



1. What data must be migrated from Uplifter, including volume, history, and known data quality issues?

Cycling Canada, along with our provincial and territorial partners, have 15 years of data that we have access to for individual members and event registration. We would like to be able to access this historical data for reporting, trending purposes however only see the need for recalling the last 3-5 years for individual profiles. If vendors would like to suggest a best practice, recommendation or present their solution for a data migration strategy, Cycling Canada would welcome the opportunity.

2. Will the new platform be a single national instance, multi-tenant solution, or separate Provincial/ Territorial Sport Organization (PTSO) environments?

Cycling Canada is looking for a national aligned solution that supports PTSO autonomy. A multi-tenant solution is the model that would be preferred.

3. Which data standards and business processes must be standardized nationally versus configurable by each PTSO?

Cycling Canada envisions a federated national model where core data standards and critical business processes are standardized nationally to ensure consistency, interoperability, governance, compliance, and reporting, while allowing PTSOs flexibility to configure jurisdiction-specific requirements.

Nationally Standardized Data Elements

The following should be maintained through a common national data model:

- Unique national member identifier
- Member demographics and contact information
- Club affiliation records
- UCI licence data and eligibility requirements
- NCCP and coaching certifications
- Safe Sport and screening compliance requirements
- Official and commissaire certifications
- Membership status and categories
- Event sanctioning classifications
- National reporting definitions and key performance indicators (KPIs)



- Data governance, privacy, retention, and security standards

The following processes should operate consistently across the Canadian cycling system:

- Member profile management
- UCI licence application and approval workflows
- Safe Sport compliance tracking
- NCCP certification tracking
- National reporting and data exports
- Data access, permissions, and governance rules
- Audit logging and security protocols
- National event sanctioning standards

The following may be configured by individual PTSOs:

- Membership fee structures
- Provincial licence categories and fees
- Registration forms and supplemental questions
- Provincial waiver requirements
- Provincial insurance requirements
- Communication templates and branding
- Payment processing configurations
- Membership approval workflows where required by provincial policy
- Provincial reporting requirements
- Club affiliation processes not governed by national standards

Cycling Canada seeks a platform that supports:

- A single national view of participants, clubs, officials, coaches, and events.
- Consistent reporting and analytics across all jurisdictions.
- Provincial and territorial autonomy where operational differences exist.
- Future integration with financial systems, Safe Sport, NCCP, UCI licensing, and emerging technologies.
- A governance framework that balances local control with national alignment.

Vendors should identify which components of their solution are standardized, configurable, or customizable, and describe how national standards can be maintained while supporting provincial and territorial flexibility.

4. How are membership, club, and event fees currently collected, allocated, and reconciled?



Currently, Cycling Canada invoices PTSO's quarterly for Cycling Canada membership affiliation fees based on reporting from the current platform. Club fees are also invoiced quarterly based on declaration from each PTSO. Event fees or rider levies are invoiced by Cycling Canada after each event has been completed. All nationally sanctioned events are open for registration on the current platform and payment goes directly to the race organizer.

5. What integrations are required with accounting systems, payment gateways, UCI, NCCP, Safe Sport, and other platforms?

Cycling Canada seeks a platform that supports secure, scalable, and maintainable integrations with national, provincial/territorial, and third-party systems. Vendors should identify existing integrations, available APIs, middleware options, and implementation approaches.

1. Accounting and Financial Systems

The solution must support integration with accounting and financial management systems used by Cycling Canada and PTSOs.

Minimum requirements include:

- Membership and licence fee reconciliation
- Event registration revenue tracking
- Tax calculation and reporting
- Refund and adjustment processing
- Financial transaction exports
- Audit trails and financial reporting
- Support for multiple organizational entities and fee-sharing models
- Donation processing with customizable tax receipting

Vendors should identify existing integrations with platforms such as:

- QuickBooks
- Xero
- Other comparable accounting systems

2. Payment Gateways

The solution must support secure online payment processing and provincial flexibility in payment management.

Required capabilities may include:

- Credit card processing
- Recurring payments
- Automated refunds
- Multi-party revenue distribution



Vendors should identify existing integrations with:

- We Pay
- Stripe
- Moneris
- Square
- Other major Canadian payment processors

3. UCI Licence Management

The platform must support Cycling Canada's obligations as the Canadian National Federation affiliated with the Union Cycliste Internationale (UCI).

Required capabilities include:

- UCI licence applications and renewals
- Licence category management
- Eligibility validation
- UCI identifier management
- Athlete and club affiliation tracking
- Reporting required by UCI regulations
- Adaptability to future UCI rule and data structure changes

4. NCCP and Coach Certification Systems

The platform should support integration with coach education and certification systems.

Required capabilities include:

- NCCP status verification
- Coach certification tracking
- Coach licence eligibility validation
- Reporting on coaching qualifications

Vendors should outline existing or proposed integration approaches with:

- The Locker/Coaching Association of Canada systems

5. Safe Sport and Screening Systems

The solution must support the tracking and management of Safe Sport requirements across the Canadian cycling ecosystem.

Required capabilities include:

- Mandatory training tracking
- Screening and certification status
- Expiry notifications
- Compliance monitoring
- Role-based eligibility verification
- Reporting for audits and governance requirements

The platform should be capable of integrating with:

- Abuse-Free Sport requirements



- Respect Group programs
- Sterling Backcheck
- MyBackCheck
- Other screening and Safe Sport providers

6. Membership and Identity Management

The system should support:

- Single sign-on (SSO)
- Federated identity management
- Role-based permissions
- Member profile synchronization across organizations
- Secure authentication standards

Preference will be given to platforms supporting Microsoft Entra ID (Azure AD) and modern authentication protocols.

7. Reporting, Business Intelligence, and Data Export

The platform should support integration with reporting and analytics tools.

Required capabilities include:

- API access
- Automated data exports
- Scheduled reporting
- Data warehouse compatibility
- Self-service reporting tools

Preferred integrations include:

- Power BI
- Microsoft Fabric
- Excel
- Tableau
- Other business intelligence platforms

8. Future Integration Requirements

Cycling Canada expects the selected solution to support future integrations without significant redevelopment.

The platform should provide:

- Open APIs
- Webhooks
- Bulk import/export capabilities
- Middleware compatibility
- Documentation and developer support

Examples of future integrations may include:

- Insurance providers
- Event timing and results platforms



- Learning management systems
- Marketing automation tools
- Grant and funding reporting systems
- Provincial sport organization systems

Cycling Canada seeks a platform that functions as the **system of record for membership, licensing, club affiliation, event participation, compliance, and reporting**, while enabling secure integration with existing and future business systems. Vendors should clearly identify which integrations are available today, which require configuration, and which would require custom development.

6. What compliance requirements must the platform track and enforce?

1. UCI Licensing Compliance

- Valid licence status and category as a condition of event registration and sanctioning
- Eligibility rules tied to age, category, and national federation affiliation
- Automated flags where licence status is expired, suspended, or ineligible

2. Safe Sport Compliance

- Mandatory training completion status (e.g., Abuse-Free Sport requirements)
- Screening and background check status and expiry (e.g., Sterling Backcheck, MyBackCheck)
- Role-based enforcement — restricting or flagging registration/participation for coaches, officials, and other designated roles who are not in good standing
- Expiry notifications and renewal tracking

3. NCCP and Coaching Certification Compliance

- Verification of current NCCP certification status prior to role assignment or event sanctioning
- Tracking of certification level against role requirements (e.g., certain events or roles requiring specific coaching qualifications)

4. Officials and Commissaire Certification

- Validation of active certification status for officiating roles
- Tracking of certification level, discipline, and renewal requirements

5. Membership and Affiliation Compliance



- Enforcement of current, active membership status as a precondition for event registration, club affiliation, and licence issuance
- Provincial/territorial-specific compliance rules (e.g., waivers, insurance requirements) configurable at the PTSO level

6. Data Governance and Privacy Compliance

- Enforcement of role-based access controls and permissions
- Audit logging of access, changes, and data exports for governance and regulatory review
- Compliance with applicable Canadian privacy legislation (e.g., PIPEDA and relevant provincial equivalents)

7. Reporting and Audit Requirements

- Ability to generate compliance reports on demand for CC, PTSOs, UCI, and other governing bodies
- Historical audit trails sufficient to demonstrate compliance during reviews or disputes

Vendors should describe how their platform enforces these requirements in real time (e.g., blocking non-compliant registrations)

7. What are the governance, data ownership, and user permission requirements across CC, PTSOs, clubs, and event organizers?

Cycling Canada recognizes that a successful national membership and registration platform must support a governance model that balances national alignment with provincial and territorial autonomy. While core governance principles have been identified through the Data Working Group, Cycling Canada expects the successful vendor to support the development, validation, and implementation of a detailed governance framework during project discovery and implementation.

The proposed solution must be capable of supporting a federated governance model involving:

- Cycling Canada (CC)
- Provincial/Territorial Sport Organizations (PTSOs)
- Clubs
- Event Organizers
- Individual Members

The platform must provide sufficient flexibility to accommodate varying governance structures, data access requirements, and operational workflows across the



Canadian cycling ecosystem.

Data Ownership Principles

Cycling Canada anticipates that:

- Individuals retain ownership and control of their personal information in accordance with applicable privacy legislation.
- Organizations retain rights to organizational records they create and maintain.
- Cycling Canada and PTSOs will share access to data necessary to fulfill their respective governance, regulatory, reporting, membership, and sport development responsibilities.
- Data ownership, stewardship, and access rules will be clearly documented and governed through a national data governance framework.
- The selected platform must support clearly defined ownership, stewardship, retention, portability, and archive requirements.

User Permissions and Access Controls

The platform must support configurable role-based permissions, including but not limited to:

- National administrators
- PTSO administrators
- Club administrators
- Event organizers
- Coaches
- Officials and commissaires
- Volunteers
- Members and/or parents

The system should allow permissions to be assigned, modified, and audited based on organizational role, jurisdiction, and function.

Governance Framework Development

As part of implementation, the successful vendor will be expected to:

- Facilitate governance discovery workshops with CC and the PTSOs.
- Document governance requirements and decision-making models.
- Recommend leading practices for national sport organizations and federated membership systems.
- Support the creation of a formal Data Governance Framework.
- Define role-based permission structures and access hierarchies.
- Assist with the development of policies related to data ownership, stewardship, privacy, retention, security, and reporting.
- Identify risks, dependencies, and governance considerations associated with the proposed solution.



Cycling Canada seeks a platform that:

- Supports a shared national data ecosystem.
- Enables national reporting and system-wide insights.
- Respects provincial and territorial autonomy.
- Provides transparent and auditable access controls.
- Supports future governance evolution without significant redevelopment.
- Enables CC and PTSOs to collaboratively manage data in the best interests of the cycling community.

8. Is phased implementation acceptable, and what internal resources will support the project?

Cycling Canada recognizes that the successful implementation of a national membership and registration platform may be best achieved through a phased approach. Proponents are encouraged to propose a phased implementation plan that outlines key stages, timelines, milestones, dependencies, risks, and resource requirements leading to full system deployment.

Cycling Canada expects vendors to recommend an implementation approach that balances project risk, stakeholder readiness, business continuity, data migration requirements, and adoption across the national cycling ecosystem.

To support the project, Cycling Canada will make internal resources available, including:

- Representatives from the Data Working Group
- Relevant Cycling Canada staff from operations, membership, events, IT, finance, and communications functions, as required
- Designated PTSO representatives and subject matter experts
- Existing system documentation, data structures, and business process information
- Stakeholder engagement support for clubs, event organizers, and provincial/territorial partners

Proponents should clearly identify the vendor and client responsibilities associated with each phase of implementation and outline the expected level of involvement required from Cycling Canada, PTSOs, and other stakeholders throughout the project lifecycle. The preferred solution will demonstrate a collaborative implementation methodology that supports knowledge transfer, change management, training, and long-term sustainability.

9. What reports, dashboards, KPIs, and measurable business outcomes are expected from the new platform?



Cycling Canada views reporting, analytics, and business intelligence as critical components of the future platform. However, recognizing the diversity of needs across Cycling Canada, Provincial/Territorial Sport Organizations (PTSOs), clubs, and event organizers, Cycling Canada does not intend to fully prescribe all reporting requirements, dashboards, or performance indicators at this stage. The successful vendor will be expected to work collaboratively with Cycling Canada, the Data Working Group, PTSOs, clubs, and other stakeholders to design and implement a reporting framework that supports both current and future business needs.

The platform should function as a trusted source of data that enables stakeholders at all levels of the cycling system to make informed, evidence-based decisions.

The solution should support:

- Real-time and historical reporting
- Self-service reporting capabilities
- Flexible and configurable dashboards
- Role-based reporting views
- Exportable and shareable datasets
- National, provincial/territorial, club, and event-level analytics
- Longitudinal analysis and trend tracking
- Future business intelligence and AI-enabled analytics capabilities

The platform should enable stakeholders to better understand and manage:

- Membership growth and retention
- Participant demographics and trends
- Club and event activity
- Coach, official, and volunteer development
- Safe Sport and compliance requirements
- Financial performance and revenue trends
- Participation pathways and system health
- Strategic performance indicators established by Cycling Canada and the PTSOs

As part of implementation, the successful vendor will be expected to:

- Facilitate reporting and analytics discovery sessions.
- Recommend industry-leading practices for sport organizations and membership-based systems.
- Assist in the design and configuration of dashboards and reporting environments.
- Support the development of key performance indicators (KPIs) and business metrics aligned with Cycling Canada's strategic objectives.
- Identify opportunities for automation, forecasting, and advanced analytics.



- Ensure reporting capabilities can evolve over time without significant redevelopment.

Given the evolving nature of data needs, the preferred solution will provide a high degree of flexibility that allows Cycling Canada and its partners to create, modify, and expand reports, dashboards, and KPIs over the life of the contract.

Vendors should describe:

- Standard reporting capabilities available today.
- Dashboard and analytics functionality included within the platform.
- Self-service reporting tools available to administrators.
- Support for custom reports and configurable dashboards.
- Business intelligence, data visualization, and AI-enabled analytics capabilities.
- The process by which new reporting requirements can be developed and deployed.

Cycling Canada seeks a solution that not only meets today's reporting needs but also provides a scalable foundation for future business intelligence, performance measurement, and data-driven decision-making across the Canadian cycling ecosystem. The successful vendor will act as a strategic partner in helping define, build, and continuously improve the reporting, dashboard, and KPI framework throughout the implementation and operational phases of the project.