



Request for Qualifications for Management & Administration Services for the North Carolina City & County Management Association

Due Date: October 19, 2018 by 5:00 pm

Contact

Alana Keegan
NC City and County Management Association
C/O Triangle J Council of Governments
4307 Emperor Blvd., Durham NC 27703
Email: akeegan@tjocog.org
Phone: (919) 558-2706

Request for Qualifications

The NC City and County Management Association (NCCCMA) is requesting statements of qualifications from experienced firms, organizations, or individuals (the proposer) to provide administrative and management services to the Association, including event management of semi-annual conferences (Seminars), oversight and management of membership and financial records, member communication and engagement, and other work aligning to the Association's Strategic Plan.

Background/Overview

NCCCMA is the professional association for municipal and county managers and assistant managers from throughout the State of North Carolina. One of the organization's primary purposes is to improve the quality of local government. Members subscribe to a high standard of professionalism, including conformance with the International City/County Managers Association [Code of Ethics](#).

The North Carolina League of Municipalities (NCLM) currently provides administrative and management services to the NCCCMA through several NCLM staff members. These staff members also perform other duties for NCLM. One position, the NCCCMA Secretariat, serves as the designated point of contact for the association's partners, governing body and membership. This individual provides support to Association leadership, project management and oversight, membership services, and human resources functions. The Secretariat manages six separate service contracts with external entities for website design and newsletter management, planning and management of semi-annual conferences (Seminars), audit services, database services and professional development programming. Since NCCCMA serves as the state association on behalf of ICMA, the Secretariat's ability to maintain a proactive and close working relationship with ICMA staff and ICMA Board members is essential.

During the 2016-2017 fiscal year, NCCCMA leadership and membership underwent a strategic planning process to evaluate the mission of the association, identify new organizational goals and document

strategies to implement each goal. The result of this process is a strategic plan with seven high-level goals. Implementation and tracking of the plan will be integral to the work of the firm, organization, or individual hired to provide management and administrative services to the association. Strategic plan documents are linked [here](#).

In 2018, the NCCCMA Executive Committee reached out to Triangle J Council of Governments (TJCOG) to assist the organization in designing a process to evaluate what the organization needs for staffing moving forward, and how that staffing would help implement strategic plan goals. TJCOG staff met with the Executive Committee and a designated RFQ Committee several times to identify the current state of the NCCCMA's staffing agreements, the essential services provided by the NCLM that must continue, and the gaps in current services. The scope of services listed in this document is inclusive of both these essential services and new services that are necessary for the future of the organization.

Scope of Services

NCCCMA is seeking a qualified firm, organization, or individual with a strong understanding of local government and North Carolina laws to perform administrative, management and strategic duties on behalf of the Association. At a minimum, duties will include:

- Meeting support for the NCCCMA leadership and Executive Committee, including preparation of agenda and minutes, communication before and after meetings, and managing annual membership meeting logistics (annual meeting occurs at the Winter Seminar).
- Extensive support for the various [Association committees](#).
- Maintenance of the membership database (public and private facing), production and distribution of marketing materials to potential members, membership invoice creation and distribution, tracking of dues payments, and responding to member inquiries.
- Financial management (and/or oversight of external firm) including fund management, monthly financial statements, and accounts payable and receivable.
- Managing contract for the annual audit and providing information needed to complete the audit.
- Event management for NCCCMA's winter and summer conferences (Seminars) including financial responsibilities, registration, and support of the Sponsorship Committee.
- Internal and external communications, including: website hosting, newsletter distribution, management of statewide manager listserv, etc.
- Onboarding of new committee chairs, board directors and officers.
- Maintaining close, effective working relationships with partner organizations such as UNC School of Government, North Carolina Association of County Commissioners, North Carolina League of Municipalities, ICMA, Alliance for Innovation, and others.
- Leading Executive Committee and membership in implementation and monitoring of Associations' Strategic Plan; monitoring and tracking of goals, strategies and tasks identified in the Strategic Plan.

Qualifications

- Considerable knowledge and understanding of municipal and county government, particularly in North Carolina, is preferred.

- Considerable knowledge of the council/manager plan, including service in local government management, is preferred.
- Ability to establish and maintain working relationships with North Carolina League of Municipalities, North Carolina Association of County Commissioners, UNC School of Government, ICMA, Alliance for Innovation and other special interest groups.
- Excellent oral and written communication skills, including strong interpersonal and consensus-building skills.
- Strong organizational skills, including special event planning and creation of training programs
- Financial and bookkeeping capabilities or capability to secure services on behalf of the Association.

Submittal Requirements

Request for Qualifications should be submitted electronically to Alana Keegan at akeegan@tjcog.org by 5pm October 19, 2018.

Submittals should include:

- History and Background of the Proposer: Provide background information including details of relevant experience and the ability of the proposer to provide these services.
- Strategic Plan: Identify strategies regarding how the proposer would assist and lead the Association in implementing and monitoring the [NCCCMA strategic plan](#).
- Key Staff: Identify key person(s) who will be responsible for tasks. If you propose contracting with another organization or company for the services, please identify their key staff and provide resumes. Please note whether internal and external staff.
- Financial and Bookkeeping Capabilities: Detail the ability to provide the required financial and bookkeeping capabilities. Note whether capability is internal or external.
- Philosophy: Provide a statement describing your approach or philosophy for providing administrative and managerial services to the NCCCMA.
- Examples: Provide a complete description or examples of how you intend to provide the aforementioned administrative and managerial services.
- Cost Proposal: Identify the cost of services and payment terms for membership management, financial management, conference management, Board and other meeting administration support, website and technology support, and special projects. Each category needs an itemized cost breakdown included.
- References: Include contact information for three references

Selection Process

Triangle J COG will review the received proposals and recommend the proposers to be interviewed by the NCCCMA RFQ Committee. The NCCCMA RFQ committee will select proposers that will participate in the first interviews. The NCCCMA RFQ committee will recommend a finalist to the NCCCMA Executive Committee for a second-round interview. The NCCCMA Executive Committee will invite a finalist (or more than one finalists at the Executive Committee's discretion) for a second-round interview. The selection will be made by the NCCCMA Executive Committee based on the proposer that meets the Association's needs. Some of the criteria include:

- Qualifications and experience of the key staff assigned to the project

- Strategic Plan implementation strategy
- Financial and bookkeeping capabilities
- Established relationships with School of Government, ICMA, League of Municipalities, and Association of County Commissioners
- Cost of services
- Results of reference contacts

All questions regarding this Request for Qualifications shall be submitted in writing to the contact information provided on the first page of RFQ by September 28, 2018. Answers will be provided in writing to all interested parties by October 5, 2018.