

QUESTIONS & ANSWERS
REQUEST FOR PROPOSAL

INTERNATIONAL CITY/COUNTY
MANAGEMENT ASSOCIATION
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Subject: ICMAHO/NetFORUM Upgrade Project Management Services/2018

Q&A Date: May 11, 2018

1. 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 criteria contained in the given RFP.**
2. 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 #1; 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.**
3. Which modules used by ICMA were customized, and if so, how extensively? **As listed in the RFP, these are the modules that ICMA uses:**
 - Accounting - No
 - Awards - Yes
 - Certification - Yes
 - CMS - Yes
 - Committee - No
 - CRM - Yes
 - Events - Yes
 - Fundraising -Yes
 - Inventory - Yes
 - Marketing - Yes
 - Membership -Yes
 - Subscriptions -No

It would not be possible (nor reasonable) to list all of the customizations and definitions in response to this inquiry. Estimates are allowed based on the information provided.

4. Who has developed customizations for ICMA (Abila, any partners (and if so how many), and/or ICMA staff)? **Benel, Dovelox and ICMA Staff – there are dozens and too many to list all.**
5. It looks like you are using both eWeb and xWeb - how much xWeb is in use vs eWeb (e.g. 50/50)? **Yes, ICMA uses eWeb and xWeb – we have integrations with Informz, TripBuilder, Elevate and INXPO – the comparison of eWeb and xWeb is unclear.**
6. Does ICMA have a listing of all existing customizations? **There is not a list but we have access to all of our customizations via code repository**
7. Does ICMA have current SOPs and workflows documented? **ICMA has over 150 SOPs defined for internal and admin staff**
8. What level of project resourcing on the ICMA side are you anticipating? **ICMA will have an executive sponsor, a project manager and a team of approximately 8 staff members to assist with the upgrade processes. The management of the external resources – multiple parties, tracking of issues with online access for the 8 members and solid reporting is what is needed the most.**
9. Does ICMA use any collaboration tools (such as for issue tracking) today? **No – we do not – it is our expectation that the awardee of this proposal will provide a system that will house issues tracking and reporting.**
10. In the RFP for the actual upgrade, it's requested that the vendor develop a test plan and SOPs and “work with ICMA staff to conduct testing, logging errors for resolution. Since you're asking the actual vendor who is doing the upgrade to do these things, should we omit them from our proposal? **ICMA has the right to award multiple awardees under both proposals so the delegation of services can be rearranged at ICMA's discretion. Where it works best of ICMA – the PM role could be responsible for some or all of the items mentioned. It's best to mention what skillsets your organization does best.**
11. You ask that we provide an “issue tracking tool,” but Abila has one that all clients are required to use. Will that suffice? **ICMA feels that the tracking tool that Abila supplies is insufficient and will not allow access for all of the users that need it. Also, ICMA would like to tie a detailed project plan to the issues tracking tool – which can only be managed outside of what Abila offers. ICMA has concerns about access – who can report issues, detailed tracking and follow up – to be managed by the PM – not Abila. It is in ICMA's best interest to have its own full-bodied issues tracking tool for this process.**

12. We don't have an "annual report." We usually don't provide financial information (actually, we are rarely asked to do so), but can provide it if we are one of the finalists and it's one of your requirements. **If your organization does not have an annual report or 10-K, please provide information on company size, number of employees, and annual revenue. Bidders are not required to submit financial information such as audit reports or balance sheets but must demonstrate Financial Responsibility so ICMA may its conduct due diligence.**
13. By "transaction fee arrangement," I assume you mean "time and materials?" Sorry – this is a term that we haven't encountered in our line of work and I want to make sure we are interpreting this correctly. Disregard the references to "transaction fee." **Develop your pricing based on Firm Fixed Price (FFP) or hourly-based Statements of Work (SOW). "Hourly-based" is Time & Material (T&M).**
14. Since we are the ones providing services, we use our Master Consulting Agreement. We're happy to review the terms of your agreement and negotiate the terms of ours, but please tell me if this will be an issue. **ICMA's legal team is willing to review and consider your organization's MCA. If you are proposing the MCA be used in place of ICMA's Master Service Agreement, ICMA would determine which template is most appropriate. Any differing Terms and Conditions would be negotiated and mutually agreeable.**
15. We didn't see the "required forms" (W-9 and New Vendor) that need to be submitted with the proposal. **The W-9 and Vendor Application are highlighted in blue under each RFP found on ICMA's website. The following are the hyperlinks:**
<https://icma.org/requests-for-proposals>
<https://icma.org/documents/icma-procurement-vendor-application>
<https://www.irs.gov/pub/irs-pdf/fw9.pdf>