



promoting the power
of facilitation worldwide

REQUEST FOR PROPOSALS

Administrative Support Services

Issue Date: November 10, 2025

Letters of Intent: November 17, 2015

Closing Date: November 27, 2015 12:00p.m. EST

Overview

The International Association of Facilitators (IAF) is requesting proposals from administrative support service firms who have experience providing administrative support services to international associations. Proponents are invited to submit proposals to provide all or a portion of the suite of services required by IAF and explained in detail in Sections 2 and 3 of this document.

The International Association of Facilitators

The International Association of Facilitators (IAF) is a professional association that sets internationally accepted industry standards, provides accreditation, supports a community of practice, advocates and educates on the power of facilitation and embraces the diversity of facilitators and methods around the world.

Our vision is to see professional facilitation used throughout the world to address the challenges faced by people in their groups, organizations and communities.

Founded in January 1994, the IAF currently has approximately 1450 members in more than 60 countries. Our members work in government, nonprofit, educational, community, and corporate environments and hold positions as consultants, teachers, in-house facilitators, negotiators, organizational specialists, and coaches, among others.

As a non-profit, member-driven organization, the IAF relies on volunteer leadership and the contributions of its members. While the Association operates as a global

network for professional development, it also encourages the formation of local chapters or branches to help promote the profession of facilitation in all sectors.

For more information about the IAF, including its Mission and Strategic Priorities, please visit: <http://www.iaf-world.org/AboutIAF/VisionMissionPriorities.aspx>

Requirements

Proposals must be submitted in electronic form to chair@iaf-world.org. Proposals must be submitted in English and in Word or Pdf format by the following date and time:

Date: November 27, 2015
Time: 12:00pm EST (UTC-5)
International Association of Facilitators
Attention: Kimberly Bain, Chair
[**chair@iaf-world.org**](mailto:chair@iaf-world.org)

Interested Firms are encouraged to provide a letter of intent to chair@iaf-world.org by November 17, 2015 in order to receive updates and inquiry responses to the RFP.

Inquiries

All questions regarding this RFP and its process must be sent in writing via email only to Kimberly Bain at chair@iaf-world.org. All questions/inquiries must be posted no later than November 17, 2015 12:00pm EST. Responses to all inquiries will be provided on November 19th to all the firms who submitted a letter of intent.

IAF does not sanction as accurate information, instructions or advice provided by any sources other than the Chair regarding this Request for Proposals.

Consultant Contact

Responding firms must name an individual in their proposal to act as the primary contact for IAF during the evaluation period.

Proponent Information Protection

IAF will not disclose any information contained in any proposal to any third party.

RFP validity period

All contents of a submitted proposal must remain true and valid for a period of at least 90 days after RFP closing date.

RFP Costs

Any and all costs associated with the development and submission of proposals are the sole responsibility of the proponent.

Conflict of Interest

Includes, but is not limited to, any situation or circumstance where:

- (a) In relation to the RFP process, the Proponent has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including but not limited to:
 - (i) Having or having access to information in the preparation of its Proposal that is confidential to IAF and not available to other proponents;
 - (ii) Communicating with any person with a view to influencing preferred treatment in the RFP process; or
 - (iii) Engaging in conduct that compromises or could be seen to compromise the integrity of the open and competitive RFP process and render that process non-competitive and unfair;
- (b) In relation to the performance of its contractual obligations in an IAF Supply Arrangement, the proponent's other commitments, relationships or financial interests;
 - (i) Could or could be seen to exercise an improper influence over the objective, unbiased and impartial exercise of its independent judgement; or
 - (ii) Could or could be seen to compromise, impair or be incompatible with the effective performance of its contractual obligations.

Terms and Conditions

IAF has the right to:

- a) Reject any or all proposals;
- b) Accept any proposal in whole;
- c) Accept any part of a proposal or parts of multiple proposals;
- d) Elect not to proceed with the services at its absolute discretion;
- e) Alter the schedule, proposal call or procedures or objectives of the services or an other aspect of the RFP, as it may determine in its sole and absolute discretion; or,
- f) Cancel, then advertise or call for new proposals for the services.

Scope of Work

IAF is in a growth phase of our development. Having celebrated our 20th anniversary in 2014, updated our brand, website and database systems we are posed to make significant improvements in our membership, promotional and outreach services.

IAF has been served by one administrative management firm based in Minnesota, USA for the past 8 years. The principle in that firm is retiring and through mutual agreement IAF will not be renewing its contract and is now seeking services from new sources.

IAF requires a unique and varied set of administrative support services under the categories of:

- a) Governance support
- b) Head Office services
- c) Membership services support
- d) Financial Management support
- e) Professional Development administration
- f) Certification administration
- g) Program administration and implementation
- h) Website support
- i) Database support
- j) File, Record and Data Management
- k) Monitoring of Partnership Agreements

The following chart provides a general overview of the types of tasks and services IAF requires. Proponents are encouraged to submit proposals to provide all or some of the required services and to describe what type of value added services could be provided to assist IAF in its mission of *promoting the power of facilitation worldwide* and of being a membership-based global professional association.

Category	Task
Governance Support	Manage virtual platform subscription, set up meetings upon request, attend Board meetings and provide secretariat back-up for Board Secretary, provide monthly management reports in support of decision-making, provide administrative support for Executive Team as required, provide advice and recommendations to Executive and Board in order to improve operations and increase membership.

Head Office Services	Monitor and respond to inquiries from members and public at large, provide physical mailbox location and manage all incoming and outgoing mail, provide and administer a phone number and physical address for IAF, serve as registered agent for the association, administer Google, Gmail and WebEx accounts, including providing /removing access to directors and other approved volunteers, manage conference call and Google contracts and invoices; recommend changes to reduce costs, provide monthly invoices to Secretary, act as Administrator for IAF LinkedIn Group and Facebook accounts; monitor posts for appropriateness, approve member requests, under the guidance of the Director of Communications.
Membership Services Support	Respond to inquiries by members, manage and implement membership retention program, report monthly on membership to Board, manage and implement membership campaigns and ongoing marketing initiatives, manage and implement membership services and programs, Collaborate with Director of Memberships and Chapters on the development and implementation of membership-related communications, including: automated welcome and renewal messages; membership campaigns; response to questions about membership; respond to members' inquiries regarding issues such as logging into the members' section of the website, processing membership payments, etc., verification of membership status of people registering for conferences, participate in periodic review and improvement of systems related to membership administration.
Financial Management Support	Manage IAF finances under the direction of Board Treasurer, file all taxes and legal documentation, manage and report on financial accounting monthly, provide payment to members and suppliers as approved by the Executive, credit card processing, provide strategic advice and recommendations to IAF Executive on all financial management issues, maintain an accurate and sound financial accounting system and bank accounts for IAF Global, manage accounts payable/accounts receivable, assist Treasurer in budget preparation, monitor and recommend investment decisions concerning cash assets, prepare for any external audits as necessary and directed by the Board of Directors,
Professional Development &	Administer IAF certification program, recertification program and training endorsement program. Work with the Board, Director of

Certification Administration	Professional Development and Director of Certification to find administrative efficiencies in program delivery and to successfully enhance and expand our certification and professional development programs and activities; communicate with applicants and assessors pre and post events, book venues for events and manage event costs and revenues, send required materials to applicants, assessors and event venues, maintain appropriate material inventory to meet demands, create and send certificates to successful candidates, manage CPF database (assessors, CPF designations, renewals, etc.).
Program Administration and Implementation	Administer volunteer appreciation program, Hall of Fame program, member publication program, etc. under the guidance of the responsible Board member. Liaise and assist as necessary other IAF programs such as the IAF Journal, the IAF Methods Database, IAF Conferences, etc.
Website Support	Liaise with Director of Communications, website hosting firm and other contractors to ensure the IAF website is up-to-date, being utilized to the best advantage of the Association and to ensure efficient and effective administration of the Association and its membership.
Database Support	Collaborate with technical team to maintain the integrity of membership data, participate in ongoing review and improvement in the use of the contact management platform,
File, Record & Data Management	Ensure effective, efficient and accessible virtual filing of all IAF documentation, ensure appropriate and effective confidentiality and privacy policies and procedures are followed at all times, ensure business continuity and risk management processes are in place.
Monitoring and Implementation of Partnership Agreements	Assist Director of Marketing and Partnerships in establishing, implementing and monitoring appropriate partnerships as needed.

Submission Requirements

Submissions must at a minimum provide the following information:

- Description of services/tasks being proposed/offered;
- A firm and detailed breakdown of proposed costs;

- A proposed plan and description of how services will be smoothly transferred from existing administrative service firm with details on how service disruptions will be mitigated.
- Details about proponent firm, including but not limited to: location of office(s); background and experience; years in business; where the business is registered; past and current client list; legal structure of business (i.e. partnership, corporation, etc.); list of countries in which firm regularly conducts business.
- Names and contact information of at least 3 references;
- Names and resumes of key personnel who will provide services to IAF; and,
- A statement agreeing, if successful to fully abide by the IAF Statement of Values and Code of Ethics.

Selection Process

Timetable for the RFP

Last Date for questions	November 17, 2015 12:00pm EST
Intent to Submit Letter	November 17, 2015
Closing Date for Submissions	November 27, 2015 12:00pm EST
Interview Dates	December 2nd, 3rd, 4th 2015
Target Date for Selection	December 7th, 2015

Selection Criteria

- ✓ The Selection Committee will evaluate proposals through a predetermined criteria (see chart below).
- ✓ Points will be assigned to each proposal based on the information provided in the submission and the professional judgement of the Committee from their reviews of the documentation provided and any clarification sought and research conducted. All discussions of the Selection Committee will be kept strictly confidential.
- ✓ This process will enable the Selection Committee to assess the proponents' qualifications and to select the proponent(s) that, in the IAF's sole and exclusive determination, best meet its administrative service delivery requirements.

- ✓ The respective weighting of the evaluation criteria is as set out below:

Selection Criteria	Weighting
Proponent's Experience & Qualifications	30%
Pricing – competitive fees and expenses	25%
Skills & qualifications of assigned personnel	20%
Value add for IAF & fit with IAF culture & values	15%
Quality of Proposal	10%

- ✓ During the evaluation process, IAF reserves the right to request additional information or clarification from proponents.
- ✓ Proponents may be invited to participate in a virtual interview as part of the evaluation process.
- ✓ Proponents should, in their proposal, outline their experience and ability to work internationally. Ability to work in multiple languages will be considered an asset.