



November 16, 2022

Request for Proposal

Objective

We need to replace our existing membership processing system and database with one that can centrally track membership sales, and facility and amenity information for our 162 Community Leagues. In this new portal, we want each League to have their own interface where they can control their membership options and pricing, integrate with their own payment processing provider, transfer past years data, get reports, and control their own facility and amenity information. All of the League's sales information and statistics feed into the main EFCL central portal, so we can generate master membership reports and to potentially charge Leagues for this service. This new membership process system should either have each League pay a low fee to EFCL, or have the fee built into the membership fees charged to purchasers.

History

The Edmonton Federation of Community Leagues is an organization that provides support to Edmonton's network of 162 Community Leagues. Each Community League is a registered Society under the Alberta *Societies Act*.

Deliverables

1. Membership processing features:

- A digital card sent to the purchaser that incorporates EFCL card art and numbering system
- Gather 'back of card' data at time of sale (Address, phone, email, birthdate, family members, skate tags, newsletter, volunteer interests, activities/interests, contact permissions)
- Transfer EFCL and League past year data
- Types of membership options drop down list for each league
- Connect to a secure payment platform

Edmonton Federation of Community Leagues

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- Payment options to include = \$0 fee, pay by donation, apply a promo code, discount or coupon, make a donation
- Able to accept payment in person (at the EFCL office, going door to door, at an event, etc.)
- Monthly support
- Auto renewal option
- Easy to access reporting and download monthly financial information
- Built-in support functions (e.g. so Leagues can re-send cards not received, edit membership details for customers, etc. Also, so that EFCL can help Leagues in the system.)
- FAQ section that can be modified by EFCL staff going forward

2. Database that can track Facility and Amenities features for each league, including:

- Pictures of the hall
- Hall floor plan
- Hall capacity and other rental information
- Damage deposit and rental fee
- List of amenities
- Note if the league doesn't have a hall
- This information (League contact information, hall and amenity information) needs to feed into a search function for the general public on the EFCL website. Leagues, halls, amenities must also be mapped via a Google maps integration. See our existing searches, listed below.. We like this functionality, but would like it if it was possible for all 3 types of searches to be integrated into 1, but it's clear that they can search for all 3 things.
 - <https://efcl.org/hall-search/>
 - <https://efcl.org/facility-map/>
 - <https://efcl.org/league-search/>
- Transfer the existing facility data into the new system

3. Other Available (optional) Features on an app or interface:

- Membership card customization by each league (add the League's logo, contact info, etc)





- Two factor authentication
- Volunteer management
- Each League able to send updates
- Survey members
- Integrate social media
- Advertise for local businesses for revenue on the individual league's sales page
- Ability for the League to add admin users with different access levels to manage the system
- Bookings for halls and amenities
- Pay for hall rentals and damage deposits
- Register for programs link to each League's existing website

Timeline

The development of the system is planned for 2023 with the selected contractor completing the work and implementation between July and October 2023.

Required Competencies/Security

- **Mailchimp:** The EFCL uses Mailchimp for all email campaigns.
- **Wordpress:** The EFCL website is built on a Wordpress platform.
- **Data privacy and security compliance in alignment with Canadian regulations**

Terms and Conditions

The EFCL board needs to approve the successful submission and our membership would then need to vote and approve the successful submission. This process requires a number of months to complete before a contract can be signed (estimate early summer 2023). Once there is a signed contract, the EFCL would like to move forward with implementation as swiftly as possible.





Submission Guidelines and Pricing

The EFCL has an estimated budget of up to \$10,000 for development of the tool. Our existing tool is <https://efcl.org/membership-purchase/>

Proposals must include a detailed price quote for the EFCL membership database initial set up, monthly fee (if applicable), cost per league (if not free), cost of potential add ons.

Please provide an overview of your experience (specifically related to similar project work with volunteer run organizations) and references from two previous clients.

Submit proposals to darlene.dudley@efcl.org no later than midnight, December 9, 2022. Interviews with successful candidates will be conducted December 13 - 15, 2022. For any questions, please contact Darlene Dudley at 780-437-2913 Ext 101 or by email darlene.dudley@efcl.org

