

REQUEST FOR TENDERS FOR THE PROVISION OF DIGITAL SERVICES

1 INTRODUCTION

1.1 IIHF

The International Ice Hockey Federation (IIHF) is the governing body of international ice hockey. The IIHF features 82 member associations, each of which is the national governing body of the sport in its nation. Besides controlling the international rulebook, processing international player transfers, and dictating officiating guidelines, the IIHF runs numerous development programs designed to bring hockey to a broader population. From its headquarters in Zurich, the IIHF organizes in cooperation with its 36 staff members more than 35 international tournaments and competitions annually.

1.2 Request for Tender

With this Request for Tenders the International Ice Hockey Federation ("IIHF") is opening a public tender whereby companies are invited to submit proposals for the service of providing a quality and development system for the IIHF and its Member National Associations (MNA) as per the following general features:

- 1.2.1 Data collection and organizational self-assessment
- 1.2.2 Organizational development planning and goal setting
- 1.2.3 Summary illustrations based on selected data
- 1.2.4 Section for relevant benchmarks and other resources
- 1.2.5 Possibility to gather other relevant information

2. BACKGROUND AND PURPOSE

The IIHF Development Department is tasked with the responsibility of developing ice hockey globally. In this aim, as per the ICE26 strategic priority "targeted development", the IIHF wishes to provide an online system which will give the basis for intelligence-based development of its MNAs. The system, designed for assessments, categorization, goal setting, planning and for information sharing, shall be used by the MNA representatives as well as relevant IIHF personnel, Council and Congress for decision-making.

3. CONDITIONS OF TENDER

3.1 Any interested tenderers can submit their tenders to:

**Brandschenkestrasse 50
Postfach 1817
8027 Zurich
Switzerland**

or email: **Compliance@iihfoffice.com**

3.2 Tenders shall be submitted to the IIHF **by 18 August 2024, 23.59h Zurich time.**

3.3 Within this Request for Tenders you will find the details of the tender. You should take each into account in your tender response.

3.4 Please direct any questions regarding the tender content or process to the contact details indicated earlier. All questions should be submitted in writing either by post or to the email address provided. You should not contact any personnel at the IIHF unless directed to do so by an IIHF representative.

3.5 The IIHF reserves its rights to disqualify and reject proposals from tenderers who do not comply with these requirements and conditions.

3.6 As part of this tender process, the IIHF makes no obligations in any way to:

- Pay anyone for the tenders or quotes received; or
- Any other commitment to anyone responding to this tender, whatsoever.

4. SCOPE OF SERVICES REQUIRED:

The IIHF required the supplier to provide services as outlined in Appendices 1 and 2 which provide more detailed requirements on the functionalities and on the amounts and types of usage. The appendices can be found attached to this document.

5. TENDER REQUIREMENTS:

5.1 As part of its tender response, the tenderer must submit the below Statement of Undertaking, specifying the full name of its company, registration number, VAT registration number, physical address, telephone number, fax number and email address.

5.2 The tenderer must provide its company profile and the details of the infrastructure and staff available to provide the services.

5.3 The tenderer must provide a summary of its qualifications and experience in the provision of the services. If the tenderer has already created a system that is similar to the one described in this request, a presentation indicating its features should be included.

5.4 The tenderer must provide the details of all pricing for its services.

5.5 The tenderer must provide the details of its required payment terms for its services.

5.6 Tenders must be presented as written submissions only.

6. TENDER EVALUATION:

The evaluation criteria will be based upon some or all of the following aspects of the tenderers' proposals (not in order of significance):

- a. **Commercial** - competitive price, payment terms and contractual compliance.
- b. **Service Capability** - service delivery experience, service delivery capacity, footprint, service delivery method, infrastructure, staff expertise and network, quality and compliance with the expected service levels.
- c. **Level of Compliance with this Tender** - adherence to the aforesaid requirements and conditions of tender.



Statement of Undertaking

Name of company: _____

Registration number: _____

VAT Registration number: _____

Physical Address: _____

Phone number: _____

Fax number: _____

Email address: _____

referred to hereinafter as the “Tenderer”, hereby expresses interest in participating in the Tender for the provision of brand design services for the IIHF, and undertakes that:

1. no information provided, nor representations made to IIHF are false, inaccurate or misleading;
2. none of the Tenderer nor its officers, employees, representatives, agents and advisers shall make any form of public announcement or statement relating directly or indirectly to the IIHF, Request for Tenders to any third-party (including but not limited to the media) without the prior written approval of IIHF and that any non-compliance will lead to the penalty of being held responsible for any damages caused;
3. the Tenderer and its officers, employees, representatives, agents and advisers shall keep confidential the terms of this Request for Tenders and any information relating to affairs or business of IIHF which comes into its possession in relation to this Request for Tenders and shall not disclose confidential information (or any parts of it) to any third party without the prior written consent of IIHF, which may be given or withheld in its absolute discretion (save, where required by applicable laws) and it shall only be entitled to use confidential information for the purpose of the Tender;
4. all intellectual property and commercial rights in relation to IIHF and this Request for Tenders belong exclusively to IIHF;
5. the Tenderer shall comply with all legal provisions contained in this Request for Tenders or otherwise agreed in writing with IIHF;
6. IIHF shall not be held responsible for any costs, expenses, losses and/or liabilities incurred in by the Tenderer in the preparation and submission of its Letter and information and/or documentation in response to this Request for Tenders and/or any responses to requests for further information by IIHF;
7. any association with IIHF and/or its competitions and events in any manner whatsoever without IIHF’s prior written approval is strictly prohibited;
8. IIHF shall not be required to invite the Tenderer to participate in the Request for Tenders and reserves the right to re-organize any services related to the Tender, to re-open part of or the entire tendering process at a later stage or to completely stop the tendering process without choosing a



Tenderer for the requested tendered services;

9. this Statement of Undertaking and any related documentation shall be governed by and construed in accordance with the substantive laws of Switzerland. The place of jurisdiction shall be Zurich, Switzerland.

By submitting this Statement of, I/we confirm that I/we have read and understood the foregoing terms and conditions issued by IIHF regarding the process for selection of a candidate(s) for the provision of system provider of IIHF and agree that the Company which I/we duly represent is bound by such terms and conditions.

Signature: _____

Name and Title: _____ Date: _____

Place: _____ Official Stamp:

APPENDIX 1: DEFINITION OF THE REQUIREMENTS OF THE IIHF DEVELOPMENT AND QUALITY SYSTEM

Purpose of use and basic requirements of the online service of the quality system

The IIHF is requesting tenders for a system, which will primarily be used as an online support tool for the Member National Associations' (MNA) quality development processes. Utilizing the system, the IIHF will collect relevant data from its membership on different areas relating to their operations and resources. The goal is that, while providing the data, the MNAs conduct a self-assessment and the assessors of the IIHF do the same. Based on the data and categorization of the different areas of operations (such as coaching programs, national team operations, staffing, player recruitment), both the MNA and the IIHF can prioritize and agree on which area will be developed next. Categorization of the different areas will be done through a point system which then can be illustrated and therefore highlights where the areas of improvement are. The development plans and relevant information to those will also be included in the system. Lastly, there shall be a section which includes useful information and resources for the use of the MNAs.

In summary, the platform will be used to gather data, categorize different areas of operations, goal setting, development planning and as a location for useful resources. In addition, the platform can also be used to collect other relevant information needed by the different departments of the IIHF. These can include contact details, logistical details concerning IIHF Championship Organizing Committees or documents such as Statutes and Bylaws.

Three sections:



The basic prerequisites of a quality platform are ease of use and suitability for use with various browsers and terminals, including mobile phones and tablets. The platform must be easy to use, have a clear structure and guide the user forward from the perspectives of the administrators of the development process as well as the responsible ice hockey developers of the countries. The use of the system should not require special IT skills or the installation of programs by the user. The information security of the platform, in accordance with GDPR and technical reliability, are of utmost importance, because hundreds of people participate in the development work and work can be done from anywhere and at any time.

One requirement is that the system is flexible for future development and that it can be integrated into the evolving digital ecosystem of the IIHF.

The main preliminary functions of the quality system platform

The goal of the IIHF is to provide an online service with at least the following functions:

User being a Member National Association:

- Overview page of the process, potential calendar or events related to the process
- Ability to conduct MNA Self-Assessment (scale 1-4 or equivalent) of criteria and possibility to write comments, load MNA documentation as attachments.
- Selection of development areas per sub-part.
- Collection of development areas and prioritizing them into a timeline to create (annual development targets).
- Location for best practice and other publications as links and documents
- place for user information and guidelines

User being an IIHF assessor or sport development personnel:

- A view of the MNA self-assessment scale, comments and documents
- Possibility to accept evaluated sub-part or ask for supplemental information.
- MNA / Continent and IIHF level scoreboard (visualization)
- Approve (adapt) evaluation and development targets
- High-quality, partially automated reports and graphs on the level and progress of key quality criteria.

The IIHF is also open to hear about the supplier's other possible network solutions and functionalities that it has to offer, especially for the quality system and the utilization of the data it produces, as well as the support services for the customer.

The number of users of the platform

The number of users is around 500 people every year. There are approximately 80 countries as users, and there are approximately 1-5 people in each country who use the tool. In addition, IIHF's assessors from different continents and other experts who support the development of the countries' ice hockey, as well as the responsible persons of the IIHF's different departments, act as users.

Over the years, the number of users may increase with new uses. The platform and system must be flexible and evolving.

Estimated timeline and tentative description of the deployment process

Sep 24:	Getting to know the quality platform, presenting the solutions/possibilities of the online service and sparring the customer about the different solutions of the platform.
Nov-Dec 24:	Commissioning training, induction of main users. Training of about 5 root level users, which ensures that root users know how to both use the system's functionalities and guide other users.
Dec 24-Apr 25:	Pilot process with selected countries, testing and feedback collection

Oct 25: The first processes in large-scale use.

APPENDIX 2: TENTATIVE AND BASIC INFORMATION FOR THE SERVICE PROVIDER ABOUT THE DESIRED SYSTEM

The main features of the service

The starting point is quality analysis and development, collection of key data. In addition, general information about each MNA and numerical information about different countries are collected.

These include, but are not limited to:

- Number of players in different age categories
- Number of national teams and possibly other teams
- Number of coaches and possible education levels
- Number of game officials and possible education levels
- Number of facilities
- Number of MNA staff
- Financial resources
- ...and much more.

Preliminary structure of the service

MNA:

- Name (e.g. South Korea) and continent (e.g. Asia)
- Responsible person (user in the service)
- Other key people - person X and person Y etc.
- Levels and different quality areas, for example:
 - Entry level
 - Developing level
 - Advanced level
-

Development dashboard overview and development projects in different categories

- Goals / Selected issues to be developed are automatically transferred to the development board
- An operator-specific timeline, on which work steps can be set to correct the deficiencies noted in the evaluation
- Progress tracking – started – advanced – finished
- The viewer of the report can check / compare the development board of several MNAs

User roles and rights (a user can have more than one role)

IIHF Administrators (2-5), who manage (creation, deletion, editing)

- User management, criteria management, adding countries, rights of other user levels
- Can manage all information of MNAs
- Sees all evaluations & answers

Evaluator and continental equivalents

- Sees the responsibilities and information assigned to him
- Can create, delete and modify evaluations

- Can only access "own" evaluations

Respondent(s) to MNA's evaluations

- Manages own data
- Can answer assessment questions
- You can follow your own trends and view reports
- Can possibly compare to the average, but cannot directly see the statistics of others

Viewing rights for statistics / reports

- The IIHF Development Director and operational management can see summaries and aggregates as well as can e.g. select the 6 largest countries, compare them and see trends and levels.
- Different user roles for IIHF responsible persons (to be specified)
- The person in charge of the continent can view the statistics & information of the continent

Criteria

- Criteria answer options: excellent, good, satisfactory, "missing/does not meet" (possible to score in the background).
- Different levels (for example entry, developing, advanced) have different number of criteria
- Color scheme / visualization is an important part of the report.

Data collection for the service

- The system creates an interactive form that the respondent can fill out in the service
- An invitation to fill out is sent by email
- X number of evaluators react to the answers
- The answers are saved in the database
- Visually sensible reports can be generated from the data
- Can be saved as PDF

Maintenance and hosting requirements

The tenderers should clarify how to approach the following matters:

- SaaS - Software as a Service
- The service provider maintains the service and the environment in which the service runs
- Backup
- Information security
- Data ownership - * IIHF decides and adapts to its own IT ecosystem
- A Service Level Agreement is required

IIHF preliminary assessor's view of the website and subpages

As per the current plan (subject to changes), the users would be able to see or utilize the following features:

Assessor:

- Sees the MNAs answers and self-assessment

- Sees the MNAs annexes
- Can comment on the evaluation from own point of view based on the authentication
- After entering the data, the MNA sees the self-evaluation
- See the results of your own assessed countries OR the results of all assessed?
- Can accept or return the association's evaluation for completion
- Approves evaluation and development items
- Reporting option or graphs
- Development monitoring: evaluator or other entity (developer defined by the IIHF)

MNA user's view of the website and subpages

As per the current plan (subject to changes), the users would be able to see or utilize the following features:

Headlines of the user site: (example)

- Overview of the program
 - Calendar of online education, newsletter, useful links
- Self-assessment
 - Three to four quality levels (MPS,1-3) to provide a different depth of analysis criteria, for example:
 - Category logos to open certain quality criteria on each selected element:
 - Quality criteria
- Development pathway
 - Previously selected development criteria / areas appear here
 - Drag-drop to annual plan (3 years visible)
 - A more detailed project plan Capability (SMART) for the prioritized areas
 - A summary page available
- Attachments
 - Overview of the MNA's attached documents
- Best practice links and documents
 - IIHF development HUB like approach, with PDF, links etc. per category
- Support
 - PDF, links to guide the user

Language requirements

- Initially only in English. Possibility of multilingualism in the future.