REQUEST FOR PROPOSAL

Original Date Issued: Monday, August 26, 2019 10am EST

Re-issuance Date: Friday, October 11, 2019

Deadline for Questions: Monday, October 21, 2019 5pm EST

Closing Date: Friday , November 15, 2019 5pm EST

Anticipated Award Date: December 10, 2019

Reference: ICMA Washington DC

Subject: **Request for Proposal No**. **ICMAHO/GPM Process Mapping**

The International City/County Management Association (ICMA) seeks proposals from eligible Respondents for professional services in Washington, D.C. ICMA anticipates awarding one (1) single award as a result of this solicitation. ICMA reserves the right to award more or fewer awards than anticipated above.

Technical questions concerning this solicitation should be directed to Lee Gerston at [LGerston@icma.org](mailto:sagarunova@icma.org). All contractual questions relating to this solicitation must be submitted to Representative, Grants and Contracts Administration at [workwithus@icma.org](mailto:tjohnson@icma.org).

All communications must include the solicitation title, ICMAHO/GPM Process Mapping, in the subject line.

No communication intended to influence this procurement is permitted except by contacting the designated contacts above. Contacting anyone other than the designated contacts (either directly by the Respondent or indirectly through a lobbyist or other person acting on the respondent’s behalf) in an attempt to influence this procurement: (1) may result in a Respondent being deemed a non-responsive Respondent, and (2) may result in the Respondent not being awarded a contract.

This solicitation in no way obligates ICMA to award a contract nor does it commit ICMA to pay any cost incurred in the preparation and submission of a proposal.

ICMA bears no responsibility for data errors resulting from transmission or conversion processes.

ICMA appreciates your responsiveness and we look forward to a mutually beneficial business relationship.

Sincerely,

Isabelle Bully-Omictin

Director of Funded Projects

ICMA – Global Programs Team

**PURPOSE**

ICMA seeks a qualified service provider to deliver process mapping and project/portfolio management support to its internal Global Program Management (GPM) team. The service provider will be responsible for the creation of process maps and management strategies that will identify ways to streamline processes and create efficiencies. The service provider will also lay the foundation for a separate planned procurement of a technology solution to support project and portfolio management.

**ABOUT ICMA**

Our mission is to advance professional local government worldwide through leadership, management, innovation, and ethics. ICMA provides member support, data and information, peer and results-oriented technical assistance, and training and professional development to more than 12,500 ICMA members; city, town, and county experts; and other individuals and organizations throughout the world. The management decisions made by ICMA's members affect millions of individuals living in thousands of communities, from small villages and towns to large metropolitan areas.

Founded in 1914, ICMA is a 501(c)(3) nonprofit organization that offers a wide range of services to its members and the local government community. The organization is an internationally recognized publisher of information resources ranging from textbooks and survey data to topical newsletters and e-publications. ICMA provides technical assistance to local governments in developing and decentralizing countries, helping them to develop professional practices and ethical, transparent governments. The organization performs a wide range of mission-driven grant and contract-funded work both in the U.S. and internationally, which is supported by federal government agencies, foundations, and corporations.

For more information regarding ICMA’s programs and services, please go to [www.icma.org](http://www.icma.org).

ICMA’s Dun and Bradstreet number is 072631831.

**SCOPE OF WORK**

1. **BACKGROUND**The GPM team manages a diverse portfolio of projects supported by local, federal, foundation, and corporate funds. At any given time, the team oversees 15-20 individual projects ranging from approximately $100,000 to upwards of $40 million.

Projects are overseen, and in some cases implemented, from the home office in Washington, DC. However, ICMA also has staff and offices in numerous countries around the world. The GPM team is looking to modernize its management systems to create efficiencies across the portfolio. As an initial step in this process, the GPM team is seeking a service provider to work with staff to:

* Review the scope, deliverables, and evaluation criteria for every project in the portfolio to determine common processes and procedures that could be streamlined across projects.
* Inventory current processes and procedures for each project to identify areas where efficiencies could be created.
* Identify needed connections between the business development, proposal, and project implementation stages that will allow information to flow between project managers and proposal developers.
* Identify knowledge management processes along the project life cycle that enable better vertical and horizontal information flow. The impact of which will help the team learn from eachothers’ projects, keep leadership informed, identify common challenges and solutions, and communicate project impact and results by project and across the portfolio.
* Recommend project and portfolio review schedules and processes for senior team leadership.
* Provide guidance on the procurement of a software solution for the team that meets needs and complies with agreed upon project/portfolio management processes and procedures.
* Train staff on new templates and procedures.

With the understanding that not every process or challenge can or should be solved with technology, ICMA is seeking a service provider that will ensure the GPM team is prepared to procure a technology solution that provides long-term value for the team.

1. **DELIVERABLES**

* Portfolio overview report that identifies current core processes and procedures within the team and identifies recommendations for efficiencies and opportunities for knowledge transfer and learning.
* Process maps and templates for identified critical work flows that denote where new technology can support efficiency and where new efficiencies can be created with current resources.
* Assist with training staff on new work flows.
* A requirements document for a technology solution that supports the GPM team’s project and portfolio management goals.

**SUBMISSION REQUIREMENTS**

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| Section 1. Company profile: | Please limit to no more than two pages. CV’s or resumes will not count toward the page limit.   1. Provide a description of your business 2. Provide the year established in the current business for the services requested in this request for proposal. 3. Provide a copy of your annual report and include information on company size, number of employees, and annual revenue. 4. Provide CV’s or resumes of key personnel- in a leading paragraph, please indicate how much time each person(s) will devote to this contract and what other projects this person (s) undertake at the same time. |
| Section 2: References: | Please limit to 2-3 pages. A description of the types and sizes of client organizations served, as well as a sample client list indicating the type of services rendered.  Respondents should provide references as follows:   1. At least three (3) examples of relevant work; 2. The contact information should include the contact name, phone number, e-mail address, and website address. References will be contacted as part of the evaluation process. |
| Section 3. Approach: | Please limit to 4-5 pages.   1. Describe the steps your organization would take to ensure quality deliverables that will also help ensure GPM staff buy-in. 2. Provide examples of similar work and how it led to greater efficiencies. 3. Describe how you manage these types of projects and if there is any specific methodology you would consider employing. |
| Section 4. Pricing: | ICMA will consider a proposal that is either a transaction level, fixed-fee, level of effort rate subject to a maximum not to exceed fee, or other arrangement fair and favorable to ICMA.  If proposing a transaction fee arrangement, provide your proposed transaction fee for each of the transaction types anticipated under this scope of work.  For other than transaction fee arrangement, please describe your pricing method and why this would be advantageous to ICMA.  Please be advised that ICMA is cost-conscious about procuring outside services. |

**TYPE OF CONTRACT TO BE AWARDED**

Upon award ICMA will determine the contractual vehicle for implementation of services.

**CONTRACT TERM AND DELIVERY DATES**

ICMA expects this scope of work to be completed within 6 months. Final delivery dates will be negotiated upon award.

**EVALUATION AND AWARD PROCESS**  
Offers will be evaluated based upon:

1. ability to match the qualifications set forth in this solicitation
   1. section 1 (20%)
   2. section 2 (20%)
   3. section 3 (35%)
2. price (25%)

ICMA reserves the right to award under this solicitation without further negotiations. The respondents are encouraged to offer their best terms and prices with the original submission.

**INSTRUCTIONS TO THE RESPONDENTS**

Respondents interested in providing the services described above should submit a proposal following the prescribed format in the Submission Requirements section of this RFP.

Adherence to the proposal format by all respondents will ensure a fair evaluation with regard to the needs of ICMA. Respondents who do not follow the prescribed format may be deemed non-responsive. A letter transmitting the proposal must be signed by an officer of the firm authorized to bind the respondent as required by this solicitation.

Submission packages must include:

1. Transmission letter;
2. Proposal of no more than 10 pages excluding pricing, CV’s or resumes and required forms. References are included in the page count;
3. Completed and signed required forms.

Packages must be submitted electronically to Representative, Grants and Contracts Administration at [workwithus@icma.org](mailto:ikaushansky@icma.org) with a subject line noting the RFP title and number found on page one of this solicitation. No phone calls please.

Applications received after the closing date stated on the top of page 1 will be rejected.

**APPENDICES** **(REQUIRED FORMS)**

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New Vendor Form

**GENERAL CONDITIONS**

Proposal Submission - Late proposals and proposals lacking the appropriate completed forms will be returned. Faxed proposals will not be accepted. Proposals will not be accepted at any other ICMA location other than the email address above. If changes are made to this solicitation, notifications will be sent to the primary contact provided to ICMA from each Respondent. ICMA takes no responsibility for effective delivery of the electronic document. The vendor offer will be rejected, if the vendor modifies or alters the electronic solicitation documents.

Contract Award - ICMA anticipates making one award under this solicitation. It may award a contract based on initial applications without discussion, or following limited discussion or negotiations. Each offer should be submitted using the most favorable cost and technical terms. ICMA may request additional data or material to support applications. ICMA expects to notify Respondents in approximately one month from the proposal due date whether your proposal has been selected to receive an award.

Limitation - This solicitation does not commit ICMA to award a contract, pay any costs incurred in preparing a proposal, or to procure or contract for services or supplies. ICMA reserves the right to accept or reject any or all proposals received, to negotiate with all qualified sources, or to cancel in part or in its entirety the solicitation when it is in ICMA's best interest.

Disclosure Requirement - The Respondent shall disclose any indictment for any alleged felony, or any conviction for a felony within the past five years, under the laws of the United States or any state or territory of the United States, and shall describe circumstances for each.

When a Respondent is an association, partnership, corporation, or other organization, this disclosure requirement includes the organization and its officers, partners, and directors or members of any similarly governing body. If an indictment or conviction should come to the attention of ICMA after the award of a contract, ICMA may exercise its stop-work right pending further investigation, or terminate the agreement.

No Gifts - It is ICMA’s Policy that no gifts of any kind and of any value be exchanged between respondents and ICMA personnel. Discovery of the same will be grounds for

disqualification of the Respondent from participation in any ICMA’s procurements and may result in disciplinary actions against ICMA personnel involved in such discovered transactions.

Equal Opportunity - In connection with the procurement of the specified services, the firm warrants that it shall not discriminate because of race, color, religion, sex, national origin, political affiliation, non-disabling physical and mental disability, political status, matriculation, sexual orientation, gender identity or expression, genetic information, status as a veteran, physical handicap, age, marital status or any other characteristic protected by law.

Small and Disadvantaged Businesses - ICMA shall use good faith efforts to provide contracting and procurement opportunities for SBD’s. SDB categories include minority business enterprises (MBE), woman-owned business enterprises (WBE), small veteran and disabled veteran owned businesses, Historically Black Colleges and Universities (HBCUs), predominantly Hispanic Universities (HACUs), small businesses in Historically Under-utilized Zones (HUBZones) and private voluntary organizations (PVOs) principally operated and managed by economically disadvantaged individuals.