E-LEARNING DEVELOPMENT SERVICES FOR:
KEEPER OF MY HOME

Addendum No. 1

(Question & Answer and RFP Amendments)

Question & Answers

Q 1:   A prototype for grade 6 has already been created.

  A. Would it be possible to confirm the developers kit used (such as Unity 3d or Unreal engine) or the coding language used (such as javascript)?
  B. Would it be possible to see screenshots alongside a very brief description of gameplay for the 4 modules so that we can see the level of interaction delivered so far?
  C. Is there any scoring system in place and if so and the scores are to be saved, to where are the students' scores saved? For example, to the computer on which the games are played.

  Answers:
  A. The prototype is being created in Storyline with additional 3rd party animation software (such as CrazyTalk, After Effects and Go Animate). As the prototype is in development, the entire technical solution is not defined.
  B. The pilot development is underway, but not developed enough for screenshots at this time.
  C. Initially tracking and bookmarking will be saved to a local USB drive, with a potential migration to a SCORM compliant LMS in the future.

Q 2:   The games are to be delivered on a USB stick.

  A. Would you like the option for native apps such as Android, Windows and iOS?
  B. Are the games to be played on a Windows system and/or iOS (Apple)?
  C. Would you like the games to be playable online? If so, would you like pupils to be able to login, save their scores and re-access at a future time?

  Answers:
  A. We would prefer a responsive design for delivery on mobile devices.
  B. The majority is expected to be Windows but, if possible we would prefer a universal solution.
  C. Yes, bookmarking and historical tracking via a log-in is required. Initially the game will be stand-alone delivered via USB, therefore users will require to log on using the same stick for historical data. Eventually there is the possibility of hosting the game via a SCORM compliant LMS.

Q3: Would you like the games to be available in any other language such as French?

Answer:
The game will be required in both official languages. As the design of the game has no on screen text or language based graphics and the audio will be recorded by CMHC, the second language programming will require minimal re-work.

Q4: Are you looking for us to create an e-learning system from scratch for this project or are you looking to utilize a system that already exists? If so, what is the system?

Answer:
There is no existing e-Learning system or LMS at the moment. Bookmarking and tracking would be recorded to a local USB drive which will require some custom programming.

Q5: Has funding already been secured for this project?

Answer: Yes

Q6: Do you have a target budget?

Answer: Yes

Q7: Are you looking for a time and materials approach?

Answer: No, we would prefer a fixed rate.

Q8: Pourriez-vous me transmettre la version française de cet appel d'offres svp?

Answer:

La demande de propositions est en cours de traduction, et sa version française sera affichée sur buyandsell.com le 24 avril 2018 ou aux environs de cette date

The French version of the RFP is currently in Translations and will be posted on buyandsell.com on or about April 24, 2018

Q9: To ensure that we completely understand the scope and requirements for your project, we would like to see some of the material you have available. Would you please provide us with a copy of the pilot project storyboard and prototype that was used for your initiative with your grade 6 modules?

Answer:
The draft instructional design plan and pilot storyboard have been posted as separate pdf along with this Amendment on buyandsell.com. The pilot is under development and is not available.

Q10: In section R.3 (E-Learning projects with gamification experience), are you looking for a total of 5 (five) project examples (R.3.1 + R.3.2), or a total of 3 (three) project examples that meet the requirements of both R.3.1 and R.3.2? For example, if we showcase a total of 3 project examples within the last 3 years that demonstrate e-Learning with gamification AND moderate to full level of interactivity, will this suffice?

Answer: Rated criteria R.3.1 and R.3.2 should be answered independently from one another, however the same project examples can be used in the proponent's response to these two rated criteria.

Q11:   Do you have an ideal project budget in mind for this RFP?

Answer: Refer to answer under Q6.

Q12:   Nous souhaitons obtenir le document `` Demande de proposition`` en français, relatif à l'appel d'offres suivant : Programmation pour un produit de formation en ligne : Keeper of my home   (201800835).

Answer: Refer to answer under Q8.

Q13:   The RFP mentions 12 modules, for a total of 8 to 9 hours of eLearning. The RFP also mentions two (2) target audiences, the K-6 grades and 7-12 grades. Will the modules be split between these two groups or should the vendor produce a second set of 12 modules, 9-hour program?

Answer: Each grade level will access the grade appropriate content. For example, a student in Grade 6 would have access to the grade 6 content. It is one 9-hr program with 13 modules (one for each grade level k-12) with 4 activities each (topics).

Q14:   Could we have access to the prototype that has been developed?

Answer: The prototype is currently being programmed and a demo will not be available until May.

Q15:   Could we have access to at least one storyboard currently developed (draft)?

Answer: The draft instructional design plan and pilot storyboard have been posted as separate pdf along with this Amendment on buyandsell.com.

Q16:   How many K-6 grade storyboards are to be revised by the vendor?

Answer: One for each grade level. See Draft Storyboard – Grade 6 Pilot for an example, as separate pdf along with this Amendment on buyandsell.com.

Q17:   How many storyboards for grade 7-12 are to be developed from scratch?

Answer: One storyboard for each grade. Each storyboard addresses 4 learning objectives via a game-based interaction.

Q18:   Is the timeline flexible for the delivery of the solution?

Answer: September is the ideal target date. Please refer to the work schedule revised below.

RFP-201800835 Addendum No. 1

Q19:   Is the project expected to be in both official languages? This would include:

        a. An English version with English audio
        b. A French version with French audio

Answer:
Yes, the project will be bilingual. The proposed approach will facilitate the second language development as there will be no text on screen. The audio files will be provided by CMHC. The second language development should not require any unique programming.

Q20:   On which devices will the project be interacted with?
        a. Desktops? Tablets? Mobile phones?
        b. If the project is expected to be fully functional on these 3 device types, does CMHC therefore expect a responsive website (scaling for different screen resolutions)?

Answer:
CMHC would require a responsive design. Initial access will be via USB and therefore primarily used on desktops/laptops. In the near future, it may be posted to an LMS.

Q21:   Which web browsers need to be supported?

Answer:
There are more than 515 on-reserve First Nation schools. Defining the lowest common denominator for web browsers and hardware is challenging. The parameters must be as inclusive as possible, but will be addressed by defining minimum requirements for product use. These minimum requirements will be collaboratively defined with the developer, CMHC and key stakeholders guided by the best approach recommendations of the successful proponent.

Q22:   If CMHC desires the project delivered on an USB Key, we assume that all websites have to   be developed using only front-end technologies, with no back-end dependencies, is that correct?
        a. Is there a preference for a specific technology or framework?

Answer:
a. The prototype is being created in Storyline with additional 3rd party animation software (such as CrazyTalk, After Effects and Go Animate). As the prototype is in development, the entire technical solution is not yet finalized. The solution should include tracking and bookmarking records to be stored/written to the USB.

Q23:   Will the same game mechanics be reused for the different grades (K-12), or is it expected/desirable to have completely different experiences for each module?

Answer:
Interaction models may be reused, but interactions will not be limited to the 4 activity styles in the prototype. Re-purposed interactions will be presented using content, messaging and graphics specific to the grade and therefore appear unique.

RFP-201800835 Addendum No. 1

Q24:   The RFP mentions a prototype already available for grade 6 modules.

    a. Is the prototype playable and does it include the 4 lessons?
    b. Do you expect the supplier to reuse the code already developed by another supplier in order to refine the prototype?
    c. What technology, framework and language were used to develop the prototype?
    d. Is it expected that the complete project (all 12 grades), will have a similar look and feel to the prototype's graphic design?
    e. Can we access the existing prototype to have a better understanding of the expectations in terms of design and interactivity?

    Answer:
    a. **The prototype is under development.**
    b. **Yes, ideally the prototype will be used as is and refined according to user feedback from the pilot.**
    c. **The prototype is being created in Storyline with additional 3rd party animation software (such as CrazyTalk, After Effects and Go Animate). As the prototype is in development, the entire technical solution is not yet finalized.**
    d. **As each module targets a different age group, there will have to be an age appropriate approach to the design. The "wrapper" or universal pages should share a common look and feel.**
    e. **The prototype is currently being programmed and a demo will not be available until May. The draft instructional design plan and pilot storyboard have been posted as separate pdf along with this Amendment on buyandsell.com.**

Q25:   Storyboards

    The RFP mentions that 6 storyboards are already drafted.
    a. Does each storyboard include all 4 lessons per module?
    b. Which degree of detail has been determined?
    c. Is the content of each screen defined?
    d. Is a detailed game design available for each module?
    e. Are all texts for the audio narratives written?

    Answer:
    Please see the sample storyboard provided for the Grade 6 Pilot. It exemplifies the level of detail and completion the K-6 storyboards will address.

Q26:   Since it requires a considerable amount of time and effort, where does mock-up development and   approval fit in the timeline?
    a. Can all mock-ups be considered deliverables of the alpha version?
    b. If not, do they have to be included in the storyboarding documents?

    Answer:
    a. Mock-ups can be representative of the entire module approach, look and feel and suggested style. Alpha should be the first iteration of a functional module. Using a rapid prototyping approach, modules will be divided into distinct "chunks" to be reviewed dynamically. This will alleviate potential re-work and each "chunk" can serve to inform the next.
    b. No, the mock-ups do not have to be included in the storyboards.

RFP-201800835 Addendum No. 1

Q27: The document mentions a "key graphic" to be included in the game.
      a.   Is this graphic a static image, or is it dynamic and changes with the users' progression?
      b.   Do we need to include one graphic per module (grade), or per lesson?

    Answer:
    a. It is a static image to be awarded to the learner at the successful completion of each activity (lesson) – 4 per module.
    b. The 4 key graphics will be supplied to the successful proponent.

Q28: Does the project have to respect accessibility standards, as stated by the Canadian Government (following WCAG 2.0 requirements)?

    Answer:
    Keeper of My Home is a blended learning product. Accessibility requirements will be addressed by an alternative delivery method - the classroom based materials. These materials are easily customizable based on the learner's needs.

Q29: Do we needed to be registered with Govt of Canada Buy and sell and obtain a PBN number in advance of submitting questions related to the proposal. Questions are due at 2:00 pm EST.

    Answer:
    No, not for the questions. The PBN is to be submitted within Appendix A – Certificate of Submission.

Q30: Can we review the proposed content for the modules: My Home is My Tipi? Can you provide more information about this project?

    Answer: Please see posted Instructional Design Plan and storyboard as separate pdf along with this Amendment on buyandsell.com.

Q31: "Update of programming for Grade 6 prototype" is one of the deliverables. What technology or platforms is this prototype created with? Are you looking for an existing learning management system to put this prototype material into or building upon the prototype to make it a final stable product? Can you share the existing prototype so we can review it?

    Answer:
    The prototype is being created in Storyline with additional 3rd party animation software (such as CrazyTalk, After Effects and Go Animate). As the prototype is in development, the entire technical solution is not defined. The update will be based on feedback from users during the pilot and may include content changes, functionality (moderately) and programming tweaks. The intent is definitely to build upon the existing prototype to make a final stable product. The prototype is under development and will not be available until May. Please see posted Instructional Design Plan and storyboard as separate pdf along with this Amendment on buyandsell.com

Q32: Are there any technical limitations of the computer hardware the material is expected to run on?

    Answer: Please refer to answer under Q21.

Q33: Should the build be responsive and able to display on laptops, desktops, mobile tablets, and/or phones as well?

Answer:
We will require a "universal "responsive design approach but will work with the successful proponent to address the limitations of this.

Q34: Are you expecting for the material to run offline without any connection to the internet?

Answer:
When delivered via USB key, yes. Eventually, Keeper of My Home may be posted to an LMS which will in turn require internet connections.

Q35: Have the audio assets CMHC will provide for this project already been created? If not, what milestone of the timeline, do you see being able to provide scripts or final audio files for our team to base storyboards off of?

Answer:
Recording will require 1.5 – 2 weeks lead time. The development schedule will be defined in collaboration with the successful proponent. The general idea was to record in two rounds: K-6 once the e-learning development team has reviewed and adjusted the storyboards as needed and then record the remaining once 7-12 storyboards are created and finalized.

Q36: Are you able to share the existing K to 6 storyboards with us, so we have a better idea of what you're looking for?

Answer: Please see posted Instructional Design Plan and storyboard, as separate pdf along with this Amendment on buyandsell.com

Q37: Can you provide examples or an explanation of the type of games you are looking for each lesson?

Answer: Please see posted Instructional Design Plan and storyboard as separate pdf along with this Amendment on buyandsell.com

Q38: For each of the K-6 storyboards in almost final condition;

    (a)   What visual, graphics or images are being provided? What file format (vector .ai / .eps or other)
    (b)   How many unique characters?
    (c)   How many unique scenes (landscape / backgrounds)?
    (d)   How many objects will need to be sourced or created?

Answer:
Each story or narrative is unique for each grade. If possible and when appropriate, graphic assets may be re-purposed. This may require adjustments to existing graphics.

Q39:   Across the 6 storyboards in almost final condition for K-6, what is the amount of repurposing?

(a)   Characters
(b)   Scene locations, landscape, background (i.e. river, house, cave)
(c)   Scene objects (i.e. lean-to)

Answer:
Each story or narrative is unique for each grade. If possible and when appropriate, graphic assets may be re-purposed. This may require adjustments to existing graphics.

Q40:   What is the expectation for repurposing across the stories for grade 7-12;

(a) Characters
(b) Scene locations, landscape, background (i.e. river, house, cave)
(c) Scene objects (i.e. lean-to)

Answer:
Each story or narrative is unique for each grade. If possible and when appropriate, graphic assets may be re-purposed. This may require adjustments to existing graphics.

Q41:   4 part key activity graphic

(a)   Is the 4 part key activity graphic being provided for each grade?
(b)   Is that a vector file either .ai or .eps?
(c)   When will each graphic be made available?

Answer:
a. Yes
b. The source Photoshop files will be provided.
c. As storyboards are finalized, the key graphics will be created (prior to development).

Q42:   Characters for each grade

a)   How many characters are required for the story in each grade?
b)   Is there any repurpose of characters between grades?
c)   If supplied, is the graphic a vector file either .ai or .eps?
d)   If supplied, when will each be made available?

Answer:
a.   **For Grades K-6, to date the number of characters per grade range from 2-4. 7-12 will be developed as part of this project.**
b.   **No, the characters are dictated by the grade specific narratives. If grades share a common character profile, existing characters may be adjusted when and where appropriate.**
c.   **The successful proponent of the RFP will be responsible for creating grade specific and appropriate characters.**
d.   **Characters will not be supplied. The winning proponent will be responsible for creating these.**

RFP-201800835 Addendum No. 1

Q43:   What is the baseline for users accessing the eLearning;

       (a) Web browser - Internet Explorer
       (b) Web browser – Chrome
       (c) Web browser – Firefox
       (d) Web browser – Edge
       (e) Web browser – Safari
       (f) Other?

Please indicate version for each.

Answer: Please refer to answer under Q21.

Q44:   Please confirm deliverables (activities and scenes) are not required to be fully responsive to mobile devices (tablet or smartphone)?

If so, please indicate which devices, version and operating system.

Answer:
We will require a "universal "responsive design approach but will work with the winning proponent to address the limitations of this.

Q45:   Please confirm the database that will be used for tracking results and recording learner   gamification;

       (a)   A specific LMS
       (b)   Local USB key
       (c)   Other

Answer:
a. **Initially – local USB key**
b. **Eventually – LMS (the specific LMS is not defined as it will be based on a future partner)**
c. **N/A**

Q46:   Languages

(A) Please confirm deliverables are English only?
(B) Are there plans for a future version in other languages?

Answer:
a. **The deliverables are to be both English and French.**
b. **CMHC is responsible for translations, and the successful proponent only for the integration of French audio into the programmed files.**

Q47:   Section R.2.1

Please describe the difference between "Graphic designer" and "Graphic artists" as you see it?

Answer: The graphic designer assembles different images together to create a visual effect, the graphic artist creates those different images.

Q48:   Audio

(a)   Will the audio be supplied in individual character clips?

(b)   Is audio post production required by the vendor (splicing, balance levels across the difference characters)?

Answer:
a.   The audio will be supplied by individual character.
b.   Audio will be ready for use when provided by CMHC. Note – programming changes that impact audio may require some edits to the audio files.

Q49:   Travel

(a)   Travel is not required, but can we submit a proposed travel expense budget towards a small number of face to face meetings that would increase productivity of some brainstorming and key review discussions?

(b)   Is a travel budget defined outside the 'total contract value' and evaluation of pricing?

(c)   Do the key CHMC collaborators have access to a virtual tool, Skype or Webex, and camera?

Answer:
a.   There is no budget for travel reimbursements. CMHC supports virtual communication. If proponents wish to include face to face meeting at their expense, they are free to do so.
b.   No.
c.   All CMHC collaborators have access to virtual tools and cameras including Skype.

Q50:   Are there times when CHMC reviewers will be unavailable during the project period May through end of August?

Answer: CMHC will have committed resources ready to review in a mutually defined time frame per requirement to be determined with the successful proponent.

Q51:   At what stage of the development (alpha, beta or final) do you expect the audio to be integrated?

Answer: This will be defined in collaboration with the successful proponent and recording studio.

Q52:   Is there a pricing ceiling we should keep in mind as the animation, illustration, gamification and results tracking can vary widely?

The total cost of the project must not exceed CAD $255,000.00 (all applicable taxes included)

Q53:   What is the date that final learning objectives and narratives will be provided for Grades 7 – 12?

Answer: The learning objectives and all narratives (short stories) have been completed. See Keeper of My Home instructional design plan for related learning objectives, posted as separate pdf along with this Amendment on buyandsell.com.

Amendment(s) to RFP

1. Section 1.6 – Schedule of events is deleted in its entirety and replaced by the following:

   The following schedule summarizes significant target dates for the RFP process. These dates are objectives only, and they may be changed by CMHC at its sole discretion. They shall not be considered terms or conditions under which the RFP will be conducted.

Action	Deadline
Issue Date of RFP and Question start date	April 9, 2018
Deadline for questions	April 12, 2018 - 02:00 pm
Deadline for issuing addendum (answers to questions) English version	April 16, 2018
Deadline for issuing addendum (answers to questions) French version	(TBD translations)
Distribution of the RFP in French	April 24, 2018
Deadline for questions	April 26, 2018 – 11:00 am
Deadline for issuing addendum (answers to questions)	April 27, 2018
Proposal Submission deadline	May 4, 2018 – 02:00 pm
Evaluation deadline	May 11, 2018
Anticipated execution of Agreement	Middle of May 2018

   Please consider the above dates as the valid dates and replace all date references within the RFP document by the above deadlines.

2. The Work Schedule / Timeline in Section 3.2 Statement of Work is deleted in its entirety and replaced by the following:

   The work is expected to start on or about May 21th, 2018 and conclude on or about October 12th, 2018 and requires the following milestones:

Phases	Activity	Timeline	Completion Date
Phase 1	Storyboard review (K-6)	May	June 1, 2018
Phase 2	Storyboard development 7-12	May-June	June 14, 2018
Phase 3	Existing prototype update	May	June 1, 2018
Phase 4	Alpha production k-12	July-August	August 13, 2018
Phase 5	Beta production k-12	May-September	September 14, 2018
Phase 6	Final update	July-September	September 14, 2018
Phase 7	Testing	August-September	September 14, 2018
Phase 8	Delivery (via supplied USB)	August-September	September 14, 2018

RFP-201800835 Addendum No. 1

RFP-201800835 Addendum No. 1