



**Association for  
Conflict Resolution®**

**VOICES, CHOICES, SOLUTIONS**

### **Request for Proposal Seeking Website Developer for Your Membership (YM)**

Company: Association for Conflict Resolution

Company Address: 1639 Bradley Park Drive, Columbus, Georgia 31904

Phone Number: 202-780-5999

Contact: Sarah Kauffman, 412-818-6030, ACR Website & Social Media Co-Chair

Contact Email Address: [admin@acrnet.org](mailto:admin@acrnet.org)

The Association for Conflict Resolution is seeking a contractor with experience developing, migrating, implementing, training and providing technical assistance for Your Membership website and member database.

#### **The Organization**

The Association for Conflict Resolution is a professional membership organization comprised of ADR professionals within the conflict resolution field. Members include, but are not limited to, arbitrators, educators, facilitators, mediators, researchers, etc. ACR members can be found in courts, educational institutions, government organizations and both for-profit and nonprofit organizations. ACR's mission is to advance the practice and public understanding of conflict resolution. This is accomplished through the use of online and face-to-face tools. Currently ACR has 1200 members. ACR's website is currently available to both members and non-members.

#### **History of the Project**

In 2012-2013, ACR was seeking a website and member database and decided on iMIS from Advanced Solutions International. There were problems from the beginning. In 2017,

ACR hired a contractor to provide technical assistance and “turn on” the automatic renewal feature of the iMIS system. Specifically, ACR was looking to access the portion of the system that provided a systematic process for automatically notifying members of membership renewals. ACR learned that a substantial upgrade would be necessary. ACR looked for an alternative platform and selected Your Membership (YM).

In June 2018, ACR worked with a consultant to migrate ACR from iMIS to YM. This included extensive testing, technological support and training. Work also began on the new website which included website design and migrating all of the website content to the new website. The following functions were also initiated:

- Automated notification to members whose memberships had expired or were needing to be renewed
- Donations and payments
- Event Ticketing and on-site registration
- The establishment of Groups

**Additional tasks to be completed under this contract include:**

- Continued coordination and technical support for legacy migration issues from iMIS to YM
- Provide continued support for automating membership renewals and expiration processes
- Conduct an audit of the membership database against other data sources
- Coordination with ACR team to inform ongoing development of membership functions and website content
- Coordinating with ACR the response to member inquiries with the goal of developing standardized responses
- Provide support related to Chapter/section/committees website use and membership engagement
- Full development of the resource library and member directory
- Provide conference registration, sponsorship and donation support as needed
- In conjunction with ACR priorities, develop additional YM features to include testing, training and the development of appropriate materials. These priorities could include development of the following features: Professional Development, Continuing Education, the online store and full functioning reporting features.
- Implementation of a Member-only section of the website
- Creation of how-to materials, where needed

## **PROPOSAL SUBMISSION**

1. This RFP will remain open until 11:59 PM (EDT) on April 30, 2019. ACR, at its discretion, has the right to reopen submission period.
2. Submissions will be accepted electronically. Please email completed package as a PDF file and include the Name of the Bidder in the subject line. Email complete proposal with required attachments to [admin@acrnet.org](mailto:admin@acrnet.org).
3. In the body of the email and on the cover page, please provide the following:
  - Name of contractor
  - Contact person
  - Complete mailing address
  - Email address
  - Telephone Number
4. Qualification Experience - Provide information demonstrating experience with Your Membership which includes migrating to another system; developing, implementing and training YM functions.
5. Qualifications of Key Staff - Provide the names and qualifications of all key staff to be involved in the project. This section should include brief biographical statements for each team member focusing on their experience with YM.
6. Approach to Providing Services - Describe how the contractor will provide the service to include how the contractor manages their client relationships.
7. Fee Structure - Describe, in detail, the fee structure for developing the service.

**Questions:** Please direct all questions regarding this RFP to Sarah Kauffman, 412-818-6030, ACR Website & Social Media Co-Chair, [admin@acrnet.org](mailto:admin@acrnet.org)