



Request for Proposal
Fundraising and Donor Management Software for the
Buffalo & Erie County Public Library
RFP 2025-032VF

Due date:

July 18, 2025 11am

Due to:

Buffalo & Erie County Public Library
Maureen Germaine
Development Manager
1 Lafayette Square
Buffalo, New York, 14203

Questions: email germainem@buffalolib.org 716-858-7197

Deadline for questions is July 2, 2025

BACKGROUND

The Buffalo & Erie County Public Library (the Library) is a 501(c)3 organization. The Library currently utilizes a cloud-based software and online platform to accept, track and acknowledge donations. The Library also uses this system to pull donor reports and communicate with donors and imported listservs through email. The Library is soliciting proposals from qualified, experienced, financially sound, and responsible firms to provide a configurable solution with capabilities in the areas of Donor Relationship Management, Donation/Giving Management, Reporting and Analytics, Online Donation System, and recommended system implementation partners.

The Library intends to enter into a contract with the successful proposers with an initial 3-year agreement, with an option to renew for an additional 3-year term.

SCOPE OF SOLUTION & SERVICES

1. System needs to support at least five (5) users and allow for concurrent use by multiple users.
2. System should have the capability to migrate all constituent data from Raiser's Edge v7, including but not limited to:

- a. Approximately 65,000 constituents.
 - b. Approximately 39,000 gift records.
 - c. Approximately \$350,000 in fundraising annually.
 - d. All funds, appeals and campaign coding.
3. User training must be provided with a clear outline of continued user support included within the terms of contract.
4. System should be cloud-based and must support desktop, tablet, and mobile environments.
5. Must be able to provide an online giving option with credit card processing capabilities that integrates with donor management system.
6. Web tools and forms must be able to be created and maintained by the Library's staff.
7. System should follow responsive web design standards and should work in poor latency environments (including auto-save functionality in case of connection disruption).
8. System should include a component that allows for personalized messages to be designed and emailed to donors, with the potential to send automatic messages (ie. new donor messages). If possible, email lists should be able to be uploaded for sending mass emails (listserv of 100,000+).
9. User access should be able to be controlled by Database Administrator (predetermined Library staff) to allow for role-specific privacy levels.
10. System must support the main user areas, including:
 - a. Fundraising and event management
 - b. Donor management
 - c. Gift recording
 - d. Marketing and communications
 - e. Grant writing and tracking
11. If not included in base system, information should be provided for the following add-on options:
 - a. Memorial and tribute gifts
 - b. Peer-to-peer fundraising
 - c. Data enrichment services, specifically ones that confirm/find addresses, emails, and phone numbers
12. System should be able to help automate the gift acknowledgement process by logging online donation, processing recurring gifts and preparing/running acknowledgment letters.
13. System should be able to track gift-in-kind donations, as well as matching gifts.
14. System should be able to identify and merge duplicate donor records if found.
15. System must be able to support:
 - a. Adding and tracking donations
 - b. Managing donor information
 - c. Prospecting

- d. Reporting and/or querying
- e. Mail merge
- f. Online fundraising campaigns

SYSTEM SECURITY

Vendor will provide documentation and certification that ensures the Library's data is secure and kept confidential. If a data breach should occur where the Library's data is compromised, the Library will be notified within 24 hours of said breach, with the appropriate impact statement and remediation plan.

PROJECT IMPLEMENTATION

1. Vendor will provide Implementation plan.
2. Vendor will provide a detailed plan on data migration.
3. Vendor will ensure all work is performed promptly and according to project timelines.
4. Vendor will make available an internal Project Manager to ensure approved project milestones are executed on time.
5. Vendor must provide training for staff on proper operational practices and procedures.
6. Vendor must provide ongoing technical support for the proposed system.

CONSIDERATIONS

Overall security, ability to access and report on data, ability to customize, ability to configure and integrate library data with ease from current donor management software, after training with little to no vendor interaction, ease of training and simplicity/ease of overall user experience. Buffalo & Erie County Public Library reserves the right to reject all proposals, waive minor irregularities and/or call for new proposals.

PROPOSAL: REQUIRED SUBMITTAL

- Executive Summary: including brief history of firm and description of your proposed offering.
- Vendor References: a minimum of three (3) customers who the firm has provided similar service
- Transition Plan: a detailed plan, including estimate of time and cost to transfer existing data to proposed system.
- Pricing and Signature Page: complete all sections and submit with proposal.



PRICING AND SIGNATURE PAGE

This form MUST be submitted with proposal

VENDOR CERTIFIES THAT THE PERSON SIGNING THIS PAGE IS AUTHORIZED
TO COMMIT THE VENDOR TO THESE TERMS AND CONDITIONS AND BY
SIGNING DOES COMMIT THE VENDOR

Name of Company

Address

Email

Telephone

Signature

Title

Date

Migration One Time Charge (if applicable) _____

Implementation One Time Charge (if applicable) _____

Other one time costs (if applicable) _____

Description: _____

Description: _____

Year 1 Total Cost _____

Year 2 Total Cost _____

Year 3 Total Cost _____