

REQUEST FOR PROPOSALS

INTERNATIONAL CITY/COUNTY
MANAGEMENT ASSOCIATION
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icma.org

Date Issued: September 18, 2023
Deadline for Offeror Questions: Monday, September 25, 2023, 6:00 pm EST
Deadline for Responses to Offeror Questions: Wednesday, September 27, 2023, 6:00 pm EST
Deadline for Receipt of Proposals: Friday, October 6, 2023, 6:00 pm EST

Subject: Request for Proposals No. ICMAHO/FP&A/2023

The International City/County Management Association (ICMA) is seeking proposals from eligible respondents for a budgeting, forecasting, and financial reporting software solution. ICMA anticipates awarding one (1) single contract as the result of this solicitation. ICMA reserves the right to award more or fewer contracts than anticipated above.

Any questions concerning this solicitation must be directed to Representative, Grants and Contracts Administration, at workwithus@icma.org on or before the date and time listed in the header of this solicitation. ICMA will provide written responses to all questions received by the Deadline for Offeror Questions via the RFP amendment on its website.

All communications must include the solicitation title, ICMAHO/FP&A/2023, in the subject line.

No communication intended to influence this procurement is permitted except by contacting the designated contact above. Contacting anyone other than the designated contact (either directly by the respondent or indirectly through a lobbyist or other persons acting on the respondent's behalf) in an attempt to influence the outcome this procurement may result in a disqualification.

This solicitation in no way obligates ICMA to award a contract nor does it commit ICMA to pay any costs 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,

Sabina Agarunova, CPA
Chief Financial Officer

I. PURPOSE

ICMA seeks proposals for a cloud-based software application to aid in its budgeting, forecasting, financial analysis, and financial reporting processes. The desired solution will allow ICMA to move away from Excel-based processes and tools to a substantially more efficient, nimble, accurate and transparent financial planning and management environment.

II. ABOUT ICMA

ICMA is the leading association of local government professionals dedicated to creating and sustaining thriving communities throughout the world. Our mission is to advance professional local government through leadership, management, innovation, and ethics.

ICMA, a 501(c)3 nonprofit organization founded in 1914, provides member support, publications, training, professional development, technical assistance, and other resources to local government professionals and their organizations throughout the world. In addition, ICMA 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, visit www.icma.org.

III. SCOPE OF WORK AND DESIRED SOLUTION

CURRENT STATE

Organization: Internally, ICMA is comprised of functional departments (“business teams”, or “teams”) focused on delivering products and services worldwide in support of its mission. Currently the teams are:

- Executive Office
- Member Services and Support
- Professional Development
- Conferences, Events, and Sponsorships
- Research and Publications
- Global Engagement
- Global Program Management
- Outreach
- Technology and Data Engineering
- People, Culture, and Capabilities
- Finance and Contract Administration

Depending on the organization's strategic priorities and other factors, occasionally the team structure changes. Each team manages a grouping of programs and projects.

Budget process: ICMA's fiscal year is July 1 – June 30. The budget development process begins in December of each year with the ICMA Executive Board's approval of strategic priorities for the upcoming fiscal year. The budget is developed following a bottom-up, iterative process, in which teams build their departmental budget proposals using a set of Excel templates that are subsequently manually consolidated into an organization-wide budget (another Excel file). Budget templates are created each year by the Finance team, which is also responsible for reviewing individual teams' budget proposals and the consolidation process. The budget process concludes with the board's adoption of the budget at the June board meeting.

During the budget process, ICMA finance staff maintain control of all departmental budget files, manually managing permissions depending on the individual's role in the organization and the phase of the budget process. Care is taken that certain cells and fields containing confidential data, such as salary information, are hidden and password-protected to ensure data integrity and confidentiality.

In addition to various natural revenue and expense accounts, ICMA uses other dimensions in its financial system and, therefore, the budget. Individual items of revenue and non-labor expense are budgeted at the subproject level, which are rolled up to the project level. Projects are then grouped to form individual business teams' budgets. Labor is budgeted at the employee/position level, taking into account each employee's status (full time vs. part time). Each employee's salary is allocated across one or more projects. Fringe benefits are budgeted as a percentage of salaries.

Capital budget is maintained in a separate Excel spreadsheet containing historical and projected capital costs, estimates of useful lives, and calculation of depreciation/amortization expense. Cells from this file are manually linked with appropriate cells in other budget files (i.e., the IT team's budget file).

Once the budget is approved by the board, the finance staff manually enters it into the financial system, Deltek Costpoint, to ensure that budget data is available in the Project Status Reports (PSRs) and other Costpoint reports used by the ICMA staff as part of their forecasting and financial management processes.

Long-term financial projections: ICMA has recently begun utilizing its budget file structure for multi-year projections. Preparing and maintaining files to contain five years' worth of financial data made an already manual process even more laborious and time-consuming.

Year-end forecast: During the fiscal year, the financial forecast is updated monthly. After the books are closed each month, actuals are brought in and inserted into an Excel file containing the following columns: Prior Year to Date Actual, Prior Year Total, Current Year to Date Actual, Current Year to Date Budget, and Year-End Forecast – for revenues, labor, fringe, non-labor expenses, total expenses, and net contribution. This file is maintained manually by the Finance team. The year-end forecast is updated based on the CFO's and Controller's analysis and communications with the budget managers, which are conducted outside of the forecast tool.

Financial reporting: ICMA staff use several Costpoint reports, which contain budget and actual historical data. While Costpoint has extensive reporting capabilities, not all of this functionality is currently utilized.

Scenario planning: currently, there is no tool for this type of activity. Any “what if” scenarios are analyzed using Excel. Depending on the complexity of the scenario, this kind of analysis takes longer than desired.

DESIRED SOLUTION AND SCOPE OF WORK

ICMA seeks a cloud-based SaaS solution to support budget creation and management, in-year and multi-year financial forecasting, variance analysis, and financial reporting. Some of the required key features and functionalities are listed below. A complete list of requirements and questions is included in Appendix A, Requirements Questionnaire.

Functional Requirements

- ✓ Simple, clean, intuitive, and easy to navigate interface to enable both finance and nonfinance staff to perform tasks efficiently.
- ✓ Profit and Loss (P&L) budgeting at various levels and dimensions (natural general ledger account, project/cost center, activity/initiative).
- ✓ Project-based (vs. fiscal year-based) budgeting and forecasting.
- ✓ Revenue and expense planning using assumptions and drivers at various levels, from universal, organization-wide assumptions and drivers down to individual line items).
- ✓ Flexible rollup and grouping functionality that can easily accommodate reorganizations.
- ✓ Current year forecasting.
- ✓ Multi-year projections (five years or more).
- ✓ Labor/workforce planning at the individual employee/position level.
- ✓ Ability to allocate an individual employee’s salary to more than one project/cost center using “level of effort” percentages or a number of hours.
- ✓ Fringe benefits planning.
- ✓ Capital expenditures planning.
- ✓ Space/fields to accommodate comments, questions and answers, and other text throughout the system.
- ✓ Ability to create multiple copies (versions) of the same year’s budget, for “what-if” scenarios, testing, and training.
- ✓ Easy to create and maintain financial dashboards and reports.
- ✓ Drill-down to transaction level detail.
- ✓ Ability to link attachments to data points in various formats (Excel, PDF, Word, etc.).
- ✓ Data exportable to various formats (Excel, PDF, etc.).
- ✓ Easy and intuitive system-wide administration.
- ✓ Nuanced and easy-to-manage permissions, depending on the user’s role within the organization, budget year or “scenario”, or labor vs. nonlabor sections of the budget.
- ✓ Ability to accommodate approximately 35 users, with potential growth in future years.
- ✓ Built-in audit trail.

Technical/System Requirements

- ✓ Cloud-based hosted (SaaS) system.
- ✓ “Out of the box” solution, with no customizations required.
- ✓ Browser-based application, with no impact on ICMA’s existing systems and servers.

- ✓ Single sign-on.
- ✓ Integration with ICMA’s current financial system, Deltek Costpoint.
- ✓ On-demand accessibility of back-end data.
- ✓ Compliance with HIPAA, PCI DSS, GDPR, CCPA

IMPLEMENTATION AND TRAINING

- ✓ Turnkey implementation, including integration with Deltek Costpoint. The system must be fully implemented and ready for the FY 2025 budget process (approximately December 2023 – January 2024).
- ✓ Respondents must specify if a third-party implementation partner is recommended. If yes, that party’s scope must be described and priced separately.

POST-IMPLEMENTATION

- ✓ User training and ongoing support. Respondents are required to provide details, such as support hours, whether support is outsourced, and, if yes, provide the description of the entity and location.
- ✓ Warranty period and scope, if any.
- ✓ Software upgrade/patch frequency.

IV. SUBMISSION REQUIREMENTS

<p>Section 1: Company profile (limit to five (5) pages, excluding CVs, resumes, and other attachments)</p>	<ol style="list-style-type: none"> 1. Provide a brief outline of your organization and services offered. 2. Provide the year established. Provide the number of years the proposed solution has been on the market. 3. Provide full legal name of the company, legal address, and jurisdiction of organization/incorporation. 4. Provide name, telephone number, and email address for the principal contact. 5. Describe your firm’s current legal and financial situation, including any recent or upcoming mergers/acquisitions, bankruptcies filed, any material claims, judgments, arbitrations, investigations, or lawsuits, pending or ongoing. If available, provide a copy of your annual report. 6. Names and professional qualifications of key personnel. In the leading paragraph, please indicate how much time each individual will devote to this scope of work and what other projects this person will undertake at the same time.
<p>Section 2: Case Studies and References</p>	<ol style="list-style-type: none"> 1. Provide a description of the types and sizes of client organizations that you currently provide the same solution as solicited in this RFP. 2. Provide at least three (3) examples of similar/relevant work provided to similar organizations.

	3. For the examples above, provide contact names, phone numbers, e-mail addresses, and websites, to serve as references. References may be contacted as part of the evaluation process.
Section 3. Approach (limit to ten (10) pages, not counting Attachment A)	<ol style="list-style-type: none"> 1. Complete Appendix A, Requirements Questionnaire. 2. Describe implementation plan, timeline, staffing, scope, level of effort, and major milestones. Include system configuration, integration with Deltek Costpoint, and historical data upload and validation. 3. Define clearly what your role would be and what would be expected of ICMA staff during the implementation and post-implementation. Quantify level of effort needed from ICMA staff as clearly as possible, particularly during the implementation. 4. Describe rollout and training plan. 5. Describe your post-implementation support function, including support hours, in-house vs. outsourced, where the support function is located, etc.
Section 4. Pricing	<ol style="list-style-type: none"> 1. Provide detailed pricing, delineating between one-time and ongoing fees and between fixed vs. variable fees. 2. Be clear as to what is and what is NOT covered by the provided price. For example, if access to advanced reporting capabilities, support, or any optional tools has additional fees, clarify that. 3. If any third-party partners (e.g., implementation consultants) are recommended, provide pricing for their services separately. 4. Provide information on expected price escalations beyond the first year.

V. INSTRUCTIONS TO THE RESPONDENTS

Respondents interested in providing the services described above should submit a proposal following the prescribed format in Section IV. Submission Requirements. Adherence to the proposal format by all respondents will ensure a fair evaluation. 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.

1. Transmission letter
2. Package of no more than 20 pages, excluding CV's or resumes, the Requirements Questionnaire, and required forms
3. Completed Requirements Questionnaire
4. Completed and signed Vendor Application
5. Signed Non-Disclosure Agreement

Packages must be submitted electronically to Representative, Grants and Contracts Administration, at workwithus@icma.org. Place “ICMAHO/FP&A/2023” in the subject line. No phone calls please.

VI. APPENDICES (REQUIRED FORMS)

Appendix A. Requirements Questionnaire

Appendix B. Vendor Application

Appendix C. Non-Disclosure Agreement

VII. EVALUATION AND AWARD PROCESS

Proposals will be evaluated based upon the following criteria.

1. Alignment of the proposed solution to ICMA’s needs (75%)
 - a. functional requirements
 - b. technical requirements
 - c. implementation, training, and post-implementation support
2. Price (25%)

Short-listed vendors will be invited to prepare a demonstration of the software based on ICMA-specific data for a panel of ICMA employees. ICMA will provide the required data/scenarios for the demonstrations to short-listed vendors upon the initial evaluation of proposals.

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

VIII. GENERAL CONDITIONS

Proposal Submission - Late proposals and proposals lacking the appropriate completed forms may be disqualified. 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.

Proprietary Information - Careful consideration should be given before confidential information is submitted to ICMA as part of the proposal. Review should include whether it is critical for evaluating a proposal, and whether general, non-confidential information may be adequate for review purposes. Information submitted to ICMA that the respondent wishes to have treated as proprietary and confidential trade secret information should be identified and labeled "Confidential" or "Proprietary" on each page at the time of disclosure. This information should include a written request to except it from disclosure, including a written statement of the reasons why the information should be excepted. However, ICMA cannot guarantee the confidentiality of any information submitted.

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. Offers 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 their proposal has been selected.

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 interests.

Disclosure Requirement - Respondents 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, or any other country or territory, 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 respondent 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 SDB'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.