RFSA-000988

FOR

THE PROVISION OF E-LEARNING DESIGN SERVICES

Addendum No. 1

Amendment:

1. With this Addendum No. 1 CMHC is correcting the French version of this RFSA with the following terminology:

    English: REQUEST FOR SUPPLY ARRANGEMENT (RFSA)
    Français: DEMANDE D'ACCORDS D'APPROVISIONNEMENT (DAA)
    Correction: DEMANDE D'ARRANGEMENT EN MATIÈRE D'APPROVISIONNEMENT (DAMA)

    RFSA-000988 FR-rev1 has been posted accordingly.

Questions and Answers:

1. Can we have a summary of the questions and results (excluding any individual identification fields) of the survey(s) used? It would be helpful to understand how it was identified there was a lack of awareness and adoption to work-life balance."

    Answer:

    - There was no significant change in the levels of work-related stress, with 45% of respondents indicating very high or high levels of stress, 44% indicating moderate and 11% indicating low or very low levels.
    - Work-life balance (45%) was the top work-related stress factor, followed by heavy workload (41%) and competing or constantly changing priorities (33%) in May 2021.
    - 73.5% of new employees selected Work/Life Balance as a reason to choose to work at CMHC.

2. R.1.5 Are we able to reference past CMHC project examples?

    Answer: Please select the project examples which will highlight your firm's capabilities the best.

3. R.4 Worklife Balance Prototype - you reference level 3 Moderate level of interactivity, however also include a creative gamification aspect, which as per the definition is Level 4 interactivity. Please clarify how we should handle that? i.e., as an optional add on?

    Answer: Both are true. For the Work-life Balance Prototype we require a **Moderate level (3)** of interactivity where the learning experience is more complex and customized and may include simulations, stories, customized files and animation. We also require a gamification aspect, which is a characteristic of **Full level (4)** of interactivity, but simulations, characters, avatars, and scenarios are not required. In this case, the gamification aspect can be simpler (i.e.: quiz, game, collecting points/achievements).

4. MTR 3 Accessibility - Are there documented CMHC requirements specified based on Accessibility Canada Act?

    Answer: We are in the process of drafting our requirements based on the Accessibility Canada Act. For the moment we are following some of the WCAG 2.0 recommendations. The requirements are included in the **CMHC E-Learning Guidelines** provided and outlined as follow:

    ACCESSIBILITY
    It is best practice to follow the Web Content Accessibility Guidelines (WCAG 2.0) when developing e-learning. Otherwise, an alternate accessible version is recommended if conventional e-learning is not the optimal way to deliver the training.

    Designing for Auditory Impairment
    All e-learning with narration should have closed captioning. Add closed captions to all video and audio clips included in an e-learning. Do not add unnecessary sound effects. Use mono audio to make sure people who are hard of hearing or deaf in one ear don't miss a word. Typical stereo audio includes distinct left and right channels, so each ear receives different sounds and some audio could be misheard or not heard at all.

    Designing for Visual Impairment
    Colour should not be the only way to convey information, for example green indicating correct versus red signifying incorrect. Colour-blind learners may not be able to distinguish the different colours and therefore their significance. Do not use colour on its own to convey information, but only in addition to existing information, such as check marks/x marks, correct/incorrect feedback, error messages, etc. Backgrounds with text should be solid colour and not have any texture. A loss of acuity or blurry vision can make text almost disappear into the background. To select the appropriate colours, follow the WCAG 2.1. They recommend that a contrast ratio of at least 4.5:1 should exist between text and its background. This ratio drops to 3:1 for larger text (18 points+, or 14 points+ if bold). Add alt text that is descriptive and specific to all images in an e-learning. Consider the image's subject and context rather than keywords. Include information that is representative of the topic and relevant to the learner in complete sentences rather than fragmented sentences. Keep your alt text shorter than 125 characters. Do not start alt text with "Picture of..." or "Image of..." instead jump right into the image's description. Optionally, e-learning modules can be compatible with screen readers. Optimize this accessibility feature by customizing the tab order of slide objects.

5. Do the reviews of the storyboard and prototype need to occur before the submission date, whereby we have one touchpoint with CMHC to share, then incorporate feedback, and then submit prior to the final May 12 deadline, or do the reviews occur post May 12?

    Answer: The reviews for the prototype are hypothetical and only need to be included in the workplan as a way for us to evaluate project planning.

6. How should we go about scheduling those reviews? Would you be the one to help us coordinate those and any associated attendees?

    Answer: As per the answer under question 5 above, no reviews will be scheduled.

7. For R.3.2 – do we need to indicate each resource's First and Second official language?

    Answer: No. As described in R.3.2., only based on the resource's **second** official language. For example, if the resource's first official language is English, you would complete the level of proficiency for FR – oral and FR - writing.

8. For each resource category, how many Junior, Intermediate and Senior resources should be proposed?

    Answer: If this question refers to R.3.1, the number of resources is up to each respondent based on their available personnel.

9. For R.4 – the prototype you are requesting, can you confirm that all documents / prototypes can be submitted in English, or do you require all documents to be submitted in both English and French?

   Answer: The prototype can be submitted in the Official language of your choice. You only need to provide a sample of 3-5 slides, either in English or French, not both.

10. For R.4 – for the 3-5 prototype slides, can you confirm you are looking for static images or an HTML clickable e-learning example designed in Articulate?

    Answer: We require a SCORM package to evaluate interactivity, proficiency in Articulate and compliance with our technical requirements outlined in APPENDIX E – DETAILED DESIGN PLAN (EXAMPLE) of the RFSA.

    The response submission may be a compressed folder (.zip) containing SCORM and HTML files. If any issues arise during the submission of responses to the Submission Location (section 1.6.2) identified in the RFSA, please email your submission to the RFSA Contact (section 1.2) prior to the Submission Deadline (section 1.6.3).

11. Can you provide more clarity around "Level 3 - moderate level of interactivity" (B.3 - Levels of Interactivity)? Can you provide examples of interactivity you require?

    Answer: For the Work-life Balance Prototype we require a **Moderate level (3)** of interactivity where the learning experience is more complex and customized and may include simulations, stories, customized files and animation. We also require a gamification aspect, which is a characteristic of **Full level (4)** of interactivity, but simulations, characters, avatars, and scenarios are not required. In this case the gamification aspect can be simpler (i.e.: quiz, game, collecting points/achievements).

12. Regarding RFSA-000988, we respectfully request an extension of the Question Deadline by one week to April 18th, 2022.

    Answer: Given the tight deadlines of successfully completing this RFSA by June, an extension is not possible at this time.

13. The RFP indicates that 'the selected respondents must be able to provide services in both Canada's Official Languages (French and English)

    a. Can CMHC clarify if they will accept respondents who can develop and deliver fully bilingual learning materials or that all resources from the respondent must be fully bilingual?
    b. Will CMHC accept third-party costs for translation, or will translation be conducted by CMHC translators?

    Answer:

    a. Not all of the respondent's proposed resources have to be fully bilingual, but respondents must be able comply with the mandatory technical requirements. Please refer to *Section I. – Mandatory Technical Requirements, MTR.4.* Respondent's must be able to provide the services in Canada's both official languages English and French of **equal** quality.
    b. Please refer to B.8 Translation Services. Third-party translation costs must be outlined in Table 3 of Appendix B – Pricing Form.

14. For the Work Life Balance prototype – can CMHC confirm that the total duration of the course will be no more than 10 minutes in English and 10 minutes in French?

    Answer: The prototype can be submitted in the Official language of your choice. You only need to provide a sample of 3-5 slides, either in English or French, not both. Nevertheless, for the workplan you

must plan for the development of a module with a total duration of 10 minutes in English and 10 min in French.

15. Can CMHC indicate if there will be in-person meeting requirements for the team or will virtual meetings be available for team workers who are not located in the NCR?

    Answer: No in-person meetings at this time. Please refer to *Section C. Work Location in Appendix C.*

16. The RFP indicates the CMHC learning management system is called myLearning. Can CMHC confirm:
    a. What is the exact name of the LMS used by CMHC and what version?
    b. What authoring tool does CMHC prefer?

    Answer: For greater clarity, this is not an RFP. This is a RFSA, which is a pre-qualification process to establish a pool of providers.

    a. SAP SuccessFactors
        Release: b2111p27e.20220407051621
        Timestamp: 2022-04-11T20:55:07.852+0000
        Edition: Enterprise
        Admin version: OneAdmin
    b. Articulate - Storyline 360 or Storyline 3

[End of questions]