Request for Quote

Providing of Outreach and Support Services to Undergraduate Entities

Sigma Lambda Beta International Fraternity Incorporated, an Iowa based 501c7 is seeking quotes from outside firms to provide direct support to our membership.

Overview

Sigma Lambda Beta International Fraternity Incorporated was founded at the University of Iowa in 1986. Since our founding, we have grown to 107 undergraduate chapters across the country with a total undergraduate membership of over 700 members. These undergraduate chapters are split into 9 regions, each with a volunteer Regional Director and set of Assistant Regional Directors. There are multiple standing committees which also assist the Executive Board of Directors with completing the mission of Sigma Lambda Beta. Our current Executive Office consists of 1 FT Staff Member, a Director of Operations whose focus is primarily on the back-office functions of running the organization.

Scope of Work

Specific activities have been identified that we believe a 3rd party provider can appropriately service and provide excellent service and follow-up to our members. The activities that are included within this scope of work and should be included as part of your bid are as follows:

1. Direct 1:1 contact with each Regional Director 3 times per semester with the outcome being the creation of a priority contact list for outreach of at least 27 entities.
2. Within 2 weeks of creation of Priority Contact List, successful outreach to each entity on the list with the following accomplished and reported out on:
   a. Discussion of current concerns
   b. Plan for addressing current concerns with scheduled follow-up date for discussion
   c. Off-line training/support plan for entity
3. Outreach to entities with past-due balances with the following accomplished:
   a. Confirmation of past-due balance
   b. Payment terms agreed upon
4. Outreach to entities who fail to complete paperwork on time
5. Outreach to an entity that is not engaging in intake in the current term and did not engage in intake the previous term. Outreach will accomplish
   a. Report on university requirements for intake
   b. Report on recent attempts at intake

      c.   Plan for recruitment for upcoming semester with check-in points for completion
6. Outreach to chapter presidents who did not make the Presidents Call – twice per semester
7. Outreach to chapters who have a chapter officer election in the Fall with a transition in the Spring. Outreach shall consist of
   a. Confirming names of incoming officers
   b. Transition meetings have been accomplished or are scheduled
8. Coordination of Chapter Advisors with undergraduate entities confirming that the following is completed:
   a. Chapter Advisors have contact information of chapter leadership and vis-à-vis
   b. Chapter Advisors are informed of any challenges or obstacles for the entity
   c. Chapter Leadership confirms that the Chapter Advisors have been in contact.
9. A case management report for each of above mentioned initiatives will be kept real-time and shared with appropriate personnel. The case management report will highlight:
   a. The number and method of contact attempts
   b. Case notes from each successful contact
   c. Recommended next steps for entity engagement
   d. Resolution on initiative

When conducting outreach activities, multiple methods of outreach are expected to be used including email, calls and texts. The contact information will be supplied by Sigma Lambda Beta and the methods, timing and frequency of contact required to achieve the outcomes will be left to the servicer, keeping in mind required FTC regulations on contact.

Bid Process

Sigma Lambda Beta International Fraternity Incorporated, invites firms to provide a quote for the above mentioned services. Bids will be accepted on a rolling basis until September 6, 2025.   Bids should include information about your firm, examples of previous experience, and a short narrative on your plans for meeting the scope of work and deliverables. Please send all bids and questions to search@sigmalambdabeta.com