\$ 195.00	
Moving from Success to Significance		\$ 195.00	
Shaping the Culture of Your Organization		\$ 195.00	
Unresolved Racial Issues		\$ 195.00	
Saturday, October 21, 1-4 p.m.	No.	Fee	Total Fee
Symposium with League of Women in Government		No charge	
Sunday, October 22, 8:30 a.m.-noon	No.	Fee	Total Fee
Annual Leadership Institute		\$ 195.00	
Sunday, October 22, 8:30 a.m.-noon	No.	Fee	Total Fee
Case Study: Essential Management Skills		\$ 195.00	
Courage to Thrive		\$ 195.00	
Design Thinking		\$ 195.00	
Improv and Improve		\$ 195.00	
Leading through Conflict to Shared Victory		\$ 195.00	
Leading Together		\$ 195.00	
Sunday, October 22, 8-10 a.m.	No.	Fee	Total Fee
High Deductible Health Plans		No charge	
Sunday, October 22, 10 a.m.-noon	No.	Fee	Total Fee
"ICMA-RC Overview": Understanding Your Retirement Options		No charge	
Subtotal 3: ICMA University Workshops			\$

## ICMA UNIVERSITY FORUMS

Attendance is limited to 250 participants for each forum.

Sunday, October 22, 12:45-2:45 p.m.	No.	Fee	Total Fee
Because It's the Right Thing to Do		No charge	
Building Civility, Community, and Trust with Local Law Enforcement		No charge	
Guess Who's Coming to Dinner		No charge	
Using Improv and Storytelling to Enhance Persuasiveness		No charge	
Wednesday, October 25, 10:45 a.m.-12:45 p.m.	No.	Fee	Total Fee
Developing Your Community's Sustainability Strategy		No charge	
Diversity Games		No charge	
Marketing and Branding Yourself		No charge	

Name:

Organization:

Phone:

## CONFERENCE EVENTS

\*Youth tickets for adult events apply to ages 6 through 16, except where indicated. Under 6 for adult events—no charge.

Saturday, October 21		No.	Fee	Total Fee
Special Session: Soft Skills for Success: First Time Administrators 8:30-11:30 a.m.			\$ 25.00	
Reception: Witte Museum 5:30-7:30 p.m.	Adult Youth*		\$ 30.00 \$ 20.00	
Sunday, October 22				
Sports: Golf Tournament 6 a.m.-2 p.m.			\$ 135.00	
Sports: 5K Fun Run/Walk 8-11 a.m.			\$ 35.00	
Speed Coaching 10-11:45 a.m.	<input type="checkbox"/> Coach <input type="checkbox"/> Coachee		Complimentary	
Field Demo: The Alamo Master Plan 12:45-2:30 p.m.			\$ 20.00	
Field Demo: Alamo Heights City Hall 12:45-2:30 p.m.			\$ 20.00	
Women's Luncheon 12:45-2:45 p.m.			\$ 43.00	
One ticket for the Welcoming Reception is included in the registration fee for paid registrants. Unless otherwise indicated, individuals receiving complimentary registrations must purchase a ticket to attend the reception. Do NOT purchase a ticket unless your registration is complimentary.				
Welcoming Reception: A Taste of San Antonio 5-7 p.m.	Adult Youth*		\$ 40.00 \$ 30.00	
ICMA/ELGL Networking Event 7-9 p.m.			No Charge	
Monday, October 23				
Inspirational Breakfast 7-8:15 a.m.			\$ 35.00	
Field Demo: Leave Your Age at the Door 9:45 a.m.-12:15 p.m.			\$ 20.00	
Field Demo: EastPoint Development 9:45 a.m.-12:15 p.m.			\$ 20.00	
Assistants' Luncheon 11:15 a.m.-12:30 p.m.			\$ 43.00	
Field Demo: Phil Hardberger and Walker Ranch Parks 12:45 p.m.-4 p.m.			\$ 20.00	
Field Demo: San Antonio Water Systems' Desalination Plant 12:45 p.m.-4 p.m.			\$ 20.00	
Field Demo: World Heritage Site Missions 12:45-4 p.m.			\$ 20.00	
Tuesday, October 24				
Field Demo: World Heritage Site Missions 12:45-4 p.m.			\$ 20.00	
Field Demo: Municipal Pre-K and Library Partnership 12:45-4 p.m.			\$ 20.00	
Field Demo: La Renaissance 12:45-4 p.m.			\$ 20.00	
Evening: A Night in Old San Antonio 6-10 p.m.	Adult Youth*		\$ 40.00 \$ 30.00	
Daily				
Sports: Ready...Set...Get Fit! (Monday and Tuesday) 6:30-7:30 a.m.			\$ 15.00	
Yoga (Sunday, Monday, Tuesday) 6:30-7:30 a.m.			\$ 20.00	
Subtotal 4: Conference Events			\$	
Subtotal 3: ICMA U Workshops Forward			\$	
Subtotal 2: International Workshop Forward			\$	
Subtotal 1: Registration Forward			\$	
Total			\$	
<input type="checkbox"/> I am including a contribution to the Future of Professional Management Fund with my registration		Fund Contribution	\$	
Combined Total			\$	
Special Discount Taken (provide description in box in right column)			\$	

## PAYMENT METHOD

(Check all that apply. Please print clearly.)

<input type="checkbox"/> Check Enclosed	Amount	\$
<input type="checkbox"/> P. O. #/Voucher _____ (Invoices must be paid in full to receive registration materials.)	Amount	\$
<input type="checkbox"/> Credit Card (Please fill out information below)		
Credit Card Number One	Amount	\$
<input type="checkbox"/> VISA <input type="checkbox"/> MasterCard <input type="checkbox"/> American Express		
Acct. # _____ Exp. date _____		
Cardholder's Name (as it appears on card) _____		
Cardholder's Address (This must be filled out for the registration to be processed) _____		
Signature _____ Date _____		
Credit Card Number Two	Amount	\$
<input type="checkbox"/> VISA <input type="checkbox"/> MasterCard <input type="checkbox"/> American Express		
Acct. # _____ Exp. date _____		
Cardholder's Name (as it appears on card) _____		
Cardholder's Address (This must be filled out for the registration to be processed) _____		
Signature _____ Date _____		
Must match combined total above	Total Amount	\$

REGISTER ONLINE AT:  
icma.org/conference

OR

Mail registration form & payment to:

ICMA  
P.O. Box 79403  
Baltimore, MD 21279-0403

OR

Fax registration form with credit card payment to:  
202-962-3678

## TOUR TICKETS

Purchase tour tickets online at [icma.org/conference](http://icma.org/conference).

Enter a brief explanation for discount taken.



# HOW TO REGISTER

## REGISTRATION RATES AND DEADLINES

Take advantage of the lowest registration rate for ICMA members: Register online by August 10.

Online registration rates and deadlines		
Deadlines, Register Online	Registration Rates	
	Members	Nonmembers
by August 10:	\$ 665.00	\$1,135.00
by September 21:	\$ 730.00	\$1,195.00
after September 21:	\$ 785.00	\$1,245.00

Mailed or faxed registration rates and deadlines		
Deadlines, Postmarked	Registration Rates	
	Members	Nonmembers
by August 10:	\$ 690.00	\$1,135.00
by September 21:	\$ 755.00	\$1,195.00
after September 21:	\$ 810.00	\$1,245.00

**Members:** To register as a member, your ICMA membership status must be current. If you would like to verify your status, call ICMA Member & Customer Support toll free at 800-745-8780 or 202-962-3680; or e-mail [customerservices@icma.org](mailto:customerservices@icma.org).

**Note:** ICMA membership is for individuals only. If you are not currently a member, use the nonmember category fees.

**Nonmembers:** Take this opportunity to join ICMA and receive a discount on conference registration, as well as many other membership benefits. To join online or download a membership application, go to [icma.org/apply](https://icma.org/apply). All membership applications and conference registrations must be received by ICMA by August 10 to qualify for the lowest member registration fee.

## PAYMENT METHODS

If payment is not received at the Baltimore address by October 4, on-site payment may be required. No one may pick up registration materials without payment.

**Credit card payments may be mailed or faxed.** Faxed forms will be accepted only if payment is made using a MasterCard, VISA, or American Express credit card number. Purchase order numbers cannot be accepted for fax registrations. The fax number is 202-962-3678. **IF YOU FAX YOUR REGISTRATION FORM, DO NOT ALSO MAIL YOUR FORM OR YOU MAY BE CHARGED TWICE.** Registrations will not be accepted over the telephone. Written confirmation of your registration will be sent within 15 business days of receipt of your registration form.

To inquire about payment plan options, contact ICMA Member & Customer Support toll free at 800-745-8780 or 202-962-3680; or e-mail [customerservices@icma.org](mailto:customerservices@icma.org).

## WHERE TO SEND YOUR FORM

Complete this conference registration form; include your check, credit card number, or purchase order/voucher; and mail to:

ICMA  
P.O. Box 79403  
Baltimore, MD 21279-0403

Make checks payable to ICMA.

DO NOT mail your conference registration to the ICMA headquarters address in Washington, D.C.

**Do you have questions about conference registration?**

Call ICMA Member and Customer Support at 202-962-3680 or e-mail your question to [customerservices@icma.org](mailto:customerservices@icma.org).



## CANCELLATION AND REFUND POLICY

**All registration cancellations will be charged a \$75 processing fee regardless of when received.** ICMA University workshop cancellations are charged an additional \$35 processing fee.

**Cancellation requests must be in writing!** Conference registration cancellations and/or cancellations of social event, sports, luncheon, or field demo tickets will be accepted through Monday, October 16. No cancellations will be accepted after Monday, October 16.

**There is no processing fee for ticket refunds.** This policy is intended to assist those attendees who are forced to cancel at the last minute because of unanticipated job demands. Refunds will be processed no later than 15 days from the conference end.

**There will be no ticket refunds at the conference.**

However, for your convenience in making last-minute changes in plans, a ticket brokerage desk will be set up on site at the conference, where we will attempt to sell your tickets for cash only to other attendees. Please note that because of guarantee requirements on ticketed events, no ticket brokerage sales for an event will take place until the event is sold out.

### Address all cancellations to:

ICMA Conference Cancellations  
Attention: Matthew Watson  
777 North Capitol Street, NE  
Suite 500  
Washington, D.C. 20002-4201  
FAX (202) 962-3678  
E-mail: [customerservices@icma.org](mailto:customerservices@icma.org)

## SPECIAL REGISTRATION DISCOUNTS

### MEMBERS WHO ARE FIRST-TIME ATTENDEES

ICMA members in the conference region (Arizona, Arkansas, Colorado, Idaho, Kansas, Montana, Nebraska, New Mexico, North Dakota, Oklahoma, South Dakota, Texas, Utah, and Wyoming) who are attending their first ICMA conference are eligible for a \$200.00 discount off the registration fee. Please enter the discount taken and a brief explanation in the "Special Discount Taken" line in the payment section of the registration form.

ICMA members outside of North America who are attending their first ICMA Annual Conference are eligible for half-price registration. Please enter the discount taken and a brief explanation in the "Special Discount Taken" line in the payment section of the registration form.

### ICMA AFFILIATE MEMBERS WHO ARE EARLY-CAREER PROFESSIONALS

Early-career professionals, defined as ICMA U.S. Affiliate Members who are entry-level local government staff up to and including department heads, are eligible for a \$300.00 discount off the registration fee. Please enter the discount taken and a brief explanation in the "Special Discount Taken" line in the payment section of the registration form.

### MEMBERS IN TRANSITION

If you have been fired or forced to resign your position in local government and are now "in transition," ICMA will provide complimentary registrations for you and your partner. ICMA will also provide you and your partner with complimentary tickets to the Sunday Welcoming Reception.

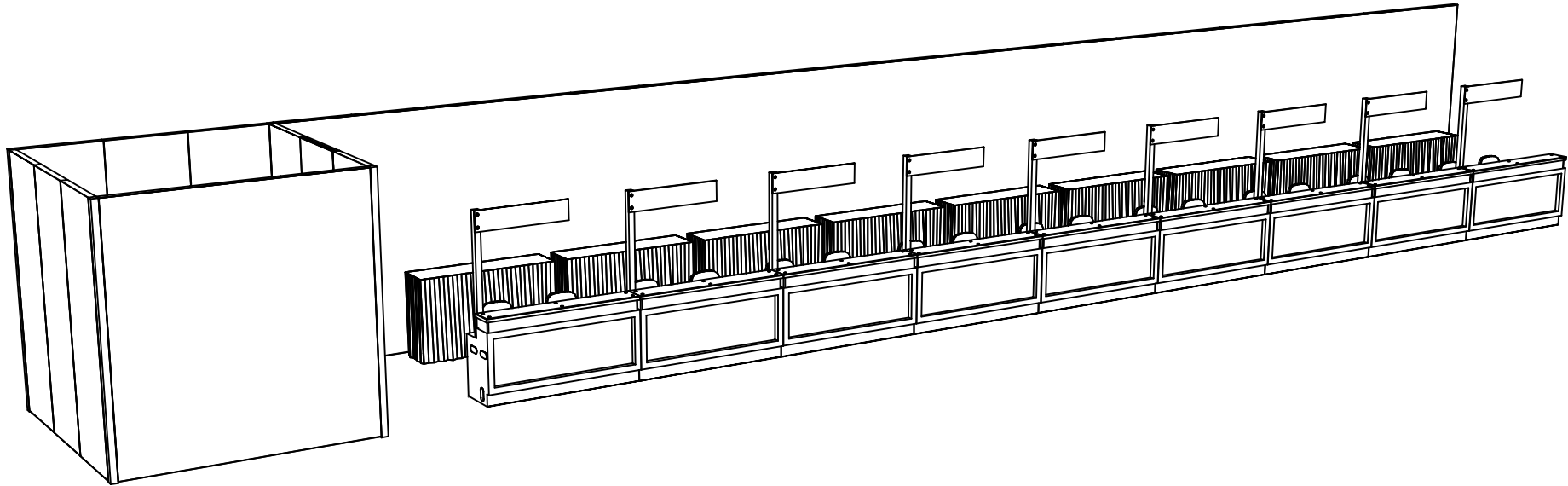
Register under the "Members In Transition" category or register online, but ICMA's membership department must have been notified of your status for you to use this option.

### IMPORTANT REMINDERS

The Welcoming Reception on Sunday, October 22, is included in the registration fee for all paid registrants. Unless otherwise indicated, individuals receiving complimentary registrations, including Honorary Members, Student Members, Senior Advisors, nonmember speakers, special guests and their partners, press, and children age 6 and older must purchase a ticket if they are interested in attending the Welcoming Reception.

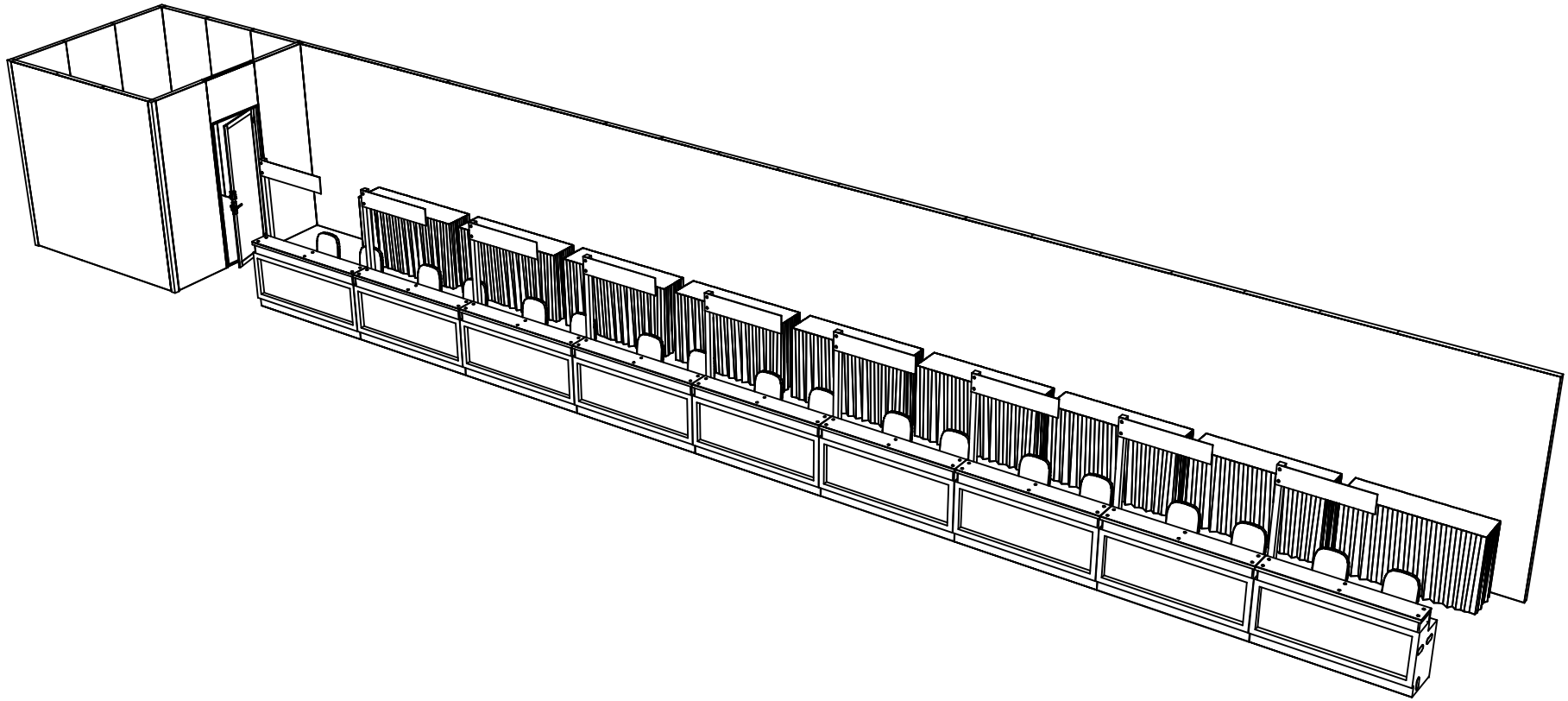
- All mail-in registrations received after October 4, will be treated as on-site registrations.
- To avoid duplicate billings and registrations, if you fax your registration form, please do not also mail your form.
- You will receive written confirmation within 15 business days of receipt of your registration form.
- No registrations or cancellations will be accepted over the telephone.
- No registration cancellations will be accepted after October 16.
- No ticket cancellations for social events, sports events, luncheons, or field demos will be accepted after October 16.

Visit us online at [icma.org/conference](http://icma.org/conference)

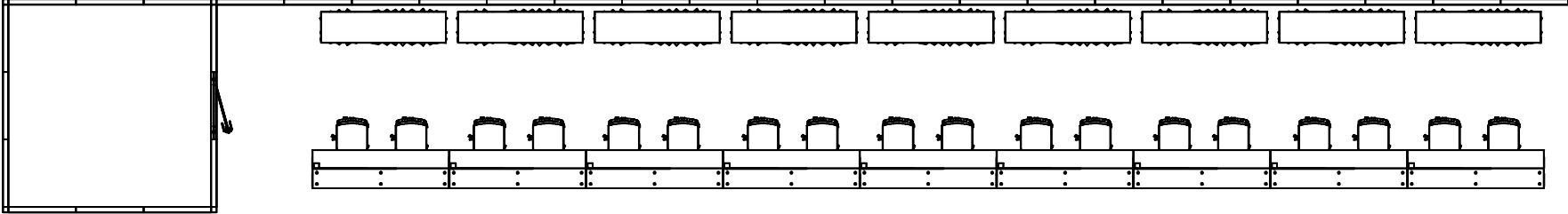


PERSPECTIVE

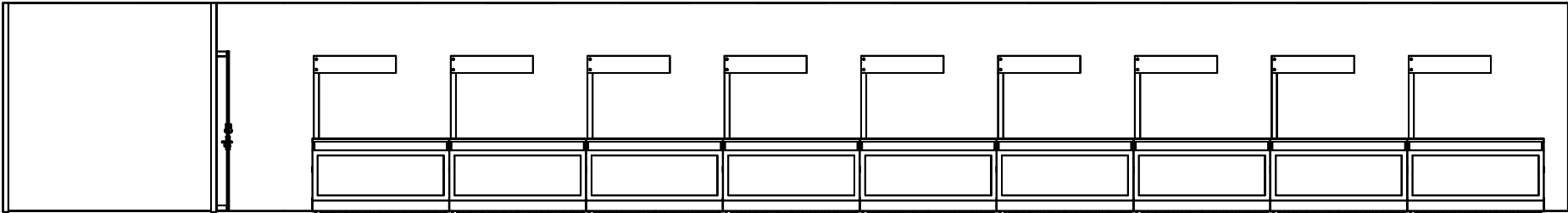




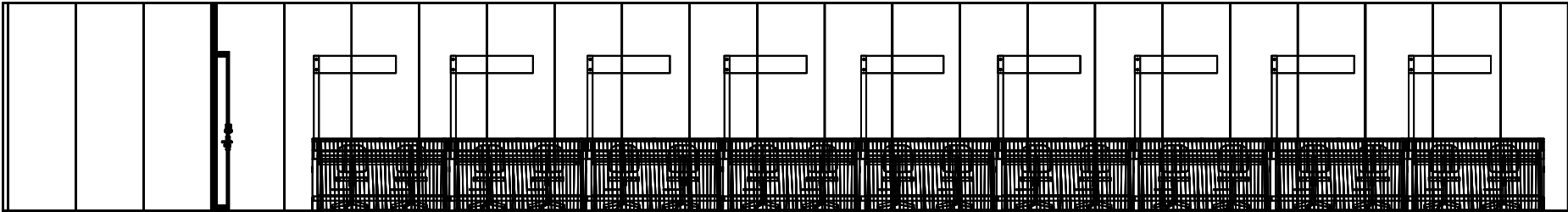
PERSPECTIVE



PLAN



ELEVATION



ELEVATION