

Request For Proposals

A. Statement of Purpose

The Action Council for Cross Cultural Mental Health and Human Services is seeking proposals up to \$3,000 from organizations with a proven track record in event management who can provide conference management services for our annual conference. The Action Council's next Cross Cultural Conference will take place in February, 2017, in Myrtle Beach, South Carolina.

B. Background Information

The Action Council for Cross-Cultural Mental health and Human Services is a voluntary, non-profit organization dedicated to enhancing the management, delivery, and utilization of human services by and for people of diverse cultural backgrounds. The membership of the Action Council is composed of representatives of public and private mental health and human services organizations, as well as individuals who have an interest in cross-cultural issues. The education and training provided by the Action Council serve as opportunities for discussions of multi-cultural issues, particularly those that pertain to service delivery, resource management, and human services. The Action Council is funded through membership dues, registration fees for educational and training programs, by individuals, and by the sponsorship of public and private organizations. The Action Council is a tax exempt organization under IRS Section 501 (c) (3).

C. Conference Responsibilities

The organization chosen to provide conference management services will be entrusted with tasks to be carried out before, during, and after the Annual Conference. Those responsibilities include:

Pre-Conference Responsibilities

- a. Email registration packets to potential attendees during the last week of October, 2016 announcing the opening of registration November 15, 2016
- b. Establish a secure online registration procedure
- c. Establish an online method for the payment of registration and membership fees
Provide contact and fax numbers for individuals who may have questions about registration and/or payment
- d. Email alerts and reminders about the Conference to potential attendees bi-weekly beginning December 1, 2016 ending February 13, 2017.

- e. Provide bi-weekly updates via email to the Action Council President and the Conference Director detailing the number of people registered for the conference, amount of funds received for registration, and amount of funds received for membership dues.

On-Site Responsibilities

- a. Staff and maintain the registration table beginning at 4:30 PM on Thursday, February 16 through Sunday, February 19, 2017.
- b. Have registration packets prepared and ready for distribution at the time the registration desk opens on February 16, 2017.
- c. Have nametags and conference information ready for presenters beginning February 16, 2017
- d. Have moderator packets prepared and ready for distribution at the opening of the conference, packets must contain: evaluations, presenter bios, and sign-in sheets
- e. Provide a copy/printer at the registration table from the opening through the closing of the conference
- f. Provide a mechanism for attendees to pay fees with debit/credit cards
- g. Set-up, operate, and trouble shoot all audiovisual equipment; any equipment not already owned by the Action Council will be the responsibility of the grantee to provide
- h. Keep an accounting of all payments collected on-site and submit daily totals to the Action Council Treasurer or alternate designee identified by the Board
- i. Conference Certificates will be provided detailing hours earned to conference attendees at the close of the conference

Conference management will provide all attendees a certificate of attendance including contact hours earned on the closing day of the conference; Sunday February 19, 2017.

Post Conference Management Responsibilities:

- a. Send emails on February 27, 2017 to conference attendees thanking them for attending the conference
- b. Provide a detailed close-out report to the Action Council Board of Directors on March 15, 2017; this written report will include:
 - 1. Total number of conference attendees
 - 2. A complete summary of funds taken in
 - 3. Invoice for conference management services based on the agreed-upon contract, minus any adjustments made for non-compliance with any aspect of the contract

4. A list of attendees with outstanding registration fees detailing the reasons for nonpayment
5. All information pertaining to attendees, such as: names, contact information, etc., should be considered as intellectual property and must be provided to the Action Council Board of Directors at the March 15, 2017 meeting

D. Contract Details

- Period of Performance – This contract would cover a time period beginning October 2016, and ending March 15, 2017
- Payment and Penalties – Payment will be provided upon completion of the contract period. No funds will be provided for start-up or upfront costs. A total of 4% will be deducted from the total contract cost for each item not met in the contract. *Example: registration desk not open on time, 4% deducted from contract, registration desk not open on time and no onsite payment method provided, 8% deducted from contract.*

E. Process for submitting proposals and/or questions

- Proposals must be received by the Action Council Board on or before September 16, 2016
- Proposals can be submitted by mail to:
Action Council
P. O. Box 1695
Columbia, SC 29202
- Proposals can be submitted by email to:
crossculture.action@gmail.com
- Email questions regarding this RFP to: crossculture.action@gmail.com