



REQUEST FOR PROPOSAL (RFP) - REGISTRAR

RFP #: BMHA 2026-001

Title: Registrar

Issue Date: March 20, 2026

Closing Date & Time: Friday, April 3, 2026 at 5pm

Contact Person: Rebecca Chau, Executive Administrator

Email: admin@burnabyminor.com

1. About BMHA

Burnaby Minor Hockey Association (“BMHA” or the “Association”) is a community-based, non-profit minor hockey association serving approximately 700 youth from U5 through U21. The Association operates under a volunteer Executive Board and is supported by contracted administrative and development professionals.

BMHA is a member association of PCAHA, BC Hockey, and Hockey Canada and is committed to providing a safe, inclusive, and positive hockey environment for all participants.

2. Invitation to Proponents

Burnaby Minor Hockey Association invites qualified individuals or organizations (“Proponents”) to submit a proposal for the provision of services as Registrar as detailed below (the “Work”).

This Request for Proposal (“RFP”) outlines the requirements, expectations, and evaluation process for the engagement. The successful Proponent will be required to operate in accordance with BMHA Constitution, Bylaws, Policies, and the rules and regulations of PCAHA, BC Hockey, and Hockey Canada.

3. Purpose of this RFP

BMHA is seeking proposals from qualified individuals or organizations to provide services as Registrar.

Anticipated start date: May 1, 2026

Proposed contract term: One (1) year, with the option, at the sole discretion of BMHA, to extend the initial term for up to two (2) additional one (1) year periods, for a maximum total term of three (3) years.



4. Scope of Work

The successful Proponent will provide services to support the operations of BMHA in the role of Registrar.

The detailed responsibilities are outlined below.

Overview

The Registrar is responsible for the administration and execution of all registration and rostering functions for BMHA programs, ensuring data accuracy, regulatory compliance, and effective communication with members, volunteers, and governing bodies.

The Registrar serves as BMHA's primary liaison with PCAHA, BC Hockey, and Hockey Canada on registration and roster matters.

Key Responsibilities

Registration

- Complete all work required for all phases of registration for BMHA programs (e.g., regular season, spring/summer and preseason camps, Microhockey, etc.) for members (returning and new), including players, team officials, international players, and member transfers to/from other associations.
- Manage the registration process, including late registrations, withdrawals, player moves, and refund requests.
- Manage registration data in TeamSnap and HCR, ensuring accuracy and compliance.
- Maintain waitlists for BMHA programs, as required.
- Provide communication to members and potential new members about the registration process, including timelines, fees, and requirements.
- Assist players and team officials (coaches/managers) in setting up and becoming familiar with the registration system (e.g., TeamSnap).
- Develop and implement registration parameters (e.g., fees, dates, process) in collaboration with the Executive and update TeamSnap/HCR accordingly.
- Develop registration forecasts and advise the Executive, division managers, and coaches on registration numbers for the upcoming season, including team formation and rep tryouts.
- Maintain the Volunteer Portal database, ensuring all registered families are accurately added and kept up to date for the current season.

Rostering

- Work with Division Managers to collect team lists (both players and team officials), and complete the rostering of members to teams in TeamSnap/HCR.
- Maintain team rosters and ensure all roster changes (additions and releases) are recorded in TeamSnap/HCR.



- Provide final roster reports to the Executive and City of Burnaby to determine ice allocation for the following season.
- Advise on deadlines for player moves, releases and roster freezes to ensure Executive, division managers and coaches are informed.
- Work with the Director of Hockey Operations to ensure proper communication and compliance with coaching certification requirements.
- Engage with volunteers to guide certification requirements and deadlines, maintaining records and communicating gaps to the Vice-President, Risk.

Other

- Provide regular reports to the Executive, division managers, and coaches regarding registration numbers, waitlists, rosters, and any other registration-related reports, including:
 - o Pre-season/registration period: Updated reports at least every 48 hours to support registration and waitlist decisions.
 - o In-season: Monthly summary reports, including key updates on waitlists, rosters, and certification status.
 - o As required: Additional reporting to support operational needs.
- Attend PCAHA or other regulatory body meetings related to registrars.
- Attend BMHA Coach/Manager meetings at season start and provide information on registration & rostering processes.
- Attend Executive meetings and other BMHA meetings, when required, to support registration and rostering matters.
- Develop and maintain an annual calendar of key tasks, milestones and dates of registration-related matters, for inclusion in the association annual calendar.
- Follow all rules and regulations set out by PCAHA, BC Hockey and Hockey Canada and stay up to date on registration-related policies, including registration deadlines, player transfers, and the like.
- Ensure adherence to privacy and data protection regulations under the Personal Information Protection Act (PIPA).

Key Deliverables

Deliverables include, but are not limited to, the following:

- Accurate and compliant registration records for all BMHA programs.
- Accurate and up-to-date team rosters maintained in TeamSnap and the Hockey Canada Registry (HCR).
- Timely completion of roster submissions, approvals, transfers, releases, and related regulatory filings.
- Ongoing monitoring and communication of key registration and roster deadlines.
- Regular registration and roster reporting to support planning (e.g., team formation, rep tryouts, ice allocation), provided in accordance with the reporting expectations noted above..
- An annual registration timeline outlining key milestones and regulatory requirements.
- An end-of-season registration and roster summary to support planning for the upcoming season.



System & Technology Requirements

The Registrar must be proficient in and able to utilize the Association's required systems, including but not limited to:

- TeamSnap
- Hockey Canada Registry (HCR)
- Spordle
- Volunteer Portal
- Google Workspace (e.g., Drive, Docs, Sheets, Forms)

The Proponent is responsible for providing and maintaining their own computer equipment, internet access, and any other tools necessary to perform the Work.

BMHA will provide required system access credentials. For operational continuity, BMHA will provide access to an Association-issued registration phone number dedicated to registration inquiries. The phone number remains the property of BMHA and access will be transferred or terminated at the conclusion of the engagement.

All data, accounts, and system access remain the property of BMHA.

Time Commitment Expectations

This is a part-time contract engagement with workload that varies seasonally based on registration cycles, roster deadlines, and regulatory requirements.

The workload is cyclical, with peak periods including registration launch, team formation and rostering, and certification periods.

The Registrar is expected to manage workload to ensure timely completion of all deliverables and regulatory requirements, particularly during peak operational periods. Peak periods may require increased responsiveness to member inquiries and governing body deadlines.

Proponents should outline their availability and capacity to support peak registration and rostering periods in their proposal.

Additional Responsibilities

The successful Proponent may be asked to undertake additional duties reasonably related to the role and consistent with the objectives of the Work, as requested by the BMHA Executive or its designate.



5. Governance Framework

The successful Proponent will operate within the governance structure established by the BMHA Executive, and in accordance with the Association's Constitution, Bylaws and Policies.

The successful Proponent will report to the BMHA Executive Board, or a designate appointed by the Executive.

The Proponent does not hold voting authority within the Association.

Reporting expectations may include meeting attendance, updates, invoicing, and performance reviews. Continued engagement may be contingent upon satisfactory performance.

6. Submission Requirements

Proponents should ensure their submission clearly addresses the requirements outlined in this RFP and provides sufficient detail to allow BMHA to evaluate the proposal. Proponents must submit a complete proposal that includes the following::

- Cover Letter/Executive Summary - a brief introduction and summary of the proposal.
- Experience & Qualifications - relevant professional and/or sport experience.
- Proposed Approach - description of how the Proponent would deliver the Work, including workflow, communication practices, tools or systems used, and any processes they would implement to ensure the responsibilities are completed effectively.
- Availability & Capacity - description of availability to support the role, including ability to support peak operational periods.
- Financial Proposal - include proposed compensation structure (e.g., monthly retainer, hourly rate, or seasonal fee), estimated annual cost, billing frequency, whether billing is personal or corporate, and GST status. Proponents should also clearly outline the basis for their pricing, including any key assumptions (e.g., scope interpretation, estimated time commitment, level of support, systems, any exclusions, etc.).
- References - minimum of two professional references
- Conflict of Interest Disclosure - disclosure of any actual or perceived conflicts of interest

Proposals must remain valid for 60 days from Closing Time.

7. Proposal Evaluation

Proposals will be evaluated based on relevant experience, demonstrated understanding of the role, proposed approach, qualifications, and overall value to the Association.



BMHA reserves the right to shortlist candidates, conduct interviews, request clarifications, negotiate scope, or not award a contract.

8. Independent Contractor Status

The successful Proponent will be engaged as an independent contractor, not as an employee of BMHA. BMHA will issue a T4A where required. The Proponent is responsible for all tax obligations.

9. Confidentiality & Data Protection

The successful Proponent must maintain confidentiality of member, financial, and operational information and return all documents and access credentials upon termination.

10. Transition & Knowledge Transfer

At the conclusion of the contract, the Proponent must participate in a transition process and transfer all relevant documents, passwords, and materials to ensure continuity.

11. General Terms

Right to Reject - BMHA reserves the right to accept or reject any or all proposals, cancel or re-issue the RFP, or negotiate with one or more Proponents. BMHA is not obligated to accept the lowest-cost proposal.

No Binding Obligation - This RFP does not constitute a binding agreement. No contract will exist until a written agreement is executed.

Proponent Costs - All costs associated with preparing and submitting a proposal are the responsibility of the Proponent.

12. Submission Instructions

Submission Method - Proposals must be submitted electronically in PDF format via email to: Rebecca Chau at admin@burnabyminor.com with the subject line "RFP – Registrar – Proponent Name"

Closing Time - Proposals must be received no later than **Friday, April 3, 2026 at 5pm (Pacific Time)**. Late submissions may not be considered.