QUESTIONS & ANSWERS

REQUEST FOR PROPOSAL

Subject: ICMAHO/NetFORUM Upgrade Support/2018

Q&A Date: May 11, 2018

NF2013 to NF2017 Upgrade Q & A

1. Would it be possible to get iWeb/web server/dB access to conduct an assessment of current customizations to provide as part of proposal? Access to the system will only be granted to the awardee(s) of the RFP.

2. Assumption is that we would only be responsible for customizations by vendors as part of the upgrade and that Abila would handle all baseline and Abila customizations, as well as the actual upgrade. Is that assumption correct? Yes.

3. Will ICMA be able to provide all customization source code? Yes, upon award.

4. Will ICMA have a Dev and Test site as part of the upgrade? TBD. Please include your suggestions.

5. Does ICMA have evaluation criteria for payment gateway, or would that be part of the evaluation process for the vendor to identify those criteria? Vendor would need to identify.

6. Are there any other modules ICMA is considering leveraging or business processes ICMA is looking to move into netFORUM beyond those listed? Would part of the business process review be looking for those opportunities? The business process review should be looking for opportunities of use.

7. Can ICMA provide the current SOPs in order to assess how much already exists and would need to be updated versus how much would need to be created from scratch? ICMA has over 140 SOPs, 40 Admin SOPs will be provided to the awardee(s).

8. What level of involvement does ICMA expect from staff in the upgrade process? There is a core team of ICMA staff, similar to Early Adopters, who would be responsible for testing.

9. Should upgrading eWeb be included as part of the upgrade process, or only iWeb? If eWeb is included, the assumption is that the effort is to update the CSS and make eWeb responsive, as well as confirm all existing functionality works. Is that correct? Yes, the awardee(s) shall upgrade eWeb, update the CSS, and ensure it is responsive and works.

10. Besides Informz, what else is integrated with netFORUM? Who will be responsible for the testing of those integrations? The awardee(s) would be responsible for testing integrations. Besides Informz, other integrations would include TripBuilder (our mobile app), INXPO (virtual conference), Elevate (LMS).

11. In the Evaluation and Award Process, sections 1, 2, 3 and price are mentioned. Where does section 4 fit into the evaluation? Section 4 speaks to the experience that a vendor may (or may not) have. Based on experience with upgrades, define what strategy works best for optimal delivery.

12. Will answers to all questions be shared with all vendors participating in the RFP process? This generally allows for greater transparency and ensures ICMA can compare apples to apples. Yes, ICMA's policy is to shall all Q&A and to post it to our website.

13. When does ICMA anticipate having answers to share to the above questions? Answers are given before the submission deadline.

14. Is your hope that this individual would be separate from the customization upgrade vendor, or would you be comfortable in having a vendor involved in both the customization upgrades as well as the upgrade PM? The RFPs will be awarded based on whatever is best for ICMA -it may or may not be the same vendor, thus the two separate RFPs. Proposal submissions will be evaluated as per the critera contained in the given RFP.

15. We would be interested in bidding on both positions, but didn't know if a) That is something ICMA would be interested in and b) if ICMA would want two proposals for the two RFPs, or if we could submit them as a single proposal? A) See question to #14; B) All proposal responses must be submitted separately and according to the RFP instructions – you may reference the other RFP and include any discount pricing that may result from merging the two, but the responses must be separate.

16. Will ICMA be allowing vendors access to their system in order to make a more accurate assessment to provide a fixed cost proposal? Currently, there is no plan to allow access to all respondents to the RFP. However, this offer may be extended to finalists before an award is given. If a fixed cost price cannot be proposed, perhaps a ratio of consulting hours for recompiling would be beneficial. Ex: a customization costs ICMA 20 hours of development, vendor will charge X hours to recompile it.