



Learning Solutions Customer Support RFP 2021

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 help desk vendors to submit proposals that will lead to the engagement of a company qualified to deliver the best and most comprehensive training help desk 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 learners seeking help with a variety of sign-on and completion of various online training courses scaling to 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 provide excellent and timely services to our varied customers upward as we continuously add users. Current help desk phone and online inquiries ranges from 900 to 4,500 per month.
- 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 call center/online training help desk provider which can assist learners to access courses, reset passwords and generally troubleshoot any common technical issues for approximately 15 distinct courses. Provider must , manage service levels that support compliance associated with the completion of required online training courses, provide support for administrators within the learning management system, and provide a robust reporting dashboard for Center executives and administrators highlighting organizational use and common issues.

U.S. Center for SafeSport RFP Timetable

RFP Release Date: **March 2, 2021**

- Closing Date: **March 19, 2021** Written responses and the completed proposal package must be submitted to learningsupportrfp@safesport.org no later than this date.
- Short-listed vendors will be notified no later than **March 31, 2021** and may be asked to provide a brief presentation on their company's qualifications.
- Selection timeframe: **April 2021**
- Projected assignment of contract: **April / May 2021**

Submission Requirements

1. A proposal that responds to all questions in the RFP. Each response must show the subheadings and number of the corresponding question or requirement.
2. An official signed and authorized letter must accompany your proposal.
3. Pricing - please see the details and format outlined in “Bid Pricing” below.
4. Description of current clients/organizational contracts, scope of your organization’s expertise, and three references of current clients.
5. Disclosure if any clients include the U.S. Olympic and Paralympic Committee, (USOPC) or any of the National Governing Bodies (NGB) recognized by the USOPC, and if so, certification regarding the protection of client information.

In addition to completing the details in the RFP, please attach screenshots and other representative examples, including a dashboard view for administrators or reporting formats.

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 your withdrawal to learningsupportrfp@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 attach their company’s standard contractual terms and conditions with their responses, for review by the Center.

U.S. Center for SafeSport Organizational Overview

The U.S. Center for SafeSport is an independent, nonprofit 501(c)(3) organization established in March 2017 in the wake of several high-profile abuse cases. The Center is responsible for responding to and preventing emotional, physical, and sexual misconduct and abuse in the U.S. Olympic and Paralympic Movement. Under the Protecting Young Victims from Sexual Abuse and Safe Sport Authorization Act of 2017, we are the only organization in the country congressionally mandated to take on this task.

The law entrusts the Center as the exclusive authority to respond to reports of abuse and misconduct within the United States Olympic & Paralympic Committee (USOPC) and their recognized National Governing Bodies (NGB) and High-Performance Management Organizations (HPMO). We are also an educational resource for sports organizations at all levels, from grassroots amateur sports organizations to professional leagues.

Our mission is to make athlete well-being the centerpiece of our nation's sports culture through abuse prevention, education, and accountability. We live this mission every day by focusing on the fundamentals needed to change sports culture.

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
- Five Paralympic Sports Organization
- 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. The Center reserves full audit rights to data in order to comply with Federal and State laws.

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, including the year it was founded.

Demonstration of Experience

1. Describe experience in managing multiple users on your call center/online helpdesk and include any special features to provide a responsive user experience.
2. Provide a list of nonprofit clients if any, identifying a list of 3 clients and executive contacts for references.
3. Describe the company's growth and client retention rate for the last three years.
4. Describe the investment in the call center technology or staff training planned for the next three years.
5. 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 as follows:

Description of the pricing model(s) proposed including costs associated with scale (number of requests per month, type of requests, etc...) since our volume of tickets varies month to month.

For example, a vendor may choose to propose multiple pricing models as part of their response:

- A model based on ticket volume, that considers tiered pricing based on the volume of request handled
- A model based on servicing time or complexity of support requests.
- A model based on the type of intake of a support request (e.g. phone vs. ticket).
- A fixed cost model for unlimited requests received and handled by the organization.

Considerations for Implementation

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

Vendor Presentations

Selected vendors may be invited to present via videoconference to Center representatives. Vendors will be expected to outline and elaborate on their proposal and to field questions, as appropriate.

Bid Selection

The Center's Online Training Help Desk 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 12-month 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 requirements.

Selected vendor must show evidence as follows:

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

Ability to maintain all requests and results securely, and to abide by all relevant federal and state laws governing the privacy of this information including but not limited to GDPR, CCPA. The contractor also must 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.

Please include any third-party audit reports and attestations such as SSAE16 SOC-1, 2, or 3 that provide independent assessment of the contracted service areas.

Reporting Process

The contracted vendor must provide monthly reports, which include monthly total support requests, method of contact, category of request, time to initially respond, time to resolve, user satisfaction rating (1-5), as well as a break-down of user calls by sub-organization. Please include sample reports/dashboards in your proposal. Preference will be given to a vendor that provides this service and a majority of its services and information via an interactive dashboard that is available to the client in real time to identify real-time trends and software issues. Additionally, this data ideally could be retrieved outside of reporting/dashboards such as web services (API) for real-time/near real-time access. Please include a link to any API documentation we can review as part of this process.

Certification of Confidentiality

The vendor and the Center mutually agree that any, and all financial 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.

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 lifecycle of resolution review and self-service support for driving efficiencies in the number of requests handled.
2. Describe the process and timeframe for hours of operation, staffing capabilities, relocation of staff delivering contracted services, handling escalations, customer complaints, emergent requests, and service issues, including the response timelines.
3. 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.
4. How does the company measure, record, and share customer satisfaction?
5. 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.
6. Describe any customized training and products (i.e., brochures) provided, with fee schedules.
7. The contracted vendor will be expected to have a formal record retention policy. Describe how you handle record retention and data destruction
8. Describe the internal hiring and training process for support personnel that would deliver the contracted services.
9. Does the organization implement ITIL ITSM (service management) principles? Describe how

these are implemented and monitored.

10. Describe the escalation process internally for service resolution and how the Center may escalate certain requests.
11. Whether the company offers flexibility to work with the Center's own ticketing solution for providing requested services to us? If yes, describe the number of licensed seats or other requirements you may have to fulfill this.
12. Does the company offer the means to integrate their internal ticketing solution to the Center's for visibility and real-time monitoring? If yes, describe the integration effort and high-level process.