ADVERTISEMENT AND PUBLIC NOTICE REQUEST FOR PROPOSALS

Real Estate Brokerage and Transaction Management Services

Virginia's First Regional Industrial Facility Authority, acting through its New River Valley Commerce Park Participation Committee seeks proposals for Real Estate Brokerage and Transaction Management Services primarily for its site of about 1,000 acres adjacent to the New River Valley Airport, just north of the Town of Dublin, Virginia.

Proposals are due no later than 5:00 p.m., Friday, March 25, 2011. Any proposals received after this deadline may be returned to the offerer unopened. The Authority reserves the right to reject any and all proposals, and/or divide any project into sections. Virginia's First Regional Industrial Facility Authority is an equal opportunity/affirmative action entity. This public body does not discriminate against faith-based organizations.

Inquiries and requests for proposal packets should be addressed to:

Mr. Joseph N. Morgan, Executive Director Virginia's First Regional Industrial Facility Authority 6580 Valley Center Drive, Suite 124 Radford, VA 24141 540.639.1524 ext 218 voice mail jmorgan@nrvdc.org

or you can download the RFP at the Virginia's First website: http://www.nrvpdc.org/vafirst.html

Note to newspaper:

Please print in the legal section of your newspaper on Wednesday, March 2, 2011 as a line ad.

Public notice Posted on February 25 by Christy Straight, Regional Planner

REQUEST FOR PROPOSALS

<u>NRV Commerce Park Real Estate Brokerage and Transaction Management Services</u> <u>for Virginia's First Regional Industrial Facility Authority'</u>

1. *Introduction* - The Virginia's First Regional Industrial Facility Authority, a political subdivisions of the Commonwealth of Virginia, hereby known as "Authority" is soliciting proposals from qualified firms and individuals for Real Estate Brokerage and Transaction Management Services for the New River Valley Commerce Park property. Firms or individuals submitting proposals for consideration must have significant, relevant experience in industrial and commercial real estate brokerage, particularly in the southeastern United States.

2. Background Information - Virginia's First Regional Industrial Facility Authority was formed in 1998 and currently serves thirteen local governments in the Roanoke, New River and Mt. Rogers Regions of Virginia. The 1,000 +/- New River Valley Commerce Park is owned by eleven of the Authority governments and controlled by the Commerce Park Participation Committee. The site was acquired from 2002 to 2005 for the purpose of hosting a facility that would bring a major capital investment and associated tax base to the region. While there was some initial hopes that the site might attract a semi-conductor chip fabrication facility, the local governments investing in the project were encouraged to take the long view and recognize that the project was an opportunity to share both the risk and eventual reward from a large acreage site that would not likely be duplicated in scale by the member governments and would likely take decades to develop. The Authority was organized to allow property tax revenue sharing based on the share of investment in the Commerce Park by the eleven participating Authority members. To date no facility has located on the site. Assistance is desired from qualified real estate brokerage professionals to ensure the most productive sales and marketing efforts are undertaken to bring new and expanding industry to the Virginia's 1st region. Enclosed are two brochures that describe the current status of development and marketing of the Commerce Park: 2010 Commerce Park Update and NRV Commerce Park Brochure from NRV Economic Development Alliance. Also enclosed are the latest Authority Annual Report and the Commerce Park Business Plan proposed in 2007 with the Introduction section updated to reflect policy adopted in 2009.

The current competition for the Commerce Park from numerous other industrial sites is considerable. There are many competitors both in terms of large acreage industrial sites and available workforce quality and quantity. The Authority staff will provide the successful vendor with an inventory of know competitive sites, as well as current workforce attributes.

The Authority has engaged Woltz and Associates of Roanoke for sale of approximately thirty-five (35) acres of surplus property, which includes a historic home and two manufactured housing units. Engagement of services under this RFP will be in addition to and not supplant the previous engagement of Woltz and Associates of this previously determined surplus property.

3. Scope of Services Requested – While the responders to this RFP, should describe the details of the scope of services they are best able to offer for the Commerce Park real estate brokerage and transactional services, the following services are suggested:

- Real Property Disposition or Leasing
 - Showing property to interested buyers or lessees;
 - Marketing and advertising property;
 - Listing property in MLS and/or commercial real estate listings;
 - Maintaining real estate information database;
 - Advising the Authority Board of Directors and staff on negotiation approach to sale or leasing of property, and related market information as to comparable real estate listings;
 - Providing transactional negotiation and document review support for leasing and disposal.

• <u>Real Property Purchase / Obtaining Easements</u>

• Working closely with Authority staff to confirm nature and purpose of real estate need and most advantageous approach to obtain those real property interests;

• Approaching property owners on a confidential basis to discuss potential property purchases or easement requests;

• Negotiating purchase or easement terms with property owners;

• Advising the Authority Executive Director and Authority staff on negotiation approach to acquisition of property interest, and related information as to comparable real estate listings;

- Providing transactional negotiation and document review support for property acquisition.
- Lease Procurement Services as Tenant Representative
 - Reviewing market availability of desired space needs

• Coordinating review by departments in order to determine leased space alternatives and determination of suitability for departmental functions;

- Negotiating economic terms with landlord or agent;
- Providing transactional negotiation and document review support for proposed lease.
- <u>Other Reporting Requirements</u> The successful Offeror will provide the following reports to the Authority Executive Director or designee and maintain the following documentation during the term of the contract:
 - A quarterly summary detailing related sales and marketing activities on all Authority property in the active portfolio.
 - The Offeror will retain at its premises a complete file on each property for the term of the Contract. Files pertaining to any sales not closed at the end of the contract will be retained until settlement is completed, funds disbursed, Offeror's commissions paid, and any escrow accounts resolved/disbursed.
 - The Authority will have the right to examine the files on the Offeror's premises during normal business hours and to request the duplication and delivery of the same to Authority offices.
- <u>Other Considerations Regarding Services Provided</u>
 - The successful Offeror will provide recommendations for the use and disposition of various Authority-owned properties in order to maximize revenue generation for the Authority.
 - The successful Offeror will establish a marketing strategy that includes types of advertising that is customarily associated with real estate such as the Authority's portfolio. Costs of all forms of marketing utilized by the Offeror shall be the responsibility of the Offeror.
 - The successful Offeror will conduct inspection of properties for making written recommendations for repair/rehabilitation work, and recommendations regarding property enhancements for marketability.
 - All recommendations of the Offeror that may impact site selection, lease procurement, and acquisition or disposition of real property interests will be subject to review and approval by the Authority Executive Director and Authority Board of Directors. The Offeror shall not take any action that shall bind or purport the Authority with respect to any real estate activity.
 - Offeror acknowledges that it will not receive any commission payments until the Authority Board of Directors authorizes the disposition of Authority property.

- No business of any type other than that described in the contract will be permitted on the Authority's property without prior written consent of the Authority. This restriction includes, but is not limited to, any of the successful Offeror's subsidiary companies or parent companies or any advertisement of such companies.
- Timing
 - Timing for the services is expected to extend over an initial period of up to three (3) years, with two one year extensions at the option of the Authority. Services may be terminated by the Authority with ninety (90) days notice.
- 4. *Payment for services* The proposal should describe the Offeror's general terms for compensation for the requested services. It is expected compensation will be earned primarily from commissions from the sale or lease of real estate; however, it is recognized that incentives for economic development may place a burden on the Authority for assuming some expense related to property sale and lease.

In the event that the Offeror is awarded a Contract to provide real estate brokerage and transaction management services in accordance with this RFP, it is anticipated that when the Offeror provides services such as representing the Authority in lease negotiation as a prospective tenant, disposition and/or acquisition of fee simple interest in real estate, acquisition of real estate interests by easement, and other related services, the Offeror will look solely to the property owner /landlord, or prospective purchaser for the payment of lease or purchase transaction commissions, which shall not be more than a full fair market commission for services rendered by the contractor. The Offeror shall include as part of their submission those proposed brokerage and transactional management fees and how they are calculated.

When asked to represent the Authority in negotiation for leasing of Authority-owned property, the Offeror will receive commissions from the Authority in accordance with local industry/real estate practices for the initial lease term secured. The Offeror understands that the Authority shall not be obligated to pay any commissions to the Offeror on any renewals of the lease after the initial lease term. Prospective Offerors must submit a detailed description of the method the Offeror proposes to charge the Authority for providing such real estate brokerage and transactional management services.

To the extent that the Offeror determines that any of the services outlined in Section 6 of this RFP cannot be provided under the compensation method proposed above, Offeror may submit their proposed method for compensation for such services, including, where applicable, employee hourly rates, lump sum compensation by task, or other pricing formulas.

Proposal Evaluation Criteria:

Offerors will be evaluated for selection on the basis of those most qualified to meet the requirements of this RFP. Major criteria to be considered in the evaluation may include, but shall not necessarily be limited to the items referred to above and those set forth below:

A. The background, education and experience of the Offeror in providing similar services or items elsewhere, including the level of experience in working with public entities and the quality of services performed or items supplied.

B. Reasonableness/competitiveness of proposed compensation for services, fees and/or benefits to the Authority, although the Authority is not bound to select the Offeror who proposes the lowest fees or most benefits for services. The Authority reserves the right to negotiate fees and/or benefits to the Authority with the selected Offeror(s).

C. The Offeror's responsiveness and compliance with the RFP requirements and conditions.

D. The Offeror's demonstrated operational competency and established history to provide the services requested by the Authority through this RFP.

E. Determination that the selected Offeror has no contractual relationships which would result in a conflict of interest with the Authority's contract.

F. The Offeror's ability, capacity and skill to fully and satisfactorily provide the services and/or items required in this RFP.

G. The quality of Offeror's performance in comparable and/or similar projects.

Proposal Contents:

A. Proposals must be submitted in accordance with the instructions and requirements contained in this RFP. Failure to do so may result in the proposal being considered non-responsive and it may be rejected. An Offeror must promptly notify the Authority of any ambiguity, inconsistency, or error which may be discovered upon examination of the RFP. An Offeror requiring clarification or interpretation of this RFP should contact the Authority Executive Director at (540) 639-1525, ext. 218. Any request for clarification or interpretation should be made in writing at least ten (10) days prior to the due date for responses to this RFP.

B. Prospective Offerors, also referred to as providers, operators, contractors, consultants, or vendors, are to address the criteria below at a minimum as part of their submitted proposal. Each proposal should include a transmittal letter and overview of the proposal. Proposals are to address the following factors, on which they will be evaluated. Other factors that will protect and preserve the interests of the Authority may also be considered.

1. Qualifications of the Offeror:

Prospective Offerors should submit, at a minimum, their length of time in the real estate profession, experience in commercial real estate transactions, business philosophy, and a description of the management and operation of the services requested and/or provision of the items referred to in this RFP.

Offeror shall identify and provide the resume(s) in its response of the individual(s) who will provide the real estate brokerage and transactional management services.

2. Financial condition of the Offeror and ability to perform all obligations of any resultant contract:

The Offeror must demonstrate sufficiency of its financial resources and the ability of the Offeror to comply with the duties and responsibilities described in this RFP.

3. Each Offeror is to state whether or not the Offeror, its employees, or agents, or their immediate family members, is currently, or has been in the past year, an employee of the Authority or its member governments or has any responsibility or authority with the Authority that might affect the procurement transaction or any claim resulting there from. If so, please state the complete name and address of each such person and their connection to the Authority or its member governments. Each Offeror is advised that the Ethics in Public Contracting and Conflict of Interests Act of the Code of Virginia apply to this RFP.

4. Experience in development and successful execution of real estate transaction management brokerage services for other clients of like or equal size to the Authority:

Each Offeror shall have and must be able to demonstrate that it has at least five (5) years experience in providing real estate brokerage and transaction management services. Experience performing brokerage and transaction management services for other public sectors is preferred.

5. A description of any special resources, skills or services which Offeror possesses which are not addressed as part of this RFP and will be available as part of any resultant management contract.

6. The ability, capacity, and skill of the Offeror to provide the services and/or items described in this RFP and in a prompt and timely manner without delay or interference.

7. The character, integrity, reputation, judgment, experience, efficiency, and effectiveness of the Offeror.

8. The quality and timeliness of performance of previous contracts or services of the nature described in this RFP, including services performed and benefits realized by clients.

9. Compliance by the Offeror with laws and ordinances regarding prior contracts, purchases, or services.

10. The conditions, if any, of the proposal.

11. A list of public sector clients and outcomes for which similar real estate brokerage and transaction management services were provided.

12. Proposed marketing, advertising and promotional concepts that will enhance the visibility of the Authority's real estate portfolio.

C. Each Offeror should provide the names, addresses, and telephone numbers of at least three (3) references in connection with supplying the services or items requested in this RFP within the last five (5) years, especially from other local government operations similar to those being requested in this RFP by the Authority. Each reference should include organizational name, official address, contact person, title of contract, and any hardware or software elements in use, number of years in use and phone number.

D. Each proposal must be presented in labeled tabs, separating the various sections of the Offeror's response by category of the information requested in this RFP. Any other information thought to be relevant, but not applicable to information requested, should be provided as an Appendix to the proposal.

E. Only the Authority will make news releases pertaining to this RFP or the proposed award of a Contract.

Selection Process:

The Virginia's First Regional Industrial Facility Authority, or their authorized selection committee, will review all proposals and select respondents deemed best qualified, responsive, and suitable for interviews. At the conclusion of the interviews, the firms will be ranked in order of preference, and contract negotiations will be instituted with the respondent ranked first. Should a satisfactory contract be negotiated at a price which is fair and reasonable, the award will be made to that respondent. Otherwise, negotiations with the number one firm will be formally terminated, and negotiations will be conducted with the firm ranked second. This process shall continue until a fair and reasonable contract can be negotiated.

The Authority reserves the right to reject any and all proposals, waive any formalities, and/or divide any project into sub-sections. The procurement of these services will comply with the Virginia Public Procurement Act. The Virginia's First Regional Industrial Facility Authority is an equal opportunity entity.

All questions pertaining to this RFP including requests for clarifications should be in writing or e-mail form. This RFP and any addendums will be posted on the Authority's web site located at http://www.nrvpdc.org/vafirst.html. It is the vendor's responsibility to check this web site regularly for updates and addendums to this RFP.

Proposal Submittal:

Two copies of proposals requested herein must be received in a sealed envelope clearly marked "Real Estate Brokerage and Transaction Management Services" not later than 5:00 p.m., Friday, March 25, 2011. Any proposals received after this deadline shall be returned to the offerer unopened. One electronic PDF version of the proposal should also be sent by e-mail on Monday, March 28, 2011 to jmorgan@nrvdc.org.

Proposals and inquiries should be addressed to:

Joseph N. Morgan, Executive Director Virginia's First Regional Industrial Facility Authority, Virginia 6580 Valley Center Drive, Suite 124 Radford, VA 24141 540.639.1524 ext 218 voice mail jmorgan@nrvdc.org

6 **RESPONSE TO SOLICITATION**

Response to this solicitation can vary in length and in text but should include as a minimum the following:

- 1. All information needed to weigh the response as listed in the solicitation.
- 2. Any supporting information felt by the proposer to be applicable.
- 3. Family relationship, along with name and address, of principals in the proposer's firm to any Board of Directors member, alternate member, employee, or officer of the Virginia's First Regional Industrial Facility Authority.
- 4. A list of similar or related projects.

INSURANCE AND INDEMNIFICATION GUARANTEE

- 1. Indemnification and Hold Harmless Requirements
- 1.1 To the fullest extent permitted by law, the Contractor shall indemnify and hold harmless the Virginia's First Regional Industrial Facility Authority, its agents and employees from and against all claims, damages, losses and expenses, including but not limited to attorney's fees, arising out of or resulting from the performance of the work, including but not limited to any such claim, damage, loss or expense which is attributable to the bodily injury, sickness, disease or death, or injury to or destruction of tangible property (other than the work itself) including the loss of use or omission of the Contractor, any Subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, regardless of whether or not it is caused in part by a claim against the Contractor or his Subcontractor arising from any work or property that must be restored, repaired or replaced because of Contractor's or Subcontractor's work being incorrectly or improperly performed. Such obligations shall not be construed to negate, abridge, or otherwise reduce any other right or obligation of indemnity which would otherwise exist as to any party or person described in this paragraph.
- 1.2 In any and all claims against the Virginia's First Regional Industrial Facility Authority or any of its agents or employees by any employee of the Contractor, any Subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, the indemnification obligation under paragraph 1.1 shall not be limited in any way by any limitation on the amount or type of damages, compensation or benefits payable by or for the Contractor or any Subcontractor under workers' or workmen's compensation acts, disability benefit acts or other Employee benefit acts.
- 2. Contractor's Liability Insurance and Other Insurance
- 2.1 The Contractor shall purchase and maintain such insurance as will protect him from claims which may arise out of or result from the Contractor's operations under the Contract, whether such operations be by himself or by any Subcontractor or by anyone directly or indirectly employed by any of them, or by anyone for whose acts any of them may be liable, including but not necessarily limited to, the following:
 - 1. claims under worker's or workmen's compensation, disability benefit and other similar employee benefit acts;
 - 2. claims for damages because of bodily injury, occupational sickness or disease, or death of his employee;
 - 3. claims for damages because of bodily injury, occupational sickness or disease, or death of his employees;
 - 4. claims for damages insured by usual personal injury liability coverage which are sustained (1) by any person as a result of an act or offense directly or indirectly related to the employment of such person by the Contractor, or (2) by any other person:
 - 5. claims for damages, other than to the work itself, because of injury to destruction of real or tangible property, including loss of use resulting therefrom; and
 - 6. claims for damages because of bodily injury or death of any person or property damage arising out of the ownership, maintenance or use of any motor vehicle
- 2.2 The insurance required by Subparagraph 2.1 shall be written for not less than any limits of liability specified in the Contract Documents, or as required by law, whichever is greater.
- 2.3 The insurance required by Subparagraph 2.1 shall include contractual liability insurance applicable to the Contractor's obligation under Paragraph 1.
- 2.4 Certificates of Insurance acceptable to the Virginia's First Regional Industrial Facility Authority shall be filed with the Authority prior to commencement of the work. These Certificates shall contain a provision that coverage's afforded under the policies will not be cancelled until at least thirty days prior written notice has been given to the Authority.

CONTRACTORS POLICY OF NONDISCRIMINATION

Pursuant to Section 2.2-4311 of the 1950 Code of Virginia, as amended:

- 1. During the performance of any contract awarded, the contractor agrees as follows:
 - a. The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
 - b. The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer.
 - c. Notices, advertisements and solicitation placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.
- 2. The contractor will include the provisions of the foregoing paragraphs a, b and c in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

Signature of Authorized Agent

Date

DRUG FREE WORKPLACE MAINTENANCE BY CONTRACTOR

Pursuant to Section 2.2-4312 of the Code of Virginia, all public bodies shall include in every contract over \$10,000 the following provisions:

During the performance of this contact, the contractor agrees to (i) provide a drug-free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

For the purposes of this section, "drug-free workplace" means a site for the performance of work done in connection with a specific contract awarded to a contractor in accordance with this chapter, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

Signature of Authorized Agent

Date



Bland County *Lace (Nick) Asbury Henry Blessing

Craig County *Jay Polen

Giles County

*Chris McKlarney Richard McCoy

Montgomery County *Craig Meadows

Brian T. Hamilton

Pulaski County *Peter M. Huber

Shawn Utt

Roanoke County

Charlotte Moore *Doug Chittum

City of Radford Tim Cox

*Basil Edwards

City of Roanoke *Brian Townsend

*Brian Townsend Bill Bestpitch

Town of Dublin

William H. Parker *Doug Irvin

Town of Pearisburg

*Kenneth F. Vittum Brad Jones

Town of Pulaski

*Morgan Welker John Hawley

* denotes primary member of the Participation Committee

Executive Committee:

Basil Edwards, Chair City of Radford Chris McKlarney, Vice-Chair Giles County Shawn Utt, Secretary-Treasurer Pulaski County Jay Polen Craig County Brian Hamilton Montgomery County

2010 New River Valley Commerce Park Participation Committee Update

The New River Valley Commerce Park is a 1,000 acre industrial facility located in Pulaski County north of Dublin, Virginia, approximately 3.6 miles from Interstate 81. The facility is owned by 11 participating jurisdictions structured under Virginia's First Regional Industrial Facility Authority (VFRIFA). The goal the Commerce Park is to "do together what we can not do alone" for the region.

NRV Commerce Park Assets and Accomplishments

- New River Valley Airport, with full time Customs Office and Port of Entry
- Designated US Foreign Trade Zone (FTZ) and Virginia Enterprise Zone
- Acquisition of roughly 1,000 acres of land originally envisioned for Park
- ✓ Graded 2-acre & 40-acre pads

✓

~

~

- ✓ One mile long industrial access road constructed
- ✓ Flexible zoning with 2 75 acre lot sizes
- Completion of necessary engineering and reporting, including geotechnical and environmental assessment
- ✓ Virtual building, 370,000 square feet, expandable to 761,000 square feet
- Ongoing marketing and prospect visits
- ✓ On-site water and sewer available, with 1 million gallons per (MGD) day water & sewer capacity planned in 2012, with 6 MGD planned as needed
- ✓ NRV Wireless Authority to serve site with broadband through Federal Stimulus funding
- ✓ 138kV electric transmission line extension designed and available in 18 to 24 months
- ✓ Rail extension feasible for major industrial facility
- ✓ Perpetual sharing of machinery & tools taxes with member governments
- ✓ Sharing real estate & personal property taxes fully for 7 years and partially for 8 more years



2009 Updated Business Plan

- ✓ Maximize amount of land that is "ready to build"
- ✓ Develop a market-based industry focus
- ✓ Market flexible sites without competing with other facilities in the region
- ✓ Maximize tax revenue sharing
- ✓ Use first 7 years of property taxes for potential incentives
- ✓ Market surplus property to assist with water and sewer expansion cost
- ✓ Require NO ADDITIONAL FUNDING by localities



New River Valley Commerce Park

For Sale or Lease

VA-100 and Laboratory Drive Dublin, VA 24084



Site Specifications and Information

Close to 1,000 total acres (973 acres)

650+ acres suitable for development with existing buffer already in place (dark green above)

Adjacent to the New River Valley International Airport (6,200 ft. runway)

Adjacent to the Virginia TradePort (Port of Entry #1412 and FTZ #238)

40 acre graded pad with all utilities in place including water, sewer, fiber, natural gas, etc.

Located 3 miles off of I-81 Exit 98 with 4-lane highway accessibility





All together. Better.

6226 University Park Drive • Suite 2200 • Radford, VA 24141 phone 540.267.0007 • fax 540.267.0013 • toll free 800.678.1734 info@nrvalliance.org • www.nrvalliance.org



New River Valley Commerce Park

For Sale or Lease

VA-100 and Laboratory Drive Dublin, VA 24084



Regional and Location Information

+ Extremely low cost of doing business (utilities, taxes, etc.)

+ Area of outstanding beauty, recreation, sports, culture, and education

+ Available, well-trained workforce with an outstanding work ethic

+ Home of Virginia Tech, Radford University, and New River Community College

+ Located on Virginia's I-81 Corridor and close to I-77 and I-64 with N,S,E,W rail lines



All together. Better.

6226 University Park Drive • Suite 2200 • Radford, VA 24141 phone 540.267.0007 • fax 540.267.0013 • toll free 800.678.1734 info@nrvalliance.org • www.nrvalliance.org