

REQUEST FOR QUOTATION

Volunteer Registration, Management, and Resource Hub

viaSport BC

1. ORGANIZATION OVERVIEW

At viaSport, we believe that all British Columbians deserve equitable opportunities to develop and realize their potential through sport – as an athlete, coach, official or volunteer.

LAND ACKNOWLEDGEMENT

Our work takes place on the unceded ancestral territory of the xʷməθkʷəy̍əm (Musqueam), Skwxwú7mesh (Squamish), and səliłiwətaʔt (Tsleil-Waututh) Nations.

Our Mission

We provide strategic leadership to the amateur sport ecosystem.

- We convene and collaborate with partners.
- We connect sport organizations to funding, resources, and other capacity-building initiatives.
- We develop policy and shared measurement practices.
- We gather and share information to advance shared goals.
- We build public trust and confidence in the promise of sport.
- We advance economic growth and social development through equitable access to sport.

Our Vision

British Columbians are truly healthy and connected because they value and participate in sport experiences that are safe, inclusive, and welcoming.

Our Purpose

To lead the development and growth of amateur sport in B.C.—bring more families to the field of play, more fans into the stands, more athletes to the podium, more sporting events to the province, and more supporters of the system.

Our Values

At viaSport, three values underpin our strategic plan and guide our daily actions. These are the beliefs and principles we commit to in carrying out our mission:

- Collaboration
- Inclusion
- Accountability

2. NEW VOLUNTEER STRATEGY

viaSport reaches all corners of the province and collaborates with the sport community to advance high-quality sport experiences that make sport better. In every community, from the playground to the podium, sport volunteers are critical to developing and delivering sport. We support, enable, inspire, and govern so that sport is safe, welcoming, and inclusive across British Columbia. Volunteers ARE the heartbeat of sport in our province.

To better understand sport volunteerism, viaSport published [Volunteerism in the B.C. Sport Sector: Examining the current landscape](#) that provides insights into the current B.C. landscape.

Acknowledging the urgent need for sport volunteers across amateur sport, viaSport convened sport system and sport hosting leaders to support the development of a province-wide sport volunteer strategy, including a Volunteer Management & Resource Hub.

A recently formed Volunteer Management and Resource Hub Advisory Committee provides support and advice on developing the strategy and Hub. The Committee – comprised of B.C. amateur sport sector leaders – will plan regular meetings to ensure feedback, consultation, and collaboration are cornerstones of the Hub's development.

As the following steps, viaSport has prepared a volunteer strategy, including objectives, actions, milestones, and timelines. There are three stages in the strategy:

1. Engagement & Research
2. Hub development & implementation
3. Hub scaling, marketing & partners

Volunteer Strategy Objectives

1. Provide a centralized volunteer management and resource hub that strengthens sport volunteer recruitment and retention in B.C.
2. Increase efficiencies and collaboration across amateur sport that bolsters capacity, knowledge, and promising practices.
3. Identify trends and strengthen future strategies through data collection and analysis.

3. RFQ background

As standard procedure, significant organizational investments require a competitive bidding process to ensure services are evaluated both on quality and cost. viaSport BC is seeking bids for a volunteer management hub provider. Bids will be considered for Phase 1, as well as for all Phases.

viaSport BC will evaluate providers' bids based on the following factors:

1. Phase 1 and 2 Technological advancements
2. Customer service and support
3. Alignment of our mission, vision, and values
4. Third-party integration
5. Value/price

Each item is described below:

Phase 1: Technology Advancements

As a leader in the development and growth of amateur sport in B.C., viaSport BC is seeking a provider with the best technology in volunteer registration, management, engagement, and resource hub services. The successful platform provider must provide current and future innovative technologies and built-in customization features. Provider needs to keep up with industry trends, innovate, and provide system updates regularly. Some of the platform features viaSport BC is looking for in a system are:

- Ability to recruit, register, train, engage and retain volunteers
- Branding customization
- Administration access and features management
- Ability to create accounts that can be updated year to year
- Integration of waivers, liability forms, background checks, and other 'accreditation' requirements. (drivers abstract, coaching certificate, etc.)

- Registration management and check-in
- System continuous updates and innovation
- Social media integration
- Adhere to Canadian privacy and anti-spam laws
- Mobile access and integration
- Compatibility with other systems and browsers
- Data security
- Reports downloads, customizing, and saving
- Customer Relationship Management provision
- Customized volunteer certificates of appreciation

Phase 2: Technology Advancements:

- Resource hub
- Automated accreditation assignment and production
- Customer relationship management (CRM)
- Training Hub
- Sports organizations management

Service and Support

As a champion of amateur sport in British Columbia, Canada viaSport BC needs to provide swift solutions to the sports community's requests and problems. The successful provider needs to be available to respond to same-day inquiries. Providers must address any technological issues or customer service inquiries within 24-hours.

- Dashboard
- Multiple admin access
- Account manager ability to edit settings, applications, and templates
- Customized reports
- List of reports
- Dedicated account manager
- Extra support during event launch, event day(s)
- Pro-active communication regularly
- 24-hour response timeline

Alignment of our Mission, Vision, Values

It is important to support and work with like-minded organizations. Your RFQ should outline how our organization aligns with our values.

Corporate Philanthropy

The goal of this RFQ is to establish long-term business and community relations. In your RFQ, please outline how your business will contribute towards the viaSport BC goal of supporting amateur sports in BC.

Value/Price

We recognize the investment you have made in developing your services and products. Please outline the price structure along with a description of the services you provide.

To support the bidding process, below is the breakdown and forecast of Volunteers into two tables: Event-based Volunteers and Sport Organization Management.

Table 1: Phase 1 – Event-Based Volunteerism

Event	2024	2025	2026
Grey Cup	1,000		
Amateur Sport Hosting Events	5,000	6,000	7,000
2025 Invictus Games	1,000		

*Numbers are based on volunteers necessary at events

Table 2: Phase 2 – Sport Organization Management

Organization Type	2024	2025	2026
Provincial Sport Organization	5	15	30
Local Sport Organization	20	100	300

*Numbers are based on organizations and not numbers of volunteers needed.

Key Dates and Timelines

RFQ distribution	October 10, 2023
RFQ Response	October 27, 2023
RFQ Reviews & Presentations	October 30 – November 3, 2023
RFQ Reference	November 1 – November 10, 2023
RFQ Decision & Contract Conclusion	November 15, 2023
RFQ Implementation	November 15, 2023 – January 15, 2024
Event Launch	February 1, 2024

4. RFQ submission requirements

Suppliers are required to present a concise quotation by October 27, 2023. We recommend that quotations contain the following:

- a) A cover letter introducing the company, its services, and primary contact person(s)
- b) A description of the company's ability to provide the services as per the requirements outlined, including a statement regarding the company's understanding of the timeline, an overview of the company's experience in delivering similar products to other Canadian non-profit organizations, plus two references with names and contact details
- c) A discussion of potential opportunities for corporate philanthropy
- d) The signature of an individual authorized to bind the firm
- e) Confirmed pricing

5. Selection Process

viaSport will evaluate all proposals simultaneously to ensure they meet the stated requirements. viaSport BC reserves the right to reject any proposals, waive any technicalities, informalities, and irregularities, accept or reflect all or part of this proposal, and be the sole judge of the suitability of the proposals received.

The Chief Executive Officer will evaluate the proposals in consultation with the Advisory Committee and other team individuals as deemed necessary by the CEO. The final decision rests with the CEO.

viaSport will evaluate the proposals on the following criteria, which are neither weighted nor prioritized:

- a) Commitment to viaSport BC mission, vision, and values
- b) Understanding of the volunteer hub services required
- c) Company's technology and system innovation
- d) Experience of the company in providing volunteer management system services
- e) Pricing and tiered costs breakdown
- f) Timelines and implementation schedule
- g) Reference checks

6. Submission Deadline

Requests for clarification can be obtained by contacting Douglas Okero, as per the contact information below. Proposals must be received by October 27, 2023 and sent in confidence to:

Name: Douglas Okero
Email: douglas@runvan.org
Cell: 604-872-2928

7. Terms & Conditions

Withdrawal of Quotation: A quotation may be withdrawn at any time by submitting a written request to the contact person. Resubmission before the deadline may be made; however, submission after the deadline will not be accepted.

RFQ Costs: All costs incurred in the preparation and presentation of the RFQ shall be the responding party's responsibility. All documents submitted as part of the RFQ will become the property of the viaSport BC.

Contact Person: The designated contact person for this RFQ is [Douglas Okero](#).