MEMBERSHIP MANAGEMENT SYSTEM

REQUEST FOR PROPOSALS

February 2021

PURPOSE

The Gaelic Players Association (GPA) wishes to engage a 3rd Party Service Provider to undertake the design, implementation and support of a "player management system on a SaaS basis.

BACKGROUND INFORMATION

The GPA is a not for profit organisation which is the official representative body for ~2,300 senior county Gaelic Footballers and Hurlers. The purpose of the GPA is to represent the interests of all inter-county players, protect their welfare and support their development on and off the field.

This is done through the provision of the GPA Player Development Programme which was established in 2010, assisting players in the areas of education, personal development coaching, career development, health and well-being and life skills.

Further details in relation to the activities of the GPA are available on the web site www.gaelicplayers.com. Additionally, the GPA has recently announced details of an integration with its sister organisation, the WGPA, which currently represents the ~1,500 female senior county Gaelic Footballers and Camogie (hurling) players. www.wgpa.ie

The GPA manages the Welfare, Development and Representation of its members. It currently manages the players records through a server-based system that is bespoke and was developed specifically for the purpose of the GPA and to support the delivery of programmes and services to players.

The ~2,500 have a data record within the system and this contains the following data sets;
1. Personal information such as contact information, county team etc
2. Player bank account information
3. GPA development programmes activity
4. Financial support – government grant support, education scholarships
5. Welfare supports
6. Survey engagement
7. Additional roles within the GPA (squad reps etc)

The system currently records historic player data information from 2010. Membership designations can be active or past. The system also records a small number of active 'former playing members' who can avail of programme support upon their retirement.

SCOPE OF WORK

The GPA is seeking to redefine the process and procedures of recording membership data to a more innovative and efficient solution. The new system should provide comprehensive live data and profiling of each member to inform cutting edge policy and programme development in line with the overall organisational strategy.

The system should provide the supporting infrastructure to the delivery of new Player Development Programme pathway model across the membership life cycle from Rookie (new members) to retirement. The design of programmes will be based around the core pillars of inter-county players lives; physical, psychological, personal and professional.

The GPA is inviting prospective vendors to design, develop and implement a new member management system to support the management and delivery of programmes and services to its membership population. Proposals should consider the following as key requirements:

- Cloud-hosted
- Secure
- User friendly
- Dynamic and customisable
- Demonstrate high degree of innovation
- Provide a singular multifaceted profile of each member
- Provide real time reports
- Capability for API integration (Udemy, Silvercloud, Moodle, GAA e-learning courses, funding applications etc)
- Mobile optimised
- Integrated communication functionality (email, text, GPA app, push notification)
- Integrated survey functionality

DELIVERABLES

1. Technical requirements

The following is a list of core technical requirements. The proposal must cover at least this list. Potential vendors may provide additional specification requirements which aligns with existing system capability and infrastructure as relevant.

a) GDPR to apply to all designs and administration of the system
b) All data and systems used to process the data must reside in EU Data zone
c) Platform supplier to be ISO27001 certified or compliant
d) Platform to be secured with Multi-factor authentication
e) Platform portal to allow for access from PC, Tablet, Mobile with security enforced
f) Platform to support min 5,000 users' access

Potential vendors are required to provide general overview of levels of control and extent of version history of existing system infrastructure. A summary of the frequency of version updates, how this undertaken and who is tasked with these updates is required.

2. Functional requirements

Proposals should demonstrate a high-level understanding of the GPA Player Development Programme and related engagement pathways in line with overall project scope. Proposals should demonstrate a clear outline of the flow of information between front facing members and backend users/administrator.

The following is a list of "Functional Requirements". It is not an exhaustive list and during the selection process the supplier is requested to ask questions to ensure they have a full understanding of the functional elements of the systems. In addition, the supplier may have additional functionality that may be suited to the needs of the GPA/WGPA.

a) Player Data repository
 The system will need to hold data on players for all counties and codes (football, hurling, ladies' football, camogie) and all age ranges. The members are typically adults and will be at least 18 years of age.

The required data is
- Registration data: Names, Date of birth, contact details/address, membership no, GPA membership history
- Player data: County team, code, club, employment history, education history, position,
- Service history: GPA programme engagement history, services received, events attended, courses engaged in (tracking back to financial management)

b) Service providers associated with the player
Data on service providers, coaches who formally engage with players
What data is required
- Registration data: Names, contact details/address
- Professional data: qualifications, areas of coverage,
- Service history: what elements of available services have been availed of (tracking back to financial management)

c) Communications
Platform to support communications (manual or process automated) to send email updates, text messages, push notifications etc.
Communications to registered players/coaches, communications to external stakeholders
Comms room for FAQs, players/mentors community.

d) Knowledge Base
Repository for Training information/advice, nutrition diet, exercise, mental health etc. Useful information that builds up a knowledge base of services to re-use and track training/consumption of content.

CONTRACT TERMS

The contract will be awarded for the period 2021-2024 (initially)

Proposals should include the following information

1) *Details of the Company*
2) *Details of the approach to be employed*
3) *Details of the resources required to carry out the work*
4) *Examples of similar projects that have been successfully completed*
5) *At least three reference clients with written references*
6) *Please include all relevant certification and accreditation*
7) *Details of proposed pricing structure*

Proposal can include any further information that you think is relevant.

EVALUATION PROCESS

Written proposals should be emailed to ciaran@gaelicplayers.com

Written proposal will be reviewed by a GPA evaluation group. The group may, at its discretion, seek written clarifications in relation to items contained in the proposal.

Proposals will be rated against a structured scoring matrix. The evaluation group may, at its discretion, shortlist some of the proposing companies and arrange for a meeting with those shortlisted.

TIMETABLE

Proposal should arrive at the email address above by 17:00 on Friday 5th March. The final decisions will be communicated by Friday 26th March.
Contract will commence Monday 5th April 2021.

Clarifications in relation to this RFP should be emailed to
Ciarán Barr, Head of Finance and Operations at
ciaran@gaelicplayers.com