SEN RFP-015 21/22

Prevention of Harassment and Violence in the Workplace e-Learning Training Services

Questions and Answers #2

July 21, 2021

Question 1

Is there existing material and can we have access to sample material?
a) Branding and visual design templates
b) Course design documents
c) Existing eLearning examples
d) E-learning scripts

Answer 1

The Senate does not have any existing material that can be provided as a sample.

Question 2

Security clearance timeline - We are concerned that processing time for our clearance application will impede our progress submitting a proposal. Is there flexibility to accommodate this issue on the timing?

Answer 2

Security clearance will be done by the Senate on the Bidder who is recommended for contract award. Security clearance is not a requirement for the bidding process.

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Question 3

What is your projected implementation timeline for the LMS?

Answer 3

The project timeline for the implementation of this project can be found in Annex A – Statement of Work, part 6. The Senate of Canada is looking for a firm who can host the Senate's harassment and violence prevention course on their LMS.

Question 4

What response time from the project team is required? Would the project team be able to respond within the same timeline as the vendor? When we are working in collaboration with Senate's appointed subject matter experts and other stakeholder groups, what is the expected response time for approvals and sign off of deliverables. E.g. Once learning objectives are created, how long does it take for the Senate's stakeholder groups to approve it? How long does it take for each module's storyboard to be approved? We want to have an estimate in the turnaround time for each deliverable so we can provide a more accurate project plan.

Answer 4

Smaller project decisions, these can be made within a matter of a few days (1 to 3 days). Regarding major project milestones, the Senate will endeavour to obtain key approval of storyboards, course prototype, final module within approximately ten (10) business days of having received the bidder's submissions.

Question 5

Are there in-house course design templates available or is that a deliverable of the project team?

Answer 5

This is a deliverable of the project team.

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Question 6

Have you developed any previous elearning courses? If yes, can we view a sample of that?

Answer 6

No, the Senate has not developed any previous elearning courses.

Question 7

Do you have an existing LMS? Which one? If not, how do you currently manage and track your in-house learning content both for classroom and for online learning?

Answer 7

The Senate does not have an LMS. In-house learning is tracked, using a SharePoint site and a basic course scheduler module in its financial system.

Question 8

Do you plan to use the LMS requested in this RFP for other e-learning and classroom resources?

No.

Question 9

Our LMS platform offers the ability to manage a great deal of eLearning. For economy of scale, you may wish to bring other content into the system, including face to face training management.
  a) Should pricing provided for the LMS reflect growth (learners or courses) in use?

Answer 9

No, pricing should not be provided to reflect growth.

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Question 10

Are you including external learners or instructors in this course?

Answer 10

All learners for this course are considered internal and will consist of senators and Senate employees only.

Question 11

What is the total number of learners for this course? Is this expected to increase?

Answer 11

Initially, the total number of learners will be 850. As this course must be taken by any new employee or new senator within 3 months of hire/appointment, another 50 to 80 learners will be added every year.

Question 12

Are there IT system Integration needs? If so, is there flexibility in the project timeline to accommodate these needs?

Answer 12

There are no requirements for IT system integrations with Senate systems.

Question 13

Implementation style - pilot vs. big bang?

Answer 13

Big bang

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Question 14

Is a test group/stakeholders defined?

Answer 14

The main project stakeholders are already identified. However, a test group has not yet been created.

Question 15

Will we be liaising with the IT team? Who will be a part of the product team on the Senate side?

Answer 15

The Senate team that will be dedicated to this project will consist of our Lead in Learning & Development, our Lead in employee relations, our Learning Coordinator. A member of the IT unit will also be made available if required.

Question 16

Learner demographics:

a) What are your learners' prior e-learning experiences? Have they received any e-learning/blended learning as of today? What type of senate-provided content have they been exposed to in the past (format, length of courses, etc.)?

b) How do your learners currently access training? At home/at work? Desktop/mobile?

c) How is learning assessed currently?

d)What level of computer literacy does your learner community have?

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Answer 16

a) Over the past eighteen (18) months, senators and Senate employees have taken an e-learning course on Information Security Awareness. This elearning module was a 60-minute learning module, broken down in smaller mini-modules. The course evaluated each learner's understanding of the material presented at the end of each mini-module, by way of a short true/false quiz. Other than these, many Senate employees have experience with off-the-shelf, self-paced learning courses that they access via platforms such as Linked In Learning, though not all Senate employees have this experience.

b) Currently, they are accessing training at home, via their computer or smart phone. This is new, since the pandemic. Before the pandemic, employees were accustomed to attending in-person training such as external conferences and courses and in-house, classroom-based courses and workshops.

c) Currently, the Senate conducts course satisfaction surveys at the end of each course.

d) Computer literacy ranges from basic to advanced.

Question 17

What type of other technologies are implemented in current workflow?

Answer 17

There are no other technologies that would affect course delivery.

Question 18

Can you share the IT architecture (HR system used), other SSL (Active Directory)?

Answer 18

IT infrastructure is primarily Microsoft (with AD both on-prem and Azure)

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Question 19

While our platform is multilingual display and delivery, configuration can take time. Is full configuration required for the demo?

Answer 19

Yes,

Question 20

Is voiceover required for all content for the entire duration of the course?

Answer 20

Yes, voice over is required for all content

Question 21

What are the parameters of 'diversity' for voice over? Gender? Accent? Age?

Answer 21

Yes – gender, age and different accents are ideal.

Question 22

Are there additional subcontractor requirements?

Answer 22

This should be determined by the Bidder.

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Question 23

What is the estimated budget? Is there a range that can help us determine scope?

Answer 23

Budget is not being released for this project.

Question 24

Do you have a preference on which e-learning authoring tools (e.g. Articulate Storyline, Adobe Captivate) to use? What is your content maintenance plan?

Answer 24

The Senate does not have a preference regarding e-learning authoring tools. The Senate currently does not have a content maintenance plan.

Question 25

Are there assets available to use for course development (stock photos, videos, graphics)?

Answer 25

The Senate has photos and graphics pertaining to the Senate and its facilities that may be used, however the bulk of the graphic content of the course must be provided by the bidder.

Question 26

What are the visual identity or branding guidelines?

Answer 26

The Senate has preset color palettes, emblems, fonts and design guidelines.

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Question 27

How do your learners access the learning material? Onsite, at home, personal PC, tablets, office PC, computer lab? What are the connection speed and bandwidth we need to take into account?

Answer 27

Learners will be taking the course using a variety of tools (personal or Senate computers, personal or Senate smart phones and tablets).

Senate users will be taking the course from all over Canada with varying degrees of bandwidth and connection speeds which will depend on their residential Internet connection.

Question 28

Do you have expectations on how we assess learning in the course, or are you looking for recommendations?

Answer 28

The Senate is looking for recommendations.

Question 29

Are learning outcomes defined, or will they need to be created?

Answer 29
The learning outcomes are currently being defined.

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Question 30

We see that there's a requirement M1 Bidder's Expertise and Experience in e-learning Course Design, of 'at least five (5) years of experience, from the bid closing date' for the bidder. Will you modify this requirement?

Answer 30

The Senate of Canada will not modify Mandatory criteria M1. Bidder's Expertise and Experience in e-learning Course Design.

Question 31

I have a question regarding the visibility of interested suppliers on buyandsell.gc.ca. Once we submit our interest, will our contact information be made public? Is there an option not to publicly display our company information?

Answer 31

As per Part 5 – Resulting Contract Clauses, Part 27 - Proactive Disclosure, All contracts awarded by the Senate of Canada must reflect fairness in the spending of public funds. The Senate of Canada is obligated to report every quarter on its website all contracts awarded that have a value of more than $10,000.00 or whose value has exceeded $10,000.00 via amendment. The Senate's proactive reports are available at: https://sencanada.ca/en/ProActive/.