

REQUEST FOR PROPOSAL

RFP Release Date: January 11, 2019

Deadline for Questions: 5:00PM ET, February 5, 2019

Answers to Questions Posted: 5:00PM ET, February 12, 2019

Proposal Submission Deadline: 5:00PM ET, February 28, 2019

Anticipated Award Date: April 1, 2019

Subject: **ICMAHO/NetFORUM IDIQ/2019**

The International City/County Management Association (ICMA) is seeking proposals from eligible Respondents for professional services for ICMA in Washington, D.C. ICMA may award multiple awards as a result of this solicitation.

Technical questions concerning this solicitation should be directed to Monica Jordan, mjordan@icma.org with a copy to workwithus@icma.org. All contractual questions relating to this solicitation must be submitted to Grants and Contracts Administration at workwithus@icma.org.

All communications must include the solicitation title, ICMAHO/NetFORUM IDIQ/2019 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 look forward to a mutually beneficial business relationship.

Sincerely,

Monica Jordan, AMS Senior Manager

PURPOSE

ICMA is changing the way that its development needs are being met through the adoption of an enterprise IDIQ model. The IDIQ model (Indefinite Delivery, Indefinite Quantity) will allow ICMA to leverage a pre-approved list of vendors to fulfill NetFORUM development needs. The maximum allotted number of vendors for this IDIQ is eight (8).

ABOUT ICMA

ICMA advances professional local government worldwide. Our mission is to create excellence in local governance by developing and fostering professional management to build sustainable communities that improve people's lives worldwide. ICMA provides member support; publications; data and information; peer and results-oriented assistance; and training and professional development to more than 10,000 ICMA, 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.

BACKGROUND

ICMA is currently using NetFORUM v2017. As we continue to grow, and our needs evolve, we are in constant need of support for improvements and new functionality so that we can make optimal use of the system. Vendors must be proficient in Toolkit, SQL Server, .NET, Visual Basic, C#, Microsoft Reporting Services, HTML, CSS, JavaScript, and various API methods.

The following modules are being utilized – all respondents must be able to demonstrate proficiency in these 15 modules:

1. Accounting
2. Awards
3. Certification
4. CMS
5. Committee
6. CRM
7. Events
8. Fundraising
9. Inventory
10. Marketing
11. Membership
12. Subscriptions
13. xWeb
14. Toolkit
15. Sales

QUESTIONS

Questions regarding this solicitation may be submitted via email to workwithus@icma.org by or before 5:00PM ET on February 5, 2019. Responses will be posted on <https://icma.org/requests-for-proposals> by 5:00PM ET on February 12, 2019.

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. Submission Requirements Documentation
3. Completed and signed required forms

Packages must be submitted electronically to mjordan@icma.org with a copy to Representative, Grants and Contracts Administration at workwithus@icma.org. Place "ICMAHO/ NetFORUM IDIQ/2019" in the subject line.

Applications received after the closing date stated on the top of page 1 will be rejected. No phone calls please.

SUBMISSION REQUIREMENTS

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|--------------------------------|--|
| Section 1: Company profile: | Provide a description of your business and include the collective years of experience that staff has worked with NetFORUM and list key staff; their roles, resumes and background and provide the number of years' experience working with NetFORUM for each individual. These key staff would be expected to be a part of the support team. |
| Section 2: References: | Provide a description of 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: The contact information for at least three (3) clients who also use the company's services. The contact information must include the contact name, phone, e-mail and client company URL. References will be contacted as part of the evaluation process. |
| Section 3: Pricing: | Respondents must provide loaded labor rates for any labor category proposed to ICMA inclusive of fringe benefits and any indirect or overhead rates in the format below. See Price Format below |
| Section 4: Work Samples | Where possible, please provide URLs for work that has been developed by your company. If the URLs are not available, an attachment of screenshots can be used for examples. |
| Section 5: Why You? | Express why your company would be a good fit for ICMA. Define why your company should be one of the finalists. |

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| Required Forms | Completed and signed W-9 Completed and signed ICMA Vendor Form |
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Price Format

| | Respondent's Labor Category | USD Loaded Hourly Rate |
|----|-----------------------------|------------------------|
| 1 | | |
| 2 | | |
| 3 | | |
| 4 | | |
| 5 | | |
| 6 | | |
| 7 | | |
| 8 | | |
| 9 | | |
| 10 | | |
| 11 | | |

EVALUATION AND AWARD PROCESS

Proposals will be evaluated based upon:

1. Company Profile (20%)
2. References (30%)
3. Pricing (30%)
4. Work Samples (10%)
5. Why You? (10%)

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.

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

TYPE OF CONTRACTS TO BE AWARDED

ICMA anticipates issuing the successful Respondents – for each successful vendor who qualifies for the pool - a Master Services Agreement (MSA) to include the terms and conditions under which firm fixed price or level of effort Task Orders (TO) shall be awarded. Issuance of a Master Services Agreement shall not be construed to constitute authorization for any work anticipated by this solicitation. Work can only be authorized by issuance of a TO signed by an authorized ICMA representative and countersigned by the IDIQ holder authorized representative. The issuance of an MSA does not guarantee any maximum or minimum amount of work.

Work shall be bid by IDIQ holders who have successfully negotiated an MSA after ICMA releases a Request for Task Order Proposal (RFTOP) in which the Project Manager will provide a Business Requirements document to all IDIQ holders. There will be a questions period where each IDIQ holder can ask questions in order to provide an informed response to the RFTOP.

Each IDIQ holder will be able to supply a Task Order proposal with a defined Level of Effort which includes pricing and their suggested approach. The Project Manager will review each Task Order proposal and determine which response represents best value to ICMA for that particular work. ICMA

utilizes best value selection methodology which may or may not mean that selection is based on lowest price.

CONTRACT TERM AND DELIVERY DATES

Eligible respondents chosen for this pool will be validated to participate for the next five (5) year period ending 06/30/2024.

GENERAL CONDITIONS

Proposal Submission - Late proposals will not be accepted. Faxed proposals will not be accepted. Proposals will not be accepted at any 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 your 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 will award multiple awards 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 two months from the proposal due date if 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 of 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 or 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.

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 RFQ must ensure compliance with these laws.