



# Interstate Technology & Regulatory Council

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## Request for Proposals

### Website and IT Maintenance and Support Services for ITRC

**Released: April 1, 2025**  
**Responses Due: April 30, 2025**

#### Project Overview

The Interstate Technology & Regulatory Council (ITRC), a program of the Environmental Research Institute of the States (ERIS), is seeking proposals from qualified vendors to provide ongoing website and information technology (IT) maintenance and support services. This RFP is for a two-year contract, July 1, 2025 – June 30, 2027, to provide services that include project management, website maintenance and development, support for ITRC’s membership management and collaboration systems and platforms, analytics, and quality assurance.

#### About ITRC

ITRC is a national coalition focused on creating tools and strategies to reduce interstate barriers to the deployment of innovative environmental technologies. Through our Programs and Project Teams led by ITRC staff and contractors, we develop various resources including web-based documents and tools, and training and educational deliverables. ITRC’s active membership includes over 1,000 individual volunteer members from hundreds of U.S. state, federal, local and tribal governments, the private sector, academia, and other organizations that share our mission. Our reach is global, with tens of thousands of users and customers accessing our website, marketing materials, training, and other web-based services each month.

ITRC is a program of ERIS, a 501(c) (3) organization incorporated in the District of Columbia and affiliated with the Environmental Council of the States (ECOS). ECOS is the national, nonprofit, nonpartisan association representing the state and territorial environmental commissioners. ERIS issues and administers contracts on behalf of ITRC.

More information about ITRC and our current strategic priorities are available at <https://itrcweb.org/> and <https://itrcweb.org/strategic-direction/>.

#### Project Objectives

A priority in ITRC’s Strategic Direction is to improve the usability and accessibility of ITRC solutions. This includes but is not limited to utilizing new technologies to improve the development of our resources, facilitating membership collaboration through existing and new web-based tools and platforms, and enhancing our marketing and communication strategies. Over the past five years, ITRC has made several transitions and improvements to meet this priority including:

**William R. Chapman**  
Virginia Department of  
Environmental Quality  
ITRC Co-Chair

**Paula Panzino**  
Arizona Department of  
Environmental Quality  
ITRC Co-Chair

**Charles Reyes**  
ITRC Director

- a redesign of ITRC’s public website and improvements to the development of web-based guidance documents and resources on [WordPress](#).
  - ITRC public website: <https://itrcweb.org/>
  - ITRC guidance documents: <https://itrcweb.org/guidance-documents/>
- migrating to a new membership management software ([Member365](#)) and collaboration platform ([Microsoft Teams](#)) for our active membership
  - A two-page guide that highlights our membership management and collaboration tools is available here: [https://itrcweb.org/wp-content/uploads/2024/12/2024.12-Member-Application-Instructions\\_ITRC.pdf](https://itrcweb.org/wp-content/uploads/2024/12/2024.12-Member-Application-Instructions_ITRC.pdf)
- updates to ITRC’s marketing, communications, and social media strategies and outputs
- investments and improvements in our utilization of new and existing software and data analytics tools

The objectives of this RFP are to provide support and technical management for ITRC’s current website and IT tools, strategies, and to provide advice and support for future improvements and efficiencies so that ITRC staff and our active members can meet our strategic direction and priorities.

The selected contractor will:

- Ensure the ongoing stability, security, and functionality of ITRC’s websites and related tools.
- Provide ongoing support for membership management platforms and other web-based tools and software including Member365 and Microsoft tools.
- Provide timely and effective technical support for our existing web and IT services and tools.
- Support the organization's evolving needs for website development and enhancements, and improvements to our IT tools and services.

### **Required Tasks and Competencies**

This RFP is for multi-year contract support including project management, website maintenance, development and related services, analytics, quality assurance, and support for ITRC’s membership management and collaboration software and tools. Proposers (and the personnel proposed) must be able to demonstrate that they can successfully fulfill the Required Tasks and Competencies. Proposers will be evaluated on how likely they are to complete the Required Tasks and Competencies on schedule and with excellence, as well as on total price.

#### Required Tasks:

- **Website Maintenance and Development:**
  - WordPress core, theme, and plugin installation, updates, and maintenance
  - WordPress, web tools, and software troubleshooting and bug fixes
  - Development of new WordPress tools and enhancements
  - Theme customization and styling
  - Domain management

- **Membership Management Platform Support (Member365, Microsoft):**
  - Setup and management of automated membership registration tools and processes through Member365 and Microsoft Teams
  - Integration and API synchronization
  - Providing advice on user management and improvements to the user experience as requested by ITRC staff
  - Coordinating with ITRC staff and participating in communications and meetings with third-party vendors (e.g., Member365, Microsoft)
- **Analytics:**
  - Google Analytics setup, configuration, and reporting.
  - GA4 tracking updates
  - Reviewing analytics and website traffic, and providing quarterly assessments or as needed to ITRC staff
- **Quality Assurance:**
  - Testing of website functionality and updates.
  - Ticket and issue tracking and resolution.
- **Project Management and Communication:**
  - Regular communication and status reports
  - Project planning and coordination
  - Issues tracking and resolution management
  - Invoicing and time tracking

Competencies:

- Proven experience in WordPress development, maintenance, accessibility and security
- Experience with third-party membership management platforms
  - Experience with Member365 a plus
- Expertise managing and troubleshooting Microsoft Administrator and Microsoft 365 apps, services, and data management
- Expertise in managing and interpreting website analytics and reports.
- Strong project management and communication skills.
- Ability to provide timely and effective technical support.
- Experience working with other nonprofit associations; government agencies; and/or environmental organizations a plus.

**Administrative Information**

- This RFP is for a two-year contract to provide software, website and IT maintenance support services firm-fixed price contract from July 1, 2025, to June 30, 2027, dependent on the availability of funding.
- An electronic copy of your proposal must be submitted by email to [creyes@ecos.org](mailto:creyes@ecos.org) by **5:00 pm EDT, Wednesday, April 30, 2025. Late proposals will not be accepted or evaluated.** Proposal submission confirmation will be sent via email within three business days. It is the Proposer’s responsibility to follow up if a confirmation email is not

received. For questions or concerns regarding email submittals please contact Charles Reyes, ITRC Director, at (202) 266-4939 or [creyes@ecos.org](mailto:creyes@ecos.org).

- There will be no pre-submittal conferences. All requests, questions, or other communications about this RFP must be made in writing and submitted by email to Charles Reyes, ITRC Director, [creyes@ecos.org](mailto:creyes@ecos.org) no later than 5:00 pm EDT, Friday, April 14, 2024. Responses will be posted on the ITRC website.
- ITRC **may** contact select Proposers to schedule a phone interview between Key Persons and ITRC leadership at a mutually convenient time in May 2025. Interviews and final selection are expected to be completed by May 31, 2025.
- All Proposers will be notified by email with the result of the selection process no later than June 13, 2025.
- As part of the evaluation process, proposals and other information on proposers may be shared with the ECOS staff and Executive Committee, the ERIS Board of Directors, and ITRC Board of Advisors.
- Proposer acknowledges that submission of a proposal in response to this RFP does not create a contract between the Proposer and ITRC, ERIS, or ECOS.
- Any false or misleading statements found in the proposal will be grounds for disqualification or contract nullification if awarded.

## **Proposal Requirements**

Proposals that do not meet the following requirements will not be evaluated. Addenda in or to the proposal other than the requirements listed here will not be considered during the evaluation.

### Cover Letter/Key Persons/Proposer Information

Proposers shall submit a **one-page** cover letter on Proposer letterhead indicating the Proposer's acceptance of the terms of the RFP and commitment to the contract, if awarded. The names and contact information of up to three Key Persons who shall provide the services for the extent of the contract must be listed.

### Proposer Information

1. Full legal name of the company and corporate address
2. Is your firm subject to any litigation, judgment, debarment, or suspension that would prohibit it from fulfilling the terms of the contract?
3. Current number of people employed
4. The names, addresses, and telephone numbers of three references who are familiar with the work of the key person(s) and your business.

### Narrative

Proposer shall submit a written narrative **no longer than six pages** outlining how the capabilities and approach to work of the Proposer will allow ITRC to achieve its strategic priorities and this project. The narrative must address the items listed in the Required Tasks and Competencies section and must connect Proposer and key person(s) skills and experience back to the Required Tasks and Competencies. The narrative must show that the Proposer and key person(s) understand ITRC as an organization. The Proposer should also provide details on three projects for which the Proposer has provided services similar in scope to this RFP in the past 5 years.

### Resume(s)

Proposer shall submit no more than two-page resumes for each of the Key Persons who shall provide the services for the extent of the contract as well as any other proposed personnel assigned to major tasks. Resumes should be customized to indicate how the experience and skills of the key person(s) will address the Required Tasks and Competencies section.

### Pricing Statement

Proposer shall submit a **one-page** price statement for each calendar year that includes all labor, materials, and overhead costs and hourly rates for the Proposer's Key Person(s) indicated for the project. ITRC estimates that the time required for this project will be approximately 400 hours over the course of each year, and those hours may vary from month to month throughout the year.

Proposer may propose an all-inclusive flat rate for project, an hourly rate to be billed as needed, or some combination of the two. If proposing a flat rate, the contractor should specify exactly what will and will not be included in the rate. If proposing an hourly rate, the contractor should provide a realistic estimate of the anticipated hours that will be required to provide the support.

ITRC will provide the following items, which should not be included in the pricing statement:

- Fees for website and data hosting, domain name registration, software registration and subscription fees, and other fees related to third-party web, software, plug-ins, and IT services.
- ITRC staff provides routine website content revisions, written marketing and advertising materials, and regular communications to ITRC's membership and customers.

### **Evaluation Criteria**

Proposers (and their Key Person(s) proposed) will be evaluated on how likely they are to complete the Required Tasks, their Competencies, and the "best value" of their pricing statement. Competitiveness of price will be considered, but the decision will be based on the best value to the ITRC. ITRC plans to use the following process to evaluate proposals:

### **Waiver and Acknowledgements**

By submitting a proposal in response to this RFP, Proposers waive any and all claims against ECOS, ERIS and ITRC, and assume full responsibility for all damages, claims, losses, costs, and expenses which Proposers may incur arising from or relating to its proposal, including any errors or omissions in the proposal.

ERIS/ITRC reserves the right to award the contract at its sole discretion and based on any factors it chooses to consider. ECOS, ERIS, and ITRC may distribute proposals, via e-mail or otherwise, to a committee of state employees on the ECOS Executive Committee, the ERIS Board of Directors, and ITRC Board of Advisors who will act as reviewers.