

REQUEST FOR PROPOSAL

Original Date Issued: 7/12/23
Closing Date: 7/28/23
Anticipated Award Date: 8/4/23
Reference: ICMA Washington DC
Subject: Request for Proposal No. ICMAHO/Association Management System (AMS) Assessment

The International City/County Management Association (ICMA) seeks proposals from eligible Offerors for professional services for ICMA. 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.

All questions relating to this solicitation must be submitted to Representative, Grants and Contracts Administration at workwithus@icma.org.

All communications must include the solicitation title **ICMAHO/Association Management System (AMS) Assessment** 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 Offeror or indirectly through a lobbyist or other person acting on the Offeror's behalf) in an attempt to influence this procurement: (1) may result in a Offeror being deemed a non-responsive Offeror, and (2) may result in the Offeror 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 looks forward to a mutually beneficial business relationship.

Sincerely,

Hemant Desai, Chief Information Officer

A decorative graphic in the bottom right corner of the page, consisting of several overlapping, semi-transparent squares in various shades of blue and grey, arranged in a grid-like pattern that tapers off towards the right.

PURPOSE

ICMA seeks proposals from qualified service providers with extensive subject matter expertise in AMS, to help guide a team of ICMA staff from various functional teams through a process of assessment in the performance of our current AMS platform, and providing a comprehensive report at the end of this process including (but not limited to) effectiveness of the current platform, gap analysis, and potential options.

ICMA currently uses NetForum as our Association Management System (AMS). Some of the core functions supported/performed by the AMS include (but not limited to):

- Membership management
- Conferences and events
- Credentialing
- Outreach /marketing
- Customer service
- Awards
- Committee management
- Financial management
- Demographics
- Fundraising
- Order fulfillment
- e-commerce
- Reporting
- Importing/exporting data
- Interface with other internal systems

INSTRUCTIONS TO THE OFFERORS

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

Adherence to the proposal format by all Offerors will ensure a fair evaluation with regard to the needs of ICMA. Offerors 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 Offeror as required by this solicitation.

1. Signed transmission letter.
2. Package covering all sections (1 through 4 below).
3. Completed and signed required forms, section 3.

Packages must be submitted electronically to Representative, Grants and Contracts Administration at workwithus@icma.org with a subject line noting the RFP title and number found on the cover page of this RFP.

Applications received after the closing date stated on the top of the cover page of this RFP will be rejected

No phone calls please.

REQUIREMENTS

Below are the key requirements:

1. Engage with ICMA AMS core team to collect feedback. Facilitate a minimum of 3 workshops with the team for that purpose. (Potentially, engagement may be extended to include external stakeholders, e.g., members).
2. Based on engagement with ICMA AMS core team and, potentially, external stakeholders, identify and document functional and system requirements for ICMA’s desired future AMS.
3. Identify a list of potential vendors (a minimum of 4, not including the current AMS) for demonstration.
4. Actively participate in demonstration meetings with selected vendors. Assist the ICMA AMS team with assessing the potential solutions vis-à-vis documented requirements.
5. Provide a comprehensive report on assessment outcomes, including a vendor recommendation.
6. At ICMA’s option, provide a high-level overview of the project objectives and outcomes to all ICMA staff.

DELIVERABLES

- Detailed Project Plan
- Comprehensive report documenting all functional and system requirements based on feedback / input from stakeholder engagements, gap analysis, and vendor recommendations

Timeline:

ICMA expects the effort to begin soon after the award of this contract and the assessment process to be completed **no later than 31st January 2024**

SUBMISSION REQUIREMENTS

Section 1: Company profile, approach:	Provide a description of your business including the year established. Provide a detailed project plan including major deliverables and milestones. Provide a copy of your annual report (hyperlink accepted if available on-line) and include information on company size, number of employees and annual revenue.
Section 2: References:	Provide at least three (3) examples of relevant work similar to the specifications found in this RFP; contact information should include the contact name, phone number, e-mail address, and website address.
Section 3: Required Forms	Completed and signed W-9 Completed and signed ICMA Vendor Form

Section 4: Price format

ICMA recommends each Requirement and Deliverable from Page 3 above to be included as separate line items below with price for each item.

Line Item	Description	Qty	Unit Price (USD)	Total Price (USD)
	TOTAL PRICE:			_____

TYPE OF CONTRACT TO BE AWARDED

Fixed price.

CONTRACT TERM AND DELIVERY DATES

Final delivery dates will be negotiated upon award. Contract term will be approximately 6 months.

EVALUATION AND AWARD PROCESS

The award will be made to a responsible offeror whose offer follows the RFP instructions, meets the eligibility requirements, and meets or exceeds the minimum required technical specifications, and is judged to be the **best value based on price, performance / experience, specified quality standards, and requirements specified above.**

Please note that if there are significant deficiencies regarding responsiveness to the requirements of this RFP, an offer may be deemed “non-responsive” and thereby disqualified from consideration. ICMA reserves the right to waive immaterial deficiencies at its discretion.

ICMA reserves the right to award under this solicitation without further negotiations. The Offerors are encouraged to offer their best terms and prices with the original submission. It is anticipated that award will be made solely on the basis of these original quotations. However, ICMA reserves the right to conduct any of the following:

- ICMA may conduct negotiations with and/or request clarifications from any Offeror prior to award.
- While preference will be given to Offerors who can address the full technical requirements of this RFP, ICMA may issue a partial award or split the award among various Offerors, if in the best interest of ICMA.
- ICMA may cancel this RFP at any time.

GENERAL CONDITIONS

Late submissions and submissions lacking the appropriate completed forms will not be considered. Faxed submissions will not be accepted. Submissions 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 Offeror. ICMA takes no responsibility for effective delivery of the electronic document.

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 submissions 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.

The Offeror 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 an Offeror is an association, partnership, corporation, or other organization, this disclosure requirement includes the organization and its officers, partners, and directors or members of any 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.

It is ICMA's policy that no gifts of any kind and of any value be exchanged between Offerors and ICMA personnel. Discovery of the same will be grounds for disqualification of the Offeror from participation in any ICMA's procurements and may result in disciplinary actions against ICMA personnel involved in such discovered transactions.

Offeror must disclose any financial or organizational interest – as an employee, consultant, business partner, investor, shareholder, borrower, lender, beneficiary, board member or trustee – in an actual or potential competitor, contractor, sub-contractor, customer, client, vendor, donor or recipient of ICMA, that might produce a conflict of interest or the appearance of a conflict of interest should this contract be awarded.

Offeror 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.

ICMA shall use good faith efforts to provide contracting and procurement opportunities for small and disadvantaged businesses (SDB). SDB categories include minority business enterprises (MBE), women-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 Underutilized Zones (HUBZones) and private voluntary organizations (PVOs) principally operated and managed by economically disadvantaged individuals.

United States law prohibits transactions with, and the provision of resources and support to, individuals and organizations associated with terrorism. The Offeror under any award resulting from this RFP must ensure compliance with these laws.