



U.S. CENTER FOR
SAFESPORT™

CHAMPION RESPECT. END ABUSE.



Learning Management System RFP 2020

December 30, 2019

Introduction and Overview

Purpose of the Request for Proposal

This RFP to bid from the U.S. Center for SafeSport (the Center) provides information and guidelines for learning management system vendors to submit proposals that will lead to the engagement of a company qualified to deliver the best and most comprehensive online training services to the U.S. Olympic and Paralympic Movement and other youth-serving sports organizations and is as follows:

- Provide the most reliable, comprehensive and affordable solution for online training courses for millions of staff, coaches, athletes, parents and volunteers.
- Identify a company that has experience working with nonprofit or youth-serving organizations, as well as the bandwidth to accommodate training to scale to 15 million users annually.
- Identify a regulations compliant company that has the capability to meet the accessibility, service levels, and technology requirements set forth by the U.S. Center for SafeSport (detailed outline follows)

Problem/Solution Statement

The U.S. Center for SafeSport seeks a learning management system provider which can host a number of distinct courses and training resources, manage compliance data associated with the completion of required online training courses, provide a robust dashboard for administrators within the Center, and for other organizational administrators. We estimate the training will encompass millions of individual records and thousands of user organizations.

Proposals must demonstrate capabilities for the performance of flexible online training options included in detail in the proposal.

U.S. Center for SafeSport RFP Timetable

- RFP Release Date: **December 30, 2019**
- Closing Date: **January 30, 2020** Written responses and the completed proposal package must be submitted to LMS@safesport.org no later than January 30, 2020.
- Short-listed vendor presentations: **Week of February 10, 2020**. Short-listed vendors will be invited to provide a video conference presentation which must also include a demo to view the administrative features of the system.
- Selection timeframe: **March 2020**
- Projected assignment of contract: **May 2020**

Submission Requirements

1. A proposal that responds to all questions in the RFP. Each response must show the subheadings and the number of the corresponding question or requirement.
2. An official, signed and authorized letter must accompany your proposal from an authorized executive to speak on behalf of the organization.
3. Pricing-please see the details and format outlined in “Bid Pricing” below.
4. Description of current/clients/organizations, scope of your organization’s expertise, and three references of current clients.
5. Disclosure- please list if any clients include the Olympic & Paralympic Committee (USOPC) or any of the National Governing Bodies (NGB) as recognized by the USOPC. And if so, certification regarding the protection of client information.
6. In addition to completing the details in the RFP, please attach electronic screenshots and other representative samples of the learning management system’s:
 - a) Dashboards for Administrators
 - b) Dashboards for individual Users

Center RFP Terms and Conditions:

- Vendors may withdraw their proposal at any time during the RFP process. To withdraw a proposal, please send an email stating you withdraw to LMS@SafeSport.org
- All expenses incurred for the preparation and submittal of the RFP response are the sole responsibility of the vendor and shall not be charged to the Center.
- All information in this proposal is confidential and proprietary, and may not be communicated in part, or in whole to any third party without the Center’s knowledge and written approval.
- Vendors must supply their company’s standard contractual terms and conditions for review by the Center.

U.S. Center for SafeSport Organizational Overview

Sports can be a core part of our lives. They teach teamwork and discipline, build self-esteem and confidence, strengthen our bodies, sharpen our minds, and foster lifelong friendships. But unfortunately, sports aren't always positive for every athlete. For some, it can result in life-long trauma and scars that may never heal.

It seems like every day there is an article about a school, religious institution, sports league or youth-serving organization that has failed to protect their members from abuse. In many instances, their failures were systemic, impacted thousands, and went relatively unchecked for years. While this may sound bleak, there is light at the end of the tunnel.

As a nation, we have made the statement that abuse will no longer be tolerated and we made the commitment to protect youth, prevent victimization, and demand accountability, especially in sport. Of course, this will take work, but together we can create a safe sport culture and a community of athletes, coaches, trainers, parents, and others that are committed to the safety and well-being of athletes.

The Center opened its doors two-and-a-half years ago and its authority extends to the U.S. Olympic and Paralympic Committee (USOPC) and recognized National Governing Bodies (NGBs), including local clubs, national teams, and those in between – representing about 15 million athletes, coaches, trainers and others involved in sport. We also help youth organizations of all kinds, train the grassroots up to the highest elite levels. We educate boards, executive staff, and adults who have regular contact with, or authority over minors.

Since March 2017, the Center has trained more than 1,000,000 people online to recognize red flags of abuse, understand appropriate boundaries and report abuse. The Center's comprehensive training includes a number of specialized online training courses, as well as in-person training to engage athletes, coaches, and communities to understand their responsibility to report abuse and misconduct.

Education and outreach are key to preventing abuse – and it starts by acknowledging that these are incredibly difficult subjects to discuss, but too important to avoid. We all have a responsibility to ensure athletes have a safe and positive experience in sport. Athletes at all levels of competition deserve to participate in sports that are free from sexual, physical and emotional abuse. That's why the U.S. Center for SafeSport was created. And while the Center makes more and more progress every day, it will take a team to eliminate abuse in sports. We all have to do our part– it's the only way we will ensure their safety.

It will take dedicated professionals to not only investigate allegations of abuse, but to also educate the community on the importance of prevention, and to better understand how to make a mandatory report, and create a culture where abuse is not perpetrated in the first place.

Authorized by Congress, the Center’s mission is to make athlete safety and well-being the centerpiece of our nation’s sports culture through abuse prevention, education, and accountability. The Center believes that every athlete should be:

1. **Safe:** Protected from emotional, physical and sexual misconduct;
2. **Supported:** Enjoy welcome, respectful environments where diversity is actively embraced; and
3. **Strengthened:** Use the skills they’ve learned in sport to contribute to the well-being of their communities.

To learn more, register for training, or report abuse, visit www.USCenterForSafeSport.org

Overview of Current Education Offerings

The Center’s courses are interactive and evidence-informed, and include video, interactive modules, scenarios, and pre and post testing knowledge as the course builds. The courses require a platform which can manage multiple media and multiple modalities of engagement.

Our course offerings are the most comprehensive foundation in abuse awareness and prevention available in sport today. The cornerstone of our education is the comprehensive SafeSport™ Trained Core course; this foundational course is designed to prepare staff, coaches, instructors and other adults who interact regularly with minor athletes in facilities, parks, after school programs, at trainings, competitions and recreations programs.

This 90-minute interactive online course and curriculum is the required training for the U.S. Olympic and Paralympic Movement. It is designed to engage and inform on how to recognize the signs of abuse and importantly, what to do if abuse does occur.

The SafeSport™ Trained core course consists of following three modules:

- Mandatory Reporting: Understanding Your Responsibilities
- Sexual Misconduct Awareness Education
- Emotional and Physical Misconduct

Refresher Courses: Two courses

These short (30 minutes or less) courses represent a summary of important curriculum material derived from the core course. As part of the required training taken by members and participants in the U.S. Olympic and Paralympic Movements, the refreshers are custom-built each year to provide sport participants with current trends and topics they need to do to keep young athletes safe in sport. Examples of subject matter includes mandatory reporting and application of the Minor Athlete Abuse Prevention Policies (MAAPP).

Adult Athlete Course

Training on making the sport environment safe and positive, designed for athletes over 18 who do not have regular contact with or authority over minor athletes.

Parent and Youth Resources:

When addressing the issue of abuse in sport there are a number of important players that can help keep athletes and participants in all kinds of recreational programs safe. The Center has developed additional online resources for parents and age-appropriate training for youth to engage and inform, in order to recognize and respond to any red flags of abuse. Awareness is the first step in addressing the issue and building a positive sport culture.

Child & Youth Athlete Training:

Five age-appropriate 30-minute online course modules for Pre-K through High School athletes. Each module presents games, videos and interactive exercises so at each age, children can understand how to keep themselves safe, and rely on trusted sources to report abuse if it does happen.

Parent Online Toolkit:

The toolkit is an online 82-page guide, indexed by subject matter that provides age-appropriate content on how to identify, prevent and respond to issues of misconduct and abuse, and how to address these issues with their children and other adults in assessing safe sports environments.

Parent's Guide to Misconduct in Sport: Online training course

- Introduction to the Center
- Understanding Sexual Misconduct and Abuse
- Creating Safe Environments
- Responding to Misconduct

Planned Future Education Offerings

Online course offerings for 2020 include the following topics and audiences:

- Athletes with Disabilities
- Mandatory Reporting
- Medical Providers

Overview of Current Technologies

The Center currently hosts its courses on a proprietary Learning Management System Platform which was developed to serve the needs of the U.S. Olympic & Paralympic Movements. The platform consists of two hosting sites: one focused on fee-for-service, and the other focused on required courses for NGBs. Multiple offerings are housed on both sites.

www.safesport.org

www.athletesafety.org

SafeSport.org is home to a training platform that is unique to the U.S. Olympic and Paralympic Movements and its recognized National Governing Bodies (NGBs). It is the highest use platform and holds nearly 1,000,000 completion records and has the potential to serve 15 million participants and members. Delivery of courses are managed by means of three access methods.

- 1) Native integration – courses are delivered through a third party LMS or membership management system, usually associated with a private entry point, most often a membership management software platform
- 2) API Integration- Push and pull data from course completions are downloaded to a third-party software
- 3) Membership Verification-Through an API matching a membership number with course completions
- 4) Direct access-- through a direct link or code. (no integration)

Safesport.org does not have a direct way to pay for courses, rather contracts with NGBs are organized to allow authorized user groups to obtain training at no additional charge.

AthleteSafety.org is exclusively used as a fee-for-service platform to sports organizations not officially associated with the U.S. Olympic & Paralympic Movements, as well as the portal for hosting educational offerings that are available at no charge to the public and therefore require barrier-free access to courses. Current users are approximately 50,000 learners with a potential to double in 2020. The Center currently has a very limited ability to charge directly on this platform with only single user credit card capabilities.

Organizational Goals with LMS

The overall organizational goals are to scale operational capacity to manage millions of learners, and to easily access learner course completions by organizational compliance requirements.

Additionally, the Center would like to develop a robust analytics dashboard and provide each organization with reporting capabilities. This includes the ability to customize course offerings by account type, secure multiple administrative access levels, ensure seamless record data migration across the learner platforms listed above, and to have customizable options for direct billing tied to the Center's accounting systems.

User Cases Overview Fee for Service Clients

In order to serve organizations of all sizes and populations, the Learning Management System needs to cater to the diverse needs of various sport organizations. There are organizations with whom we have small bundle agreements, where an organization pre-pays for 10 or more users as a time. We also work with "medium" sized organizations who have 200-1500 members who need to be able to have access to full-record course completions for their organization as well as individual records of completion. Lastly, we serve "large" organizations who can have tens of thousands of members who have various needs that must be met through our capabilities. For example, some need multi-layer capabilities to capture both national organizations and local clubs under the same umbrella.

Number of Participants and Users Served

The U.S. Center for SafeSport serves nearly 15 million people within the U.S. Olympic & Paralympic Movements by providing response and resolution services, audit and compliance and education and outreach nationally.

Important users of the online training learning management system include:

- U.S. Olympic and Paralympic Committee (USOPC), U.S. Olympic Training Centers and Paralympic Sport Clubs
- 51 National Governing Bodies (NGBs) of Sport Certified by the USOPC and their local organizations
- Five High Performance Management Organizations (HPMOs)
- Over 150 Youth-serving and community sports organizations
- Parents, Youth and Athletes as individuals

Structural Overview

The Center provides online training to these organizations and holds a long-term interest to increase additional international users in the future. Most of the organizations we serve are independent, private 501c (3) nonprofit sports organizations. Others are for-profit companies, sports leagues or multi-state youth organizations. For purposes of this RFP only, the Center will be recognized as the “primary” account, and each local organization will be recognized as the “sub organization”, or User account.

Each sub organization is responsible for User decisions regarding access to the LMS and software solutions, as approved by the Center. However, the Center in its sole discretion approves all administrative data access levels, API integrations and other privileges to access the learning management system’s data. The Center reserves full audit rights to data in order to comply with Federal and State laws.

RFP Proposal Submission Instructions & Guidelines

Proposals should include detailed responses in the order listed below, as applicable to the vendor:

Company Information:

1. Full legal business name, including any DBAs
2. Primary business/headquarters address, and any other locations
3. Primary contact for the RFP submission
4. Description of the ownership structure
5. Number of employees
6. A brief history of the company and the year it was founded
7. Website(s) and social media handles
8. How data/ countries data is stored

Demonstration of Experience

- Describe experience in managing multiple Users on your learning management platform and include any special features to provide a responsive user experience.
- Provide a list of nonprofit clients if any, identifying a list of 3 clients and executive contacts for references.
- Describe the company's client retention rate for last 3 years
- Describe the company's growth during the past 3 years.
- Describe the investment in the platform planned for the next 3 years.
- Briefly share what makes the company outstanding or unique or particularly applicable to the organizations the Center serves.

Bid Pricing General Outline

Provide an overview of pricing per component and for packages as follows:

Component Pricing:

1. Price per user per year, based on volume or other metric so as to provide an economy of scale as user volume increases. (volume discount tables)
2. Start-up and set up fees, provide costs and definition of each, and any waivers of applicable fees
3. Integration services fees for each local organization that has an API integration into their own LMS or membership management system outside of the LMS for the Center.
4. Online course development fees (if applicable)
5. Course conversion fees for platform
6. Data migration fees (if applicable)
7. Other relevant fees as proposed or waived
8. Service or maintenance fees if not included in user fees.

Vendor Fee Payment Schedule

1. Monthly/annual fees
2. Administrative fees years 2-5, categories of fees if any
3. Applicable payment terms

Considerations for Implementation

The process for an agreement, execution of a contract, and implementation of services should progress as follows:

Vendor Presentations

Selected vendors will be invited to present via videoconference to Center representatives. The Center may elect to request a live presentation in Denver with a 15-day notice. Vendors will be expected to outline and elaborate on their proposal and to field questions, as appropriate. Vendors will also be required to provide a demo of the administrative portal of the LMS.

Bid Selection

The Center's LMS Selection Committee will decide on a vendor. The Center reserves the right to reject any and all proposals, wholly or in part; to waive any technicalities and minor irregularities; and to request additional information and clarification from bid respondents. The Center further reserves the right to award a contract that, in its sole judgment, is deemed to be in its best interest and to comply with Federal law and Federal grant requirements.

Terms of Agreement

A mutually agreeable contract will be executed for a five-year period, which is renewable for additional terms at the discretion of the Center, upon performance review. The contract termination and renewal terms will be outlined in the agreement. The executed contract will be governed by laws in the State of Colorado and in compliance with other Federal Grant requirements.

Compliance with Applicable Law

The successful vendor shall at all times observe and comply with Federal, State and local laws, ordinances, orders and regulations existing at the time of or enacted subsequent to the execution of this contract that in any manner affects the completion of the work.

Records Retention

Vendor will have the ability to maintain all requests and results securely, and to abide by all relevant Federal and State laws governing the privacy of this information. The vendor must also agree to provide copies of all requests and results for the life of this contract and for a seven-year period following the termination of this agreement.

Reporting Process

The contracted vendor must provide monthly reports, which include the total number and nature of trainings completed. Preference will be given to a vendor that provides this service and a majority of its services and information via an interactive dashboard.

Certification of Confidentiality

The vendor and the Center mutually agree that any, and all financial, enrollment, planning, and other sensitive information contained in the RFP and submitted proposals, or shared with each other during either the bidding, negotiation process or the performance of any agreement will be kept confidential. It should be noted that some of the funds to procure this service will be paid using Federal funds so the Federal cognizant agency may request to review the bid and other information from participating bidders.

Assignment and Subcontracting

The contracted vendor must provide assurance that the contract will not be assigned or transferred without the knowledge and written consent of the Center. Subcontracting of the entire operation or any portion thereof is prohibited without the prior approval and written consent of the Center.

Equal Employment Opportunity

The U.S. Center for Safesport does not discriminate on the basis of race, color, gender, religion, sexual orientation, national or ethnic origin, age, disability, marital status, or veteran status in any program or activity or with regard to admission or employment. A selected vendor must likewise comply with all Equal Opportunity laws.

Customer Service

Customer service is a key component of the projected vendor-Center business relationship. Responses should provide answers to the following:

1. Describe the process and timeframe for handling escalations, customer complaints, emergent requests and service issues, including the response timelines.
2. How will the account be serviced? Describe procedures and staffing capabilities, including any system or tools provided to answer common questions. Include relevant points of contact.
3. How does the company assess customer satisfaction?
4. What is the company's standard of quality customer service? Describe any quality control procedures used to ensure and validate data acquisition and reporting results.
5. Describe any customized training and products (i.e., brochures) provided, with fee schedules.
6. The contracted vendor will be expected to have a formal record retention policy. Describe how you handle record retention.