U.S. CENTER FOR
SAFESPORT®

CHAMPION RESPECT. END ABUSE.®

Case Management System (CMS)
Request for Proposal 2024

Introduction and Overview

PROBLEM STATEMENT

The U.S. Center for SafeSport (the Center), a 501(c)(3) nonprofit, was codified by the Protecting Young Victims from Sexual Abuse and Safe Sport Authorization Act of 2017. The Center is mandated to provide reporting, investigation, and resolution of alleged instances of abuse to the U.S. Olympic and Paralympic Committee Movement and the associated National Governing Bodies.

The Center submits this Request for Proposal (RFP) to invite submissions by highly qualified vendors with a proven track record of providing robust case management software solutions to law firms, law enforcement, investigative organizations, or other similar clients.

The proposed case management software solution will need to be cost effective, performant, secure, and scalable to meet the Center's business objectives focused on data integrity, traceability, and transparency. Proposals must demonstrate capabilities for most of the functions and features included in detail in the proposal.

CASE MANAGEMENT SYSTEM (CMS) GOALS

The overall organizational goal for this CMS solution is to provide a comprehensive platform that supports user and account management, case management, administrative functions, reporting, data storage and access, data security compliance, integrations, and other miscellaneous features at a scalable operational capacity to manage tens of thousands of current and historical cases.

STRUCTURAL OVERVIEW

The Center provides reporting, investigation, and resolution of alleged sexual abuse in violation of the SafeSport Code for the U.S. Olympic and Paralympic Movement (the "Code") and Center policies and procedures to the U.S. Olympic and Paralympic Committee, and National Governing Bodies.

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RFP Proposal Overview

U.S. CENTER FOR SAFESPORT RFP TIMETABLE

- RFP Release Date: September 9, 2024
- Closing Date: October 22, 2024
- Written responses and the completed proposal package must be submitted to cmsrfp@safesport.org no later than October 22, 2024
- Client follow-up to vendors if RFP clarification is needed: November 15, 2024
- Short-listed vendor presentations: Weeks of November 18, 2024 – January 20, 2025
- 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.
- Evaluation and selection timeframe: November 15, 2024 – January 31, 2025
- Projected assignment of contract: February 28, 2025

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 from current clients.
5. Disclosure - please list if any current or past clients include the U.S. 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 include screenshots and other representative samples of the case management system functionalities including:
   a) Dashboards for administrators
   b) Case management interface
   c) Reporting capabilities

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 cmsrfp@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.

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. Data storage and management
9. Regulatory and compliance procedure policy adherence (including data security and data privacy)

DEMONSTRATION OF EXPERIENCE

1. Identify a list of nonprofit, law firm, law enforcement, or government or related investigative organization clients, if any, identifying a list of 3 clients with executive contacts for references.
2. Describe the company's client retention rate for last 3 years.
3. Describe the company's growth during the past 3 years.
4. Describe the investment in the platform planned for the next 3 years.
5. Describe resources available to clients for implementation, development, product management, data engineering, technical support services, and account management.
6. Briefly share what makes the company outstanding or unique, or particularly applicable to the Center's use case and requirements.

BID PRICING GENERAL OUTLINE

Provide an overview of pricing as follows:
Component Pricing:

1. Pricing model options.
2. Start-up, set-up, or training fees; provide costs and definition of each, and any waivers of applicable fees.
3. Data migration fees (if applicable).
4. Data storage fees (if applicable)
5. Functionality customization fees
6. Other relevant fees as proposed or waived.
7. 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 an online demonstration to Center representatives. The Center may elect to request a live presentation in Denver, CO with at least 15-day written 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 CMS, and sandbox or demo access to the system.

Bid Selection

The Center's CMS Selection Committee will decide on a vendor. The Center reserves the right to reject any and all proposals, in whole 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

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

The CMS must have the ability to store case data securely, and to abide by all relevant Federal and State laws governing the privacy of this information.

Reporting Process

The CMS must have the capability to generate time-specific reports using case data. Preference will be given to a product that can provide this feature via a reporting dashboard or another accessible method.

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.

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.

Detailed Requirements

USER & ACCOUNT MANAGEMENT

- Support for account creation.

- Ability to reset password by user themselves or by an organizational administrator
- Ability to assist in identification of duplicate accounts
- Allow ability to manage duplicate accounts and associated records
- Customizable profile information for users (including custom fields and required fields).
- Ability to support single-sign on (SSO) using protocols such as SAML that can be configured on a user-by-user basis.
- Allow for grouping of users based on automated rules/permission within an organization.
- Allow for user groups to experience based on profile information (e.g. role)
- Ability to restrict access to specific individuals (e.g. for conflict purposes)

CASE MANAGEMENT

- Create, track, and document reports of alleged misconduct from intake through resolution and upload any related information (including documents and photo, video, or audio files).
- Ability to link related cases, and to link multiple cases to individual parties

ADMINISTRATIVE FUNCTIONS

- Create custom support Role Based Access Control (RBAC) profiles to support administrative access to specified individuals and/or groups.
- Create custom workflows and automated notifications, approvals, and document templates.

REPORTING

- Native UI-reporting capabilities within CMS that show summary and detailed data across entire and group-based datasets, parameterized around types of allegations, Code violations, temporary measures, case outcomes, sanctions, NGBs, Claimant and Respondent data (age, gender, etc.), including ability to export dataset into common file formats such as PDF, Excel, CSV etc.
- Collection and reporting of internal CMS activities for each user
- Ability to create custom reports and dashboards based on above mentioned parameters that can be scheduled and sent to specific individuals, as well as accessible to view for specifically assigned administrative/user groups.
- UI reporting for all historical and current data, with ability to sort/filter Data Access
- Ability to have direct access to full dataset to support custom pipeline for private data warehousing (e.g. AWS, Snowflake)
- Vendor maintained data dictionary and other technical resources with access to Developers to support

COMPLIANCE / REGULATORY / REGIONAL

- ISO 27001/2
- WCAG 2.1, 2.2

- FTC regulations
- COPPA
- Colorado Privacy Act (CPA)
- GDPR
- SSAE16 SOC-1,2, and 3 or similar operational data audits / Integrations
- Google Analytics (GA4)
- SAML 2.0 or similar for single sign on support at tenant, group/department level (multiple configurations)
- Full API layer to support embedded integrations into SafeSport's own and client platforms for an integrated learner experience outside of native UI (including API documentation in industry standard Swagger format)

ADDITIONAL REQUIREMENTS

- Public incident status page with ability to integrate with platforms such as StatusPage for automated service status reporting across all service levels and layers
- Contractually and financially supported Service Level Agreements (SLAs) across all critical and key areas of infrastructure and functionality, with ability to view areas of application and infrastructure performance
- Dedicated support team including direct access to senior and technical resources such as developers, data engineering, product management.
- Support for all major desktop browsers.
- Support for full mobile experience.
- Requirements and functionality as specified in Exhibits A and B.

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EXHIBIT A
Case Management System Desired Feature List

DATA ARCHITECTURE / MODEL

- Data Warehouse - Transactional, Operational, Analytical; temporal schema design for immutable data storage (history-table approach)

AWS - SYSTEM ARCHITECTURE

- API's to support front end application; websockets; create skeleton and set up deployments — dev, stage, production environments

PUBLIC INCIDENT REPORT FORM

- Provide an external facing online reporting portal to allow nonusers to submit reports of misconduct (anonymously if desired), add involved parties, upload supporting documentation via Web form & API. Provide confirmation of successful submission of report to include a copy of the report made

REQUIRED FIELDS

- Within both incident reports and cases, implement forced fields that require users to complete the identified field

ADMIN: USER / ROLES / PERMISSION MANAGEMENT

- System admin has the ability to create and manage users, roles & permissions as currently defined; including limiting application views by role. Scope = MVP requirements; identity management; include LOE to POC best solution for fine grain permissions

USER EVENT TRACKING

- transactional data capture: (temporal) user engagement tracking and storage at the field level; author and time stamp

GLOBAL SEARCH

- users can enter search terms in global search field and view relevant results; this feature will be optimized overtime to account for and organize results based on content type

PERSONA BASED UX

- homepage components can be tailored based on logged in user and role; UX can evolve to include additional persona based UX throughout experience

IMPROVED, STREAMLINED WORKFLOW / DATA ENTRY

- UX can support workflow as currently defined, streamline data entry and improve collaboration features required to manage a case; examples include enhanced Case Details page that provides a true one stop shop for Case Details, history, related cases, etc. Consider: additional fields for structured data

REAL TIME EVENT SYNC

- system architecture can support 'near' real time data updates required to support case collaboration

COLLABORATION (NOTIFICATION) FEATURES

- assign users Tasks, tag users in notes, share case detail screen with other users, notifications when Tasks assigned, details are shared, or users tagged

DOCUMENT MANAGEMENT & STORAGE

- solution to support secure upload, management and retrieval of Case evidence; enhanced Box API integration

DASHBOARD REPORTS

- reports made available on user dashboard

INCIDENT REPORT / CASE CREATION

- internal users can create an Incident report and/or Case from within the system; additionally, application supports public facing Incident Report form and integration with DB; merge to case

DATA, EXPORT

- list of cases, reports can be exported as a CSV; can also save case detail as a PDF to print or share

DATE, EXPORT

- publish individuals to a public-facing disciplinary database

REPORTS

- customizable dashboards in Report tab and link out to Looker

DATA TRACKING

- Input and track the age of parties, and flag if they are minors either at the time of the misconduct, or at the present time
- transfer data in the Incident Report into a new or existing case
- input, update, and run reports on individual party's DOBs, Gender, Location, Phone Number, etc.
- One location to input and track the involved parties in each case, identify their participation level, and input demographics, role, etc.
- input the required details (type of allegation, party roles, ages, location, etc.) of the allegations pertaining to each individual case
- assign specific stage for each case
- input and track the start and end dates of the various stages of each case
- log into notes to document the actions taken in each case and the ability to identify the type of note, user who uploaded, date/time
- assign severity and complexity level for each case for each stage
- assign/add/change case stage to AIA and easily pull list of all cases on AIA list and provide information about those cases to assist on inv assignment
- open, close, and reopen cases. This helps understand where case is at within the process (actively working or not) and when a matter has been reopened. Ability to pull data reports on this data point is also important

- identify the reason for each case's outcome (Admin Closure, Admin Hold, Formal Resolution, Informal, etc.
- track changes made to cases (i.e., who/when docs added, deleted, edited)
- duplicate file, note, party records to related cases
- easily see and access the cases assign to the user (and the user's supervisor) and/or by case stage (i.e., the Awaiting Investigator Assignment list)
- export specific case info/documentation to assist in subpoena requests from law enforcement
- internally edit fields, dropdowns, reporting forms, etc.
- restrict edit/view access to specific users. (i.e., if an individual staff member is conflicted out of a case, they don't have the ability to view the case)
- upload multiple files at once with the requirement title and tag the file type
- RR staff can submit legal requests, and legal staff have the ability to track timeframe of request and document completion of task
- upload, store, and download templates for usage
- upload, store, and view historic and current Codes/policies (Center, USOPC, NGBs)
- mark a case that has a NGB Conflict of Interest
- send documents to external parties for electronic signature
- provide minimal case information to NGBs regarding the cases related to their NGB
- to provide minimal case information to NGBs regarding the cases that requirement enforcement

EXHIBIT B
Case Management System Diagram of System Containers