



Canadian Quilters' Association/ Association canadienne de la courtépointe

Request for Proposal: Quilt Canada Co-Registrar

Canadian Quilters Association/ Association canadienne de la courtépointe (CQA/ACC) is requesting proposals from qualified individuals to carry out the Quilt Canada 2027 registration services.

1. Background information

CQA/ACC is a national non-profit organization with a mission to promote and celebrate quilting and Canadian quilters by preserving the traditions of those who have come before us while looking to new and creative ways to enhance quilting for the present and future. CQA/ACC depends mostly on membership fees, annual conference and sponsorships to further our mission. Quilt Canada (QC) is the annual quilting conference held for a four-to-five-day period in a different Canadian city each year (usually in mid-June).

2. Scope of Registrar Services

This contract is under the direction of the Executive Director and with the assistance of the Quilt Canada 2026 Registrar, who will act as Co-Registrar and trainer for the same period as this Co-Registrar's contract. The intention is that the new Co-Registrar will take over as sole Registrar in the 2027/28 year.

The Co-Registrar will carry out the following services:

- Assist in proofing and testing of the Espresso Registration Form developed jointly with the other Co-Registrar and Technicalities Plus prior to Registration launch date.
- Assist in creating content related to QC2027 registration for the QC2027 webpage on the canadianquilter.com website. The content provided may include FAQ documents, printable PDF of workshop and lecture schedule, and other related materials. Keeping the above documents up to date with changes.

- Assist the other Co- Registrar in providing advice to the Executive Director on layout of website pages related to information pertaining to QC2027 registration and the conference offerings available.
- Assist the other Co-Registrar in overseeing the two Registration Form launches (members and public) – Dates to be determined by CQA/ACC. The dates are likely to take place in late February and early March 2027.
- Share the task of interfacing and offering customer service to registrants (and potential registrants) during the term of the contract. This service will include, but not limited to, the answering customer's general questions and troubleshooting various issues related to the registration process and registrant's payments. This service is provided by phone and email (internet).
- Share the task of monitoring QC2027 online registration to Friday June 11, 2027.
- Assist the other Co- Registrar, then take over providing weekly registration reports (Excel format) to the Executive Director during the period registrations are open (late February to June 11, 2027).
- Assist in overseeing registration event sales, exchanges, refunds (as pre-determined by the CQA/ACC Treasurer and Bookkeeper) and related questions and problems. This includes any adjustments due to late decisions by the CQA/ACC Board of Directors.
- Preparing and distributing as required Class/Lecture/Tour/Pin/and Evening Event Participant Lists for the Workshop Team Lead and classroom assistants etc. as determined by Executive Director and Workshop Team Lead.
- Work with the other Co-Registrar to prepare to provide the Executive Director with duties description, the number required and the proposed shift times of the Registration Desk Volunteers by March 1, 2027.
- Training and scheduling QC2027 Registration Desk volunteers, provided by the CQA/ACC sign-up process.
- Overseeing and managing the QC2027 Registration Desk during the designated and predetermined time periods to offer the best customer service.

During Registration Desk open hours ensure:

- At least one Co-Registrar is available to handle any questions and problems.

- Provide sales of daytime and evening lecture tickets and NJS Tour tickets (dependent upon availability)
- Provide sales of workshop seats for those workshops predetermined by June 15, 2027, to have space available for purchase.
- Communicate the pick-up location for the pre-purchased commemorative lapel pins and any other pre-purchased registration materials (tickets/wristbands) not distributed elsewhere on site.
- Prepare the year end Registration report and submit to the CQA/ACC Executive Director by June 30, 2027.

3. Term of Registrar Services

November 1, 2026 – June 30, 2027

4. Proposal Content

To describe clearly the proposed understanding of the work to be done, the following content must be included in the proposals:

Qualification Component

The proposer must demonstrate the capability to perform the above-stated services including the following:

- Excellent Customer Service skills.
- Sound knowledge of computer and internet skills including but not limited to (Word, Excel, Social Media platforms).
- Ability to learn the online registration platforms (Expresso and entry ticket platform) and manage large data bases with the assistance of some tech support

Please:

- Provide three references with name and contact information
- Provide a CV/resume which should include information about the individual's educational background and relevant experience

Estimated Fees

- State the estimated fee for providing Co-Registrar services for the period as outlined above. During the term of the contract the Co-Registrar can expect to average 40 hours per month, with February, March and June being the busiest months.
- Indicate proposed billing rate for expanded services if the need should arise.

5. Conditions for Submission of Proposal

- Proposals must address each of the Co-Registrar service requirements as stated in this RFP.
- The proposer shall furnish such additional information that CQA/ACC may reasonably require.
- CQA/ACC will require a zoom interview with proposer prior to the Board approving a proposal. CQA/ACC will not be liable for costs incurred by the proposer in connection with such an interview.

6. Procedures for Submission of Proposal

The proposal should be received no later than Friday, September 25 at 5 p.m. ET by email to:

Carole McCarville, CQA/ACC Executive Director

executivedirector@canadianquilteradministration.com

If you have questions about the proposal, the organization, or any matter contained within this RFP, please submit your questions via email to executivedirector@canadianquilteradministration.com. Questions submitted after 5 pm ET Wednesday, September 23 will not be answered.