



Request for Proposals (RFP)
AthleteHUB Web Portal and Mobile Applications

AthletesCAN
613-80 Mill Street
Toronto, Ontario
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July 31, 2023

SUMMARY

Request for: Professional Web and Mobile Applications Design and Development Services

Request Date: July 31, 2023

Closing Date & Time: August 31st, 2023 at 23:59 Eastern Time

Contact Name: Nicolas Rouleau, Project Manager, AthleteHUB

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AthletesCAN, the association of Canada's national team athletes, is issuing a Request for Proposals (RFP) to procure professional web and mobile applications design and development services for the AthleteHUB.

1. About AthleteHUB Web and Mobile Application Design Services

There is an ever-increasing demand to support and educate high-performance athletes in navigating the complexity of the Canadian sport system. Although there are various resources available to support their journey toward a safe and successful experience, there is a lack of knowledge of how to utilize and access these resources. As such, there is the need for athletes to have all resources available in one central location, rather than the currently fragmented system.

AthletesCAN is proposing the creation of the AthleteHUB to tackle this identified gap in the sports system. The AthleteHUB will be a centralized platform for AthletesCAN member athletes to access a variety of resources currently scattered across the web.

AthletesCAN is the association for Canada's national team athletes, and as a member association, firmly believes that the creation of the AthleteHUB will allow athletes to have an increased awareness of the services available to them so they will be more equipped and supported as they pursue athletic success. Additionally, this accessible platform can expand the reach of our services to a larger population of athletes.

2. Project Overview and Objective

This project will entail working with a vendor of web and mobile applications design and development services to create the AthleteHUB. The AthleteHUB will be a central location for all athlete resources and it will direct members to what they need, depending on their challenges. The AthleteHUB will have a web version (a portal that will require login into) as well as mobile applications compatible with iOS and Android devices. The resources included in the AthleteHUB will be the same for the web portal and the mobile applications and cover a variety of topics, including but not limited to anti-doping, career development, financial literacy, funding, governance, legal and safe sport.

Using a list of resources provided by AthletesCAN, the successful vendor will design and develop the AthleteHUB web portal and mobile applications that meet operational requirements and accessibility requirements of AthletesCAN. The final product must meet industry best practices and be accessible from anywhere at any time.

AthletesCAN's own resources will be hosted directly on the AthleteHUB while external resources will be accessible via a series of redirections that will be grouped by category within the AthleteHUB. The resources the web portal and mobile applications will redirect to will be in different formats:

- Videos
- E-learning modules
- Websites
- PDF files
- Online forms
- Other web portals and mobile applications

3. Vendor Responsibilities

The successful vendor will be responsible for:

- Developing and creating the AthleteHUB web portal within the outlined requirements, budget and timelines;
- Ensuring the AthleteHUB web portal is desktop and mobile (phone, tablet, other devices) friendly;
- Developing and creating the AthleteHUB mobile applications (iOS and Android versions) within the outlined requirements, budget and timelines;
- Working with the Project Manager, AthleteHUB to generate design ideas, reviewing work at various stages of the project and ensuring the final designs meets the requirements of the stakeholders and project sponsor;
- Ensuring the AthleteHUB web portal and mobile applications are easy to navigate, bilingual and accessible for people with disabilities;
- Ensuring the AthleteHUB web portal and mobile applications are responsive, has search features and drop-down menus for the different categories of resources they will contain;
- Creating and/or implementing a feedback mechanism within the AthleteHUB in order to allow athletes to comment on the AthleteHUB, including but not limited to feedback on the AthleteHUB's functionalities, accessibility and the resources it contains;
- Ensuring that the AthleteHUB web portal and mobile applications can easily handle over 50 resources without diminishing the quality of the AthleteHUB in general or the user experience (for example, due to long loading times or frequent crashes);

- Ensuring AthletesCAN has to ability to manage/add/remove resources and content from the AthleteHUB at no extra cost throughout the lifecycle of the product;
- Provide training to AthletesCAN staff to efficiently manage current and future resources within the AthleteHUB.
- Ensuring the AthleteHUB can directly host some resources (for example, e-learning modules and videos) while redirecting to external websites for other resources;
- Ensuring SEO best practices are implemented in the AthleteHUB, allowing it to be easily found via online search engines;
- Assessing the possibility to grant separate access rights to the AthleteHUB for Senior National Team Athletes (client group 1) and other athletes (client group 2).

4. Project Scope, Schedule and Budget

4.1. Project Scope

The project must be completed by the end of the current fiscal year (March 31, 2024).

The Web Portal and Mobile Applications will be developed in both English and French. The French translations will be provided to the successful vendor.

The successful vendor will have access to the Project Manager, AthleteHUB throughout the project.

AthletesCAN is receptive to ideas for web portal and mobile application designs, and these should be included in the proposal submissions.

4.2. Project Schedule

Item	Date
Request for Proposals Published	July 31, 2023
Deadline for RFP Submissions	August 31, 2023
Successful Vendor is Contacted	September 11, 2023
Web Portal / Mobile Apps are Developed	September - December 2023
AthleteHUB Web Portal Launch	January 15, 2024
AthleteHUB Mobile Applications Launch	March 15, 2024

4.3. Project Budget

The overall budget for this project is \$40,000 - \$60,000 CAD.

The budget must cover:

- Design and development costs of the AthleteHUB Web Portal and Mobile Applications;
- Maintenance of websites and related services for a period of ten (10) years from the end date of the project (March 31, 2024).

Costs submitted in the proposal will be taken into consideration when AthletesCAN selects the successful vendor for this project.

5. Proposal Guidelines

This RFP represents the requirements for an open and competitive process. Proposals will be accepted until 23:59 ET on August 31, 2023. Proposals must include the following elements:

- Experience/background;
- Pricing for all deliverables of the project;
- Hourly rate for subsequent work;
- Samples of previous work.

All fees must be itemized and include a brief explanation. Contract terms and conditions will be negotiated upon selection of the winning bidder for this RFP. All contractual terms will be reviewed by AthletesCAN and will include scope, budget, schedule and other necessary items pertaining to the project.

6. Deadlines for Submissions

Questions for the RFP will be answered until 17:00 ET on August 30, 2023. To ensure a fair and transparent communication, questions and answers will be shared with all parties asked to participate in this process. Please direct all questions to Nicolas Rouleau at nrouleau@athletescan.ca.

Submissions must be received before 23:59 ET on August 31, 2023 and emailed to the attention of Nicolas Rouleau at nrouleau@athletescan.ca.

Proposals will be evaluated between September 1 and 10, 2023, which could also include a follow-up with shortlisted candidates. Elements of the proposals that will be evaluated include, but are not limited to:

- Vendor expertise and experience;
- Ability to meet project technical requirements, including for mobile applications;
- Ability to deliver project within outlined timeline;
- Overall project costs.

The selected vendor will be notified by September 11, 2023.

7. Mandate of the Project Manager and the AthletesCAN Leadership Committee

The Project Manager, in collaboration with the AthletesCAN Leadership Committee is responsible for the overall project management of the AthleteHUB development, for providing content recommendations and feedback to the vendor based upon stakeholder needs and overall project scope.

8. About AthletesCAN

AthletesCAN, the association of Canada's national team athletes, is the only fully independent and most inclusive athlete organization in the country and the first organization of its kind in the world. As the collective voice of over 6,000 current and recently-retired Canadian national team athletes, AthletesCAN membership spans 68 sports across the Olympic, Paralympic, Pan/Parapan American, and Commonwealth Games, and those currently funded by Sport Canada competing at Senior World Championships. AthletesCAN ensures an athlete centered sport system by developing athlete leaders who influence sport policy and, as role models, inspire a strong sport culture through educational resources, support, training and professional development

Our Mission: We are the collective athlete voice in the unwavering pursuit of an athlete centered sport system

Our Vision: To unite and amplify the voices of all Canadian national team athletes

Our Values:

Integrity: We lead with an honest and moral approach to everything we do.

Courage: We find the strength to stand up for what is right.

Inclusivity: We represent a diverse membership and support the voices of all athletes.

Transparency: We are open and vulnerable in our effort to create a better sport system.