



**TRIEC**

Toronto Region Immigrant  
Employment Council

New Realities. New Opportunities.

## **REQUEST FOR PROPOSAL**

For

Development of an E-learning Delivery Platform  
and

Procurement of Learning Content Management System for the Toronto Region  
Immigrant Employment Council

January 28, 2011



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## REQUEST FOR PROPOSAL

The Toronto Region Immigration Employment Council (TRIEC) is requesting Proposals from qualified Proponents for the provision of services as outlined in the Request.

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## SECTION I - GENERAL INFORMATION AND INSTRUCTIONS

1. Proposals must be received by 12:00 p.m. local time on **Wednesday February 16, 2011** at:

**Contact:** Tulan Ma  
IT Systems Coordinator

**Address:** 901-170 Bloor Street West  
Toronto, ON  
M5S 1T9

**Phone:** 416-944-1946 x239  
**Email:** tma@triec.ca

Proposals received after the time and date noted will be rejected and returned to the proponent unopened.

Four copies are to be submitted stating: Proponent's Name, Project Title and closing time and date on the outside of the envelope or package.

2. TRIEC will not be responsible for any proposal that:
  - does not indicate the Proponent's Name, Project Title and closing time and date;
  - is delivered to any address other than that provided above.
3. Proponents may not amend their proposal after the closing time and date, unless as a result of negotiations commenced by TRIEC, but may withdraw their proposal at any time.
4. Facsimile transmitted proposals will not be accepted.
5. Email transmitted proposals will not be accepted unless previous arrangements have been made and agreed by the contact above.
6. This is not a Request for Tender or otherwise an offer. TRIEC is not bound to accept the proposal that provides for the lowest cost or price to TRIEC nor any proposal of those submitted.
7. Notice in writing to a proponent and the subsequent execution of a written agreement shall constitute the making of a contract. No proponent shall acquire any legal or equitable rights or privileges whatever until the contract is signed.



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8. TRIEC reserves the right to negotiate with the highest rated proponent or re-invite proposals from the highest rated proponents without going to a public proposal call.
9. If a contract is to be awarded as a result of this Request for Proposal, it shall be awarded to the proponent who is responsible and responsive and whose proposal provides the best potential value to TRIEC. Responsible means the capability in all respects to perform fully the contract requirements and the integrity and reliability to assure performance of the contract obligations.
10. The contract to be entered into with the successful proponent may include the whole or relevant portions of the Request for Proposal as well as such other terms as may mutually be agreed upon arising from any negotiations between TRIEC and the successful proponent. It is expected that the Contract to be entered into with the successful proponent will be substantially in the form forming a part of this Request for Proposal.
11. In the event of any inconsistency or conflict between the provisions contained in this Request for Proposal, or the successful proposal and the contract to be entered into with the successful proponent, the provision of the contract shall govern.
12. TRIEC has the right to cancel this Request for Proposal at any time and to reissue it for any reason whatsoever without incurring any liability and no proponent will have any claim against TRIEC as a consequence.
13. Any amendments made by TRIEC to this Request for Proposal will be issued in writing and sent to all that have received the documents.
14. TRIEC is not liable for any costs of preparation or presentation of proposals even if this Request for Proposal is cancelled pursuant to paragraph 13.
15. An evaluation committee will review each proposal. TRIEC reserves the exclusive right to determine the qualitative aspects of all proposals relative to the evaluation criteria.
16. Proposals may be short-listed. Proponents who are short-listed may be requested to make a formal presentation. Should this occur, marks for presentation will be allocated by a reassessment of the original scoring. Such presentations shall be made at the cost of the proponent.
17. The proposal and accompanying documentation submitted by the proponents will not be returned.
18. Each proponent is required to disclose any instances, which may cause a conflict of interest as defined in the pro-forma agreement, Section V, of this document. If such disclosures are made, the proponent is required to indicate the manner in which they intend to address such conflicts. Where TRIEC is not satisfied with the manner in which the



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proponent intends to address such conflicts, TRIEC, in its sole discretion, may refuse to consider the proponent's proposal.

TRIEC also reserves the right to disqualify any proponent if any instances, disclosed from any other source, create a conflict of interest.

19. The submission of this Request for Proposal shall be structured as shown in Section III.
20. All questions or enquiries concerning this Request for Proposals should be submitted in writing electronically and be submitted no later than five (5) calendar days prior to the proposal deadline and should be directed to:

**Contact:** Tulan Ma  
IT Systems Coordinator

**Address:** 901-170 Bloor Street West  
Toronto, ON  
M5S 1T9

**Phone:** 416-944-1946 x239  
**Email:** tma@triec.ca

Verbal responses to any enquiry cannot be relied upon and are not binding on either party.

21. TRIEC requests that organizations with an interest in responding provide notification of this interest to the contact shown in 21 above by Friday February 11, 2011.



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## SECTION II - TERMS OF REFERENCE

### 1. PROJECT IDENTIFICATION

Title:

Development of an E-learning Delivery Platform and Procurement of Learning Content Management System for the Toronto Region Immigrant Employment Council

Location:

901-170 Bloor Street West,  
Toronto, ON, M5S 1T9

### 2. BACKGROUND

The Toronto Region Immigrant Employment Council (TRIEC) creates and champions solutions to better integrate skilled immigrants in the Greater Toronto Region labour market. To improve the effective integration of skilled immigrants in the Toronto region, TRIEC collaborates with valuable stakeholders including all three levels of government, corporate partners, agencies and employers.

TRIEC has developed a collection of tools and resources to promote the effective recruitment, selection and integration of skilled immigrants in the Canadian workplace. This project intends to launch an e-learning platform which will enable TRIEC to:

- Leverage existing content to develop and deliver new, engaging, interactive and easy-to-use web-based learning modules, resources and tools.
- Reach broader audiences by promoting and delivering content which can be easily embedded into other existing learning delivery systems currently used by partner organizations.
- Track and manage user data for ongoing program development and reporting purposes.
- Enhance administrative capacity to manage learning resources, evaluate learning effectiveness and facilitate cross-marketing of available learning resources.
- Ensure consistency of branding and content quality across delivery platforms / partners.

Enhancing our curriculum delivery system with an e-learning platform will enable us to reach larger audiences by increasing accessibility of workshops, tools and resources which employers, learners, and other training partners can use.



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Within the scope of this project, we intend to:

- Launch a platform from which e-learning modules can be developed and delivered.
- Convert content currently available in our workshops and on the [www.hireimmigrants.ca/tools](http://www.hireimmigrants.ca/tools) website into interactive user driven e-learning modules

## OBJECTIVES AND SCOPE

### Objectives

To develop an e-learning delivery platform and procurement of a learning content management system (LCMS) to be operated by TRIEC that:

- Enable us to leverage existing content in the development and delivery of new, engaging and easy to use web-based modules, resources and tools.
- Will enhance TRIEC's administrative capacity to manage learning resources, evaluate learning effectiveness and facilitate cross-marketing of available learning resources.
- Provides the ability to promote and deliver content which can be easily embedded into other existing learning delivery systems of partner organizations.

### Scope

To successfully meet the objectives of the project, TRIEC seeks a learning content development and delivery system with e-learning delivery platform which includes the following requirements:

- Implementation of a learning content development and delivery system
- Development and implementation of e-learning delivery platform
- A system that is scalable – optional modules that can be added at any time to enhance system's flexibility and functionality
- A full feature content development tool
- Project kickoff and planning
- E-learning delivery platform layout and web design, development, and implementation
- User acceptance testing for e-learning delivery platform
- Participating in a post-implementation review of the platform prior to user handover
- Provide learning content management system configuration and implementation
- Provide learning content management system documentation
- Provide user documentation



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- Ongoing system maintenance (enhancements, bugs, general support) and technical support
- Capacity to provide e-learning instructional design if required
- Training – LCMS administrators, project team, content developer



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### 3. CONSTRAINTS

#### Constraints

That:

- SaaS delivery model
- Tool creates SCORM/AICC standard content
- Authoring Environment: Windows Internet Explorer 7+, FireFox 3+, Netscape 7+, Safari 4+
- Playback Environment: Windows Internet Explorer 7+, FireFox 3+, Netscape 7+, Safari 4+
- Ability to integrate components into other platforms via APIs
- Implementation must be complete by July 15, 2011

### 4. SYSTEM SPECIFICATION

This is referenced in the Appendix and provided as a companion document.

### 5. TRIEC'S RESOURCES

TRIEC will make its personnel available to provide advice, support and guidance where necessary.

Additionally the Project Sponsor (and the Sponsor's Agent) will provide strategic project guidance as necessary.

### 6. PROJECT DELIVERABLES

- Layout and web design of e-learning delivery platform
- E-learning delivery platform
- Fully configured and implemented learning content development and delivery system
- Documentation:
  - Implementation documentation
  - System documentation
  - User documentation
- Training (the exact form to be determined)
- Project Management operations, milestones, etc – according to PMBOK methodology
- Status reviews with TRIEC and its agent



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## 7. SCHEDULE

- The Contractor will commence work within one week after the contract terms have been finalized. The Contractor will work within the agreed upon staffing and operational schedule of TRIEC
- The project must be completed before: July 15, 2011



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## SECTION III - FORMAT OF SUBMISSION

Respondents are requested to submit responses in the format shown below. Failure to follow this format may result in disqualification.

Bidders must prepare proposals in the following manner:

1. General Information
  - a. Name of contact person, title, address, telephone number, e-mail address of contact
  - b. Clearly indicate the Request for Proposal reference and description on which you are bidding
2. Brief Narrative about the History and experience of the Firm
  - a. Date of Inception
  - b. Key Stakeholders
  - c. Types of Assignment
  - d. Key verticals
  - e. Typical Approach
  - f. Resources of the Firm
  - g. Relevant Experience
3. Your Understanding of Requirements and the Services to be Performed
  - a. Your understanding of services to be performed
  - b. What services you will provide
    - i. Inclusions (indicate any services or functions that you consider as 'Optional')
    - ii. Exclusions
  - c. When you can start the project
4. Approach, Methodology and Project Plan
  - a. Approach
  - b. Methodology
  - c. Project Plan for Implementation
    - i. Tasks
    - ii. Task Duration
    - iii. Person (title) assigned to each task
    - iv. Any phasing
    - v. Overall duration



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5. Composition of Team

Indicate each team member and his/her experience in similar projects

Indicate the extent of required assistance by TRIEC (and its agent) staff and indicate the nature of such assistance.

6. Fees and Budget

Provide a stipulated sum for the proposal.

Please indicate how the fees are calculated i.e. indicate number of days and the 'per diem' rate for each resource.

Describe basic services to be included and list services for which additional fees will be charged as well as the method of calculating these charges.

Include a breakdown of any licensing, maintenance or other ongoing costs related to the use of the system.

7. Other Information

Provide other information that may support the proposal including any value-added services.



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## SECTION IV - PROPOSAL EVALUATION CRITERIA

### Mandatory Requirements

The following are mandatory requirements for all proposals. Proposals that do not clearly demonstrate compliance with these requirements will result in disqualification of the proponent's proposal and removal of the proposal from further considerations during the evaluation process.

- Must be received by the closing time and date.
- Must clearly state proposed fees and expenses.
- Must be completed in full before July 15, 2011.

### Rating

Proposals shall be evaluated and rated using predetermined criteria to determine which proposal potentially provides the best value to TRIEC.

Detailed ratings and comments will be confidential. However, once the contract has been executed, a proponent can ask for their own detailed rating and comments and the names and total rating of the other proponents.

In terms of relative importance, each criterion is given a pre-assigned weight, as outlined on the Proposal Rating Schedule, to which each proposal will be evaluated.

Each criterion is rated on a scale of 0 to 10. Each criterion's rating is then multiplied by the assigned weight to yield a total for that element. Summation of the individual totals yields a total score, which represents the overall degree of satisfaction for the respective submission.

This procedure is repeated for each of the responsive proposals.

The highest total score will determine the proposal that potentially provides the best value to TRIEC.



## PROPOSAL RATING SCHEDULE

PROPONENT:

<i>Item</i>	<i>Rating Criteria</i>	<i>Assigned Weight (A)</i>	<i>Unit Points Awarded (B)</i>	<i>Total Points (A) x (B) = (C)</i>
1	<b>Methodology &amp; Approach</b> a. Understanding of environment, challenges, scope and objectives b. Understanding of requirements c. Approach to the assignment, methodology proposed and quality thereof d. Project Management overview (see below) e. Quality of response	<u>25</u> 3 4 8 2 8		
2	<b>Company</b> a. Corporate viability (number of staff, years in business, assets, etc) b. LCMS implementation solution and experience c. E-learning instructional design and delivery experience d. References	<u>20</u> 5 5 5 5		
3	<b>Team</b> a. Knowledge, skills b. Availability and related experience of personnel to be assigned to or made available to the contract	<u>15</u> 5 10		
4	<b>Project Management</b> a. Project Management approach (PMBOK) b. Workplan c. Resource allocation d. Costing by task, resource, phase e. Assurance of Quality	<u>20</u> 3 5 3 3 3 3		
5	<b>Fees and Expenses/Disbursements</b> a. Per diem, proposed rates b. Travel and living c. Fixed price d. Professional services	20		
	<b>Total</b>	100		

Note 1: Fees and expenses will be rated as proposed.



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## SECTION V - RESPONSE GUIDELINES

The following information should be provided in each proposal. As this information will be utilized in evaluating each responsive proposal submitted, Proponents are encouraged to use the same headings to present their proposal.

### Proponent

Proponents are requested to provide information about their company as listed below:

- Full Legal Name
- Business Address
- Postal Address
- Contact Person
- Contact Phone Number
- Contact fax Number
- Contact e-mail Address
- Year Founded
- Primary Business
- Head Office Locations
- Office Location nearest to 170 Bloor Street west, Toronto, ON, M5S 1T9

### Company Overview

Proponents should:

- Provide a brief history of their company and the location of corporate headquarters and offices.
- Describe what differentiates their organization from their competitors.
- List any awards or industry recognition the company has received, especially as related to the SaaS delivery of e-learning.

### Proponent's Past Relevant Experience

The experience of the responding organization should include:

- LCMS implementation for organizations having 20+ employees
- Number of Years the proponent has been in business
- Number of Years the proponent has been a developer or vendor LCMS

The experience of the team proposed should include:

- 5 years LCMS design and implementation for organizations having 20+ employees
- 5 years e-learning instructional design and development for organizations having 20+ employees
- Project management skills utilizing PMBOK methodology



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## Team

Describe the team in terms of responsibilities, decision-making and the role each member of the team will play. In particular:

- Who will have the overall responsibility for managing the project team? What experience does this person have managing a team on similar projects? In particular, describe the manager's experience on at least two similar projects.
- What experiences do other key members of the team bring to the project? Identify any similar projects they may have worked on.

## Methodology

Proponents should:

- Demonstrate their understanding of the work involved.
- Explain the approach to meeting the overall scope and objectives.
- Explain the approach to meeting the specific objectives, including key risks
- Identify significant factors, risks, site trips, meeting, budget, client reporting and other significant events or activities.
- Provide a schedule showing when the planning, execution and reporting phase of the project will begin and end.
- List benchmark timelines for overall project management.

## E-learning/Learning Content Management System solution

Proponents should:

### Overview

- Provide an overview of their learning management system solution. Attach any relevant marketing materials and data sheets.
- Describe the user interface and system navigation features.
- Describe the ways their system can be customized.
- Describe help desk features built into their system.

### Reporting

- Describe the types of reports that are standard within their system. Attach any relevant marketing materials and data sheets.
- Describe how the user can manipulate standard reports.
- Describe the process for developing custom reports upon our request.

### Communication & Collaboration Capabilities

- Provide an overview of the communication and collaboration capabilities their system includes.



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- Discussion Rooms (moderated or unmoderated)
- Internal E-Mail Messaging
- Text Chat
- Electronic Calendars

## Implementation Time & Process

- Describe the average implementation time for a system similar to the solution being requested.
- Describe the implementation, project management and quality assurance process.
- Provide an overview of the people involved in an implementation.

## System Requirements

- List server type(s) supported.
- List database(s) supported.
- List minimum system requirements (end user and administrator)
- List Recommended system requirements (end user and administrator)
- List additional software required to use the system (end user and administrator)

## Scalability & Reliability

- Summarize how they address scaling up the system for additional functionalities and features.
- Summarize the actions taken to ensure the reliability and robustness of their system.

## Customer Service & Technical Support

- Describe their technical and customer support services.
- Describe how they track technical support requests, problems, fixes, etc?
- Describe the system training provided to administrative staff upon system launch.
- Describe any promotional services and programs they can provide to ensure the successful launch of the e-learning system.

## References

Include 3 references, stating for each:

- The contact person, title, organization, address, tel number and email
- The industry of the organization
- The assignment(s) carried out, duration, results and benefits

## Project Schedule

Include a workplan for the project, indicating tasks, their duration, individual (s) carrying out the task, and phasing. A breakdown of costs by phase will be valuable.

## Fees and Expenses/Disbursements



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The proposal must propose a fee, plus estimates for expenses/disbursements.

Other requirements could include;

a) Total cost of the project including the role for each team member, daily/hourly rate for each team member and estimated total number of days/hours for each member. A cost breakdown by resource will be valuable.

b) A cost breakdown post-implementation costs (if there are any):

- Licenses & user fees (one-time fee or ongoing)
- Administrator support
- Learner support
- Application version updates

b) Provide a statement of charges for any additional charges to be incurred

c) Bid Prices must be stated in actual dollars and cents expressed in Canadian funds.

d) Prices should be broken out to include costs and applicable taxes.



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## **APPENDIX – SYSTEM REQUIREMENTS SPECIFICATION**

This is provided as a companion document to this Request for Proposal:

'Development of an E-learning Delivery Platform and Procurement of Learning Content Management System – Software System Requirement Specification' January 28, 2011