

Request for Proposals: ACNW CRM Implementation and Staff Training	Proposal Due Date: January 10, 2019	Arts Council of New Westminster
Project Overview <p>Founded in 1967, the Arts Council of New Westminster (ACNW) is a non-profit organization committed to a mission of bringing the arts to the centre of community life. We accomplish our mission through initiatives that focus on arts programming in the community, arts advocacy, and programs that nurture and support our local artists and arts organizations.</p> <p>In July 2019, the ACNW undertook the implementation of a new CRM system (Etapstry). The implementation was stalled in September 2019 and is currently half finished. The ACNW is seeking a consultant to complete the implantation, integrate the system with the ACNW Wordpress website, and guide ACNW staff through training in the use of the new CRM system.</p>		
Project Goals <ol style="list-style-type: none"> 1) Successfully completed implementation of the selected CRM system. 2) Integration of forms into the ACNW website, and automated messaging and receipting for donations and membership. 3) Successful training of ACNW staff to utilize the CRM using Blackbaud University resources. 		
Scope of Work Phase 1 – Implementation and Integration <ul style="list-style-type: none"> • Set up and test webforms • Complete CRM implementation • Integrate into ACNW website Phase 2 – Training <ul style="list-style-type: none"> • Assess ACNW staff knowledge of CRM system • Develop ACNW staff training plan • Oversee ACNW staff training 		
Current Roadblocks/Barriers The ACNW is seeking to finish the implementation of a new CRM system while the organization is currently straddling two systems. ACNW staff are not familiar with the new system and need support in learning the system and embracing the new technology.		
Evaluation Metrics /Criteria Proposal will be evaluated based on samples of your past work, a proven success record working with similar non-profits, your expertise and technical skills, and cost of services within our budgeted range.		
Submission Criteria <ol style="list-style-type: none"> 1) Description of your experience and/or organization overview 2) 3 examples of past work in CRM implementation 3) Testimonials 4) Timeframe for completion 5) Project management methodology 		
Project Due by: March 31, 2019		Budget: \$5,000 - \$6,400
Contact: Stephen O’Shea	Email: info@acnw.ca	Phone: 604 525 3244