



QUESTIONS AND ANSWERS

Title:	Cloud-based Learning Management System - Software as a Service
Solicitation Number:	1000251924
QUESTION 1:	
<p>I note that the Mandatory Technical Criteria starting on page 11 and the Point Rated Technical Criteria beginning on page 18 are both in a table in PDF format. Will these tables be available to proponents in an editable format to permit answers therein? Past solicitations from ISC have provided such.</p>	
ANSWER 1:	
<p>Yes, the table of Mandatory Technical Criteria and Point Rated Technical Criteria has been posted in Word Format. Refer to the document entitled "Word Format - Tables of Mandatory Criteria and Point Rated Criteria".</p>	
QUESTION 2:	
<p>We would like to get clarification on a few points concerning M2.5 - Ability to assign courses to one or more catalogs:</p> <ol style="list-style-type: none"> 1. In what circumstances would you require a course to be assigned to more than one category? 2. Will this course have a single person responsible for administration and maintenance (updates)? 3. Do enrolment, progress and grades need to be tracked for each individual course instance independently of all others? 	
ANSWER 2:	
<ol style="list-style-type: none"> 1. Within one environment or "tenancy" we are planning to have separate regional catalogues open to location-based users. From region to region, course elements will vary requiring separate modules. That said, some course materials could be included across all regions and would therefore be assigned in multiple catalogues. 2. Yes. 3. Yes. 	
QUESTION 3:	
<p>Would ISC agree to remove Mandatory Technical Criteria M8.6 - The system shall provide security provisions to meet the storage of data for the following classifications: Protected A.?</p>	
ANSWER 3:	
<p>No.</p> <p>The Protection Level for this LMS was set at the recommendation of the Access to Information and Privacy (ATIP) team.</p>	



QUESTION 4:

In Annex A - Statement of Work, Section 2. Objective

It is stated that the contractor must host manage, deliver, track, report and evaluate two main training modules:

- Clinical Practice Guidelines (CPGs)
 - Clinical Care Pathways (CCPs)
1. Are these training courses face-to-face (in the classroom, synchronous), reading material, video, asynchronous online (eLearning), etc.?
 2. What are their respective durations, formats and file size?
 3. If they are asynchronous online (eLearning): Do they meet SCORM-AICC standards?
 4. Could you confirm the format of the additional “supporting learning and training materials”. Is it asynchronous training (self-learning-eLearning)? If yes, how many training courses are there and what is the total estimated file size of all training courses?

ANSWER 4:

1. Reading materials.
2. Approx. 350 PDF documents with an average of 15 pages each.
3. N/A.
4. We are in the first stages of the content development phase for the supporting course. We intend to create asynchronous training courses (self-learning-eLearning) that will meet SCORM-AICC standards. The number of modules and their estimated weights are unknown at present.

QUESTION 5:

In Part 7 - Resulting Contract Clauses, clause 7.16.14 Application Programming Interface (API), points a), b), c) and d):

It is stated that the contractor must: “support activities such as interoperability between components and to facilitate migration of applications”

The interconnection between different systems via API requires significant efforts from the contractor and requires knowledge of the systems in question and the nature of the interconnections required for each of them in order to evaluate them.

Annex B - Basis of Payment does not appear to take into account the quantity of interconnections required, the nature of these and the extent of the supplier's efforts to achieve them.

- In Annex B – Basis of Payment on page 54/65, can you add a section for “hourly rates” to allow the contractor to be able to invoice this work?

Note: This also includes work related to the existing Alberta and Ontario LMSs to be integrated according to the Statement of Work, Section 3. Context.



ANSWER 5:

Assuming that the selected contractor has an open, published, supported interface, interconnectivity to the ISC database should be easy to establish via an ETL (extract, transform and load) tool established by ISC.

To that effect, the bidder can include estimated costs under Item No. 1 – Configuration in the Basis of Payment.

Clause 7.16.14 refers specifically to interconnection to the ISC datahub.

Work related to the interconnectivity of the Alberta and the Ontario LMS was included for context and future consideration. It falls outside of the current project scope and must not be included in the work estimate or in the Basis of Payment.

QUESTION 6:

In Annex A - Statement of Work, Section 8.2, item 8.2 b) vii (2):

It is stated that the provider must perform: "Data migration (as required)"

Data migration requires significant efforts from the contractor and requires knowing the format, weight, etc. in order to evaluate them.

Appendix B - Basis of Payment does not appear to take into account the point mentioned above and the extent of the contractor's efforts to achieve them.

In Annex B - Basis of Payment, can you add a section for "hourly rates" to allow the contractor to be able to invoice this work?

ANSWER 6:

Bidders may include the migration of approximately 350 PDF documents (CPGs and CCPs) under Item No. 1 – Configuration, in the Basis of Payment at Annex B.

Following system training, the educational content would be added/managed by the ISC team.

QUESTION 7:

In Part 3 – Bid Preparation Instructions, clause 3.1, it is stated:

Section III: Certifications Section

Section IV: Additional Information

But in point 3.1.3, it is indicated:

III: *Certifications Section

IV: Additional Information

1. Which section titles should be retained?
2. In addition, we have done a test and it is possible that the total size, including attachments, exceeds 10 MB, do you have a solution to suggest? Could we send more than one email if the size exceeds 10 MB?
3. In Section IV: Additional Information, point 5.a.:



- a) Could you please advise us if it is necessary to provide this personal information (individual's name, date of birth) as it is sensitive employee information?
- b) Could we just provide this information if we get the contract?
- c) Is a security clearance of the bidder issued by the OISS (Online industrial security services) of the Government of Canada necessary at bid submission?
- d) Is a reliability rating sufficient or do you want to raise it higher?

*Section titles were only different in the French version of the RFP. Not applicable in English.

ANSWER 7:

1. The section titles to retained are:

Section III: Certifications Section
Section IV: Additional Information

2. You can send more than one email, if the size exceeds 10 MB, please ensure that the subject of all emails sent is clearly identified by indicating the invitation number and the Part (for example 1000251924 : Part 1, Part 2 etc.)
- 3.
- a) No, bidders are not required to provide this personal information (point 5.a) when submitting their proposal.
 - b) Yes, the Contracting Authority will contact the bidder whose proposal has been deemed compliant and responsive so that it can provide the requested information within a prescribed time frame.
 - c) No.
 - d) Yes, the level of personnel security must be at the reliability level, as requested in the Request for Proposal.

QUESTION 8:

Concerning the Mandatory Technical Criteria M1.3:

Support and/or technical support must be offered to Super Users and LMS Managers/Administrators (what we call Level 2)?

If yes, is it the staff of Indigenous Services Canada who will provide support to learners (what we call level 1)?

ANSWER 8:

Yes.

Yes, ISC staff will provide support and assistance to learners once trained.



QUESTION 9:

Concerning the Mandatory Technical Criteria M2.8:

Would authentication be done by installing SSO (using Azure Connect)?

ANSWER 9:

Potentially yes, but to be confirmed when contractor is selected and more information is exchanged.

QUESTION 10:

Concerning the Mandatory Technical Criteria M2.15:

Could you clarify your needs and expectations?

ANSWER 10:

In the event that, for example, a learner has received an equivalence elsewhere, there must be the possibility of manually adding a result associated with a course to that learner's account.

QUESTION 11:

Concerning the Mandatory Technical Criteria M3.2:

Could you give us a description of: offerings?

ANSWER 11:

Within a module/catalog, learners would have access to fixed courses. But we would also like to have the possibility of offering courses, webinars, written or multi-media resources spontaneously outside of a set module. Or perhaps courses offered for a certain time period, or to users in a particular region, etc.

QUESTION 12:

Regarding the Mandatory Technical Criteria M3.13:

We understand that you wish to delete the training courses in which a learner is registered. Is this what you are looking for?

ANSWER 12:

Yes.

QUESTION 13:

Regarding the Mandatory Technical Criteria M3.14:

Could you clarify your needs and expectations?

ANSWER 13:

That the learner has access, for example, to an adult CPG/CCP learning plan and separately a pediatric CPG/CCP, or to learning plans tailored per region.



QUESTION 14:

Regarding Mandatory Technical Criteria M5.2:

Could you clarify your needs and expectations?

ANSWER 14:

The ability to track (observe, examine) metadata as well as search according to the fields indicated.

QUESTION 15:

Regarding the Mandatory Technical Criteria M5.4:

Could you clarify your needs and expectations?

ANSWER 15:

The ability to automatically record learner actions/progress during each interaction with module content.

QUESTION 16:

Regarding the Mandatory Technical Criteria M8.12:

1. Should the estimate in number of days include everything, i.e., implementation, configuration, training, migration, logistics, project management, etc.?
2. Should this include the days needed for the Indigenous Services team?
3. We struggle to understand the request since you ask to provide the cost in the Basis of Payment.

ANSWER 16:

1. Yes (Note: that the content migration by the supplier is only intended for (approx.) the 350 PDF documents. Any other content would be added/managed by the ISC team following proper training).
2. No.
3. The Basis of Payment requests the estimate of rates, while the Mandatory Technical Criteria M8.12: requests an approximation of the time required.

QUESTION 17:

Regarding the Rated Technical Criteria R4.7:

If the assessments are made available in the learner's profile, through registration is this acceptable?

ANSWER 17:

Yes.



QUESTION 18:

Regarding the Rated Technical Criteria R4.15:

Can we replace the word “registre” with “rapport”?

Terms not applicable in English.

ANSWER 18:

Not applicable in the English version of the RFP.

QUESTION 19:

Regarding the Rated Technical Criteria R5.1 and R5.2:

Does Indigenous Services Canada use authoring software to create its asynchronous online training, such as Storyline, Readership, or Adobe?

If so, could you give us the name of the product to use?

ANSWER 19:

Yes. ISC will be using Articulate 360 as the authoring software to create the training course content.

QUESTION 20:

Regarding Annex D, Security Requirements Agreement, more specifically, Security Agreement:

Is it necessary to provide this document when submitting the bid or, if we can only provide it if we have the contract?

ANSWER 20:

No, bidders are not required to provide this signed document when submitting the bid.

This document will need to be signed when the resulting contract is sent to the bidder whose proposal has been deemed compliant and admissible.

QUESTION 21:

In Annex B - Basis of Payment:

1. Under which point (Item No.) should “Data Migration” and content be included, either in point (Item No.) 1 or 2 of the table?
2. Does point #3 in the table represent SSO Connection? To do this, are you using Azure Connect?
3. Project management should be divided into points #1-2-3 of the table?

ANSWER 21:

1. Under Item No 1. (Configuration).
2. Yes, item No 3. Single Sign-on (One Time Fee) does represent SSO connection. Potentially using Azure Connect.
3. Yes.



QUESTION 22:

Due to the questions asked (pending) and that several of them concern Annex B - Basis of Payment, is it possible to grant an extension to the closing date?

ANSWER 22:

Yes. The closing date of this RFP has been extended to October 20, 2023. Refer to RFP Amendment # 1.

QUESTION 23:

Is it possible to grant an extension of the due date to October 31, 2023?

ANSWER 23:

The closing date of this RFP has been extended to October 27, 2023. Refer to RFP Amendment # 2.

QUESTION 24:

Bids should be submitted to the following email address: soumissionbid@sac-isc.gc.ca ?

ANSWER 24:

Yes, that is the correct email address to submit bids.

QUESTION 25:

The security requirements are not actually required until contract is awarded, correct?

ANSWER 25:

Please refer to question and answer # 7 above, more specifically point 3. a, b, c and d.

Furthermore, as per RFP PART 6 – SECURITY REQUIREMENTS, Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.