



# FLORIDA STATE GUARDIANSHIP ASSOCIATION, INC.

January 25, 2012

## REQUEST FOR PROPOSALS

The Florida State Guardianship Association Inc. (FSGA) is seeking proposals from a firm or individual to provide management services to the association including serving as the Executive Director.

FSGA is a 501(c)(3) corporation founded in 1983 for the improvement of guardianship services. Governed by a Board of Directors representing five geographical areas of the State, FSGA is dedicated to promoting the protection, dignity, and value of incapacitated persons through ethics, advocacy, and the dissemination of information. FSGA's mission also includes a focus on furthering the professionalization of guardians as accountable court representatives through education, networking, and legislative action. FSGA has approximately 500 members and an estimated annual budget of \$180,000.

The current provider of services is retiring from this role.

Following you will find:

- A. Instructions on how to submit a proposal
- B. Directions on what you should include in your proposal
- C. A draft Statement of Work

A final contract will include an agreed Statement of Work and appropriate Terms and Conditions. FSGA desires to agree to a contract by April 1, 2012.

*Lee Eakin, ACSW, NCG*

President  
Florida State Guardianship Association

### **A. How To Submit Your Proposal**

Expressions of interest and/or proposals should be sent to the FSGA at:

1674 Roy Drive, West Palm Beach, FL 33415 (or)

[FSGA-RFP@hotmail.com](mailto:FSGA-RFP@hotmail.com)

Electronic submissions are encouraged.

Questions may also be communicated to the FSGA at the addresses above. FSGA may choose not to answer a question during the bidding process. If any question is answered, the question and answer will be provided (without attribution) to all those having expressed an interest in this solicitation if it is deemed material to the application process.

Proposals must be delivered by US Mail or electronic submission to the addresses above. They must be postmarked or received no later than February 24, 2012. No part of the proposals will be returned. Failure to supply a proposal in accordance with these instructions will result in a determination that no proposal was received.

## **B. What To Provide With Your Proposal**

1. Describe your expertise and experience managing associations similar to FSGA.
2. Propose an approach to gaining subject matter expertise relevant to the practices of the members of FSGA.
3. Describe policies, procedures and internal controls regarding prevention of fraud and protection of sensitive information.
4. Identify the bidder, form of business (i.e., corporation), ownership, etc.
5. Are there any current or recent (past two years) claims or lawsuits against your business?
6. Provide client and business references.
7. You may submit additional information on key staff or resources if you want them to be considered as part of the benefits offered in your proposal.
8. The incumbent has been paid a fixed monthly payment to accomplish the Statement of Work and occasionally an additional amount for out-of-scope work. Propose terms for payment to you.
  - a. Base amount
  - b. Work out of scope
9. Suggest changes to the Statement Of Work that you believe would benefit the FSGA.
10. Suggest Terms and Conditions for a contract. We anticipate an annual contract with renewal provisions.

## **C. Statement Of Work**

### **1. Membership.**

Establish and maintain records and report on the membership of the FSGA. This will include:

- Sending membership solicitations and reminders to members;
- Sending a membership welcome letter to new members and members renewing;
- Assisting the FSGA with improved communication to the members;
- Directing the creation of on-line forms for membership application;
- Receiving dues payments;
- Forwarding to Chapters their portion of those dues on a monthly basis;
- Maintaining a data base of paid members and those who have been members but whose membership is lapsed and other potential members;
- Answering questions from members regarding their status; and
- Providing reports as directed and distributing membership data to the Board, Chapters and others as needed.
- Other duties as directed/assigned.

### **2. Financial.**

Manage accounts of the FSGA. This will include:

- Receiving funds for the FSGA;
- Making payments on behalf of the FSGA as directed;
- Accounting for all funds and transactions;
- Maintaining FSGA bank accounts;
- Drafting budgets for the FSGA and for the annual conference;
- Supplying data for preparation of tax returns and assuring timely filing; and
- Providing reports to the Treasurer and Board, including cash status at each Board meeting, monthly and annual financial statements and budget performance.

### **3. E-mail Communications.**

Receive e-mail sent to the FSGA and:

- Reply when it is within the scope of duties of the Executive Director: or
- Forward mail to the appropriate authority; and
- Maintain a record of communications.

### **4. Postal Mail and other shipments.**

Receive postal mail sent to the FSGA and:

- Collect, process, and/or redirect mail from the FSGA mailbox;
- Reply when it is within the scope of duties of the Executive Director; and
- Forward mail to the appropriate authority; and
- Maintain files of mail received and sent and all other documents related to the operation of the FSGA.

#### 5. Telephone Communications.

Contractor will receive telephone calls to the FSGA and:

- Answer in person for the FSGA whenever possible;
- Provide twenty-four hour mechanical answered line;
- Return calls in response to messages;
- Reply when it is within the scope of duties of the Executive Director;
- Provide information and referrals to members and the public;
- Forward calls or messages to appropriate authority; and
- Maintain a log of the calls received.

#### 6. Conference Support.

Provide support consisting of:

- Reviewing contracts;
- Completing credit applications, and insurance applications;
- Direct the creation of on-line forms for conference registration;
- Receive all registration, sponsor and exhibitor funds, by check, credit card and on-line payment;
- Receive payments on-site at the conference;
- Staff the registration desk at conference as determined by the conference committee; and
- Make all payments to providers and suppliers for the conference;
- Other duties as directed/assigned.

#### 7. Membership Initiative.

The Contractor will make efforts to grow the FSGA, including:

- Publish the Bulletin not less than ten times per year;
- Send membership solicitations to not less than two hundred targeted individuals during the year;
- Coordinate the sale of advertising in the newsletter and on the website pursuant to Board Direction; and
- Perform other duties as assigned.

#### 8. Board Support.

Contractor will support the operations of the Board of Directors, including:

- Coordinate meetings of the Board;
- Draft agendas;
- Host the meetings on-line or find a suitable physical location;
- Provide materials and equipment necessary for the meetings;
- Provide a report to the Board on the operation and health of the FSGA;
- Support the Board's completion and implementation of the Strategic Plan by monitoring status of each task and providing a monthly report to the Board ;and
- Advise the Board as requested during meetings.
- Other duties as directed/assigned.

#### 9. Agency

Contractor will sign or approve contracts, agreements, and applications as an agent of the FSGA as directed.

#### 10. Infrastructure

Contractor will support the operations of the FSGA, including:

- Provide office space, computers, equipment and furniture when necessary;
- Monitor and maintain necessary telephone lines including an 800 number and a Fax number (to be “owned” by FSGA);
- Provide routine office supplies and consumables (projects such as mass mailings which require dedicated supplies will be provided at FSGA expense);
- Utilize and maintain FSGA owned on-line storage, back-up and exchange of data;
- Maintain custody of essential, permanent records of the FSGA (in the storage container provided by FSGA.)

#### 11. Website

Contractor will provide maintenance of information posted on the website. Monitoring and updating the website may be required, as well as “clearing” items for posting by others.

#### 12. Efficiency And Economy Of The Operations Of FSGA

Contractor will assess potential improvements to the operation of FSGA, including:

- Assess current contracts for Merchant Services to determine if cost savings are possible;
- Determine if the current provider of on-line communication (GoToWebinar) is the best choice for FSGA; and
- Propose an alternative way for members and the public to search the on-line member database to find providers of services.