

REQUEST FOR PROPOSAL

Original Date Issued: August 7, 2018

Deadline for Questions: August 15, 2018

Closing Date: August 31, 2018

Anticipated Award Date: September 7, 2018

Subject: **Request for Proposal –Publications Warehousing and Order Fulfillment/2018**

The International City/County Management Association (ICMA) seeks proposals from eligible Respondents for professional services for ICMA in Washington, D.C. ICMA anticipates awarding one (1) single award 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 ICMA Publications Manager, Cory Fleming at cfleming@icma.org; 202-468-3253. All contractual 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, **ICMA Publications Warehousing and Order Fulfillment/2018** 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 look forward to a mutually beneficial business relationship.

Sincerely,

Cory Fleming

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PURPOSE

ICMA seeks a qualified service provider to manage warehousing, distribution, and sales of printed ICMA Publications. Support functions including accounting, tracking sales tax, and other services are defined in the proposal requirements (See Table 1.)

ABOUT ICMA

ICMA advances professional local government worldwide. Our mission is to advance professional local government 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 11,000 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.

ICMA is a 501(c)(3) nonprofit organization founded in 1914 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.

ICMA's Dun and Bradstreet number is 072631831.

I. BACKGROUND/REQUIREMENT

ICMA produces and sells publications designed to educate ICMA members at every stage of their professional career as a local government manager. From textbooks to reference guides to subscription services, ICMA members depend on ICMA Publications to support their daily work. In order to deliver excellent customer service to our members, ICMA Publications requires the services from a warehousing and order fulfillment vendor that has the capacity to successfully manage storage and distribution services for the small nonprofit's publication division. A list of the requirements ICMA intends to secure can be found in Table 1 below.

Table 1. ICMA Requirements for Warehousing and Order Fulfillment

Order Entry
Contact Center
Mail/Manual Orders
Customer Service Emails/Phone Inquiries
Online Orders
Distribution Center
Storage
Receiving
Misc. Warehouse Labor - processing labels, preparing special orders, etc.
Misc. Project Materials - bags, shrink wrap, other materials needed for processing an order
Recycling/Trash Labor - disposal of materials used during shipment preparation
Shipping/Picking/Rush Orders/Packages
Accounting Services
Invoicing/Statements/Dunning Letters - sent out for fee collection
Bank Fees Processing
Credit Card Fees Processing
Letters and General Correspondence
Backorder Notifications
A/R Management Labor – labor associated with collecting fees
Customer Adjustments
Cash Application
Monthly Closing and Reporting
Sales Tax Annual Software Fee – an annual fee associated with maintain up to date software
PCI Compliance
Other Administrative Services
Photocopies
Smart Reports – internal reports prepared for clients
IT Programming Services – IT services as required by client
Client Relation Fees – phone calls, email & other expenses associated with client management

II.

III. DELIVERABLES/PERFORMANCE MEASURES

Provide prompt, efficient and courteous fulfillment service with targeted service levels
Ship 95% of all shipments within 48 hours of receipt of an accurate order
Ship 95% of all ICMA orders error-free
Acknowledge all email requests within 48 hours
Upon 72 hours notice, ICMA has the right to inspect accounts and facilities maintained by selected vendor.

SUBMISSION REQUIREMENTS

Section 1: Company profile:	Please limit to no more than two pages. <ol style="list-style-type: none">1. Provide a description of your business2. Provide the year established in the current business for the services requested in this request for proposal.3. Please provide a copy of your annual report and include information on company size, number of employees and annual revenue.
Section 2: References:	Describe 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: <ol style="list-style-type: none">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:	Describe your business process and how performance measures will be met
Section 4: Pricing:	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

TBD

CONTRACT TERM AND DELIVERY DATES

Given the ongoing nature of the proposed scope of work, ICMA intends to enter into a three-year contract for the provision of the services previously noted above.

EVALUATION AND AWARD PROCESS

Offers will be evaluated based upon:

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

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.

1. Transmission letter
2. Package no more than 4 pages and required forms
3. Completed and signed required forms

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 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)

W-9

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.