

Bid Manual



ONTARIO
Volleyball

Membership & Event Registration System

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www.ontariovolleyball.org



TABLE OF CONTENTS

TABLE OF CONTENTS	1
INTRODUCTION	2
BID MANUAL	2
THE ONTARIO VOLLEYBALL ASSOCIATION	2
GENERAL BID INFO	2
BIDDING PROCESS	3
SELECTION PROCESS TIMELINES	5
PROPOSAL EVALUATION PROCESS AND AWARD	6
GUIDELINES FOR PROPOSAL PREPARATION	6
SECTION 1: COMPANY EXPERIENCE & BACKGROUND	7
SECTION 2: SYSTEM REQUIREMENTS	7
SECTION 3: IMPLEMENTATION PLAN & SUPPORT	8
SECTION 4: FINANCIAL	8
SECTION 5: OTHER VALUE-ADDED BID ENHANCEMENTS	8



INTRODUCTION

Bid Manual

This document will familiarize potential Bidders with (1) the Ontario Volleyball Association (OVA); (2) the Bid requirements; and (3) the requirements for the OVA's membership and event registration system.

The Ontario Volleyball Association

Established in 1929, the Ontario Volleyball Association (OVA) is the official governing body for the sport of volleyball in the province of Ontario. The OVA is involved in every facet of the sport by offering programs at all levels for both indoor and beach volleyball. The organization strives to provide all Ontario residents with fair and equal access to participation and personal growth through recreational, competitive, elite, instructional, administrative, coaching and officiating programs. OVA programs and volunteer activities are funded and supported by the Government of Ontario's Ministry of Tourism, Culture and Sport, membership fees, user fees, corporate partners, municipalities and fundraising activities.

Each season the OVA processes over 11,000 member registrations in a number of different membership categories (e.g. competitive, recreational, coach, official, administrator, etc). The association also runs over 400 indoor youth competition events, over 100 beach volleyball events, as well as numerous coach/referee clinics and various high-performance camps/programs. The OVA's membership season runs from September 1st to August 31st each year.

General Bid info

The selected registration system must provide a user friendly, robust and reliable platform for the OVA to process member transactions.

The high-level objectives of the registration system are to:

- Manage Member registration including collecting and maintaining appropriate member data
- Manage Event creation and registration
- Provide detailed and flexible reporting
- Provide flexible communication platform to members and event/program registrants
- Ability for OVA member Clubs to roll out their own version of the system

The OVA would like to commence implementation of the new registration system in the fall of 2019 with the intention of going live for the 2020-2021 membership season (starts September 1st, 2020).



BIDDING PROCESS

Ontario Volleyball is interested in confirming a system provider within approximately 3 months from the release of this document. For convenience of the Bidder, a time schedule has been included in this Bid Manual. It is imperative that the Bidder conforms to this timeline. Any non-conformance to the timelines and other requirements will jeopardize your Bid.

If you need assistance or have questions regarding the information in this Manual, please contact the Director of Finance & Administration of the OVA. It will be presumed by the OVA that upon receipt of a formal Bid, the Bidder has read and fully understands the terms to which the Bidder will agree and the responsibilities that the Bidder is prepared to assume. This is especially important because these components will be included in the Agreement between the OVA and the system provider.

- 1. Letter of Intent** – System providers interested in submitting a Bid for the OVA membership and event registration system are requested to submit a signed Letter of Intent to the Director of Finance & Administration by August 19th, 2019.

The Letter of Intent will provide an opportunity for the OVA to make direct contact with you to provide any necessary assistance in preparation for the Bid and answer any questions that a bidding group may have. The letter may be sent via email to:

OVA Director of Finance & Administration
jharkness@ontariovolleyball.org
416-426-7318

Please note: Submitting a letter of intent does not commit a system provider to submitting a bid. It simply provides an opportunity to consult with the OVA to determine if it is the right opportunity for your community and pose any questions that the Bidding organization may have to the Association.

- 2. Bid Submission** – System providers must prepare a bid submission that includes ALL items listed under the *Bid Requirements* section. One (1) hardcopy and one (1) electronic copy must be received by the OVA office.

Upon receipt of the Bid Application, and witnessed by authorized signature, a bid will be considered as an official invitation for Ontario Volleyball to proceed with these assumptions in place.

- 3. Bid Review**– The OVA will appoint a System Review Group (SRG) which will review and evaluate the bid submissions based on the requirements outlined in the *Bid Guidelines* and evaluation criteria as set forth by the SRG. The SRG is comprised of staff from the OVA who are experienced in managing OVA registrations and programs.

If more information is needed, and time permits, the Bidder will be contacted and given the opportunity to submit additional information.



ONTARIO VOLLEYBALL ASSOCIATION

Complete Bids will be evaluated and analyzed in detail. Those Bids deemed to be in the best interest of the OVA and the event will be scheduled for an onsite system review and demonstration.

4. System Review and Demonstrations - Following an assessment of the written Bids, the SRG will coordinate with prospective system providers to attend at our office for a system demonstration. All expenses for this system demonstration will be borne by the prospective system provider, including, but not necessarily limited to: accommodation, meals and transportation.

The system demonstrations will provide the SRG with an opportunity to further assess the strengths and weaknesses of each Bid Submission and evaluate the proposed system against the association's requirements. The demonstrations will allow the SRG to ask any questions and get clarification on the Bid Submission and any other aspects of the system and/or implementation they deem necessary.

As these demonstrations will be a very thorough walk through of all aspects of the proposed registration systems, they may not be completed in one day. Serious bidders should be willing to attend our offices for two consecutive days if required.

The OVA Director of Finance & Administration will coordinate details of the visit with the specified company representative specified in the Bid.

5. System Selection and Contract Negotiation – After completing all system demonstrations, the SRG will analyze the merits of each prospective Bidding organization. Based on their findings, they will submit their recommendation(s) to OVA Senior Management for their approval of the selection and review of a draft Agreement.

6. Recommendation to the Board of Directors – Once the terms of the Agreement have been finalized and approved by OVA Senior Management, it will be presented to the Board of Directors for ratification. Once this Agreement has been ratified, the successful bidder will be notified verbally as soon as possible, followed by a formal written letter advising of selection. Upon full acceptance by both parties, other Bidding organizations will be sent a written notification of the award.

NOTE: Contracts and Agreements - The OVA reserves the right to submit all proposed agreements to its corporate attorney and/or Board of Directors for review, comments and direction prior to signature. The Executive Director of the OVA must approve all contracts that commit to a financial encumbrance.

Potential Variables - Please understand that these Bid specifications significantly precede the actual dates of announcement of the final decision. The Bidders and the OVA need to be flexible and adapt to new circumstances, should they arise.



ONTARIO VOLLEYBALL ASSOCIATION

Selection Process Timelines

System providers interested in submitting a Bid for the OVA Membership and Event Registration System must submit a Letter of Intent to the OVA Director of Finance & Administration by August 19, 2019.

All Bids must be sent to the attention of Jennifer Harkness, Director of Finance & Administration of the Ontario Volleyball Association by September 13th, 2019. An electronic copy must be sent to jharkness@ontariovolleyball.org, as well as One (1) hardcopy to:

Ontario Volleyball Association
60 Scarsdale Road, Unit 111
Toronto, ON M3B 2R7

Any proposal received by the OVA office after the required time and date specified for receipt shall be considered late and non-responsive. Any late proposals will not be evaluated for award. Candidates who are short listed will be contacted to set up system demonstrations by September 20th, 2019.

Schedule of Events

Event	Date
1. RFP Distribution	July 29, 2019
2. Letter of Intent due to the OVA	August 19, 2019
3. Question Period open for Groups that submitted a letter of intent	July 29 – August 26, 2019
4. Written response of questions to be sent to all Bidding parties.	August 30, 2019
5. Bid Proposals Due Date	September 13, 2019
6. Target Date for Review of Proposals	September 13 – 20, 2019
7. Short listed Candidates will be contacted to set system demos	September 20, 2019
8. All system demonstrations completed	November 30, 2019
9. Selection of system provider and recommendation to the Board	January 2020
10. Winning Bid organization notified	January 2020

Proposal Evaluation Process and Award

The selection committee will consist of the following representatives:

Selection Committee Members:

Jo-Anne Ljubcic, Executive Director
Jennifer Harkness, Director of Finance & Administration
Alishia Lidums, Director of Volleyball Operations

Criteria:

- Meet detailed system requirements (provided as Appendix A)
- Experienced and reliable IT product and service provider
- Detailed implementation plan to include responsive and supportive implementation team
- System is user friendly for both OVA staff and registrants
- Competitive financial terms

Common Reasons for Non-acceptance:

- The selection committee received many strong proposals, not all of which could be accepted due to financial considerations and/or implementation timelines
- The proposal is not detailed enough or is missing information
- The proposed system does not appear to meet requirements of the OVA
- The proposal was not submitted per the submission guidelines
- The proposal was vague or did not provide enough information about the bid requirements
- The proposal is not competitive against others received

The OVA reserves the right to:

- Reject any or all offers and discontinue this RFP process without obligation or liability to any potential Bidder
- Accept other than the lowest priced offer
- Award a contract based on initial offers received, without discussions or requests for best and final offers

The OVA will evaluate all timely submitted bids, based on the evaluation criteria found in the Candidature File.
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GUIDELINES FOR PROPOSAL PREPARATION

The OVA is looking for formal Bids from experienced registration system service providers, in accordance with the provisions detailed in this Bid Manual. Bidders must follow the procedures listed in this manual unless an action initiated by Ontario Volleyball is necessary because of extenuating circumstances.

Note: *It will be presumed by the OVA that upon receipt of a formal Bid, the Bidder has read and fully understands the terms to which the Bidder will agree and the responsibilities that the Bidder is prepared to assume. This is extremely important as these components will be included in the Agreement between the Host city and the OVA.*

The Bid submission must provide a clear indication of how your organization would successfully deliver and support a new membership and event management system to the OVA. When preparing your Bid, there are five (5) critical areas of responsibility that must be addressed in your bid. Under each section, there is a list of mandatory requirements for your Bid submission that must be included in your final document. These critical areas are: Company Experience & Background, System Requirements, Implementation Plan & Support, Financial, Other Value-Added Bid Enhancements.

Award of the contract resulting from this RFP will be based upon the Bidder whose offer will be the most advantageous to the OVA in terms of cost, deliverables, experience in providing similar services and any other factors as may be specified in the submitted Bid.

SECTION 1: Company Experience & Background

It is important to provide an in-depth company background and rationale for the organization's decision to Bid on the OVA's membership and event management system. Information provided in the Bid should include:

- Vendor Qualifications and Experience
- Software Development & Support Capabilities
- Project Management Capabilities
- Security Management Capabilities
- Licensing

This section should highlight an organization's experience in providing similar system solutions with an emphasis being put on any partnerships with sport associations.

Each bid should include contact information for two current system users as references. These references should be using the most recent version of a Bidder's registration system solution and would have preferably undergone a fairly recent implementation.

SECTION 2: System Requirements

A detailed list of system requirements is attached to this Bid Manual as an Excel file. The OVA will award additional points to bidders who exceed the listed requirements if additional functionality adds value to the association.

In addition to specific functionality, bidders will be awarded points based on:

- Ease of use and other user considerations
- Professional look & feel of the system
- Potential future system add-ons
- System security and reliability
- Availability of Mobile platform(s)

The submitted Bid Proposal should address the extent to which these requirements will be met by the proposed system solution.

Section 3: Implementation Plan & Support

Please provide details with respect to the implementation of the proposed system. The implementation plan should include details on:

- Implementation strategy and timelines
- Project management support & staffing
- System change control and configuration management
- Technical support services
- Provision of a Test Site for use by the OVA
- System security set up
- Historical data migration plan
- OVA staff training
- Project Reporting & Monitoring

SECTION 4: FINANCIAL

Please submit a pricing model for the registration system. Pricing should cover the following:

- System licencing and maintenance
- System support and enhancements
- Payment processing costs – include details on payment processor that will be used
- any other fees/costs associated with the implementation or the ongoing use of the system

SECTION 5: Other Value-Added Bid Enhancements

Please provide information on any value-added items that the proposed system offers. These could be additional modules not covered in the OVA's requirements list:

- Manage Event results and rankings
- Manage Referee assignment and scheduling
- Provision of a Demo site for OVA to test system prior to selecting a vendor