Standards Council of Canada
Conseil canadien des normes

2019-02-14

Standards Council of Canada
55 Metcalfe Street, Suite 600
Ottawa ON K1P 6N7
Canada

Subject: **Request for Proposal (RFP) No. 2019-12**

This document represents an invitation to Bidders to submit their proposals to the Standards Council of Canada (SCC) to provide Standards Council of Canada Learning Management System.

In accordance with the Statement of Work attached hereto as Appendix "B", SCC will issue a contract to the successful Bidder, establishing the pricing and terms / conditions under which the development of the above-mentioned service will be undertaken.

Proposals must be received by SCC no later than 16:00 hours, (4 p.m.) EST on **Wednesday, March 13, 2019**. It is the Bidder's responsibility to deliver their proposal prior to **the time/date of bid closing**. Proposals received after 16:00 hours will not be accepted; they will be returned to the sender unopened.

PROPOSALS ARE TO BE SUBMITTED ELECTRONICALLY TO contracts@scc.ca by the time/date of bid closing (including the financial proposal).

1. **ATTACHMENT 1 – Technical Proposal**
NOTE: No financial information is to be included in ATTACHMENT 1

2. **ATTACHMENT 2 – Financial Proposal**

Proposals that do not contain the requested documentation may be considered incomplete and disqualified.

SCC is not obliged to accept the lowest bid and/or any proposal.

Questions with respect to the meaning or intent of this process, or requests for correction to any apparent ambiguity, inconsistency or error in the document must be submitted in writing to contracts@scc.ca and must be received by **12:00 hours (noon) EST** on **Monday, February 25, 2019.** All answers will be communicated to all potential bidders via email.

Canada

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APPENDIX A: REQUEST FOR PROPOSAL – ACCEPTANCE FORM

Proposal Submitted by

_____

(Name of Company)
_____
_____
_____
_____

(Complete Address)

GST/HST Number _____**BIN Number** _____

Telephone Number: _____
Fax Number: _____
Contact Person: _____
Contact Email Address: _____

1. The Undersigned (hereinafter referred to as "the Bidder") hereby proposes to the Standards Council of Canada (SCC) to furnish all necessary expertise, supervision, materials, equipment and other incidentals necessary to complete to the entire satisfaction of SCC or their authorized representative, the work described in the Terms of Reference / Statement of Work attached hereto as Appendix "B".

2. The Bidder hereby proposes to perform and complete the work in accordance with the terms and conditions (at the place and in the manner) specified in:
    (i) Appendix A - attached and entitled "Request for Proposal – Acceptance Form";
    (ii) Appendix B - attached and entitled "Statement of Work";
    (iii) Appendix C - attached and entitled "Mandatory Requirements";
    (iv) Appendix D - attached and entitled "Technical Evaluation Criteria".

3. **Period of Services**
    (i) The contract award date is the date that the contract is signed by the Bidder and SCC.
    (ii) The service start date is the date that the Bidder and SCC agree to commence the work.
    (iii) **A 24 month initial term, with the option to extend for a further period of 2 years**.

4. **Financial Proposal**

    - The proposal must outline a proposed fee schedule to provide the proposed services including any administrative charges.

    - The proposal should be aligned with the minimum user base required in the functional requirements.

    - The proposal must be explicit as to the Contractor's guarantee in terms of a successful outcome for provision of these services.

5. Additional Procurement Rules:

- Amendments to the proposal will only be accepted by SCC if they are received at least 24 hours before the closing date and time.

- Contractors may withdraw and resubmit a revised proposal or withdraw their proposals completely at any time up to the proposal submission deadline. Withdrawal notices must be submitted in writing (email acceptable), and must clearly identify the proposal being withdrawn.

- Proposals received on or before the stipulated proposal solicitation closing date and time will become the property of SCC and will not be returned. All proposals will be treated as confidential and will not be revealed or discussed with competitors.

- SCC may ask contractors to clarify in writing, portions of their proposal at any time prior to the awarding of a contract.

- SCC is not liable for any costs incurred by the contractor in the preparation and submission of a proposal in response to the RFP solicitation.

6. Federal Goods and Services Tax (GST) and Harmonized Sales Tax (HST)

The prices and rates quoted as part of the Bidder's proposal are NOT to include any provision for taxes.

7. Payment Schedule

As a result of acceptance of the Bidder's proposal, SCC reserves the right to negotiate an acceptable payment schedule prior to the awarding of a contract and/or any amendments.

8. Appropriate Law

Any contract awarded by SCC as a result of SCC RFP #2019-12, shall be governed by and construed in accordance with the laws in force in the Province of Ontario, Canada.

9. Tender Validity

The Bidder agree(s) that their proposal will remain firm for a period of 90 calendar days after the time/date of bid closing.

Signatures

The Bidder herewith submits this bid in accordance with the requirements specified in the Request for Proposal documents.

SIGNED this _____day of _____, 2019

Per   _____
                     NAME OF COMPANY

Per   _____
                (Signing Officer and Position)

Per   _____
                (Signing Officer and Position)

APPENDIX B: STATEMENT OF WORK

TITLE	Standards Council of Canada Learning Management System
SCC SUBMITTAL DATE	2019-02-14
VENDOR RETURN DATE	2019-03-13
OBJECTIVE	The Standards Council of Canada (SCC) requires an online learning management system to host and deliver learning content, and track data related to this learning content. SCC must deliver training programs to staff, technical committee members and assessment personnel working locally and remotely. To this end, a learning management system is required to manage access to learning content through named accounts, deliver training based on account profiles, and track data related to learner interaction with this content. This is necessary to ensure that SCC is able to support the professional development of its personnel (staff, contract and volunteer), and effectively document this support. The learning management system will: • Provide SCC personnel with the ability to manage learner accounts based on specified criteria, • Facilitate hosting of online learning content (synchronous and asynchronous), and manage registration of face-to-face training sessions, • Facilitate the management of access to learning content based on criteria in learner accounts, • Support the sale of learning products to the public, • Track a variety of essential data related to learning programs and user progress including, but not limited to, learner engagement, course results, etc. In short, the learning management system will allow SCC to deliver the relevant learning content to the right user groups at the best time, and document that this happens.
BACKGROUND	SCC is a federal Crown Corporation with the mandate to promote efficient and effective use of standardization. SCC coordinates and facilitates the work of Canada's network of standardization stakeholders, and offers a range of standardization-related programs and services. SCC is also Canada's national accreditation body, providing accreditation services via a large network of technical experts. To support its standardization programs, SCC provides a variety of learning opportunities for volunteers, contracted personnel, and internal

	SCC staff. These stakeholders can be located in our office, or remotely, and work in both official languages. In order to provide ongoing professional development opportunities, as well as to comply with regulatory requirements, learners must have access to relevant learning modules based on their area of work and responsibilities, and SCC must have the ability to track learners' progress in assigned learning modules.
SCOPE	The Supplier will provide an online learning management system capable of meeting the identified functional, technical and security requirements. The system should allow SCC staff to manage learning programs for internal and external personnel, volunteers and the public. The learning management system shall be cloud-based, with servers that reside on Canadian soil and will be accessed by 4000+ users. The Supplier must provide adequate training to key users within SCC who will be responsible for user management and course management (4-8 employees). Similarly, the Supplier must provide technical support (to SCC). The implementation of the selected learning management system is to be completed by May 2019. The initial period for the solution shall be two years, with the option to extend for additional periods of 2 years.
TECHNICAL SPECIFICATIONS	See attached statement of requirements (SOR) document for a full list of essential technical and functional requirements.
CONSTRAINTS	• Project to be initiated before the end of April, 2019 • All deliverables to be completed before the end of May, 2019 • Actuals will be charged, in alignment to approved costs.
MEETINGS	Face-to-face planning meeting will be scheduled to kick-off the project. Additional meetings with SCC staff to be scheduled on a regular basis for the duration of the implementation phase of the project to ensure adequate configuration of the system (e.g. branding, rights management, etc.) The supplier shall provide a mutually agreed upon principal contact person for the implementation phase. Ongoing support for shall be available as described in the statement of requirements.
DELIVERABLES	Based on the activities as defined in the Scope section above, the Supplier shall provide the following:

	• A hosted learning management system capable of meeting the essential functional and technical requirements:
	    ○ Implemented with required configuration and branding in Q1 of FY2019-20,
	    ○ Training for key users with SCC,
	    ○ On-going technical support for the system.

APPENDIX C: MANDATORY REQUIREMENTS

1.0 <u>Mandatory Requirements</u>

All mandatory requirements must be answered with substantiated evidence in order to have a completed technical bid. Any missed or unanswered mandatory requirement will result in a non-compliant bid and will not be evaluated. See the following table for examples on how to complete the response to a mandatory requirement. The examples are only a guide as the onus is on the vendor to clearly provide sufficient substantiation to meet the requirement.

1.1 Example Mandatory Requirement Response

Req. No.	Requirement Description	Compliant		Reference:
		Yes	**No**	Bidders should indicate the precise location of the substantiation in this "Reference" column. Note: Substantiation could include examples submitted with the bid. In the event that there is no substantiating documentation the Bidder <u>must</u> describe how the requirement is met either in the "Reference" column or within their bid.
Example 1	The Learning Management System software must be bundled with support and maintenance services, and support must be available Monday to Friday, 5 days a week and 8 hours a day between the hours of 900 and 1700 Eastern Daylight Time (EDT) via Internet, web support (i.e. unlimited access to Technical Support knowledgebase), email and telephone. Upon a request for support via e-mail and / or telephone, the support must be available in either English or French or Bilingual (English/French). Upon a request for support through documentation available via internet and /or web support, the support must be	Yes		The Learning Management System software is supported on a 24/7/365 basis via internet, web support, email and telephone. Our email address for live support is: abc@example.com Our live telephone support number is: x-xxx-xxx-xxxx Please see sample knowledge base article in the Appendix / Supporting Documentation submitted with the bid.

Example 2	provided in either English or French or Bilingual (English / French).			
Example 2	The Learning Management System software must be cloud based, and support the following web browser technologies: • Internet Explorer 11 or higher (with the latest patches and updates)	Yes		The proposed Learning Management System software is cloud based and supports the following web browsers: • Internet Explorer 11 or higher (with the latest patches and updates) See the referenced Appendix / Supporting Documentation submitted with the bid.

1.2 Common Mandatory Requirements

This subsection details common requirements applicable to the Learning Management System software.

Req. No.	Requirement Description	Compliant		Reference:
		Yes	**No**	Bidders should indicate the precise location of the substantiation in this "Reference" column. Note: Substantiation could include examples submitted with the bid. In the event that there is no substantiating documentation the Bidder must describe how the requirement is met either in the "Reference" column or within their bid.
M 1.	The Learning Management System software must be bundled with support and maintenance services, and support must be available Monday to Friday, 5 days a week and 8 hours a day between the hours of 900 and 1700 Eastern Daylight Time (EDT) via Internet, web support (i.e. unlimited access to Technical Support knowledgebase), email and telephone. Upon a request for support via e-mail and / or telephone, the support must be available in either English or French or Bilingual (English/French). Upon a request for support through documentation available via internet and /or			

Req. No.	Requirement Description	Compliant		Reference:
		Yes	**No**	Bidders should indicate the precise location of the substantiation in this "Reference" column. Note: Substantiation could include examples submitted with the bid. In the event that there is no substantiating documentation the Bidder <u>must</u> describe how the requirement is met either in the "Reference" column or within their bid.
	web support, the support must be provided in either English or French or Bilingual (English / French).			
M 2.	When a request is made for Technical Support it must be provided within a response time of eight (8) hours. This can include an acknowledgement of the support request by email and telephone support.			Note substantiation for M2 could include how the vendor will respond to meet this requirement.
M 3.	Upon request, the Contractor must submit a Voluntary Product Accessibility Template (VPAT) for the Learning Management System software.			Note: A compliance declaration is sufficient for M4. No substantiation is required.
M 4.	A soft copy of the Learning Management System software technical documentation must be available for administrative/support purposes. Soft copy documentation must be in either searchable Portable Document Format (PDF), Microsoft Word, or Hypertext Markup Language (HTML) formats.			
M 5.	The Learning Management System software must integrate with the standard RESTful Application Programming Interface (API).			

1.3 Infrastructure Mandatory Requirements

This subsection details requirements specific to the required infrastructure to support the Learning Management System software.

Req. No.	Requirement Description	Compliant		Reference:
		Yes	No	Bidders should indicate the precise location of the substantiation in this "Reference" column. Note: Substantiation could include examples submitted with the bid. In the event that there is no substantiating documentation the Bidder must describe how the requirement is met either in the "Reference" column or within their bid.
M 6.	The Learning Management System software and databases must operate in the vendor's cloud infrastructure environment residing on Canadian soil or on Standards Council of Canada premises.			
M 7.	The Learning Management System software must support the following web browser technologies: • Internet Explorer 11 or higher (with the latest patches and updates) • Chrome 71 or higher (with the latest patches and updates) • Safari 12 or higher (with the latest patches and updates) • Responsive rendering on mobile			
M 8.	The Learning Management System software must provide an authenticated user access via authentication with Microsoft Active Directory and LDAP for internal Standards Canada Council users.			
M 9.	The Learning Management System software must provide an authenticated user access for external users through the vendor's proprietary user authentication service.			
M 10.	The Learning Management System software must have a function to restrict user management based on user rights.			

1.4 Learning Management System Mandatory Requirements

This subsection details business requirements specific to the Learning Management System software.

Req. No.	Requirement Description	Compliant		Reference:
		Yes	**No**	Bidders should indicate the precise location of the substantiation in this "Reference" column. Note: Substantiation could include examples submitted with the bid. In the event that there is no substantiating documentation the Bidder <u>must</u> describe how the requirement is met either in the "Reference" column or within their bid.
M 11.	The Learning Management System software must have a dashboard that can display the progress of courses, tasks and messages.			
M 12.	The Learning Management System software must have a calendar to display course deadlines.			
M 13.	The Learning Management System software must have a function to store files including: • SCORM-compliant courses (Articulate, Captivate) • videos • documents (e.g. pdf, doc, xls) • links to outside resources (e.g. YouTube, webpages)			
M 14.	The Learning Management System software must have a notification function to alert users of new assignments, deadlines, forum posts, and messages sent from other users.			
M 15.	The Learning Management System software must have a function for educators and learners to track progress and completion at the course level.			
M 16.	The Learning Management System software must have a function to brand according to SCC corporate identity guidelines.			
M 17.	The Learning Management System software must have a function for mass user enrolment to the system and courses.			
M 18.	The Learning Management System software must have a function to assign courses manually and automatically to users or groups.			

Req. No.	Requirement Description	Compliant		Reference:
		Yes	**No**	Bidders should indicate the precise location of the substantiation in this "Reference" column. Note: Substantiation could include examples submitted with the bid. In the event that there is no substantiating documentation the Bidder <u>must</u> describe how the requirement is met either in the "Reference" column or within their bid.
M 19.	The Learning Management System software must have a function to assign learning bundles/paths to users or groups.			
M 20.	The Learning Management System software must have a function to toggle between both the English and French languages for the following: • At logon page • After entry into the system on any page • Between English and French versions of a course (User-generated course elements such as Articulate packages excepted.)			
M 21.	The Learning Management System software must have a function to select a language preference for English and French.			
M 22.	The Learning Management System software must support open standards with SCORM 1.2 or 2004.			
M 23.	The Learning Management System software must have reporting to track learner activity and course participation.			
M 24.	The Learning Management System software must have a function to group courses/training to create and manage learning paths/bundles. • Setting mandatory courses/optional courses • Assigning learning paths to learners or groups • Tracking overall completion of learning paths.			
M 25.	The Learning Management System software must have collaboration functions including: • Discussion boards/forums			

Req. No.	Requirement Description	Compliant		Reference:
		Yes	**No**	Bidders should indicate the precise location of the substantiation in this "Reference" column. Note: Substantiation could include examples submitted with the bid. In the event that there is no substantiating documentation the Bidder <u>must</u> describe how the requirement is met either in the "Reference" column or within their bid.
M 26.	The Learning Management System software must have support for video and audio files in courses.			
M 27.	The Learning Management System software must have a marking management function that includes: • Assigning marker to assignments • Releasing marks to learners			
M 28.	The Learning Management System software must have a function to create certificates of course completion by the system which can be retrieved by learners at any time.			
M 29.	The Learning Management System software must have a function to set the following parameters for courses: • Title • Description • Program/Learning Path • Completion criteria (score/view %/# of optional modules viewed/self-attestation/read and sign) • Language of instruction • Due date • Repetition (e.g. completed 1/year) • Availability (e.g. to user categories, self-registration) • Prerequisites • Expiration • Admin for course (e.g. who is authorized to manage the course) Or Must have a function to add/modify course parameter fields.			

Req. No.	Requirement Description	Compliant		Reference:
		Yes	No	Bidders should indicate the precise location of the substantiation in this "Reference" column. Note: Substantiation could include examples submitted with the bid. In the event that there is no substantiating documentation the Bidder must describe how the requirement is met either in the "Reference" column or within their bid.

M 30.	The Learning Management System software must have a function to automatically manage courses using a course catalogue (according to input criteria) including:.
	 • Availability
	     o to groups of users
	     o for periods of time
	 • Registration
	     o limits,
	     o open/closed
	     o self-registration vs. by invitation
	 • Assigning courses
	 • Waitlists
	 • Attendance/Completion
	 • Expiration			

M 31.	The Learning Management System software must have a function to manage user profiles with the following properties: • Name • LMS Role (admin, teacher, learner) • Email • Branch (e.g. Finance, HR, Communications) • Functional Role (e.g. Manager, Assessor, Expert) • Manager/ reporting hierarchy • Program of work (e.g. Laboratory, Certification) • Language preference (EN/FR) Or Must have a function to add/modify user profile fields.			

Req. No.	Requirement Description	Compliant		Reference:
		Yes	**No**	Bidders should indicate the precise location of the substantiation in this "Reference" column. Note: Substantiation could include examples submitted with the bid. In the event that there is no substantiating documentation the Bidder <u>must</u> describe how the requirement is met either in the "Reference" column or within their bid.
M 32.	The Learning Management System software must have a function to sell courses online to the public, and for the public to create accounts and purchase these courses.			
M 33.	The Learning Management System software must integrate with a third party payments provider on Canadian soil for the selling of courses.			
M 34.	The Learning Management System software must have a function to track data related to face-to-face, online, webinar and related activities regardless of training type including: • Completion date/time • Score (if applicable) • SCORM data (as applicable) • Time spent • Attendance • Revenue • Evaluations (evaluation forms: feedback on courses) • Attendees/instructors			

1.5 Technical Mandatory Requirements

This subsection details technical requirements specific to the Learning Management System software.

Req. No.	Requirement Description	Compliant		Reference:
		Yes	No	Bidders should indicate the precise location of the substantiation in this "Reference" column. Note: Substantiation could include examples submitted with the bid. In the event that there is no substantiating documentation the Bidder must describe how the requirement is met either in the "Reference" column or within their bid.
M 35.	The Learning Management System software must allow transmission session encryption utilizing Transport Layer Security (TLS) 1.2.			
M 36.	The Learning Management System software must administer (create, modify and delete) users, access control to certain system functions and user groups.			
M 37.	The Learning Management System software must have a function for users to create groups of users based on user data or manually.			
M 38.	The Learning Management System software must have password protection using strong username and password credentials.			
M 39.	The Learning Management System software must auto-log off after a period of inactivity and when web browser closes.			
M 40.	The Learning Management System software data must be stored only on servers residing in Canada.			

2.0 Glossary of Terms

Acronym	Description
SOR	Statement of Requirements
SCC	Standards Council of Canada
RESTFul	Representational state transfer (REST) or RESTful web services
API	Application Programming Interface
VPAT	Voluntary Product Accessibility Templates
PDF	Portable Document Format
HTML	Hypertext Markup Language
LDAP	Lightweight Directory Access Protocol
SMTP	Simple Mail Transfer Protocol
TLS	Transport Layer Security

APPENDIX D: TECHNICAL EVALUATION CRITERIA

RFP #2019-12 - Learning Management System

Criterion	Weighting	Score/10	Total Pts
Suitability of solution to meet essential functional and technical requirements	25%		0
Usefullness of solution functionality beyond essential requirements.	15%		0
Apparent ease of use: interface and workflow.	15%		0
Professional appearance.	15%		0
Experience supporting solutions meeting similar requirements.	15%		0
Available support and knowledge base.	15%		0
Total Scores	100%	0	0

The highest-ranked Bidder will be determined using the highest combined rating of technical merit (70%) and cost (30%).