

SAMPLE

# ACME Association

Request for Proposal  
for  
Online Voting

ACME National Election  
[Date]

## Sample RFP Template

SAMPLE

### The ACME Association

Founded in 1900, the ACME Association is an international nonprofit educational association and the worldwide authority on ACME practices. We support research on ACME processes, applications, and procedures and disseminate the most up-to-date information on ACME practices to our members.

### Who We Are

Founded by 15 original members over 100 years ago, the ACME association now has nearly 100,000 members in 30 countries. The ACME Association brings together a diverse group of professionals from different industries. Our members are uniquely connected by their desire to effectively implement ACME practices.

ACME Association members are all in pursuit of achieving a common goal—the utilization of proper ACME practices to educate and improve society.

The ACME Association strives to:

- Be the leading voice of ACME practices and an authoritative source of ACME information for the advancement and benefit of humanity.
- Provide effective programs in support of the ACME community and the conduct of ACME practices.
- Collaborate with other national organizations for the advancement of related practices and education.
- Cooperate with other societies to promote ACME activities and support ACME events worldwide.
- Promote an active, engaged and diverse membership.
- Support ACME chapters, sections and subgroups.

## Sample RFP Template

SAMPLE

### Election Details

2012 Election Dates:

Voter Database Available: April 1, 2012

Open: May 1, 2012 – 12:00pm CST

Close: June 1, 2012 – 12:00am CST

Results Due: June 7, 2012

In the past, the ACME Association has hosted all elections through the ACME website and processed the elections through our internal database. We are seeking an outside vendor to assist with our online election efforts.

Members are allowed to vote for one candidate in each category. They are not required to vote for all categories. Immediately after a member has voted, they receive a confirmation of their selected candidates and make a final submission. No changes are allowed after the final submission.

The following are examples of ACME Association voting categories:

#### *Positions Available*

1. President-Elect (1)
2. Board Member At-Large (1)
3. ACME Association Board Member (1)

#### *Committee Members*

1. Nomination Committee (1)
2. ACME Performance Committee (3)
3. Education Committee (2)
4. Finance Committee (3)
5. Membership Committee (2)

## Sample RFP Template

SAMPLE

### Issuance of the RFP

The ACME Association is seeking an external, independent organization to administer its online voting.

Your company must meet the following minimum requirements to be considered for the position of election vendor:

- Facilitate and host our online election in a cost-effective manner.
- Provide a clear and concise pricing grid for your online voting services and systems.
- Provide excellent customer service and training to our staff and members.
- Administer a test of the online voting system prior to the live election. Help our staff thoroughly test and edit the voting system prior to the election.
- Test the ballots one week before the online election opens.
- Ensure that the ballots and candidate profiles are free of typographical errors and that the ACME staff is satisfied with the accuracy of the posted information.
- Use a modern, secure balloting system to protect member information.
- Certify the election results within 4 hours of the close of the election and provide results and statistical information to ACME staff.
- Offer real-time updates of voting totals and tracking of promotional efforts.
- Provide email reminders to our voting members each week the election is open.
- Provide open rates and statistics for daily emails.

If your company cannot meet these minimum requirements, please inform the ACME Association.

## Sample RFP Template

SAMPLE

### Response to the RFP

Interested bidders should respond to each section of the RFP as completely as possible.  
If you require additional information to respond to this RFP, please contact:

John Smith  
Director of Membership  
ACME Association  
123 Maple Lane  
Anytown, USA  
000-000-0000  
jsmith@acme-assn.org

Completed RFPs should be returned to John Smith by post or email no later than [list date].

Please email samples of your electronic ballots to John Smith no later than [date].

The ACME Association expects to award the contract by [date].

The contract takes effect on [date].

## Sample RFP Template

SAMPLE

### RFP General Questions

1. Briefly discuss your company's history. (In lieu of answering this question in narrative form, you may attach a brochure or booklet about your company).
2. Do you specialize in a particular market (i.e., associations, unions, cooperatives, schools, states, etc.)?
3. How many elections do you host per year? How many customers do those elections represent?
4. What is the average time your company requires to post a customer's complete election information? Do you have minimum and maximum election preparation periods? If so, please provide details of the time frames.
5. If your company uses a template, describe the number and type of election ballot formats. If ballots can be customized, please describe the available options.
6. Describe the customer service team for our account. Please include the following information:
  - a. The name of each team member, their job title and a brief description of their role on the team.
  - b. The length of time each team member has worked for your company; the length of time they have worked in the industry.
  - c. The team member who would serve as our primary contact.
7. Discuss your training process for new customers and the ongoing training you provide for current customers.
8. How are customer files delivered to you?



## Sample RFP Template

SAMPLE

### RFP General Questions (continued)

9. Describe your quality-control processes.
  - a. In the pre-election period, how do you alert customers about problems?  
Do you charge for customer advisories and adjustments to files?  
If so, how much do you charge?
  - b. During ballot preparation, how often are quality checks performed?  
What does the quality check entail?
  - c. For online election balloting, how often are quality checks performed?  
What does the quality check entail?
10. How long have you been providing online voting as a service to your customers?
  - a. List the internal staff that is able to customize and write code for your online voting application.
  - b. How often are updates made to your online voting application?
11. Discuss how your company transfers member data information for voting validation services.
  - a. List your in-house information services team and programmer.
  - b. How should member voting lists be prepared and supplied to you?
  - c. How do you ensure emails are compliant with anti-spam laws?
  - d. What are your procedures for archiving electronic files and storing statistical voting information? How much do these services cost?
12. Do you have a business continuity plan in case of a fire, flood or other disaster at the location where our elections would be facilitated? Briefly describe your business continuity plan.
13. Discuss your payment terms.

## Sample RFP Template

SAMPLE

### RFP General Questions (continued)

14. Please provide information on your billing process and terms. Do you require a credit check to set up an account?
15. Do you offer a three-year contract? A five-year contract?
16. Please provide the names, addresses and phone numbers of three current customers whom we may contact as references.
17. Has your company previously provided election services to an association similar in size to the ACME Association?



## Sample RFP Template

SAMPLE

### Pricing

Provide cost estimates based on specifications above for an online/web election.

### List of Optional Services

If your company offers additional, optional services, briefly describe the services and provide a pricing estimate for each service.

### Samples

Please submit the following samples to [jsmith@acme-assn.org](mailto:jsmith@acme-assn.org):

- An example of an election ballot.
- An example of statistical reporting.
- An example of an email sent on behalf of a customer to potential voters.

If your company is available for a demonstration, please list potential dates and times.

### Rights Reserved

The ACME Association reserves the right to:

- Reject any or all offers from potential vendors.
- Discontinue the RFP process without obligation or liability to any potential vendor.
- Accept any offer, including higher-priced offers.
- Award a contract on the basis of initial offers received, without discussing or requesting best or final offers.

Please list the dates and times during the week of [date] when a member of your organization would be available to respond to live questions from our selection committee. The ACME office is open from [time].

Thank you for your application.