

ROCKS' Request For Proposal

MANAGERIAL SUPPORT and EXECUTION SERVICES
NATIONAL BOARD OF THE ROCKS, INC
PROPOSALS DUE BY: JUNE 30, 2023

Company Background

The National Board of the ROCKS, Inc. is an all-volunteer management entity that provides guidance and oversight for direct and supporting tasks associated with the implementation of mentoring activities, scholarship presentation and professional development for the United States Armed and Uniformed Services Officer Corps and senior government civilians. The organization, formed in 1974, is headquartered in the metropolitan District of Columbia area and boasts Chapters in fourteen locations in the continental US and the Republic of Korea.

Project Overview

The National Board requires proactive and managerial staff support that incorporates strategic planning principles and monitoring, assessment and evaluation activities designed to promote meaningful and measurable growth across specific administrative and programmatic areas.

Specific administrative areas include internal and external communications with National Board members, a membership base of up to 1400 people and partner organizations. Communications entail professionally prepared, error-free written correspondence, plus timely and responsive information dissemination.

Concurrently, specific programmatic areas include mentoring program management; membership retention, reclamation, and growth activities; tracking and engaging scholarship recipients; strategic planning facilitation; fundraising, and; general staff support to the National Board on a collective and individual basis.

Project Goals

The goals of this project include:

- i. To provide real time staff support to handle daily administrative requirements of The National Board of the ROCKS, Inc.*
- ii. To establish and sustain cross-functional operating procedures that rely on functional area coordination and intra-organizational dialogue.*
- iii. To expand the organization's programmatic capacities in the areas of mentoring & coaching, scholarship giving, membership development, strategic planning and fundraising.*

To reach these goals, The National Board of the ROCKS, Inc. is now accepting bids in response to this Request for Proposal (RFP).

Scope of Work

This managerial support and execution services project is designed to augment the limited programmatic capacities inherent to this all-volunteer, non-profit organization. The period of performance (PoP) is twelve consecutive months starting on April 1, 2024, with an option period of one additional twelve-month timeframe. The scope of work (SOW) entails proactive communication with up to fifteen (15) board members and the execution of relevant support activities resulting from the interaction with those Board members. Communication will occur on a weekly basis, at a minimum, but will not happen with all fifteen each week. Communication and the frequency and breadth of the subsequent support activities are dependent on the expressed and implied tasks stemming from the organization's adherence to its bylaws and its approved strategic plan. Successfully executing this SOW requires a service provider capable of bringing industry experience, intuitiveness, and strategic foresight to the organization to facilitate Board members' collective and individual abilities to plan, execute, analyze & assess, and refine programmatic activities that enhance the organization's service offerings, promotes meaningful growth, and leverages experiences to strengthen the organization's business practices. This RFP's SOW calls for proactive and sustained engagement across six (6) functional components.

Mentoring

- Deliberate monitoring and sustainment activities associated with the organization's utilization of the Chronus mentoring platform
- Travel coordination
- Expense reporting/reconciliation
- Quantitative info gathering
- Marketing & recruiting

Membership Development

- Marketing & recruiting
- Membership incentives
- Self-improvement offerings
- Documentation
- Trend analysis
- Facilitating Chapters' external messaging
- Enabling historical documentation activities

Scholarship Management

- Historical record keeping
- Consistent engagement with stakeholders and past recipients
- Marketing & recruiting
- Reporting
- Mentorship pairing

Strategic Planning

- Strategic plan development
- Strategic plan execution
- Strategic plan monitoring
- Strategic plan analysis & assessment
- Strategic plan evaluation
- Strategic plan revision

Fundraising

- Deliberate monitoring and tasks execution tied to the organization's use of the Network for Good fundraising platform
- Trend analysis
- Reporting
- Identification of potential funding opportunities
- Proposal writing coordination

General Office Tasks

- Correspondence management
- Meeting support
- Financial bookkeeping and fiscal management
- Emotional care and support for various life events occasionally impacting organizational members
- Founder's Day support
- Leadership outreach support
- Periodic liaising with the organization's website service provider, Club Express

Existing Roadblocks Or Technical Issues

The National Board of the ROCKS, Inc. lacks a physical office and possesses no office equipment. Interested service providers must have the capacity to conduct business utilizing their own organic equipment and facilities. Given the National Board of the ROCKS, Inc. is an all-volunteer organization, timelines for communication with key personnel can be protracted. Thus, this RFP requires a long lead time to assess the merits of each proposal, to gain Board of Directors consent and to develop and implement prerequisite processes to ensure seamless operations at the start of the PoP. The Board will announce the winning proposal on October 30, 2023.

Budget Constraints

Given the nature of the organization and the infrequency of support requirements for any major organization-wide events or activities, the cost ceiling for this RFP is capped at \$25K per twelve-month PoP.

Evaluation Metrics

The National Board of the ROCKS, Inc. will deem a service provider as being “best fit” for this project based on the service provider’s ability to fully articulate how it will leverage technology and various planning tools to deliver efficient measurable results that are reflective of prudent and measurable time considerations.

Additionally, the National Board of the ROCKS, Inc. will evaluate bidders and proposals based on the following criteria:

- Previous experience/past performance history with volunteer organizations.
- Samples and/or case studies from previous similar projects.
- Projected costs.
- Experience and technical expertise.
- Responsiveness and answers to questions in the next section.

Questions Bidders Must Answer To Be Considered

- A) *How will your company help the organization efficiently execute its strategic plan?*
- B) *What methodology will your company use to promote the organization’s adherence to coordinated and inclusive planning, execution, and evaluation activities?*
- C) *What customer service values and beliefs does your company subscribe to and how will they be implemented in pursuit of the objectives conveyed in this request for proposal?*
- D) *How will you company guarantee excellent support and demonstrate a sense of accountability?*

Submission Requirements

Aside from the required questions to answer and evaluation metrics outlined earlier, the following is what will ultimately be necessary for the proposal to be fully considered.

Bidders must adhere to the following guidelines to be considered:

- Meeting all 5 metrics in the evaluation section.
- Proposals must be sent in by 5:30 pm on Friday, June 30, 2023. Bidders who are interested in submitting a proposal should inform Mr. Ray Bingham at rbingham@fxcc.org no later than 5:30 pm on Wednesday, May 17, 2023.
- Proposals must not exceed five (5), type-written single-spaced pages. Failure to comply to this guideline will result in an automatic rejection.

What We're Looking For in Potential Vendors

The National Board of the ROCKS, Inc. (The ROCKS) seeks a proactive and innovative company that can facilitate the organization's ascension to a higher level of professionalism and efficiency. The ideal company will help The ROCKS "see" itself and set conditions for The ROCKS to continually learn and integrate what it has learned in future endeavors. The "best fit" company will also have the breadth and managerial adeptness to proactively identify latent shortcomings in The ROCKS' capacity and capabilities and subsequently design and implement cost effective ways (execution strategies) that overcome those shortcomings. In doing so, the company will help The ROCKS become more cognizant of the utility of relevant metrics and how to routinely use them to achieve sustainable forward progression. The ROCKS seeks a company that will offer realistic and affordable support and assume a proactive and visible role in helping The ROCKS set and consistently enforce high standards of performance. At the end of the day, the ideal company will present an easy-to-understand plan of action that will enable The ROCKS to demonstrate exemplary business acumen and promote and sustain meaningful participation from ROCKS members on the National Board and all the Chapters across the entire organization.

Contact Information

For questions or concerns connected to this RFP, please contact:

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