

City of Coquitlam

Request for Information
RFI No. 19-05-03

Learning Management System

Issue Date: May 21, 2019

Summary of Key Information

RFI Reference	RFI No. 19-05-03 Learning Management System
Overview of the Opportunity	The purpose of this RFI is to obtain information from interested parties about their Learning Management Systems .
RFI Closing Date and Time	2:00 pm local time Thursday, June 13, 2019
Obtaining RFI Documents	The RFI Document is available for downloading from the City of Coquitlam's website: www.coquitlam.ca/BidOpportunities
Instructions for Submission	<p>Responses are to be consolidated into one PDF file and uploaded electronically through QFile, the City's file transfer service accessed at qfile.coquitlam.ca/bid</p> <ol style="list-style-type: none">1. In the "Subject Field" enter: RFI Number and Name2. Add file in PDF format and Send (Ensure your web browser remains open until you receive 2 emails from Qfile to confirm upload is complete and was sent to the correct email: bid@coquitlam.ca) <p>Or sent by email to: bid@coquitlam.ca referencing the RFI number and name.</p> <p>Phone 604-927-3060 should assistance be required.</p>
Questions	Questions are to be submitted in writing quoting the RFI number and name sent to email: bid@coquitlam.ca
Addenda	Respondents should check the City's website for any updated information and addenda issued at the following website: www.coquitlam.ca/BidOpportunities

1. REQUEST FOR INFORMATION

1.1 Introduction

The City of Coquitlam (“City”) is seeking information from interested providers of **Learning Management Systems**. Before going to market for a solution, the City is seeking information from firms offering this service to assist it in developing its requirements and budget. This is not intended as a screening tool, the City’s plan is to subsequently issue a RFP at a later date for the system.

For further details refer to:

- [Appendix A – Detailed Functional Requirements](#)
- [Appendix B – Current Technology](#)

1.2 Desirable Functionality (as determined to date)

- Facilitate centralized training record management, instructor-led and ELearning training, external courses, assessments and certifications.
- Reporting - standard reports and ability to customize reports for information and to more easily meet regulatory and compliance requirements.
- User Management –
 - Provide a user-friendly student portal for City of Coquitlam employees to access courses and training content and enroll – this portal to be able to be customized to allow access to specific courses/program only based on departmental/job position/role requirements.
 - Provide a user-friendly portal for City of Coquitlam managers and supervisors to access information on their employees and register them for courses.
 - Provide a user-friendly portal for City of Coquitlam training administrators, coordinators and instructors to enter and manage course/training information and access easily.
- Course Management –
 - Provide course catalogue (internal and hosted courses) with ability to structure programs and pre-requisites and flexible search abilities
 - SCORM/xAPI compliant.
- Administration/Coordination Management - including scheduling, advertisement, registration, approvals and rosters.
- Integration with PeopleSoft to push/pull current employee information and existing training records.
- Open published interface to populate data from other business applications such as course attendees.
- Open published interface to pull training data into a data warehouse for reporting.
- Data hosted and stored in Canada.
- Further details are provided in [Appendix A – Detailed Functional Requirements](#).

1.3 Instructions for Participation

Respondents are advised that the rules for participation that will apply to this RFI are posted on the City's website: [City of Coquitlam Instructions to Proponents](#)

By submission of a response, the Respondent agrees and accepts the rules by which the process will be conducted.

1.4 Closing Date and Time

Submissions will be received on or before 2:00 pm local time:

Thursday, June 13, 2019

1.5 Freedom of Information and Protection of Privacy Act

Information received by the City will be held in confidence and will become the property of the City. The City is however, bound by the provisions of the Freedom of Information and Protection of Privacy Act, and all parties are advised that Expressions of Interest will be treated as public documents and their contents may be disclosed if required to do so, pursuant to the Act.

1.6 No Contract

This RFI is not intended to create a contractual relationship between the City and the Respondent. By issue of this RFI document, the City reserves the right to invite, consider, analyze and select Respondents as the City considers desirable.

APPENDIX A

Detailed Functional Requirements

Item	Description	Requirement
1.0	General	
1-1	Single sign-on - Ability for users to use the same username and password as their City of Coquitlam ID	Preferred
1-2	Integration with PeopleSoft – both push information in and pull information out of PeopleSoft – training records need to follow the employee	Required
1-3	Open published interface to populate data, such as course attendees, from other Business Applications (see Appendix B – Current Technology)	Required
1-4	Ability to populate LMS with past training records stored in other Business Applications (see Appendix B – Current Technology)	Required
1-5	Integration with Simple Survey - We have 3 online courses presently with Simple Survey and it would be required to be able to integrate the registration and completion tracking	Required
1-6	Communication - Ability to push notices to individuals and advertise courses and/or integrate with both Outlook Mail and Intranet.	Required
1-7	Able to be accessed on a mobile device	Preferred
1-8	SCORM/xAPI compliant	Required
1-9	Multimedia hosting – can host images, video and audio files	Required
1-10	Data hosted in Canada	Required
1-11	Privacy – Employee personal data is only able to be assessed by appropriate people	Required
1-12	Vendor supplies technical support	Required
2.0	Administration	
2-1	Recertification Prompts – ability to automatically prompt employees/supervisors of recertification dates – to redo training	Required
2-2	Registration - Individual and batch registration with/without approvals OR be able to integrate to Intranet registration	Required
2-3	Wait listing - Be able to have waitlists and be alerted when reaching approved class size	Required
2-4	Training Coordination - scheduling, advertisement, registration, approvals and rosters	Required
2-5	Employee and Departmental Training Records - Admin, Manager/supervisor and employee (own only) should be able to pull info on individual employee training records and section/division/department	Required
2-6	Content Management - Course, program, curriculum and certification management	Required
2-7	Training Records – roster, attendance, test scores, etc.	Required
2-8	Training/Program Plans - Create specific plans for programs, positions or individuals	Required

Item	Description	Requirement
2-9	Competency Groupings - Create specific KSA to broad competencies	Preferred
2.0	Administration continued	
2-10	Reporting – Canned reports and ability to easily create reports to access information in a variety of ways	Required
2-11	Training Reports - Ability to report on who has taken/not taken a course based on section/division/department parameters	Required
2-12	Evaluation - Ability to create and administer course and instructor assessments OR integrate with Survey Monkey	Preferred
2-13	External courses/credentials – ability to enter into database records	Required
3.0	Users	
3-1	Student Portal – students see a unique version of LMS different than an instructor or administrator	Required
3-2	Student Portal – can be customized for position/department	Required
3-3	Training Access – employee can access a list of training courses and be able to search easily	Required
3-4	Registration – employee can self-register	Required
3-5	Managers and supervisors – can easily access information on their employees and register them for courses.	Required
3-6	Training administrators, coordinators and instructors – can easily enter and manage course/training information and access easily.	Required
4.0	Training	
4-1	File Upload - Ability to import/upload a variety of file types and other vendor courses (see General for Simple Survey)	Required
4-2	Video Hosting - Contain video content on system vs. YouTube (using presently)	Required
4-3	Preview - Course preview and summary	Preferred
4-4	Prerequisites - Ability to verify prerequisites for courses	Preferred
4-5	Testing and Assessments - Allows to be able to create and score automatically	Required
4-6	Content library – A list of ready-made courses to choose from	Preferred
4-7	Course-authoring	Required
4-8	Wait list – ability to create and manage course wait lists	Required

APPENDIX B

CURRENT TECHNOLOGY

Desktop PCs	Windows 7 Professional (upgrading to Windows 10 Professional)
Servers	Windows 2012 R2, VMWare vSphere 5.5
Database	Oracle 12.1, Oracle VM
LDAP	Microsoft Active Directory 2008 R2
Relevant Applications	<ul style="list-style-type: none">• PeopleSoft HCM 9.2• IBM Maximo 7.6 (certifications)• Workforce Telestaff 6.4.2.1 (Fire/Rescue training and certifications)• Sitefinity 8.0 Website Content Management System (current website)• CivicPlus CivicEngage Website Content Management System (future website)• Intranet Connections (SQBox) Internal Staff Intranet• OpenText eDOCS DM 5.3.1 and 10 (upgrading to DM 16)• Microsoft Office 2010 (upgrading to Office 2016)

City of Coquitlam
REQUEST FOR INFORMATION
RFI No. 19-05-03

Learning Management System

Submissions will be received on or before **2:00 pm** local time

Thursday, June 13, 2019
("Closing date and time")

INSTRUCTIONS FOR SUBMISSION

Submissions are to be consolidated into one (1) .pdf file and uploaded electronically through QFile, the City's file transfer service accessed at website: qfile.coquitlam.ca/bid

- 1. In the "Subject Field" enter:** RFI number and name
- 2. Add files in .pdf format and "Send"**
(Ensure your web browser remains open until you receive 2 emails from Qfile to confirm upload is complete.)

Respondents are responsible to allow ample time to complete the Submission process. If assistance is required, phone 604-927-3060.

SUBMISSION FORM

Complete and return this section

Submitted By: _____
(Company Name)

1. CORPORATE PROFILE

Provide a brief description of the current business.

Corporate		
1.	Registered Business Name	
2.	Operating Business Name	
3.	Location and address of Head Office	
4.	Number of Years in Business	
5.	Number of Employees	

2. KEY PERSONNEL AND CONTACT INFORMATION

Indicate the names of key personnel and contact information that would be involved in planning, design, development, testing and implementation.

	Name	Phone Number	Email Address
1.			
2.			
3.			

3. PRICE

Price for Supply & Implementation of Software		
<p>Provide price for implementation using the following:</p> <ul style="list-style-type: none"> • 1800 employees of which includes: <ul style="list-style-type: none"> ○ 200 managers/supervisors with management-viewing and registration access ○ 15 administrators with access to create and schedule courses and run reports <p>Amounts stated above are estimates provided for evaluation and budgetary purposes. Prices are requested as part of this RFI process for the City's budget and planning purposes. Prices are to be stated in Canadian funds.</p>		
Item	Description	Price (exclude PST & GST)
1.	Initial Software Licence Cost	\$
2.	Professional Services for Implementation, Configuration, Integration and Training	\$
3.	Annual Software Support, Maintenance and/or Subscription	\$
4.	Total (exclude PST & GST)	\$

4. SOFTWARE FEATURES

Describe the features of your Learning Management System and how it meets the City of Coquitlam's Detailed Functional Requirements in **Appendix A**. Attach any product literature to your submission if available.

5. SAMPLE PROJECT SCHEDULE

Include a sample project schedule for an implementation of a similar size LMS.

6. SAMPLE INTERNAL AND EXTERNAL PROJECT TEAM STRUCTURE

Include a sample project team structure for an implementation of a similar size LMS, including both internal and external project resources.

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7. EXAMPLES OF SUCCESSFUL PROJECTS – RECENT EXPERIENCE AND REFERENCES

Experience should include recent contracts similar in size, scope and complexity to the City of Coquitlam.

By submitting a response, Respondents authorize the City to verify information provided to confirm client satisfaction and demonstrated success. The City will not discuss or disclose information provided with any Respondent.

CLIENT	
Project Start and End Date	
Approximate Value	
Reference Contact	
Telephone / Email	

CLIENT	
Project Start and End Date	
Approximate Value	
Reference Contact	
Telephone / Email	

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