Public Works and Government Services Canada

Travaux publics et Services gouvernementaux Canada

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:

Bid Receiving - PWGSC / Réception des soumissions - TPSGC
11 Laurier St. / 11, rue Laurier
Place du Portage , Phase III
Core 0A1 / Noyau 0A1
Gatineau, Québec K1A 0S5
Bid Fax: (819) 997-9776

LETTER OF INTEREST
LETTRE D'INTÉRÊT

Comments - Commentaires

Vendor/Firm Name and Address
Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution
Training and Specialized Services Division/Division de la formation et des services spécialisés
11 Laurier St. / 11, rue Laurier
10C1, Place du Portage
Gatineau, Québec   K1A 0S5

Title - Sujet	
INITIATE CONTRACT ARRANG. - E-LEARN	

Solicitation No. - N° de l'invitation	Date
0X001-130408/A	2014-07-14

Client Reference No. - N° de référence du client	GETS Ref. No. - N° de réf. de SEAG
0X001-130408	PW-$$ZH-130-27803

File No. - N° de dossier	CCC No./N° CCC - FMS No./N° VME
130zh.0X001-130408	

Solicitation Closes - L'invitation prend fin	Time Zone
at - à 02:00 PM	**Fuseau horaire**
on - le 2014-08-21	Eastern Daylight Saving Time EDT

F.O.B. - F.A.B.

Plant-Usine: ☐ **Destination:** ☐ **Other-Autre:** ☐

Address Enquiries to: - Adresser toutes questions à:	Buyer Id - Id de l'acheteur
Duret, Greg	048ee

Telephone No. - N° de téléphone	FAX No. - N° de FAX
(819) 956-0149 ( )	( ) -

Destination - of Goods, Services, and Construction:
Destination - des biens, services et construction:

CANADA SCHOOL OF PUBLIC SERVICE
373 SUSSEX DR.
OTTAWA
Ontario
K1N6Z2
Canada

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	Delivery Offered - Livraison proposée
See Herein	

Vendor/Firm Name and Address
Raison sociale et adresse du fournisseur/de l'entrepreneur

Telephone No. - N°de téléphone
Facsimile No. - N° de télécopieur

Name and title of person authorized to sign on behalf of Vendor/Firm (type or print)
Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)

Signature   **Date**

Solicitation No. - N° de l'invitation	Amd. No. - N° de la modif.	Buyer ID - Id de l'acheteur
0X001-130408/A		130zh
Client Ref. No. - N° de réf. du client	File No. - N° du dossier	CCC No./N° CCC - FMS No/ N° VME
0X001-130408	130zh0X001-130408	

This Page Intentionally Left Blank

Request for Information regarding

E-Content Requirement

For

Canada School of the Public Service ("The School")

Background and Purpose of this RFI

The School wants to build libraries of e-learning content including a catalogue of online courses to offer a broad choice of instructional materials to Federal Public Servants for professional development purposes. It is anticipated that a competitive RFP for the E-Content requirement will be issued in the future.

Nature of Request for Information

This is not a bid solicitation. This RFI will not result in the award of any contract; therefore, potential suppliers of any goods or services described in this RFI should not earmark stock or facilities, nor allocate resources, as a result of any information contained in this RFI.

This RFI is not a prequalification process and will not result in the creation of any source list; therefore, whether or not any potential supplier responds to this RFI will not preclude that supplier from participating in any future procurement. Also, the procurement of any of the goods and services described in this RFI will not necessarily follow this RFI. This RFI is simply intended to solicit feedback from industry with respect to the matters described in this RFI.

Canada reserves the right to change at any time, any or all of the technical requirements stated in this RFI

Nature and Format of Responses Requested

Respondents are requested to provide their comments, concerns and, where applicable, alternative recommendations regarding how the requirements or objectives described in this RFI could be satisfied. Respondents are also invited to provide comments regarding the content, format and/or organization of any draft documents included in this RFI. Respondents should explain any assumptions they make in their responses.

Respondents are requested to submit their feedback in either official language of Canada. Information provided may be used by Canada in the preparation of the final procurement strategy for E-Content for The School. As a result, suppliers are advised not to include any proprietary information in the response submitted. All submissions must be clearly marked "**E-Content requirement for The School – RFI Input**". The name and address of the supplier must be on the envelope.

One original hard copy delivered to the PWGSC Bid Receiving Unit at the address below no later than 14:00 hrs EDST, August 21, 2014, and an electronic copy sent to gregory.duret@pwgsc.gc.ca are requested. Suppliers should submit only pertinent information in response to this request. The inclusion of general marketing or technical manuals is discouraged, unless they provide specific information that has been requested in this document.

> PWGSC Bid Receiving Unit
> 11 Laurier Street
> Place du Portage, Phase III
> Core 0A1
> Gatineau, QC J8X 4A6

There are questions at the end of this document.

Canada may conduct one on one consultation meetings with respondents to this RFI.

Response Costs

Canada will not reimburse any respondent for expenses incurred in responding to this RFI.

Treatment of Responses

Use of Responses: Responses will not be formally evaluated. However, the responses received may be used by Canada to develop or modify procurement strategies or any draft documents contained in this RFI. Canada will review all responses received by the RFI closing date. Canada may, in its discretion, review responses received after the RFI closing date.

Review Team: A review team composed of representatives of the client (where applicable) and PWGSC will review the responses on behalf of Canada. Canada reserves the right to hire any independent consultant, or use any Government resources that it deems necessary to review any response. Not all members of the review team will necessarily review all responses.

Confidentiality: Respondents should mark any portions of their response that they consider proprietary or confidential. Canada will treat those portions of the responses as confidential to the extent permitted by the *Access to Information Act*.

Follow-up Activity: Canada may, in its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response.

Contents of this RFI

This RFI contains a description of the requirement along with questions. This document remains a work in progress and respondents should not assume that new clauses or requirements will not be added to any bid solicitation that is ultimately published by Canada. Nor should respondents assume that none of the clauses or requirements will be deleted or revised. Comments regarding any aspect of the draft document are welcome.

Enquiries

Because this is not a bid solicitation, Canada will not necessarily respond to enquiries in writing or by circulating answers to all potential suppliers. However, respondents with questions regarding this RFI may direct their enquiries to:

Contracting Authority:	Greg Duret
E-mail Address:	Gregory.duret@pwgsc-tpsgc.gc.ca
Telephone:	(819) 956-0149
Facsimile:	(819) 956-9235

1.0   Scope

1.1   Objective

The objective of this RFI is to gather feedback from Industry on the possibility of providing access of e-learning content to be offered by "The School" for the benefit of all Federal Government employees.

1.2   Background

The School is the common learning service provider for the Public Service of Canada. It was created to bring a unified approach to serving the common learning and development needs of public servants and to help ensure that all Public Service employees across Canada have the knowledge and skills they need to meet the challenges of the Public Sector of the 21st century.

The School designs, develops and delivers knowledge-based classroom learning through calendar (open enrollment) courses, memoranda of understanding (MOU) with departments and agencies, and customized modules that respond to central agency or departmental requirements, or the needs of functional communities (e.g., Finance, Communications, Procurement). Specifically, the School's Learning Program Branch (LPB) is responsible for designing and delivering individual courses as well as programs to public servants across Canada. Learning activities are developed in consultation with central agencies, functional communities, or though e-learning courseware developed by the School or available from suppliers.

Currently, the School operates a Learning Management System (branded as the iLMS) and provides user accounts on this system to more than 250 000 public servants. The iLMS is primarily used as a registration, tracking system and billing for the School's classroom deliveries and events. In addition, this system enables users to access a catalogue of approximately 300 self-paced online courses which are licensed from suppliers or have been custom developed by the School, via XHTML and SCORM 1.2 or via Rapid e-learning tools, such as Articulate.

Consequently, the School is building an e-School portal using web-based technologies. The portal will include:

- the School's Integrated Learning Management System (iLMS);
- a user-friendly front-end interface to search for e-learning content;
- an infrastructure to deliver the content; and
- A single-sign-on integration to bridge different applications together.

The School's Clients for the e-School are Federal Departments and Agencies identified in the Financial Act Schedule 1, 2 and 4. More information about the School can be found at the following address: http://csps-efpc.gc.ca/index-eng.aspx

1.3   Terminology

Audio learning	Short instructional audio feeds or podcasts on specific topics. Digital audio files are made available online for downloading to a computer or a mobile device such as a media player, tablet or smart phone.
Collaborative tools	A set of online tools that allow people to collaborate. These may include for example technologies that facilitate real-time and non real-time (asynchronous) text, voice, and video communication (e.g., chat, Skype, Webex); assist in basic document management activities (GCDOCS); or co-creation of documents (e.g., wikis).
E-books	A book-length publication in a digital form, consisting of text, images, or both, readable on computers or other electronic devices.
E-Learning content (content)	E-learning content is self-paced or real-time delivery of educational material over the internet to an end-user device
Learning Management System	A software application that is used for the administration, documentation, tracking, reporting and delivery of e-learning courses or training programs.
Performance support tools	On-the-job, online access to an environment that is easily accessible to employees and is structured to provide immediate on-line access to a full range of information such as: procedures and processes, job aids, guides and tools. The goal is to assist with job performance with minimal support and intervention by others.
Portal	A web-based portal is typically a web page or web site that brings information together from different sources. The term is synonymous with gateway. Typical services offered by portal sites include a directory of web sites, organized content (e.g., by subject, most popular, type of resource), search tools, news, and a community forum. A web-based learning portal offers learners consolidated access to learning and training resources from multiple sources. They include similar features as mentioned above with the goal of making the learning experience for users as simple and as comprehensive as possible.
Self-paced courseware	Also referred to as *courseware* or *e-learning courseware*. Computer programs or other material designed for educational / training purposes. Participants access learning activities online. Learners complete their training at their own pace and do not interact with an instructor or other learners. Courseware is typically SCORM compliant with the ability to track users (e.g., did they view or complete the activities, entire course? Did they pass an exam?)
Video-based learning	Short instructional videos on specific topics. Digital audiovisual files made available online for downloading to a computer or a portable device such as a media player, tablet or smart phone.

2.0   Requirement

The School wants to build libraries of e-learning content including a catalogue of online courses to offer a broad choice of instructional materials to Federal Public Servants for professional development purposes. The content should be available on-demand, provide self-directed learning opportunities, and be accessible through Government workstations and mobile devices.

The School also wishes to access the content in various delivery modes, more specifically:

- Self-paced courseware;
- Video-based learning;
- E-books;
- Audio-based learning; and
- Performance support tools.

3.0   Questions

Content

1. What E-learning content do you offer? Please focus your response on the following categories, and elaborate on any offered sub-categories.

    - Leadership and Management;
    - Finance / Auditing;
    - Organizational Performance and Evaluation;
    - Governance;
    - Second Language Practice and Maintenance (English and French)
    - Procurement, Materiel Management and Real Property;
    - Communications / Presentation and Facilitation skills;
    - Writing skills
    - Security / Emergency Management;
    - Human Resources Practices;
    - Employee Wellbeing, Health and Safety;
    - Business Processes / Innovation and Transformation;
    - Diversity, Values and Ethics;
    - Professional Practices for Education and Learning;
    - Service Delivery /Client service
    - Project management
    - Personal and interpersonal skills/effectiveness

2. What standard(s) does your online training adhere to currently (e.g. SCORM, AICC, etc.).

3. How advanced are you with having your e-learning content compliant with WCAG 2.0 accessibility standards?
    (http://www.w3.org/WAI/WCAG20/quickref/) and;

    TBS Standard on Web Accessibility

    (https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=23601&section=text)

4. How can you meet the requirements presented in section 2.0 entitled "*Requirement*"?

5. What delivery modes (self-paced courseware, e-books, podcasts, video-based learning) is your content available in?

6. What browsers and operating systems is your content compatible with?

7. Is your content available for access on mobile devices (e.g. tablets, smart phones, e-readers)?

8. Is your content available in Canadian French and Canadian English? Would you agree to modify currently available course content to meet requests from The School.? How would you bill for this?

Access to content

9. Can you provide a mechanism to allow users to sign in to your hosted content without the transmission of personal information to identify the users?

10. There are two hosting options: Content hosted on the Supplier's infrastructure, and content hosted on The School's infrastructure. What hosting options can you accommodate? Are there other mechanisms to access your content?

Pricing

11. What are your pricing model(s)? Do you have published price list? What is an appropriate unit of measure for licensing purposes?

12. What pricing model would offer the best value and highest discount?

13. Do you currently have contractual agreements with Canadian government (Municipal, Provincial and Federal) or other International government?

Services

14. In doing business with large clients, please describe the type of services you provide such as help desk, technical support, site branding, usage reporting and others. How do you bill your clients for these services?

15. What user monitoring information and analytic reports do you provide to your clients? Do you offer a web-based self-serve analytic and reporting tool?

Security

16. What security standards and certifications are appropriate for this type of requirement?