

REQUEST FOR PROPOSALS
SOUTH DAKOTA NONPROFIT NETWORK, INC.
REQUEST FOR PROPOSALS FOR ADMINISTRATIVE SERVICES
DATED AUGUST 11, 2023

South Dakota Nonprofit Network, Inc., (client), a SD nonprofit membership organization, is seeking proposals from qualified and experienced service providers to deliver comprehensive administrative services for our nonprofit membership organization, under the direction of the board of directors. We invite interested businesses to submit their proposals to support our administrative functions and enhance our operational efficiency.

Background: Provide a brief overview of your business or organization, its mission, programs, and skills and talents in offering administrative and marketing support to our nonprofit organization.

Scope of Services: The selected service provider will be responsible for delivering a range of administrative services to manage our organization's day-to-day operations. This is not anticipated to be a full-time staff position. The client intends to engage services with a business for a period of up to 2 years, and renewable, but reviewable at the end of the first year. The scope of services may include, but is not limited to:

- **Membership Development and Engagement**

SDNN is a membership organization, and dependent on membership recruitment, retention and engagement. Please describe the following:

- Experience with membership organizations
- Suggested membership development strategies
- Suggested membership retention strategies
- Experience and suggestions regarding membership engagement and management.

- **Financial Management:**

- Budgeting and financial planning
- Bookkeeping and accounting services
- Financial reporting and analysis
- Any grant writing, grant management and reporting
- Any necessary tax filings
- Any necessary insurance or legal matters

- Experience with electronic payment systems, if helpful
- Please describe how these items would be handled or provided, as well as how the costs will be determined and handled.
- Fundraising.

● **Human Resources:**

- NOTE that at this time the organization does not have any personnel employed by it directly. Therefore, these would apply if and when personnel are added to the organization. In the meantime, the service provider will provide the necessary staffing.
- Payroll processing and management, if applicable
- Employee benefits administration, if applicable.
- Compliance with employment laws and regulations, as applicable.
- Describe how you provide staff support, communicate availability of staff, and business culture of providing human resources to support SDNN.

● **Program Management:**

SDNN offers certain programs to its members and may offer more to meet member needs. Please describe available skills, talents and experience in the following:

- Program development
- Member input into new programs or program improvement
- Program implementation
- Program communication and marketing
- Program evaluation
- Any other considerations.

● **Technology and Information Systems:**

SDNN hosts an annual one-day conference, a variety of webinars, a monthly executive board call, and a monthly board call. Please describe available support for the following:

- Events management systems
- Financial management software and systems. Please describe how finances are managed, and client access to the system.
- Security for the data and information for the organization
- Data management and security
- Assistance with selecting additional technology or software that may assist the organization.
- Available meeting management technology.
- Membership survey mechanisms.

- **General Administrative Support:**

Please describe how the following are provided and made available to the client.

- Document management and archiving.
- Procurement and vendor management, as applicable.
- Meeting scheduling and coordination
- Office supplies management
- Membership management

- **Communications, Public Relations, Marketing and Social Media:**

SDNN has a website, and social media platforms for use in a variety of ways. SDNN also produces a few written pieces to support our legislative work, membership and development work, and annual conference. Please describe the following in terms of ways to support this work:

- Graphic arts skills, talents, and how these services are made available to the client.
- Experience with integrated social media/marketing strategies, as needed.
- Examples of print items developed for clients for legislative, annual meeting, fundraising or membership development work.
- Examples of ways the organization can support the membership and fund development work of the organization.

- **Board and Committee Support:**

SDNN has an active volunteer board, which meets monthly, plus an assortment of active volunteer committees, which meet as necessary. Please describe how the organization provides staff support for

- Monthly, or other necessary, board meetings and Executive Board meetings
- Committee meetings of the organization
- Nonprofit Day at the Legislature. Please describe any experience with legislative events.
- Zoom meetings of the marketing, CEO, and other regular meetings or webinars, including pre- and post-legislative briefings, and legislative calls as necessary.

Requirements: Interested service providers are expected to meet the following requirements:

1. Demonstrated experience in providing administrative services for nonprofit organizations.
2. Expertise in financial management, human resources, technology, and general administrative support.
3. Familiarity with the regulatory and compliance landscape relevant to nonprofit organizations.
4. Strong knowledge of nonprofit accounting practices and reporting requirements.
5. Ability to customize services to meet the specific needs and objectives of our organization.
6. Team members with relevant qualifications and experience.
7. Clear communication skills, channels and responsiveness to our organization's inquiries and requests.
8. Demonstrated commitment to confidentiality, ethics, and data security.
9. Experience with, and access to, the necessary technological tools to provide these services.
10. Experience with working with and for volunteer boards.

Proposal Submission: Interested service providers are requested to submit their proposals in the following format:

1. **Cover Letter:** A brief introduction of your organization, including a summary of your experience providing administrative services for nonprofit organizations.
2. **Organizational or Business Profile:** An overview of your organization or business, including its mission, values, and expertise in nonprofit administrative services.
3. **Service Approach:** A detailed description of how you would address the scope of services outlined in this RFP, including specific strategies, methodologies, and timelines.
4. **Staff Qualifications:** Information about the qualifications, experience, and relevant certifications of the team members who will be involved in providing the services.
5. **Client References:** Contact information for at least two nonprofit organizations that have utilized your administrative services, and any other appropriate references together with their contact information.
6. **Budget Proposal:** A comprehensive and itemized budget proposal outlining the costs associated with delivering the administrative services. Please provide details on any cost structures, such as hourly rates, retainer fees, or project-based pricing.
7. **Nonprofit Experience:** Any insight into the relevant nonprofit board, staff, donor, or staffing experience the business may have, and lessons learned in those capacities.
8. **Other Relevant Input:** Please add any other relevant considerations the organization may want to have in making this decision.

9. **Any Experience with Legislative Events:** Please add any input on legislative event experience.
10. **Communication Effectiveness:** Please share any examples of communication pieces you have created and used on behalf of other clients, or strategies to enhance communication effectiveness on key issues.

Proposal Evaluation: The evaluation of proposals will be based on various factors, including:

1. Experience and expertise in nonprofit membership administrative services.
2. Clarity and relevance of the service approach.
3. Qualifications and experience of staff members.
4. Competitive and comprehensive budget proposal.
5. References from previous nonprofit clients.
6. Samples of previous work (without sharing confidential or embargoed information from other clients)
7. Any other relevant items.
8. There may be a possible face-to-face or Zoom presentation to the selection committee, if so determined.

Timeline: Please take note of the following key dates:

- RFP Release Date: August 11, 2023
- Proposal Submission Deadline: September 15, 2023, 5:00 p.m., CT.
- Finalist Presentations (if applicable): TBD
- Final Decision: October 20, 2023
- Process Complete and New Contract Start Date: January 1, 2024.

How to Submit: Submit to johnson2@abe.midco.net, electronically by September 15, 2023, by 5:00 p.m., CT. PDF preferred.

Questions: Please contact Julie Johnson, Board Member, and Chair of the RFP Committee, johnson2@abe.midco.net, with any questions or concerns.