

QUESTIONS & ANSWERS

RFP No. 2019-12 – LEARNING MANAGEMENT SYSTEM

Question #1: On page 1 of 22, you mention "ATTACHMENT 2 – Financial Proposal", and further on there is a reference to that attachment (Appendix D to SCC's RFP # 2019-12). However, it looks like there's no template/fee schedule for providing financial information or no description of the financial information required, such as licence fees, professional service fees related to implementation, support and maintenance fees, if applicable, etc. Could you send us such a template so that we can provide you with appropriate financial information for this RFP? **Response:** There as an error in the French RFP document. There is no financial template included as part of the RFP. Vendors are to submit financials in the format they choose.

Question #2: On page 7 of 22, in the "SCOPE" section, you mention that the system will have more than 4,000 users; out of those users, how many are SCC employees? How many are contractors? How many are from the general public? In addition, please identify the number of users there will be for any user groups not mentioned in this question. **Response:** SCC has approximately 130 employees, 400 contractors, and 3,000+ volunteers. We estimate approximately 500 users from the general public within the first 2 years. Note: SCC must be able to manage the roles, responsibilities and access rights of these users within, and across, these user groups (see requirements M .31, M.36 and M.37)

Question #3: How much of the existing content do you want to import for deployment with the future learning management system? **Response:** The selected LMS must allow staff at SCC to directly upload courseware, create courses, and manage courses. The types of course material that can be uploaded should include, at a minimum, the types listed in requirement M.13. Any possible limitations on size of courseware supported (either upload limits, or storage limits), or impacts on pricing (tiered pricing by required storage capacity) should be indicted in the proposal.

Question # 4: Are you planning to add more content? Can you provide an estimated number per year as an example? **Response:** Yes. We expect the LMS to be able to support ongoing additions of content, courses, and users, as well as updates to existing content. We cannot provide an estimate of the number of new courses deployed per year.

Question #5: Will there be historical training data to import into the learning management system? In what format? Will it be Excel? **Response:** The vendor should provide an Excel template that SCC can use to upload historical training data. SCC will be responsible for collecting, formatting and uploading the data using this template, for courses and users that SCC has created in the LMS.

Question #6: What is your estimate of the proportion of sales to members of the public generated through the learning management system? **Response:** We cannot provide an answer to this question at this time.

Question #7: On page 7 of 22, in the "CONSTRAINTS" section, you mention that "Actuals will be charged, in alignment to approved costs". What do you mean by actuals? How does an "actuals" approval process work at SCC? **Response:** All costs related to the proposal should be submitted with the proposal. Final deliverables will be agreed to in the contract, as negotiated with the successful vendor. Variable costs such as meetings, implementation, etc. will require approval by SCC before the work is undertaken.

Question #8: On page 9 of 20, you mention "substantiation": except for the fact that these can be examples attached to the bid and/or specific references added in the appropriate column of the table included in Appendix C, what other types of substantiations do you consider acceptable from the bidders? **Response:** Any evidence that clearly substantiates the system's ability to meet the requirement will be considered, so long as it is clearly referenced in the appropriate column of the table in Appendix C, and it is submitted in a format that is possible for the evaluators at SCC to evaluate. SCC will invite shortlisted vendors who clearly meet the requirements detailed in Appendix C to provide a demonstration of how their LMS meets the requirements in Appendices C & D, in order to select the final proposal undertaken.

Question #9: On page 17 of 22, under Requirement M 33, you mention that the software must integrate with a third-party payments' provider on Canadian soil for the selling of courses; who's your current provider? If none, do you have an idea as to the identity of a third-party provider with whom you would prefer doing business? **Response:** SCC does not currently use a third-party payments provider to process online payments. Proposals should detail how the proposed system will meet requirements M.32 and M.33 for payment providers meeting the criteria in requirement M.33.