

Mobilizing the Locker, a Digital Property of the Coaching Association of Canada (CAC)

Request for Proposal (RFP)

RFP Release Date: September 17, 2020

Intent to Submit a Response Date: September 23, 2020, 5:00 pm ET

Questions Cut-off Date: September 24, 2020, 12:00 pm ET

Proposal Submission Due Date: September 25, 2020, 5:00 pm ET

Version 2020-09-16

To request a French version of this RFP,
send an email to Irene Crosby at
c_ICrosby@coach.ca

WE ARE...

The Coaching Association of Canada (CAC). We unite stakeholders and partners in our commitment to raise the skills and stature of sport coaches, and ultimately expand their reach and influence. Through our programs, we empower coaches with knowledge and skills, promote ethics, foster positive attitudes, build competence, and increase the credibility and recognition of coaches in Canada.

YOU ARE...

A team of digital development/design experts based in and working for a Canadian-owned company. You hold a proven track record of mobilizing bilingual digital properties based on Ux and WCAG AA / AODA. You hold experience with a client(s) in the Canadian sport industry. You can evaluate existing web application structure and underlying HTML composition, understand the relationship between rendering (HTML) and behavioral systems (Javascript), and can propose a re-fitting/re-skinning path that can be applied to an existing HTML/CSS scheme. Plus, you have drupal experience.

THE PROJECT

The CAC is committed to delivering a number of initiatives in response to COVID-19. These are intended to support partners in the coaching community and directly target system/service/delivery improvements in light of the pandemic. The solution being sought in this RFP is intended to facilitate the CAC in achieving a future in which our audiences can access learning from their mobile devices and have a truly seamless experience when engaging with CAC technology platforms. One of our secure https connection (TLS) digital properties, called “the Locker,” is neither mobile nor WCAG AA accessible. May 1 to August 31, 2020, the Locker was accessed by devices as follows: 73% desktop, 25% mobile phone, 2% tablet. Users, on average, visit the Locker 1,420 times/day, 9,801 times/week, 43,288 times per month. The Locker needs to be mobile- and user-friendly.

Another of our digital properties, [Coach.ca](https://coach.ca), was re-branded March 2020. Coach.ca and the Locker need a consistent look-and-feel, navigation, Ux across all devices; specifically, desktop, mobile phone and tablet. (See screengrabs on page 4.)

The project does not include any changes to the Database, which is the “brain” of the Locker. Re-skinning of the front-end is to be done in the Locker’s “development” (sandbox) site so that the “production” site is uninterrupted during the project.

Who Uses the Locker?

Sport Coaches: English and French Coaches are the largest segment of users. They rely on the Locker to manage their coaching credentials and take eLearning.

Sport Partners: English and French Partners rely on the Locker to manage events, generate reports and more. Learn more about [the CAC’s Sport Partners](#).

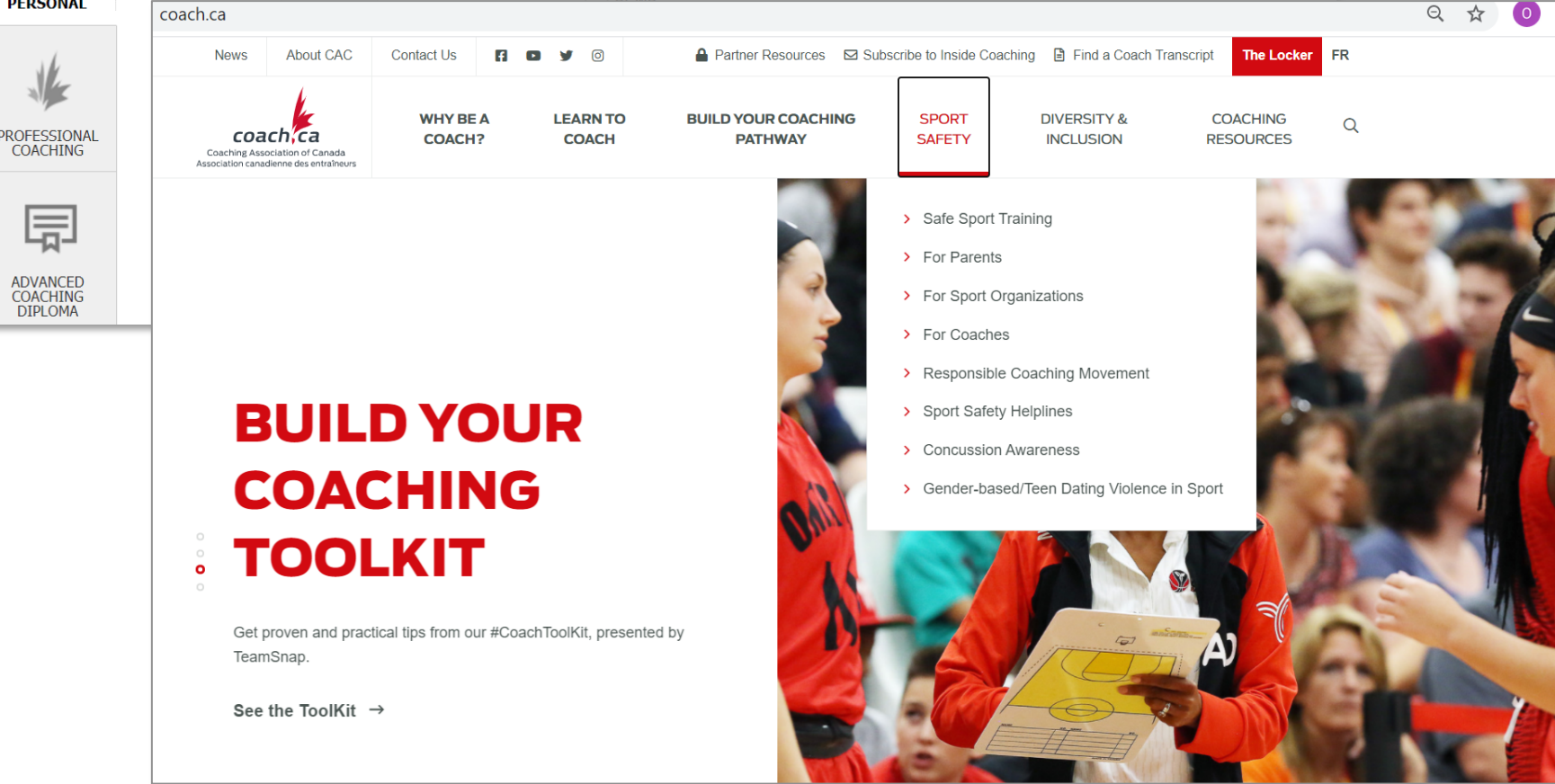
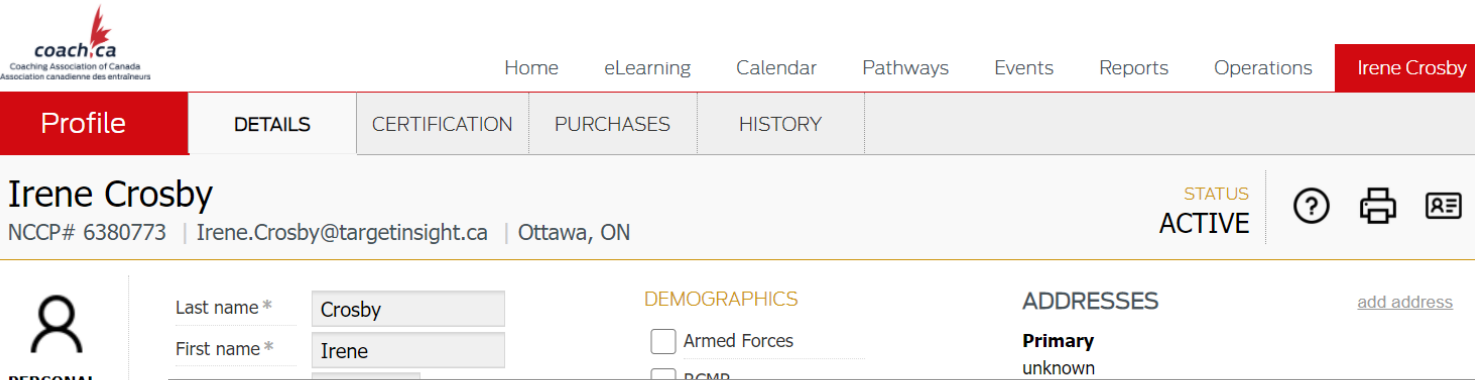
What is the Locker?

The Locker is a password-protected back-end database with a front-end custom UI framework built on standard HTML5/CSS3 practices. The Locker is a data-driven application. There are currently 225 HTML files to address—the 225 files are the templates from which all screens are created.

Outcome of this project: On March 31/21, The Locker and Coach.ca will be consistent in terms of look-&-feel, Ux, navigation across devices.

On September 14, this is where we are with the two digital properties.

<The Locker on a laptop>



PROJECT GOALS

- ❶ **The Locker will be mobile- and user-friendly.** We look to the development/design team awarded the contract to provide recommendations for an intuitive Ux in line with modern responsive design practices and user expectations. As the mobile Ux of Coach.ca is the foundation of the mobile Locker, enhancements may be needed to drupal-based Coach.ca to achieve the optimal Locker Ux. Such enhancements are to be included in this project.
- ❷ **The Locker will offer a consistent look-and-feel, navigation and Ux as Coach.ca and across all devices;** specifically, desktop, mobile phone and tablet. The Locker will be **compliant to WCAG AA**. The Locker will **adhere to most-current privacy policies**.
- ❸ **The Locker will be French/English bilingual.** Currently, there are not separate pages for EN and FR—this is handled dynamically by a translation system that renders the correct language into the HTML accordingly. We look to the development/design team awarded the contract to provide recommendations if there are proven alternative approaches to streamline the complexity of bilingualism.
- ❹ **The mobilized Locker will be available Saturday/Sunday, February 27/28, 2021** or earlier, and handed to the internal CAC IT team the first week of March including code for our repository.

INDICATORS OF SUCCESS

Shift to Mobile: A month-over-month increase in the percentage of users accessing the Locker from their tablets rather than their desktops. Baseline: 73% desktop, 25% mobile phone, 2% tablet accessed the Locker May 1-Aug 31, 2020. (Tracking Method: Google Analytics).

Improved Ux: A volumetric shift from desktop access to mobile (phone + tablet), as well as quantitative and qualitative evidence of Ux gains. Baseline: 73% desktop, 25% mobile phone, 2% tablet accessed the Locker May 1-Aug 31, 2020. (Tracking Method: Google Analytics, Survey, Anecdotal Evidence).

PROPOSAL REQUIREMENTS

Proposals will be evaluated on the following criteria:

- ① Overview of your company.
- ② Background/experience of each team member who would be working on the project.
- ③ URLs of previous work related to the goals of this project.
- ④ Outline your design/development approach/methodology. Identify techniques or software used; specifically, using accessible coding techniques or software that supports accessible websites. Include training on how to create accessible content.
- ⑤ Overview of how you will achieve our goals.
- ⑥ Proposed project timeline with key milestones from kickoff (Oct 5) to launch. Include automated and manual tests, as well as how you will test accessibility to WCAG AA.
- ⑦ Pricing for all aspects of the project.
- ⑧ Hourly rate for subsequent work.
- ⑨ Invoicing and payment schedule. All invoices for this project must be billed and all work must be completed before March 31, 2021.
- ⑩ Two (2) references including their phone numbers and email addresses.

RFP & PROJECT TIMELINE

RFP Release Date: Thursday, September 17, 2020

Intent to Submit a Response Date: If you intend to submit a response to this RF, advise Irene Crosby at c_ICrosby@coach.ca by 5:00 pm ET Wednesday, September 23, 2020. This ensures that you receive answers to questions posed by any team intending to submit a response.

Questions Cut-off Date: 12:00 pm ET Thursday, September 24, 2020 to c_ICrosby@coach.ca.

Submission Due Date: Submissions must be received in digital format only by 5:00 pm ET Friday, September 25, 2020, to c_ICrosby@coach.ca.

Contract Award Date: Monday, October 5, 2020

Project Kick-off Date: Wednesday, October 7, 2020 | The CAC Project Team will consist of a Project Manager, Marketing rep(s), Educational Partnerships rep(s), IT team members + the external design/development team members. Using either the CAC's hosting application (MS Teams) or the external design/development team's hosting application, the CAC's Project Manager will host a weekly sync.

Project Conclusion Date: The mobilized Locker is targeted to "go live" by Saturday/Sunday, February 27/28, 2021, and handed to the internal CAC IT team the first week of March including code for our repository.

Questions?

Questions will be accepted until 12:00 pm ET Thursday, September 24, 2020. Submit your questions to c_ICrosby@coach.ca. To ensure a fair and transparent process, questions and answers will be shared with all parties who emailed their intent to submit a response to Irene Crosby.





ADDENDUM:
Images of the Locker
+ Q&A by the CAC's Internal IT Team

Questions / See Answers in the NOTES section of this slide

- What is the “skin” currently built on?
- Drupal is the CMS for Coach.ca—can the Locker being re-skinned in Drupal with responsive design?
- The Database (which is not to be touched by the design/development company) is in SQL? Are there other languages we should be aware of?
- What third-party apps are integrated into the Locker?
- The Locker is hosted on MS Azure, correct?
- Are there security requirements/standards that we need to be aware of?
- Accessibility to AODA and WCAG AA is required? Anything else?
- Analytics: What is the average # of visits per day / per week / per month to the Locker? What are the Top 5 most-visited pages?
- Please refer to the INFO ARCHITECTURE screengrab (see page 10). Have I missed anything that may be important to mention in the RFP that will help the respondents best estimate the cost of mobilizing the Locker?
- What technical skills are we looking for in a design/development company?

INFORMATION ARCHITECTURE

225 pages (dynamic translation system that renders the correct language into the HTM>)

			# of Pages	Template to Fill	DB-driver Filters	On-page Form	Pop-up Form	Auto-Populate	Personalized Graphic	Feeds	Chat Print	Help Search		
Secondary Menu:     <input type="text" value="People"/> <input type="text" value="Events"/> <input type="text" value="Organizations"/> <input type="button" value="FR"/> <input type="button" value="LOGOUT"/>														
Primary Menu:														
HOME PAGE			1			1	1		1					
eLEARNING landing page			1		1								1 [SPORT pop-up form]	1 [Twitter feed]
[DB-driven filters offer 20 pages]:														
Multi-Sport - Coach & CD			10											
Multi-Sport - Official			1											
Athletics			2											
Cross Country Skiing			3											
Rowing			1											
Softball			2											
Ultimate			1											
CALENDAR landing page			1		1		1							[EVENT: What Kind of Event Are You Planning?]
PATHWAYS landing page [DB-driven filters offer # custom on-page content]			1	1	1									
EVENTS landing page [dynamicg > PLANNED (Active tab / All tab) SCHEDULED RECO			1				1	1						[EVENT: What Kind of Event Are You Planning?]
Detail			1	1										
REPORTS/Insights is the landing page			1											
Listing [20 Reports to choose]			21											
OPERATIONS/Registry is the landing page [DB-driven filters offer 14 custom on-page cont			1	1										
For each custom on-page content, there is a:														
Setup page														
Workflows page														
Upgrades page														
Admin			1											
IRENE CROSBY/Profile/Personal/Details is the landing page			1			1	1	1						[CONSENT: Subscribe to Inside Coaching]
Professional Coach/Application (page + 7 form pages)			8			7								
ACD/Application			9			8								
Certification/Transcript			1		1									
Maintenance			1		1									
Coach Developer			1		1				1					
Self-Report			1	1										
Purchases			1					1						
History/Attended			1					1						
Delivered			1					1						
eLearning			1					1						
			76	4	6	17	4	6	2	1				

The Locker

thelocker-sandbox.coach.ca/home

SANDBOX

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Association canadienne des entraîneurs

Home eLearning Calendar Pathways Events Reports Operations Irene Crosby

Home

LATEST

Welcome, Irene!
You last logged in 2 days ago.

Tweets by @CAC_ACE

Coach.ca
@CAC_ACE

Les inscriptions à la conférence @petrocanada Sport Leadership sportif 2020 sont OUVERTES!

Joignez-vous aux intervenants sportifs de partout au pays pour cette occasion d'apprentissage virtuelle GRATUITE! #SLS20 #OserLeCourage coach.ca/fr/conference...

ACTIVITY

PROFESSIONAL DEVELOPMENT

0 ALL-TIME POINTS

■ NCCP ■ Non-NCCP
■ NON-NCCP (MS) ■ Active
■ Self-Directed

1.2
1
0.8
0.6
0.4
0.2
0

For more information relating to Professional Development, [click here](#).

ATTENTION

There is some information missing from your account.

Please provide your primary phone number

Phone

SUBMIT **SKIP**

ATTENDING

Events you are registered to attend will show here.

[browse the events calendar](#)

INVOLVEMENT

Which sports are you currently involved in?

ADD A SPORT

Chat

<Pop-up form>

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Home

LATEST

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SPORTS

Name

Url

RESET **SEARCH**

ADD A SPORT

The Locker

thelocker-sandbox.coach.ca/onlinelearning

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eLearning

Multi-Sport Coach & Coach Developer

AVAILABLE

- A Coach's Guide to the New Brunswick Interscholastic Athletic Association (NBIAA)
- Coach Initiation in Sport
- Coaching Athletes with a Disability
- Developing Athletic Abilities pre-workshop session
- Leading Drug-Free Sport Online Evaluation
- Managing Conflict Online Evaluation
- NCCP Emergency Action Plan
- NCCP Sport Nutrition
- Make Ethical Decisions (MED) Online Evaluation
- Making Head Way

Irene, welcome to eLearning | Multi-Sport

- 1 Choose a sport from the drop-down list
- 2 Select an eLearning course from the left menu
- 3 Read the instructions and begin!

NOTE

- Internet Explorer 11 is currently not supported

FOR ASSISTANCE CONTACT

Coaching Association of Canada
(613) 235-5000
coach@coach.ca

Chat

9:27 AM
2020-08-30

The Locker

thelocker-sandbox.coach.ca/onlinelearning#DMO-E

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eLearning

Multi-Sport Official

AVAILABLE

Decision Making for Officials

Assistance Contact: André Lachance, alachance@baseball.ca

- Internet Explorer 11 is currently not supported
- Please note that this eLearning module is not optimized for mobile devices.
- If a blank page appears when you click begin, [click here](#) to ensure you have adobe flash installed and enabled.

FOR ASSISTANCE CONTACT

Coaching Association of Canada
(613) 235-5000
coach@coach.ca

[Terms & Conditions](#) | [Privacy Policy](#) | [Refund Policy](#)

BEGIN

Chat

9:26 AM
2020-08-30

20 pages

- Multi-Sport + Coach & CD = 10 pages
- Multi-Sport + Official = 1 page
- Cross Country Skiing = 3 pages
- Rowing = 1 page
- Softball = 2 pages
- Ultimate = 1 page

The Locker

thelocker-sandbox.coach.ca/calendar

SANDBOX

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Home

eLearning

Calendar

Pathways

Events

Reports

Operations

Irene Crosby

Calendar

FILTER

August

2020

Ontario

All sports

All contexts

All audiences

26	27	28	29	30	31	1
AUGUST 2020						
No events						
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22

plan for free

use Locker Logistics

?

Chat

People

Events

Organizations

FR

LOGOUT

9:06 AM

2020-08-30

EVENT

WHAT KIND OF EVENT ARE YOU PLANNING?

☒ Single Session

A typical NCCP workshop is a single-session event. A single-session event typically occurs in one location with one or more coach developers leading the session.

☐ Multiple Sessions

A multi-day conference is a multi-session event. An event with multiple workshops, multiple speakers, and multiple venue choices for attendees would be a multi-session event.

CONTINUE

Chat

The Locker

thelocker-sandbox.coach.ca/event/workflow

SANDBOX

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Home eLearning Calendar Pathways **Events** Reports Operations Irene Crosby

Events

PLANNED	SCHEDULED	RECORDED	REJECTED
plan for free use Locker Logistics	schedule for free use Locker Logistics	Record an event	
ACTIVE (0) ALL (2) 🔍	ACTIVE (0) ALL (3) 🔍	ACTIVE (7) ALL (9) 🔍	ACTIVE (0) ALL (1) 🔍
No planned events ready for scheduling	No scheduled events awaiting completion	<div>#5338668 Make Ethical Decisions Online Evaluation – Competition 2020-08-20 Winnipeg, MB</div> <div>#5338671 Introduction to running 2020-03-31 Ottawa, ON</div> <div>#5338674 Instruction -Boxing 2020-08-20 winnipeg, MB</div> <div>#5338678</div>	No rejected events awaiting approval

Chat

9:07 AM
2020-08-30

<plan for free and scheduled for free and record an event>

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Home eLearning Calendar Pathways **Events** Reports Operations Irene Crosby

Event DETAIL

New Event STATUS **PLANNED** 🔄

Organization * 🔍
Sport *
Context *
For * Coach
Event Type

DELIVERY
Method In-person workshop
Language English
Attendee limit

LOCATION
Host
Venue
Address
Country Canada
Prov./Terr.*
City*
Postal code

DATE
From YYYY-MM-DD
To YYYY-MM-DD

SAVE

<use locker logistics>

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Home eLearning Calendar Pathways **Events** Reports Operations Irene Crosby

Events

PLANNED
[plan for free](#)
[use Locker Logistics](#)

ACTIVE (0) ALL (2) 🔍

No planned events ready for scheduling

REJECTED

ACTIVE (0) ALL (1) 🔍

No rejected events awaiting approval

EVENT ✕

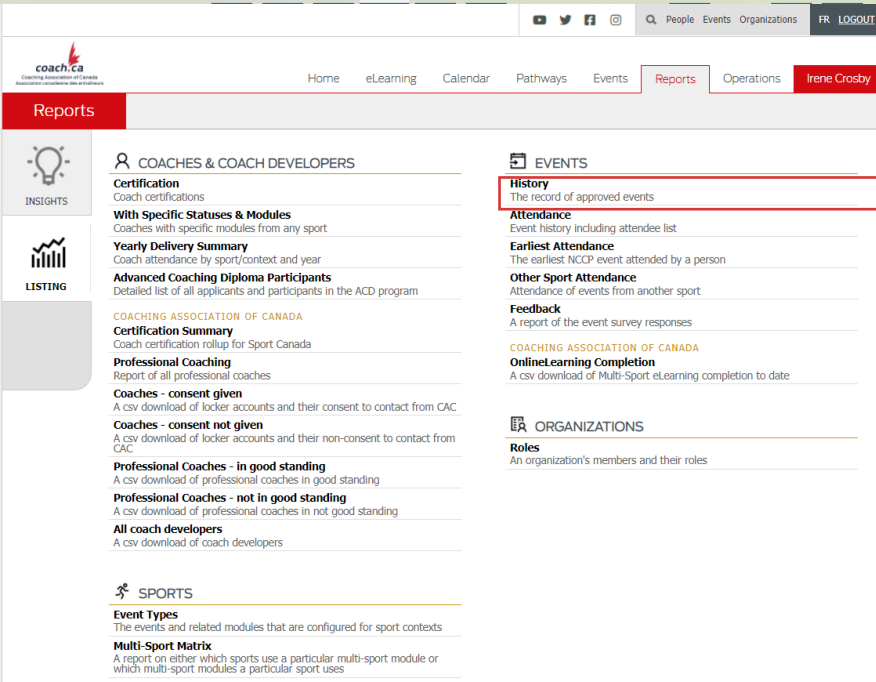
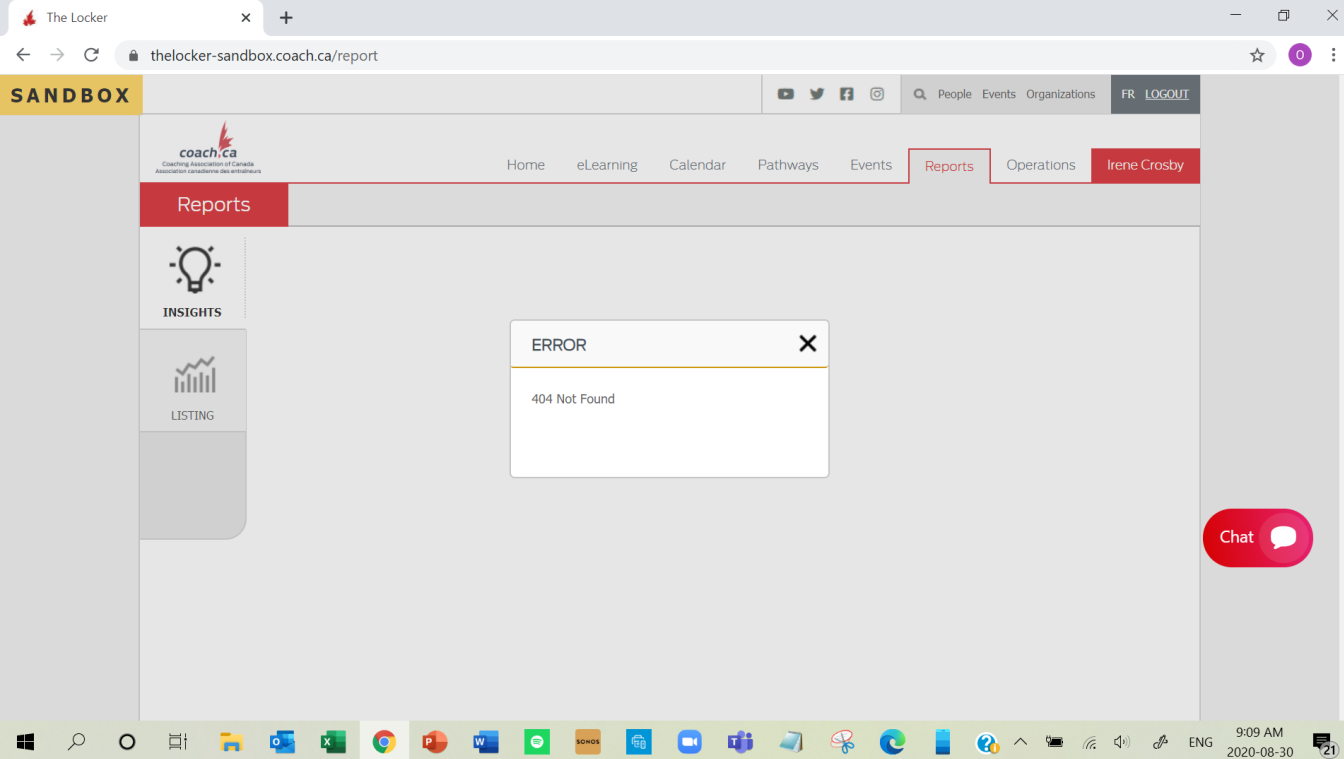
WHAT KIND OF EVENT ARE YOU PLANNING?

☒ **Single Session**
A typical NCCP workshop is a single-session event. A single-session event typically occurs in one location with one or more coach developers leading the session.

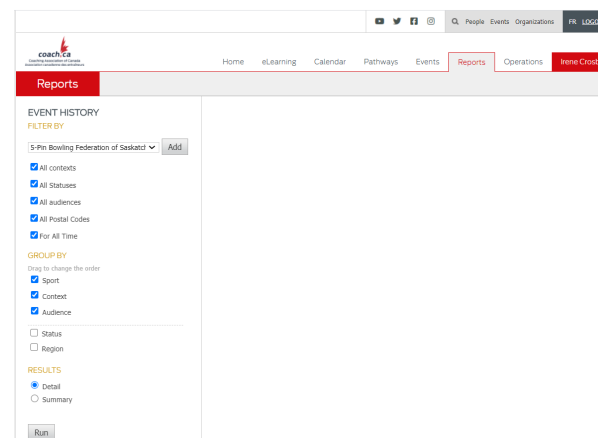
☐ **Multiple Sessions**
A multi-day conference is a multi-session event. An event with multiple workshops, multiple speakers, and multiple venue choices for attendees would be a multi-session event.

CONTINUE

Instruction -Boxing
2020-08-20
winnipeg, MB
#5338678
Maintaining Physical Capacities
2020-04-01
Ottawa, ON



<There are 20 of these pages; title changes but form is identical>



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Home eLearning Calendar Pathways Events Reports **Operations** Irene Crosby

Operations REGISTRY ADMIN

PROGRAMS

	OPERATION	STATUS	UPGRADED
Advanced Coaching Diploma Application and CDAG tracking	ONLINE	HEALTHY	2019-01-26
NCCP Context configuration and tracking	ONLINE	HEALTHY	---
Professional Coaching Application, designation and standing maintenance	ONLINE	HEALTHY	---

SERVICES

	OPERATION	STATUS	UPGRADED
Connector System-to-system data transfer	ONLINE	HEALTHY	---
Links Sport program to NCCP module mapping web tool	ONLINE	HEALTHY	---
LMS Learning Management system for SCORM	ONLINE	HEALTHY	---
Logistics Hosted NCCP event delivery	ONLINE	HEALTHY	---

DIRECTORIES

	OPERATION	STATUS	UPGRADED
Accounts People connected to CAC	ONLINE	HEALTHY	---
Organizations Organizations connected to CAC	ONLINE	HEALTHY	---
Sports Sports connected to CAC	ONLINE	HEALTHY	---

INFRASTRUCTURE

	OPERATION	STATUS	UPGRADED
Analytics Reporting and analytics	ONLINE	HEALTHY	---
Applications Program application and vetting	ONLINE	HEALTHY	---
Commerce Payment handling	ONLINE	HEALTHY	---
Pulse Post-event surveying	ONLINE	HEALTHY	---

<There are 14 of these pages>

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Operations REGISTRY ADMIN

Registry / Advanced Coaching Diploma
Application and CDAG tracking

SETUP

WORKFLOWS

UPGRADES

ERROR

You are not authorized to view this page

<Keep? Remove?>

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Operations REGISTRY ADMIN

Registry / Connector
System-to-system data transfer

SETUP

WORKFLOWS
Future feature...

UPGRADES

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Operations REGISTRY ADMIN

Registry / Connector
System-to-system data transfer

UPGRADES

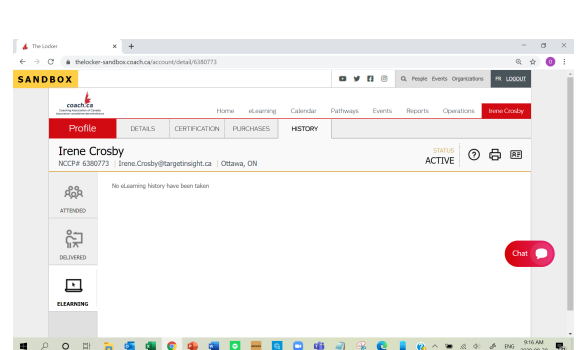
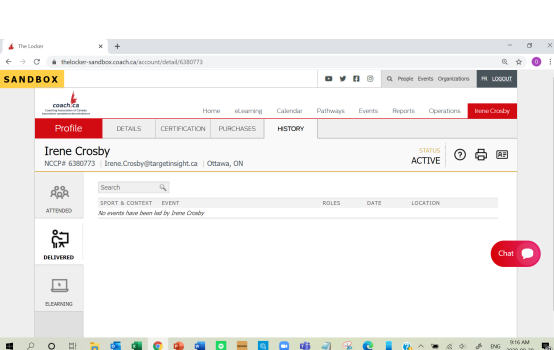
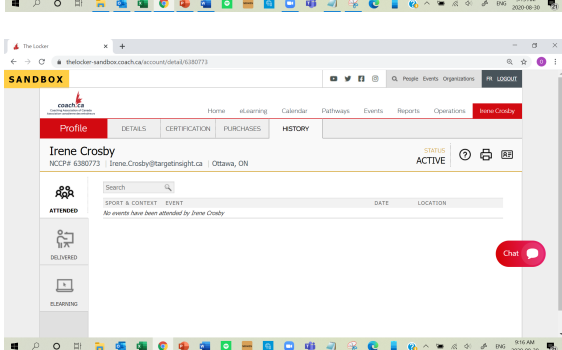
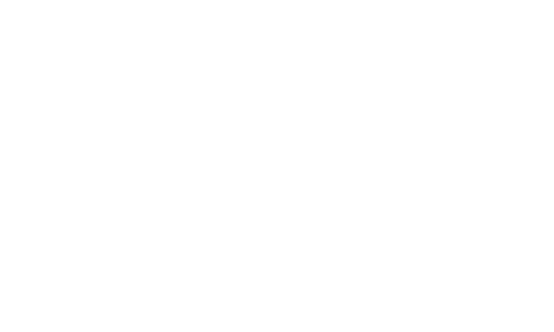
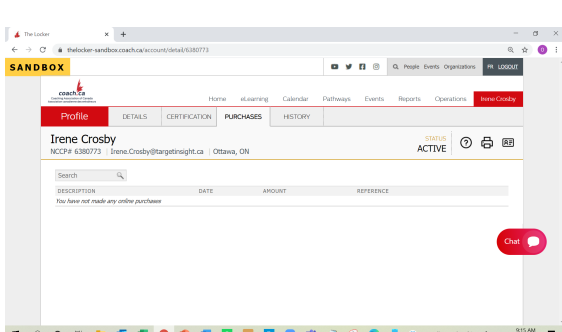
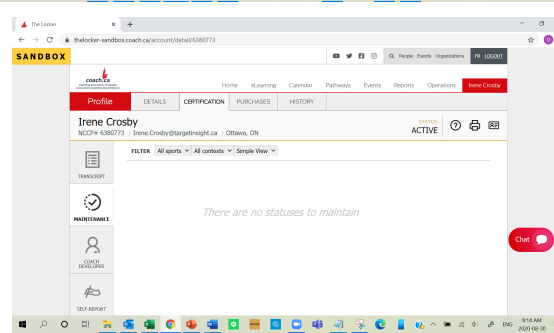
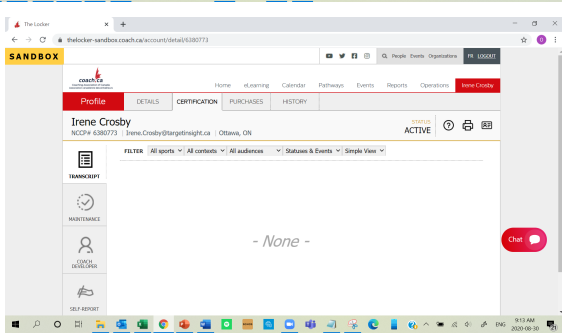
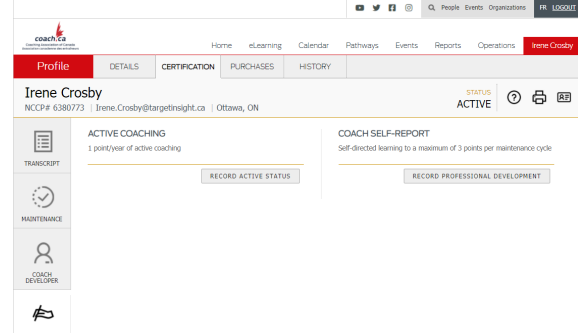
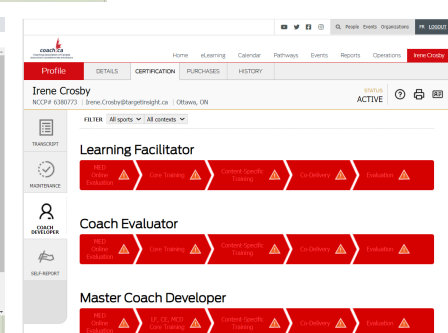
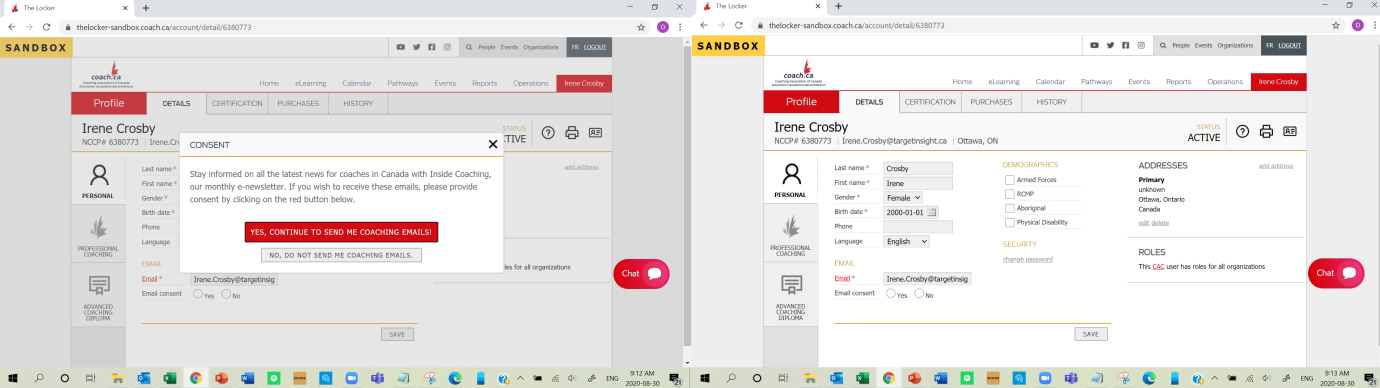
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Operations REGISTRY ADMIN

SANDBOX

Chat





Irene Crosby
NCCP# 6380773 | I

No



ATTENDED



DELIVERED



ELEARNING

x

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YYYY-MM-DD 

Record an event

use Locker
Logistics

RESET

SEARCH

Irene Crosby



Chat





Irene Crosby
NCCP# 6380773 | I

No



ATTENDED



DELIVERED



ELEARNING

ORGANIZATIONS

Name	<input type="text"/>	City	<input type="text"/>
Category	<input type="text"/>	P./T.	<input type="text"/>
Sport	<input type="text"/>		

RESET

SEARCH

ations

Irene Crosby



Chat

End of RFP