



Coaching Association of Canada
Association canadienne des entraîneurs

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REQUEST FOR PROPOSALS

FHC NCCP Community Sport eLearning Module Submission Deadline: November 13, 2020

Field Hockey Canada (FHC) with the Coaching Association of Canada (CAC), is issuing a Request for Proposals (RFP) to procure professional eLearning design and development services for a new Sport Specific National Coaching Certification Program (NCCP) Workshop, **FHC Community Coach eLearning module**.

1. FHC NCCP Community Coach eLearning Module

1.1 About the FHC NCCP Community Coach eLearning Module

- Over the past decade, Field Hockey Canada has provided Community Coach Training to 423 Coaches across the country through in person, facilitated workshops.
- In the previous 2 years, 2019/2020, that number is just 29 coaches reached by in person workshops.
- The intention of this project is to provide an eLearning module that will allow community coaches to be trained in sport specific criteria, without the need for facilitated and in person workshops.
- Field Hockey Canada predicts that up to 500 coaches will be trained in the first year, and up to 300 coaches per year in subsequent years, distributed across the country.

1.2 Project Overview

The project will entail working with the Field Hockey Canada Coach Education Lead to develop an eLearning module in English along with the corresponding French version, using the content materials supplied by a working group of sport experts. This module must meet the CAC standards for eLearning in terms of diversity & inclusion, accessibility, and portability to mobile devices.

- The module should be offered in both English and French.
- The module content is estimated to take approximately 75 minutes to complete.
- Progress should be saved by the user so they may stop and return to it at a later time.
- The module is housed on and accessed via CAC's Hosting Services which is part of its overall NCCP database called the Locker.
- When coaches successfully complete the eLearning module, it appears on their NCCP transcript, which is managed through the Locker.



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- Coaches can initiate this training through a landing page and link on the Field Hockey Canada Webpage. This will re-direct them to The Locker registration for FHC Community Coach eLearning which includes:
 - Register and pay for complete module which includes two parts
 - NCCP Coach Initiation in Sport (CliS) Module
 - FHC Community Coach eLearning Module
 - Upon completion of CliS, coaches are automatically progressed to the FHC Community Coach eLearning.

1.3 Project Scope

The eLearning module must be developed in English and French. The French translation will be provided to the successful developer. Other considerations include:

- The majority of the content and development of the FHC Community Coach eLearning must be complete and invoiced for prior to March 26, 2021.
- The intent is to launch this module by April 5, 2021. However, the launch date will need to be coordinated with the CAC's IT and Hosting Department
- FHC will be looking for ideas for activities within the FHC Community Coach eLearning module that will promote coach engagement and interactive assessment of knowledge transfer. Examples of activity ideas should be included in your proposal submission.
- The successful developer will work closely with the FHC's Coach Education Lead to ensure that the branding, look and feel align with organizational standards.

1.4 Project Timeline

Below are the CAC's projected timelines and will adjust slightly to accommodate circumstances that may arise:

RFP Deadline for submissions	November 13, 2020
Developer selected	November 16, 2020
Content review and analysis	Nov 16 to Nov 20 2020
Learning design and storyboard development	Nov 20 to January 4, 2021
Complete Design of Module	Jan 4 to Jan 15th, 2022
Module review and feedback	Jan 18 to Jan 22, 2021
Revisions	Jan 25 to Jan 28, 2021
Programming of English Module	Feb 1 to Feb 15 2021
Review, Feedback and Revision	Feb 18 to Feb 26 th 2021



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Translation	March 1 to Mar 5 2021
Programming French Module	March 8 to Mar 12 2021
Review of French Module	March 12 to Mar 17 2021
English and French final review	Mar 18 to Mar 26, 2021
Majority of Content Complete and Invoiced for	March 26, 2021
Soft Launch and LMS testing	Mar 29 to Apr 2, 2021
Full launch and public release – Pending coordination with CAC Host	April 5 to April 16, 2021
Delivery of all content and collateral to CAC	April 1, 2021
Note regarding translation: Final storyboard content will be translated by a third-party organization contracted by the CAC. Copyright of all NCCP materials reside with the Coaching Association of Canada.	

2. Developer's Responsibilities

The successful eLearning developer will be responsible for:

- Project management as it relates to the analysis and eLearning design plan, instructional design, graphic design and storyboard development, and technical production of both modules, prototype development and testing;
- Completing the instructional design of the module to enable the above outlined learning objectives, using content provided by FHC;
- Adhering to the CAC's LMS hosting requirements (Annex A) and Technical Requirements (Annex B);
- Ensuring all modules meet the Accessibility for Ontarians with Disabilities Act (AODA: <https://accessontario.com/aoda/>);
- Ensuring all modules follow the [CAC](#), and [NCCP Brand Guidelines](#) and the [Canada.ca](#) Content Style Guide;
- Ensure that images, and language used within the eLearning adhere to the [Rule of Two](#), and reflect the diversity of coaches and participants across Canada.
- Delivery of all source files and assets to the CAC, including a single PDF document that shows all content for at-a-glance reference and future template for revisions;
- The final deliverable will be a SCORM 1.2 compliant file that will be posted on the CAC LMS.

3. Proposal Guidelines

This Request for Proposal represents the requirements for an open and competitive process. Proposals will be accepted until **November 13, 2020, 20:00 ET**. Your proposal must include, at a minimum:



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- Experience/background;
- Pricing profile for all aspects of the project;
- Hourly rate for subsequent work;
- Samples of previous work, **unless previously submitted**; and
- Contact information for 2 References, **unless previously submitted**.

All fees must be itemized to include an explanation of all fees. Contract terms and conditions will be negotiated upon selection of the winning bidder for this RFP. All contractual terms and conditions will be subject to review by the CAC and will include scope, budget, schedule, and other necessary items pertaining to the project.

4. Deadline for Submission

- Questions for the RFP will be answered until **November 10, 2020**. To ensure a fair and transparent process, questions and answers will be shared with all parties asked to participate in this process. Please direct questions to Jenn Beagan, Field Hockey Canada Coach Education Lead, at development@fieldhockey.ca, and Wayne Parro at wparro@coach.ca.
- Submissions must be received before 20:00, EDT, on **November 13, 2020**, and emailed to the attention of Jenn Beagan at development@fieldhockey.ca, and Wayne Parro at wparro@coach.ca. Please include in the subject line of the email: PROPOSAL: FHC eLearning [your name].
- Proposals will be evaluated during the period of **November 11-16 2020**, which could also include a follow-up with shortlisted candidates. Elements of the proposals that will be evaluated (but not limited to), include:
 - Expertise/qualifications;
 - Creative approach and direction;
 - Ability to meet CAC eLearning standards, and all standards noted in this document;
 - Project budget and costs;
 - Ability to manage the project within timelines.
- The selected developer will be notified by **November 16, 2020**.

5. About Field Hockey Canada

Field Hockey Canada's Mission is to inspire, develop, perform and govern exceptional positive and fun field hockey experiences in Canada and to create and lead a world class field hockey system that reaches all our communities across the country. Field Hockey Canada aspires to grow our sport, build our sport system and perform at all levels and in all environments while upholding our key values of Integrity, Fun, Teamwork, Accountability, Respect and Transparency.



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6. About the National Coaching Certification Program

The National Coaching Certification Program (NCCP) is a standardized coach education program available and accessible throughout Canada. Identified as a world leader in coach education, the NCCP ensures all coaches receive training based on best practices in instructional design, ethical decision-making, and with content that is relevant, current and which leads to the development of competent coaches. The NCCP gives coaches the confidence to succeed and is designed and delivered in partnership with the Government of Canada, 65 National Sport Organizations (NSOs), 13 Provincial/Territorial Coaching Representatives (P/TCRs), and the Coaching Association of Canada™.

7. About the CAC

The Coaching Association of Canada (CAC) unites stakeholders and partners in its commitment to raising the skills and stature of coaches, and ultimately expanding their reach and influence. Through its programs, the CAC empowers coaches with knowledge and skills, promotes ethics, fosters positive attitudes, builds competence, and increases the credibility and recognition of coaches.

Annex A: LMS Hosting Requirements

The following are requirements for an eLearning module to be hosted in the Locker LMS:

1. Content must be delivered in SCORM format - version 1.1, 1.2, or 2004
2. All links referenced in the module (hyperlinks, external javascript references, external images, etc.) must be secure URLs.
 - **Correct** : <https://www.somedomain.com/example.js>
 - **Incorrect** : <http://www.somedomain.com/example.js>

8. The SCORM must report when the module is complete:

- 1.1/1.2 : `cmi.core.lesson_status = completed`
 - 2004 : `cmi.completion_status = completed`
3. If the module is scored, CAC must be informed of the passing grade and the SCORM must report the scores:
 - 1.1/1.2 : any of... `cmi.core.score.raw`, `cmi.core.score.min`, `cmi.core.score.max`
 - 2004 : any of... `cmi.score.scaled`, `cmi.score.raw`, `cmi.score.min`, `cmi.score.max`
 4. Multimedia
 - The use of HTML5, CSS and JavaScript are acceptable
 - The use of Flash Player is not acceptable
 5. The SCORM module (a collection of folders and files) must be provided in a single .zip file for upload into the Locker:
 - English version
 - French version
 6. A module must be configured in the Locker to be awarded upon successful completion of the eLearning content.

Annex B: Technical Requirements

The technical requirements for online self-paced learning products are:

Browsers

- IE 11 or higher
- Edge
- Firefox
- Chrome
- Safari

Screen Size

- Single source file, fully responsive design smartphone, tablet, laptop and desktop devices

Supported client-side technologies

- HTML5
- CSS
- JavaScript

Non-supported client-side technologies

- Cookies
- Flash Player

Accessibility

- WCAG 2.1 Level AA (<http://www.w3.org/TR/WCAG21/>)

Branding

- The eLearning module must adhere to the CAC, and sponsors visual and branding standards.