Newfoundland & Labrador
College of Social Workers

Request for Proposals

Online Registration and Membership Management System

October 22, 2026

GENERAL INFORMATION

The Newfoundland and Labrador College of Social Workers (NLCSW) regulates social work in Newfoundland and Labrador. The college has approximately 2,000 members and five full-time staff. Members renew their registration annually.

MyNLCSW.ca currently supports registration and renewals, continuing professional education (CPE), receipts, and updates to member information. Registration runs from March 1 to February 28. Renewals open in mid-January, with an administrative deadline of February 15 and a final renewal deadline of February 28.

REQUEST FOR PROPOSALS (RFP)

NLCSW invites proposals for an established, vendor-supported cloud service to replace its existing registration database and online portal. The proposed solution should support staff, members and the public without requiring NLCSW to maintain a local registration database or application server.

This RFP will help NLCSW evaluate available solutions, implementation requirements and costs. NLCSW may select a preferred vendor and proceed to contract negotiations through this process, subject to satisfactory pricing, confirmation of requirements and the necessary approvals. NLCSW is not obliged to select a vendor or proceed with a purchase.

Proposals should describe current capabilities, limitations, implementation requirements and proposed pricing. NLCSW may request clarification, demonstrations or reference discussions. Vendors are responsible for their participation costs.

VENDOR INFORMATION

Please provide a concise response covering:

- **Company and experience.** Company overview, location, years in operation, relevant experience with professional regulators, and proposed implementation partners or subcontractors.
- **Delivery and support.** Key project roles, support hours and time zone, escalation arrangements, and capacity to support an organization of NLCSW's size.
- **References and disclosures.** Two comparable client references, relevant privacy experience, and any conflicts of interest or material issues that could affect service delivery.

PRODUCT PROFILE AND PRICING INFORMATION

Product Profile

- **Product.** Identify the proposed product, years in use, experience with Canadian regulators, and whether the offering is a fully managed cloud service.
- **Ongoing operation.** Explain responsibility for hosting, maintenance, updates, backups and support, including any local software or infrastructure dependencies.
- **Configuration.** Describe what staff can change without development, how upgrades affect configuration, and any significant capabilities planned but not yet available.

Proposed Pricing

Provide proposed pricing in Canadian dollars for approximately 2,000 members and five staff, using the schedule below or an equivalent format. Clearly distinguish fixed prices from estimates and identify all assumptions, exclusions, applicable taxes and the period for which pricing remains valid. Where a firm price requires further discovery, explain the information required and how the final price would be established.

Cost component	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Subscription and hosting						
Setup and configuration						
Data and document migration						
Training and launch support						
Ongoing support and other fees						
Core solution total						

Price future optional modules separately. Disclose charges for payment processing, messaging, storage, integrations, custom work and data exports, including third-party fees. Avoid double-counting services included in the subscription.

State licensing limits, proposed annual increases or caps, additional staff or member charges, professional-service rates, and termination or exit assistance costs. Identify the main uncertainties that could change the estimate.

CORE FUNCTIONAL REQUIREMENTS

The following describes the anticipated initial scope. For each requirement, indicate: available now; available through configuration; custom development required; or unavailable. Identify additional fees, dependencies and limitations. Distinguish current capabilities from roadmap items. Detailed fields and workflows would be confirmed during planning.

NLCSW External Portal and Member Interface

- **Initial applications.** Support account creation, save and resume, required-field validation, document uploads, review before submission, and application-status tracking. Describe secure collection of references and supporting documents from external sources.
- **Member profiles.** Allow year-round updates to contact, employment and education information, and uploads of supporting documents or liability insurance. Support staff approval for selected changes and access to current and historical receipts.
- **Annual renewal.** Support review and update of member information, declarations, renewal submission and status tracking. Allow staff to configure annual dates, fees, registration categories and eligibility rules.
- **Payments.** Support online credit-card payments, receipts, and full or partial employer payroll deductions. Staff must be able to identify payroll-paid members, collect outstanding balances, record other payment methods, reconcile accounts and issue refunds.
- **Continuing professional education.** Record activities and supporting evidence by registration year, including required, mandated and elective categories. Calculate totals and permitted carryovers, retain history, and support submission and review of audit evidence.
- **Registration changes.** Support reinstatements, category upgrades and changes in registration status. Explain support for more than one registration category and different requirements by category.
- **Annual continuity.** Manage successive registration years, historical records, renewal rules and CPE carryovers without manually copying or resetting databases. Explain any annual tasks required of NLCSW staff.

CORE FUNCTIONAL REQUIREMENTS CONTINUED

NLCSW Internal Portal and Staff Interface

- **Application processing.** Provide staff search, review queues, application histories, document review, internal notes and flags. Support different applicant pathways, including international and labour mobility applicants, configurable approvals, digital certificates and rule-based renewal processing with exceptions referred to staff.
- **Audits and records.** Support random selection for CPE and professional liability audits, follow-up tracking, registration and payment histories, and configurable staff permissions. Accommodate international contact details and characters in names.
- **Reports and exports.** Provide configurable reports on registration, membership categories, demographics, fees, CPE and flagged records. Support saved reports, exports usable in Microsoft Office, and reporting to provincial authorities and the Canadian Institute for Health Information (CIHI). Explain how future reporting changes are accommodated.
- **Communications.** Support configurable renewal, audit, application and expiry notifications, plus targeted and general messages. Explain communication history, delivery tracking and any additional email or text-message charges.

Public Portal and Registry

- **Public register.** Provide a searchable register by name and registration number, showing approved public information such as category, expiry and applicable practice restrictions or regulatory actions. Approved registration changes must update the public register promptly. Describe controls preventing disclosure of internal or confidential information.

Future Optional Modules

The following are outside the assumed initial scope. Describe availability, implementation effort and incremental costs separately:

- **Professional conduct.** Complaint intake and document uploads; case tracking; restricted case records and communications; outcomes, sanctions and reporting; and appropriate public information such as upcoming hearings. Explain confidentiality controls for complainants and members.
- **Ethical consultations.** Secure request intake, assignment, follow-up and reporting, with appropriate access restrictions.
- **Other administration.** Volunteer, board and committee tracking, and additional registration categories or workflows.

Identify any optional module needed to deliver a core requirement. Do not assume all optional modules will be purchased.

SYSTEM REQUIREMENTS

Hosting and Security

Describe how the proposed service protects confidential member and regulatory information. Provide concise evidence or summaries rather than detailed security configurations.

- **Hosting and responsibilities.** Identify the hosting provider, service model, service availability commitments, and responsibilities of NLCSW, the vendor and subcontractors. Identify all local dependencies.
- **Data location.** Canadian hosting is preferred. Specify countries used for production data, backups and disaster recovery, and countries from which support personnel may access data. Disclose relevant subprocessors and any exceptions to Canadian residency.
- **Access and audit.** Describe multifactor authentication for staff, role-based permissions, secure account recovery, separation of sensitive records, and audit logs showing material record changes and administrative actions.
- **Protection and assurance.** Describe encryption in transit and at rest, security testing and independent assurance available for review. Explain incident notification commitments and how NLCSW would be supported during an incident.
- **Recovery and support.** Describe backup frequency, retention and restoration testing; target restoration times and potential data loss; maintenance arrangements; and response commitments for critical service failures, particularly during annual renewal.
- **Privacy and payments.** Explain how the service supports applicable privacy obligations, configurable retention and secure deletion. Identify payment providers and allocation of Payment Card Industry (PCI) compliance responsibilities. State whether card details enter or are stored in the proposed system.
- **Artificial intelligence.** Disclose any AI features, models or providers, data sent to them, whether NLCSW data may be retained or used for training, and whether these features can be disabled.

Ownership Accessibility and Integration

- **Data ownership and exit.** NLCSW must retain ownership of its data. Describe exports of records, histories and attachments in usable formats, availability during and after termination, exit assistance and charges, and deletion confirmation.
- **Accessibility and mobile use.** Describe conformance with WCAG 2.2 Level AA, provide available assessment evidence and disclose gaps and remediation plans. Support common browsers and mobile devices.
- **Integration.** Describe interfaces for the public website, payment providers and other required services, including integration responsibilities, restrictions and costs. Specific connections will be confirmed during planning.

IMPLEMENTATION AND DATA MIGRATION

- **Approach and timing.** Provide an indicative implementation schedule, major milestones, dependencies and estimated NLCSW staff effort. Explain how migration and launch could avoid disruption to the January–February renewal period.
- **Migration scope.** Describe migration of current and historical registration records, annual histories, payments, CPE data and attachments. Identify exclusions, data-quality assumptions and information needed to refine the estimate. Further migration details may be shared through a controlled process as needed.
- **Testing and acceptance.** Describe trial migration, reconciliation of record counts and key balances, staff testing, acceptance criteria, cutover and contingency arrangements before the existing system is retired.
- **Training and launch.** Describe administrator and staff training, member guidance, documentation, launch support and ongoing training options. Identify who is responsible for each activity.

SUBMISSION INFORMATION

Please organize proposals using this document's section headings. Concise proposals and relevant supporting material are welcome. Identify assumptions and gaps openly; NLCSW is assessing suitability, implementation effort and overall cost.

NLCSW will evaluate proposals based on regulatory fit, core functionality, hosting and security, migration and implementation, support, references, and overall five-year cost. Vendors may be invited to provide demonstrations, answer questions or clarify their proposals. NLCSW may select a preferred vendor for contract negotiations based on overall suitability and value; the lowest-priced proposal will not necessarily be selected. NLCSW may also decide not to proceed.

Key Dates

Release date: October 22, 2026

Questions due: November 5, 2026, 4:30 pm Newfoundland Standard Time (NST)

Proposals due: November 19, 2026, 4:30 pm NST

Questions and Responses

Send all questions and responses to proposals@nlcsw.ca. Use the subject line "NLCSW Registration System RFP" and include the vendor's contact name, email address and telephone number in the body of the message. Submit the response in PDF format, with any pricing schedule in PDF or Excel format.

Material clarifications will be shared consistently with participating vendors or through the publication channel. NLCSW will acknowledge responses by email; vendors should follow up if an acknowledgement is not received within two business days.

Identify material considered commercially confidential.

Proposals received in response to this RFP may be shared with the NLCSW Board of Directors and advisers to support NLCSW's review.

Do not include member data, credentials or sensitive security configuration details.