Summary
The New York Building Congress is issuing this Request for Proposal for the purpose of identifying a vendor to provide design and development services for a new website for the New York Building Congress, including the website of the New York Building Foundation.

Timeline
RFP Issue Date: August 15, 2023
Intent to Participate Due: September 1, 2023
Final Proposal Due: September 15, 2023 (5:00 p.m. EST)
Finalists Selected & Contacted: October 2, 2023
Finalist Presentations: October 9 – 13, 2023
Winner Contacted: October 20, 2023
Project Kick-off Anticipated No Later Than: October 30, 2023
New Websites Launch No Later Than: February 12, 2024

Contract Period
The contract will cover the design and development of the websites as well as a one-year post-launch support and maintenance agreement that begins on the date the approved new websites are live.

Questions Regarding this RFP
Questions regarding this RFP must be submitted in writing to info@buildingcongress.com. No phone or other inquiries will be accepted.

Submission of Proposal
The Final Proposal must be sent to info@buildingcongress.com
The New York Building Congress’ website, www.buildingcongress.com, is a vital component for the organization’s engagement and membership efforts, and a platform to elevate the organization’ brand, reputation, and communication strategies. For many, the website is the first experience and interaction with the organization, and of others, it is the primary means through which they interact with the organization and its functions day-to-day.

The New York Building Congress (Building Congress), acting also on behalf of its charitable arm – the New York Building Foundation (Building Foundation), is seeking a formal estimate for the re-design, development, and deployment of its websites. We seek a strategic partner with a creative and technical team that will quickly grasp our brand, values, culture, and strategic directions. This project will deliver a new and future-focused digital strategy and web presence that elevates the organization and reflects best practices in design, content strategy, user experience, usability, accessibility, and technical implementation. The Building Congress is looking for an experienced partner who has demonstrated experience with managing website projects and expertise with best practices for membership-based organizations websites.

### Project Objectives

The Building Congress website is a key element in the organization’s marketing and communications efforts and is an important vehicle for delivering information to external and internal audiences and key stakeholders. It is a vital revenue generation, membership recruitment, event sales and promotion, news and storytelling platform for the organization.

All project requirements and specifications support the project’s core objectives:

- A site that highlights the Building Congress’ brand strengths, qualities, and values; representative of the visual standards set within our industry (design, construction, real estate)
- A site that targets prospective Building Congress members, without sacrificing the needs of current Building Congress members and general audiences, including news outlets, government agencies and officials, allied organizations, and the general public
- An information architecture that organizes content in an efficient and logical manner for primary target audiences, while preserving deeper content structures to meet secondary audience needs
- A site that promotes the Building Congress as a go-to resource for information about the building industry and enhances the reputation of the Building Congress as a thought leader on issues important to the industry
- Increase the value of Building Congress membership by providing easy, mobile access to exclusive, members-only benefits and recognizing member news, projects, achievements and contributions.
- Better integration with existing customer relationship management system (CRM), member invoice and payment portal, event sales system, social media platforms, publication catalog, and Google tag manager / Google Analytics
- Better placement, functionality and visual impact of Building Congress membership directory
- Incorporate SEO best practices to improve site visibility
- A site with a more engaging and flexible visual design that is fully functional and responsive in design for display across many screen sizes and devices
Increase engagement, increase speed, decrease bounce rates, and increase search rankings. (We can benchmark current performance metrics versus after we launch)

Organization Background

New York Building Congress
The New York Building Congress, a broad-based membership association celebrating its 102nd year, is committed to promoting the growth and success of the building and construction industry in New York City and its environs.

The New York Building Congress provides a unique forum to advance an industry-wide agenda that strengthens New York’s built environment. It does so by facilitating the collaboration of diverse stakeholders and communities, with a focus on economic and infrastructure development, job creation and professional exchange.

On behalf of more than 550 constituent organizations comprising more than 250,000 skilled tradespeople and professionals, the Building Congress supports sound public policy, promotes productive capital spending, encourages public/private partnerships and evaluates the implementation of major government projects.

To foster relationships and cooperation, the Building Congress sponsors consensus-building activities and encourages a free exchange of ideas among leaders of industry associations, businesses and the public sector.

The Building Congress promotes competence and productivity in the workplace, with special emphasis on public service, teamwork and partnership with government. Members are encouraged to conduct business with honesty, integrity, and a spirit of fair competition.

New York Building Foundation
Formed in 1998, the New York Building Foundation promotes the long-term growth and well-being of the New York City building industry and the wider community through an active program of research, education, and philanthropy. The Building Foundation is a 501 (c)(3) non-profit organization that leverages the talents and vast resources of all sectors of the building industry to benefit New Yorkers and give back to the community.

The New York Building Foundation, the charitable arm of the New York Building Congress, was founded by a group of dedicated professionals to improve and better coordinate the building community’s approach to promoting the New York City construction industry. Over its 20-year history, the Building Foundation’s activities have included grants and scholarships for educational programs aimed at developing an interest in the industry among K-12 and college students; support for training organizations that assist adults from various backgrounds with joining the trades; programs to encourage clean, safe worksites; and research on issues impacting both the building industry and the city’s economic future. And in the times of greatest need, the Foundation has mobilized the building community with the establishment of the World Trade Center Memorial Fund in 2001 and the Hurricane Sandy Recovery Fund in 2012.

The Foundation strives to maximize talents, relationships, and partnerships to broaden its reach and strengthen its influence to bolster New York City’s built environment, encourage the development of the
next generation of the industry’s workforce, and enhance the diverse communities that make up the city.

**Current Website**

The Building Congress – along with the Building Foundation’s current website was built in 2017. It is often the first experience with the organization for many prospective members and used by current members of the organization on a more regular basis. The website is a vital component of our event promotion, membership recruitment and retention, and communications strategies. The website hosts our calendar of events, with corresponding event ticket sales, information and sign-up for our internal committees, organizational membership information (including full membership listing, benefits and application form), catalog of publications, letters, public testimonies and additional content created by the organization. The website also contains general information about the organization including a listing of our Board, Officers, staff and mission. The website also hosts a ‘members-only’ section with directory information for members. The Building Foundation’s current website displays similar corresponding information including events, grant information, catalogue of publications and background information.

The website is edited by staff of the Building Congress, up to 8 individual editors, and the content is primarily managed by our Director of Communications and Manager of Design & Marketing. While the website offers significant content, it no longer meets our needs for reasons that include the following:

- Our website does not integrate and host the content we share via our twice-weekly newsletters and social media accounts (primarily LinkedIn, X and Instagram). Our audience has to search across multiple platforms to access all the content we’re producing.
- The designs need a more contemporary and viewer-friendly layout, and the navigation can be improved to provide more intuitive and prominently placed access to key information, such as a calendar of events, promotion of specific events and sales, how to become a Building Congress member
- Lacks freedom and functionality to build custom event pages to better promote our events

An opportunity exists to redesign the site with the latest web technologies to better reflect the mission of the Building Congress, foster membership engagement and deliver on our organizational priorities.

**Audience**

We have identified two core audiences whom the site is specifically geared to address. The new website should provide unique customer journeys for these audiences:

- Prospective Building Congress members
- Current Building Congress members

In addition to the above, content should be easily findable for the following secondary audiences:

- Media outlets and reporters
- Government agencies and public officials
- Allied organizations (civic, business, philanthropic)

In addition to the above, content should be easily findable for the following tertiary audiences:

- General public
- Potential employees
- Other partners
RFP Terms and Conditions

The proposing firm (Proposer) agrees to accept and abide by the following:

1. Any and all costs associated with the RFP process shall be the sole responsibility of Proposer. The Building Congress/Building Foundation assume no liability for any costs incurred by Proposer in preparing a proposal and shall not pay for the information provided by Proposer in the proposal.

2. The Building Congress/Building Foundation reserve the right to select a proposal other than that with the lowest price. This determination shall be based on the Building Congress’ determination exclusively at its own discretion that the chosen proposal offers an overall value better suited to the needs of the Building Congress and Building Foundation.

3. All submissions made to the Building Congress/Building Foundation in the proposal process become the sole property of the Building Congress/Building Foundation and will not be returned to Proposer.

4. The Building Congress reserves the right to reject or accept any and all proposals both conditionally and without additional conditions.

5. The Building Congress reserves the right to request clarifying information from firms regarding their respective proposal submissions during the evaluation process.

6. The Building Congress reserves the right to negotiate any modifications to proposals necessitated by oversight or error.

7. The Building Congress reserves the right to accept or reject any modifications proposed by the Proposer regarding the terms and conditions of the RFP and its subsequent proposal process.

8. Once the websites have been completed and accepted by the Building Congress, their design and all contents, software, and architecture become the property of the Building Congress/Building Foundation.

Contract Term

The successful Proposer (Consultant) will enter into a contract for services with the Building Congress. The contract will cover the design and development of the websites as well as a one-year post-launch support and maintenance agreement that begins on the date the approved new websites are live.

Scope of Work

The intent of this project is to create an engaging new website for the Building Congress, including the website for the Building Foundation, that is contemporary, flexible, informative, user-friendly, and easy to maintain. The two websites should be distinctive, but they should complement and be connected to one another.

For each website, the Consultant will provide up to three design concepts for the Building Congress to review.

The Scope of Work applies to both websites; requirements specific to each organization are identified as such. For each of the following project areas, Proposer should prove capability, describing strategies to be used and quality controls. Sufficient detail must be given and must include examples of past projects, ability to meet deadlines, and managerial experience. Project areas contained within this Scope of Work include:
1. Development of a project plan, including timeline of major tasks and milestones, for the entire scope of work.
2. Development of a strategic plan for organizing content around experiences that engage, inform, and drive action.
3. Design of the Building Congress – along with the Building Foundation - website so as to support the New Website Objectives described above and that includes, but is not limited to, the following features, elements, and functionality:
   a. Intuitive and Attractive Design
      - Clean, contemporary design and flow with a common theme and strategic use of relevant, compelling images and infographics
      - Color scheme that complements organization’s logo
      - Easy and intuitive navigation that uses industry best practices
      - Functional and responsive across user platforms, including mobile devices and major browsers using industry best practices
      - Balance between simplicity and relevant information
      - Support high-resolution media (images and video)
      - User experience-led interface that groups and presents information in a logical manner using industry best practices
      - Fast-loading pages designed with a balance of text and graphics using industry best practices
   b. Content Management Strategy
      - Delivered website should include a fully-paid version of the content management system (CMS) software on which it was developed
      - A CMS that is instinctive, easy to use, supports the features and functionality outlined below, and can be updated easily by the internal website administrator (includes providing recommendations for non-proprietary CMS software)
   c. Social Media/News Integration
      - Recommendation and execution of best practices to integrate social media platforms into the website
      - Recommendation and execution of best practices to integrate live Google News updates for organization onto the website
      - Social sharing tools that allow visitors to post on LinkedIn, X, Instagram, etc. should be incorporated across the website
      - Integration of social media feed(s) (e.g. LinkedIn, X, Instagram) within the homepage and other key pages, including hashtag strategy
   d. Features and Functionality
      - Integration of existing or new backend membership database, working with the Building Congress’ database vendor
      - Integration of secure, cost-effective payment gateway using authorize.net, working with the Building Congress’ database vendor
      - Prominently placed (homepage) interactive calendar of events that links to event information and registration with ability to pay online; receive confirmation/receipt; and add the event to the registrant’s calendar
      - Built in customizable advertisement space on homepage, event pages and other locations throughout the website
      - Analytics backend functionality
      - Embedded media — video, slide decks (PPT and PDF), images, etc., can easily be embedded in pages and posts and function reliably for visitors, as well as share effectively and easily on social media for users to rebroadcast content
      - Ability to showcase new events and publications while also having a user-friendly archive of older events and publications
- Fully searchable content that allows users to quickly obtain information they need
- SEO — Search Engine Optimization and keyword analysis, ability to customize teaser content for social sites

e. User Engagement Strategy

Building Congress
- Clearly and prominently communicates how to join the Building Congress
- Highlights all Building Congress program components without overwhelming users with information
- Prominently provides for E-newsletters signup

Building Foundation
- Clearly and prominently communicates how to donate to the Building Foundation
- Highlights all Building Foundation program components without overwhelming users with information

Building Congress and Building Foundation
- Content hub for downloadable materials including but not limited to publications
- Testimonial Content — quotations from featured members explaining the value of Building Congress membership/Building Foundation involvement integrated into relevant pages
- Membership application, donation, event registration, contact us forms, integrating with backend membership database, working with the Building Congress’ database vendor
- News media/statements/press releases archive
- Advertising capabilities

f. Other Key Requirements and Considerations

- Ability to display rich images with the use of captivating photos and videos (photos and video provided by the Building Congress)
- Can display news, changing photographs, and video content on the homepage and other landing pages
- Displays time-sensitive, accessible information (e.g., events announcements) on the home page and other landing pages
- Integrates with multimedia marketing campaigns, including paid media, native advertising, social media advertising, online and onsite activations, and public engagement programs
- Considers SEO as part of website design, development, and maintenance
- Utilizes best-in-class search functionality
- Features a link to a sitemap in the footer
- Employs analytics integration including visitor trends, page views, web traffic analysis, path analysis, entry and exit pages, length of stay, browsers, platforms, as well as gathering email, areas of interest, and demographics information in a format that permits the Building Congress to maintain a single database of users and email each according to area of interest and profile
- Able to provide multi-language support, if needed
- Sections of the website requiring payment must be safe and secure using HTTPS and a hardened CMS
- Design and CMS must allow for easy changes to site navigation, images, listings, and overall content
- Meets Americans with Disability Act (ADA) standards of compliance

g. Optional Functionalities

The following are additional functionalities we would like to include in our new websites, depending on how these elements would impact timeline and/or budget. Please provide the cost for these elements separately, and note if any additional design or development time would be required.
Advanced SEO work
A blog platform that provides ability for administrator to review and approve posts from internal staff and guest writers
Lead generation backend functionality

4. Development and implementation:
   a. Build the website based on the approved design
   b. Provide necessary software and licenses to maintain sites internally, within the cost of the contract
   c. Migrate existing content and images from current websites
   d. Assign a project manager who will be made available to present information and coordinate with Building Congress staff, including a reasonable number of meetings to present design and development solutions
   e. Create and build appropriate content as needed, including integration of new photos and videos
   f. Develop any and all templates needed for staff to easily update web content
   g. Collaborate with the Building Congress’ internal team to ensure alignment with planned integrated marketing campaign efforts
   h. Complete all other work necessary to develop and fully test the website, make all corrections until changes or additions are accepted
   i. Explain testing plan through development process
   j. Provide the Building Congress with access to a test website during the development of the new website to ensure website is fully operational

5. Training: Provide CMS training to a minimum of three team members

6. One-year support: Provide one year of website support and maintenance from the date the new website is live, including performance and load testing to ensure that the website meets predefined performance and load testing metrics, SEO, and potential website changes. Proposal should include estimate of services for support beyond one year post launch, on an ad-hoc basis.

7. Hosting: Consultant will receive hosting credentials from the Building Congress

8. Website promotional support: Provide a website optimization strategy to effectively promote the website to target audiences and encourage repeat visits

9. Other: Any other additional items not listed above, to provide a fully operational website

In addition to showing how you will meet the requirements outlined above, Proposer also should provide information regarding the following:

- Research & Analytics: Provide an overview of how you determine success. What are the analytic tools or services that you use, and what type of information will you be reporting back to the Building Congress as it relates to meeting our objectives? Please define how your analytics can be converted into insights, and how the insights will help guide us in making decisions on how we market in the future.

**Budget Details**

The budget for this project must address all aspects of the Scope of Work as well as all software acquisitions necessary for development and maintenance of the web site. The budget should also include any account management fees and out-of-pocket expenses. Travel to and from the Building Congress’ offices, and the costs associated with it, will be the responsibility of Proposer. The Building Congress reserves the right to adjust both the budget and related services.
Several cost proposals to accomplish the Scope of Work outlined above may be submitted. While the most cost-effective solution is preferred, proposals will be considered based on the value they provide. Proposals that foresee limited further assistance to the websites after the initial launch will be given preference.

### Required Experience & Qualifications

Qualified candidates will have a minimum of three years’ experience in providing a similar scope of services and will have a minimum of three live sites currently functioning on the web.

The ideal Proposer(s) should be on top of the latest trends and best practices in website design and development as well as digital marketing and content marketing; flexible, organized, customer-service oriented and a team player; and exceptional creative thinkers with strong communication skills.

### Proposal Instructions and Contents

1. Proposer is advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals that depart from or materially alter the terms, requirements, or Scope of Work defined by this RFP will be rejected as being non-responsive.
3. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
4. Each submission must include all of the listed items and be submitted in full by September 15, 2023, 5:00 p.m. EST, in order to be considered complete and eligible for consideration. The maximum proposal length including title page, cover letter, proposal, qualifications, and budget should not exceed 25 pages.
   a. **Cover Letter.** A cover letter consisting of a brief summary of the firm’s competency in the relevant areas, any notable experience with comparable projects, and any other unique experiences or qualifications that would help distinguish Proposer during the evaluation process. The cover letter should be signed by the person or persons authorized to sign on behalf of the firm.
   b. **Proposal Cover Sheet.** A completed cover sheet.
   c. **Project Narrative.** A project narrative that includes all of the following components, as detailed in the Project Narrative Requirements:
      - **Organizational background;**
      - **Organizational experience** (includes at least three professional letters of reference);
      - **Project plan and methodology** (includes resumes of key staff who will be involved in the project);
      - **Reporting schedule;**
      - **M/WBE commitment;**
      - **Pricing plan and budget justification;** and
      - **Terms and Conditions.**
   d. **Additional Attachments.** Any additional agency brochures, press clippings, or other supporting documentation may be included in the complete proposal package.
5. Proposals must be submitted by email to info@buildingcongress.com. Upon review, the Proposer may be contacted for follow-up information or interviews.

### Project Narrative Requirements

**Organizational Background**

1. How long has your organization been in business? In what state is it incorporated/organized? Is it privately held or publicly traded? Please include a copy of your firm’s certificate of incorporation/articles of organization.
2. Please provide an explanation of the organizational structure of your firm, including the number of employees in the overall organization and the names and titles of all officers.
3. Does your firm belong to any trade associations or has your firm received any professional accreditations or certifications (such as IIE, Leeds, etc.)?
4. Is your organization currently or has it within the past three years been for sale or participated in any merger, acquisition, or expansion transactions? If so, please explain.
5. What is your organization’s core competency?
6. Does your organization have a website? If so, please provide the URL.
7. Does your organization experience fluctuations in employment numbers during “peak” periods?
8. Has your organization or any of its subsidiaries or holdings been involved in any bankruptcies within the past eight years? If yes, please explain.
9. Has your organization been indicted, convicted, censured, or fined by any government agency or other entity? Has any principal of your organization, parent company, or subsidiary been indicted, convicted, censured, or fined by any government agency or other entity? If answering “yes” to either of these questions, please explain in full detail.
10. Has your company ever been involved in litigation with a customer or supplier? If yes, please explain the circumstances and outcome.
11. If awarded, what proportion of your overall business would this contract represent?
12. Where are your organization’s primary service locations? What are each location’s daily hours? What holidays are observed, and what is the coverage during holidays?
13. Please provide a detailed description of the relevant insurance coverage held by your organization, including the name of the carriers and policy limits. Include also a current Certificate of Insurance.

**Organizational Experience**

1. Has your organization previously engaged in similar projects of a similar size? If yes, please provide details, including organization names, dates, and project specifics.
2. List a minimum of three websites your firm has designed and developed that best reflect your work and relevancy to this project. Briefly list the role your firm played in each project. The URLs should be submitted. Only sites that are live will qualify during evaluation.
3. What are examples of websites that your agency is currently updating regularly?
4. Please provide at least three letters of professional reference.

**Project Plan & Methodology**

1. Please provide a detailed project plan for the Scope of Work that includes a(n):
   a. Explanation of how you will meet our objectives;
   b. Outline of your website design and development strategy;
   c. Explanation of your proposed platforms/CMS;
   d. Proposed timeline from kickoff to launch. Activities and timelines should be specific, measurable, achievable, realistic, and time-oriented. Include a timeline of major tasks and
milestones. The time frame for completion of the project will be evaluated, and timeframes will be part of the contractual agreement; and
e. Detailed description of your testing and support plan.

2. Please provide a detailed profile of the team that will be working on this project if the contract is awarded, including names, roles, and other qualifications. Please attach resumes.

3. The Building Congress reserves the right to interview any staff who would manage this RFP. Please indicate whether your organization accepts this provision.

Reporting Schedule
Please provide a proposed timeline on when and how you will report to the Building Congress on expected and achieved milestones.

M/WBE Supplier Commitment
The Building Congress values diversity and providing equal opportunity to minority- and women-owned organizations (M/WBEs). Complete proposals that meet all of the content requirements and also demonstrate evidence of efforts to include M/WBE suppliers and partners in the execution of this project will be given preference. Please provide both the contact information of M/WBE suppliers/partners and a list of specific products or services that would be purchased from M/WBE suppliers/partners in the fulfillment of this contract if awarded.

Pricing
1. Please provide your pricing spreadsheet for the scope of work stated in this RFP.
   a. Itemize the costs associated with the design and development of the websites.
   b. Include as a separate line item an annual flat fee price for maintenance services.
   c. Itemize the cost of optional elements.
2. Please provide a budget narrative detailing projected project costs.
3. The Building Congress does not assume responsibility for direct payments to subcontractors. Does your organization agree to this provision?
4. Please provide a copy of your organization’s standard invoice with payment terms, discount rates, and penalties clearly indicated.

Terms and Conditions
Please provide a copy of your firm’s standard terms and conditions, including but not limited to those associated with payment obligations, renewals, cancellations, liability; the design and development process; project delays; warranty period; and any other services to be provided as described in your proposal.

Selection Process
All proposals will be reviewed, evaluated, and ranked by an evaluation committee. After an initial review of all submitted proposals, some respondents may be invited for interviews for the purpose of clarifying their proposals. The Building Congress will use a variety of factors to determine which proposal provides the service that most closely meets their needs.
Evaluation

Proposals will be evaluated by a committee composed of Building Congress staff. The contract will be awarded to the consultant whose response, conforming to the RFP, will be most advantageous to the Building Congress.

In evaluating qualified proposals, the following criteria will be considered:

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<tr>
<th>Criteria</th>
<th>Point Value</th>
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<tbody>
<tr>
<td>Organizational Experience and Related Work.</td>
<td>20</td>
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<tr>
<td>Candidate has successfully completed similar projects and has the qualifications necessary to undertake this project.</td>
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<tr>
<td>Proposed Service Plan/Methodology. The proposed solution meets the needs and criteria set forth in the RFP.</td>
<td>15</td>
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<tr>
<td>Price Proposal. The price is commensurate with the value offered by the proposer. Note: The New York Building Foundation is able to accept pro bono service and recognize the provider to the full extent allowed by the Internal Revenue Service, including naming the proposer within the website and other collateral as a Building Foundation supporter and partner.</td>
<td>15</td>
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<tr>
<td>Expertise of Project Team. Candidate demonstrates the expertise of the project team to recommend and communicate appropriate technical and aesthetic solutions as evidenced by the proposal and references. Prior work demonstrates artistic and innovative, user-friendly interfaces that engage communities and viewers.</td>
<td>20</td>
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<tr>
<td>General Organization Structure and Financial Strength. Candidate demonstrates the financial capacity, leadership, and resources to undertake and complete the project.</td>
<td>15</td>
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<tr>
<td>Quality and Completeness of Proposal. Candidate presents a high quality and complete proposal, with the information presented in a clear, logical, well-organized manner.</td>
<td>15</td>
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<td>TOTAL</td>
<td>100</td>
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The New York Building Congress and New York Building Foundation reserve the right to:

- Award the contract to a firm that does not provide the lowest price proposal
- Reject all proposals and initiate a new proposal process or other method of inviting further competition.
- Waive, modify, or correct any irregularities in proposals with prior notifications to the provider of the proposal.
- Extend the deadline for submission for all proposals after notification to all proposing firms.
- Terminate or modify the RFP process at any time with notification to participating firms.
- Approve or reject any sub-consultants proposed by the proposing firm.
- Request a change of sub-consultant at any time in the contract.

Contact Information

Thank you for your interest in responding to this RFP with a proposal for our new websites. We look forward to your response.

If you have any questions, please send them in writing to info@buildingcongress.com

Please send the Acknowledgment of Receipt and Intent to Participate, Nondisclosure Agreement, and Final Proposal to info@buildingcongress.com.