



# Request for Proposals (RFP) National Aligned Membership & Registration Database

## 1. PURPOSE & OBJECTIVES:

Cycling Canada is seeking proposals for **an aligned national membership and registration database** that supports Cycling Canada, Provincial/Territorial Sport Organizations (PTSOs), clubs, and event organizers within a single ecosystem.

The purpose of this RFP is to identify a technology partner capable of:

- Delivering a **shared national data platform**
- Supporting **autonomy** for PTSOs while enabling national alignment
- Improving **member experience, reporting, governance, and decision-making**
- Replacing or evolving beyond the current solution following a transition period

This RFP aligns with the **Data Working Group recommendations to the IPC (Sept 2025)**, which identified the need for improved system performance, governance clarity, reporting tools, and a shared national data roadmap.

## 2. RFP TERMINOLOGY

- **Cycling Canada (CC):** The national sport organization for cycling in Canada
- **IPC:** Inter-Provincial Council representing PTSOs
- **PTSO:** Provincial or Territorial Sport Organization
- **Data Working Group:** Working Group created from members of the IPC to provide Cycling Canada and the IPC with advice, support and an action plan towards an aligned data strategy
- **Vendor:** Organization submitting a response to this RFP
- **System / Platform:** The proposed membership, registration, and data management solution
- **Member:** Individual participants, officials, coaches, and volunteers
- **Clubs / Event Organizers:** Affiliated entities using the platform for registrations and reporting



### 3. BACKGROUND

Cycling Canada serves as Canada's national governing body for cycling, from the amateur to Olympic/Paralympic level. Established in 1882, we are the country's oldest National Sport Organization. Today, our role is to engage, unite and support our provincial, territorial, and national level partners to collectively develop our community through high quality programs, events and services that are aligned from coast-to-coast.

Our **purpose** is simple: inspire Canadians to cycle. Our **mandate** is to holistically develop our sport, putting more Canadians on bikes from coast-to-coast and on podiums around the world.

Cycling Canada is concentrated on four interrelated pillars of strategic focus as we strive towards these goals. We will create a **community** with deep connection, affinity and pride in the sport of cycling; we will teach children across Canada about the joy of cycling through **grassroots** development that will drive the flow of new participants along the athlete pathway; we will create **events** that get Canadians genuinely excited about cycling; and we will create a sustainable performance program that continuously delivers **gracious champions** to the world stage and as ambassadors to the community.

Cycling Canada oversees a diverse, federated sport system encompassing:

- National programs and athlete pathways
- 12 Provincial/Territorial Sport Organizations
- Hundreds of affiliated clubs and event organizers
- Tens of thousands of registered members annually

#### Current State

- The current platform (Uplifter, formerly Interpodia/CCN Bikes) has been in place for 15+ years.
- A **Data Working Group**, established in October 2024 as a working group represented by of the IPC members, conducted a year-long review of system performance, needs, and future direction.
- Challenges identified included:
  - System performance and scalability limitations
  - Outdated or inflexible interfaces
  - Inconsistent reporting across jurisdictions
  - Limited integration with club affiliation workflows
  - Unclear data governance and engagement rules

#### Strategic Direction



The IPC has endorsed an approach that includes:

- A short-term extension with the incumbent provider
- A **competitive RFP process to assess long-term national solutions**
- Emphasis on collaboration, transparency, and long-term sustainability

## Strategic Expectations

### 1. Future-Ready Platform Architecture

Cycling Canada is seeking more than a replacement of the current registration tool. Vendors should demonstrate that their proposed solution provides a **robust, flexible, resilient, and easily evolvable digital foundation** capable of supporting the Canadian cycling system over the long term.

Proposals should clearly describe:

- A **modern, modular architecture** that allows components to be enhanced, replaced, or extended over time without wholesale system redesign.
- **API-enabled integration capabilities** to support connectivity with external systems, emerging technologies, and future digital services.
- High levels of **configuration over customization**, enabling jurisdiction-specific needs to be met while preserving a shared national platform.
- An architecture designed to support **scalability, performance, and long-term maintainability** as membership volumes, data complexity, and integration requirements grow.

### 2. AI-Enabled Analytics & Automation

Cycling Canada encourages vendors to identify how their platform currently leverages, or intends to leverage, **artificial intelligence or advanced automation** to enhance system value over time.

Proposals may include, but are not limited to:

- **Advanced analytics and forecasting capabilities** (e.g., trend analysis, participation projections, lifecycle insights).
- System intelligence that supports **data quality monitoring, anomaly detection, or operational insights** for administrators.
- **Workflow automation** that reduces manual administrative effort across CC, PTSOs, clubs, and event organizers.
- A clear description of any **existing AI features** as well as **roadmap-based capabilities** anticipated during the contract term.



Vendors should be transparent in distinguishing between currently available functionality and planned enhancements.

### 3. Accounting / Financial System Integration

The platform must support effective **financial data exchange and reconciliation** between the membership system and accounting or financial systems used by Cycling Canada and Provincial/Territorial Sport Organizations.

Vendors should address:

- Capability for **integration with accounting and financial platforms** currently in use or commonly used within the Canadian sport system.
- **Automated or system-assisted financial data flows**, including memberships, licences, fees, taxes, and other transactions.
- Support for **reconciliation, auditability, and financial reporting**, aligned with organizational and jurisdictional requirements.
- Flexibility to accommodate **different financial models across PTSOs** while maintaining national consistency and oversight.

### 4. UCI Licence Management Compliance

The proposed solution must fully support **UCI licence registration and management**, recognizing Cycling Canada's obligations as the national federation.

Proposals must demonstrate:

- Alignment with **current UCI licence requirements, processes, and data structures**.
- Ability to manage UCI-specific licence categories, eligibility rules, and validation processes.
- Capacity to **adapt efficiently to future UCI rule changes, data model updates, or reporting requirements** without major system redevelopment.
- Clear workflows connecting UCI licence management with national, provincial, club, and athlete records.

### 5. Ecosystem-Wide Data Enablement

Cycling Canada views the platform as a foundational enabler of **system-wide data collection, interpretation, tracking and decision-making** across the full CC/PTSO ecosystem.

Vendors should describe how their solution will:



- Enable **consistent data capture** across CC, PTSOs, clubs, and event organizers using a shared national data model.
- Support **longitudinal analysis** of participant pathways, membership trends, and system performance over time.
- Facilitate **evidence-based decision-making at both the national and provincial/territorial levels**, while respecting jurisdictional autonomy and governance.
- Balance national alignment with **clear data access rules, permissions, and ownership structures** appropriate to a federated sport system.
- Facilitate tracking for compliance with NCCP, Safe Sport and PTISO specific requirements

#### 4. SCOPE OF WORK AND DELIVERABLES

Vendors are invited to propose a **comprehensive national membership and registration solution** capable of supporting the full Canadian cycling ecosystem.

##### 4.1 Core Functional Requirements

###### Membership & Registration

- Individual member and family memberships
- Multi-discipline, multi-category registrations
- PTISO-specific fee structures and rules

###### PTISO Flexibility

- Separate administrative control for CC and each PTISO
- Ability to customize workflows while maintaining national standards
- Shared data model with defined permissions

###### Club & Event Management

- Club affiliation and renewal tools
- Event sanctioning and event creation, participant registration, waivers
- Automated data flows between clubs, PTSOs, and CC

###### Reporting & Analytics



- Dashboards for clubs, PTSOs and CC
- Real-time registration and demographic data
- Exportable datasets and scheduled reports
- Metadata and longitudinal reporting capabilities

### **Data Governance & Security**

- Clear data ownership and access controls
- Compliance with Canadian privacy legislation (e.g., PIPEDA)
- Secure hosting in Canada
- Audit trails and role-based permissions

### **User Experience**

- Intuitive interfaces for administrators, members, and volunteers
- Mobile-responsive design
- Bilingual capability (English/French)
- Accessibility considerations

## **5. IMPLEMENTATION & TRANSITION**

Vendors should outline:

- Implementation methodology and timeline – plan for Jan 1, 2028 public launch
- Data migration strategy (including legacy system considerations)
- Change management and onboarding approach
- Training resources for CC, PTSOs, clubs, and event organizers
- Ongoing support and service levels

Proposals may include **phased implementation options**.

## **6. TERM OF CONTRACT**

Cycling Canada anticipates:

- An **initial contract term of 3–5 years**, with options for renewal



- A staged rollout aligned with seasonal registration cycles

Exact contract duration and milestones will be negotiated with the successful vendor.

## **7. PROPOSAL SUBMISSION REQUIREMENTS**

Proposals should include the following sections:

### **7.1 Vendor Overview**

- Company background and experience
- Experience in national or federated sport systems (preferred)
- Relevant Canadian sport or membership-based clients

### **7.2 Proposed Solution**

- Detailed description of the platform and architecture
- How requirements in Section 4 are met
- Customization vs. configuration approach

### **7.3 Implementation Plan**

- Timeline and key milestones
- Roles and responsibilities
- Risk management

### **7.4 Data Governance & Security**

- Data ownership model
- Privacy and security standards
- Hosting environment

### **7.5 Cost Structure**

- One-time implementation costs
- Data migration costs
- Annual licensing and support fees
- Transaction or per-member pricing (if applicable)
- Any optional or future costs



All costs should be provided net of applicable taxes.

### **7.6 Support & Service Levels**

- Support hours and response times
- Escalation processes
- System uptime commitments

### **7.7 References**

- Minimum of three comparable clients
- Contact names and details

### **7.8 Other products or specifications**

- Existing products or functionality that would fit our needs
- Suggestions for future improvements

## **8. EVALUATION PROCESS**

Proposals will be evaluated by Cycling Canada in collaboration with the Data Working Group.

Evaluation criteria includes:

- Alignment with functional and strategic requirements
- Experience in multi-jurisdictional or federated systems
- Data governance and security robustness
- User experience and reporting capabilities
- Implementation approach and risk mitigation
- Cost and long-term value

Cycling Canada reserves the right to:

- Request demonstrations or presentations
- Conduct negotiations with one or more vendors
- Accept or reject any or all proposals



## 9. COSTS OF VENDORS PREPARATION

All costs associated with preparing and submitting a proposal are the sole responsibility of the vendor.

## 10. POINT OF CONTACT

All questions and proposal submissions should be directed to:

**Robyn Skinner**

Cycling Canada

**Email:** [robyn.skinner@cyclingcanada.ca](mailto:robyn.skinner@cyclingcanada.ca)

## 11. TIMELINES

- RFP launch – June 15, 2026
- Vendor consultation period – June 15-July 15, 2026
- Proposal submission deadline – October 1, 2026
- Evaluation – October 1-November 1, 2026
- Preferred vendor notification – November 2026
- Contract award – December 2026

## 12. SELECTION CRITERIA

- Functional requirements & scalability – 20%
- Data governance, privacy & security – 20%
- Experience with federated sport systems – 15%
- Reporting & analytics capability – 15%
- On-Boarding, implementation approach & risk management – 20%
- Cost & value for money – 10%

## 13. GENERAL TERMS AND CONDITIONS

- This RFP does not constitute an offer to contract
- Cycling Canada is not obligated to accept the lowest-cost proposal
- Information provided may be shared with IPC representatives for evaluation
- Final contract terms will be negotiated with the successful vendor