

2024-11-P Certification Training Registry

To All Bidders:

General:

- This addendum shall be read in conjunction with the original RFP documents.
- Where inconsistent with the above, this addendum shall govern.
- No consideration shall be allowed for increases (extras) to the RFP Price, or otherwise to modify the RFP Submission, due to any failure of the Vendors being familiar with this addendum.
- The Bidder should insert in the Submission the numbers of addenda received by her/him during the RFP period. This addendum forms an integral part of the RFP Submissions and is included therein.
- It is the Bidder's responsibility to ensure all addenda have been received by the Bidder prior to RFP closing.

Scope of this Addendum:

Public Posting of queries received during the question period for this posting and WorkplaceNL responses

Attachments:

2024-11-P Certification Training Registry Vendor Queries and WorkplaceNL Responses

Purchasing Manager: Dean Whalen

Date: June 6, 2024

2024-11-P Certification Training Registry Vendor Queries and WorkplaceNL Responses

Vendor Query 1:

In responding to some of the functional requirements (where/if applicable) in Appendix D, would it be acceptable to link to a video file demonstrating the requirement in place of a written response? If linking is not acceptable, would you accept the video files uploaded as independent items as part of the submission?

WPNL Response:

The Evaluation will be on the written response.

Responses are to be submitted as outlined in Section 4 – Response Requirements on pages 26-31 of the PDF document.

Vendor Query 2:

Are you open to creating a custom software solution? Or are you looking for vendors to provide an existing solution?

WPNL Response:

WorkplaceNL's interest is to procure an existing solution that can be configured for our business needs.

Vendor Query 3:

On page 29 Section 4 second paragraph of the 2024-11-P CTR-LMS RFP, it states:

"All proposals **must** meet **Section 1.6** and the mandatory submission criteria in **Table 12.**"

I wasn't able to locate a Section 1.6 in the RPF (other than this reference to it and another at the top of page 37); can you point me in the right direction?

WPNL Response:

Section 1.6 is located on page 13 and it is noting the requirements listed in **Appendix "D" - 2024-11-P CTR-LMS RFP - Appendix D - Response Template** that are Mandatory Requirements for the submission to be considered for further evaluation in addition to the mandatory submission criteria have been summarized into **Table 12** that begins on page 29.

Vendor Query 4:

On page 39 Table 20 it states:

"Accept Terms and Conditions in **Appendix F** OR propose alternate terms and conditions which are substantially similar in effect. WorkplaceNL may accept alternate terms and conditions which WorkplaceNL, in its sole discretion, determines is substantially similar in effect to the terms and conditions in **Appendix F.**"

Where specifically would WorkplaceNL prefer that the terms are accepted / alternatives proposed?

WPNL Response:

Please refer to **Table 11 – Response Section Content, Section 6**, page 23

Vendor Query 5:

The following questions were submitted:

1. Could you please confirm the exact number of users? This information will help us provide more accurate pricing.

WPNL Response:

Currently, 225,000 total user accounts.

2. What is your budget for this project?

WPNL Response:

Subject to RFP bids

3. Is Pre-built content important to you? If so, what topics do you need content in?

WPNL Response:

No

4. Who is in charge of creating company specific content?

WPNL Response:

WorkplaceNL

5.
 - a. Who is going to be in charge of ensuring the LMS rolls out appropriately internally?
 - b. Do you have a dedicated Administrator?
 - c. How many people from your team will be working on creating content and do you have 1 administrator?

WPNL Response:

- a. Prevention Services at WorkplaceNL
- b. Yes
- c. Team of 8 SMEs will be creating content and we have multiple administrators

6.
 - a. Will this system sit within HR or Operations?
 - b. Who will be the owner of the system within your organization?

WPNL Response:

- a. Operations
- b. Prevention Services

7. When do they want to make a decision on the vendor they want to move forward with?

WPNL Response:

After the close of the RFP once the evaluations have been completed

8. Who is the primary contact that we will be working with?

WPNL Response:

Manager, Prevention Services, WorkplaceNL

9. Who is the current vendor for your LMS?

WPNL Response:

Not applicable for completion of RFP submission

10. How many years of historical data do you need to migrate and is it for all the users you mentioned in the RFP?

WPNL Response:

Please refer to Table 1 – CTR/LMS User Classifications, Table 2 – Training Certificates Issued / Certification Standard, and Table 3 – Training Certificates Issued / OHS Education.

11. What are you currently using for your HRIS, Performance Management, and ATS?

WPNL Response:

Oracle as it relates to private LMS courses as indicated in Requirement ID: LMS-CM-02 in Appendix “D”.

12. Are there any language restrictions that we should be aware of?

WPNL Response:

No

13. What authoring tools are you using today? What has your experience been with those?

WPNL Response:

Articulate – experience has been good.

14. What are the top 3 things you are struggling with today that we can ensure that you have a better experience to make sure our partnership is successful?

WPNL Response:

Not able to provide

15. Do you have a document management system like Sharepoint or where do your company SOP or any important documents reside?

WPNL Response:

Yes, we use SharePoint for document management.

16. How do you handle company communication? Do you use slack, teams, or are all important employee communication happens through emails?

WPNL Response:

N/A to the RFP

17. How do employees know what tools they will be using for their roles?

WPNL Response:

WorkplaceNL employees use In-servicing and onboarding for knowledge tools

18. Are all employees on site? Or do you work Hybrid?

WPNL Response:

Hybrid

19. What is your current on-boarding process for when a new hire joins the business?

WPNL Response:

N/A to the RFP

20. Do you celebrate work anniversaries, birthdays etc. or how do you announce those?

WPNL Response:

N/A to the RFP

21. What are some employee engagement activities that you currently do?

WPNL Response:

N/A to the RFP

22. How frequently do you run surveys/ polls?

WPNL Response:

N/A to the RFP

Vendor Query 6:

Request to Extend the Closing Deadline

WPNL Response:

The Closing Date for the 2024-11-P Certification Training Registry has been extended from Thursday June 13, 2024 to **Thursday June 20, 2024 before 2:00pm (NL Time)**. (Posted in Addendum #1)

Vendor Query 7:

Request to Extend the Question Period Deadline

WPNL Response:

The Question Period for the 2024-11-P Certification Training Registry has been extended from Thursday May 30, 2024 to Monday June 3, 2024 **before 4:30pm (NL Time)**. (Posted in Addendum #1)

Vendor Query 8:

Is there a specific bid site that you will be collecting these proposals? Perhaps just via email? If there is any information you could provide on how/where I can submit our bid

WPNL Response:

Please refer to Page 15 section 2.2 RFP Closing for the submission requirement "Applicants are required to submit and ensure proposals are received via electronic upload at www.merx.com". We only accept bids uploaded through the posting on Merx.com

Vendor Query 9:

As per Section 1.4.3 of the RFP (Page 8) we understand WorkplaceNL has an existing CTR/LMS solution that is operational today. Please share the reasons / drivers for WorkplaceNL to seek a new CTR/LMS solution.

WPNL Response:

The last RFI that was issued for a Learning Management System (LMS) was in 2015, and as such, WorkplaceNL wants to ensure advances in learning management technology meets the current business requirements at a reasonable cost.

Vendor Query 10:

The following questions were submitted:

1. Sections 1.4.4. to 1.4.7 provide excellent detail on the Trainings and Certifications based on various roles listed in Tables 1-3 in those sections. But there's some ambiguity on legacy accounts v/s yearly users who would be using + trained on the system on a continuing/ongoing basis. Could you possibly share the number of users who would be trained + the number of users under various roles (trainers, admin, learners, employers etc) who would be using the CTR/LMS system on a yearly basis?

WPNL Response:

Table 1 contains the number of active accounts currently issued in the LMS. We do not have any information on how often these accounts are accessed. In some cases, some learner accounts may not be accessed for several years while other learner accounts are accessed monthly or yearly

2. What is the minimum contract time period for which you envision using the solution that you finally select, and for which we as potential suppliers should propose our solution?

WPNL Response:

WorkplaceNL is are interested in a 5-year agreement for the CTR/LMS.

Vendor Query 11:

With the RFP due date extended to June 20, 2024, how is the rest of Table 10 – Estimated Timeframe affected? Specifically, around the presentation of proposals and date of award?

WPNL Response:

Table 10 is titled Estimated Timeframe

The dates are estimates for reference purposes based on the original posting dates as stated in section 2.8 “The timing and the sequence of events resulting from this document may vary.”

Vendor Query 12:

The following questions were submitted:

1. Sections 1.4.4. to 1.4.7 provide excellent detail on the Trainings and Certifications based on various roles listed in Tables 1-3 in those sections. But there's some ambiguity regarding currently registered users v/s yearly users who would be using / trained on the system on a continuing/ongoing basis. Could you possibly share the number of users who would be training + the number of users under various roles (trainers, admin, learners, employers etc) who would be using the CTR/LMS system on a yearly basis?

WPNL Response:

Table 1 contains the number of active accounts currently issued in the LMS. We do not have any information on how often these accounts are accessed. In some cases, some learner accounts may not be accessed for several years while other learner accounts are accessed monthly or yearly.

2. Would it be possible for you to consolidate the requirements listed in Appendix D, in the form of one MS-Excel table, with the ReqID, Ranking, Requirement, Delivery Method, Requirement Notes and Applicant response headlining the columns of the table, as shown below?

| Item # | Req ID | Rank | Requirement | Delivery Method | Requirement Note | Applicant Response |
|--------|--------|------|-------------|-----------------|------------------|--------------------|
| 1 | | | | | | |
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WPNL Response:

All Applicants must submit their **Appendix D** response using the “2024-11-P CTR-LMS RFP - Appendix D - Response Template [Applicant Name].docx” file on www.merx.com.

3. Could you please give an example for what you mean by "Delivery Method" in the requirements of Appendix D? In a cloud-based system, online delivery - on desktop/laptop or mobile - is typically from a course catalog, but could also possibly be live or recorded audio/video webinars etc.,. Is this your expectation on how we should answer the question?

WPNL Response:

Delivery method is outlined in Appendix D on the bottom of page 1 & 2 of Appendix D (page 62 of the pdf file). This refers to how the product supports the requirement; i.e., Configuration, Configuration + Customization, Customization or Option not available

4. What LMS or other system do you use to currently deliver trainings and manage the Certification and Training Registry?

WPNL Response:

Go-To-Webinar and Articulate.

5. Is the certification exam conducted within the LMS considered high-stakes? Will remote proctoring and browser lock-down features be required for exam integrity?

WPNL Response:

No to both points

6. Given the requirement for employers to access company employee training data, does the LMS need to integrate with a payment gateway for automated processing of yearly/monthly fees?

WPNL Response:

No

7. While the requirement specifies API integrations capability with 3rd party systems, are there additional integrations necessary, specifically with CRM or ERP systems? If so, could you provide the names of these companies?

WPNL Response:

APIs are used to integrate with IBM Cognos data warehouse; and integration with Oracle may be beneficial. Current use application does not integrate with Oracle.

Vendor Query 13:

Questions and WorkplaceNL responses in the following table

| Sr. No. | Page No. | Section | Sub-section | Statement from the document | Query | Response from the client |
|---------|----------|---|-------------|--|--|--|
| 1 | 30 | Table 11 – Response Section Content | 9 | In addition, outline project management capability and experience in managing projects of similar magnitude and size for the metrics provided in Table 1, Table 2 and Table 3. | Breakup as shared in these two tables - course wise or delivery wise data is a confidential information specific to our customer and as per our NDA, we do not reveal such information. We can share with you the industry, general type of courses and count of certificates that have been issued through our system for our clients, which are of similar magnitude. Would that suffice? Pls confirm. | Information specific to your customers is not required. However, would like you to indicate the delivery and management of projects of similar size. |
| | 10 | Table 2 – Training Certificates Issued / Certification Standard | | Certification Training Standard | | |
| | 11 | Table 3 – Training Certificates Issued / OHS Education | | OHS Education Type | | |
| 2 | 68 | Appendix D | UR-02 | The solution should enable the user to accept a WorkplaceNL's Terms of Use Agreement during the registration process. | Our system is designed to enforce a learner to accept the client's T&Cs before logging in to the platform for the first time. Hope this will suffice your requirements. | Yes |
| 3 | 70 | Appendix D | L-CR-01 | The solution should enable a Learner to register for a course that has not exceeded its capacity from an approved catalogue listing. They should also have the ability to cancel an existing course registration. | Since the objective of self-paced courses/ eLearnings is to address the needs of learners at large, we are assuming that restriction on batch size or withdrawing (cancelling existing course registration) is for Instructor-led trainings only. Pls confirm. | This is only for instructor led training. |
| 4 | 70 | Appendix D | L-CR-01 | The solution should enable the user's name, primary and work email address, street, city, postal code and employer to be pre-populated on the registration screen. This process should also allow them to update information, if required, and have this updated in their profile. | Populating the profile details every time while registering for a course will be tedious for a learner. Our system hence enables learners to edit/ update their profile data separately as this remains same irrespective of the course. We hope this will suffice your requirement. Pls confirm. | Yes, this is sufficient provided the requirements of L-CR-01 are included in this process. |
| 5 | 76 | Appendix D | L-EN-01 | The Learner search should include Employer name, Employer training ID or telephone number. A Learner can be associated with multiple Employers. | As a suggested solution, the learner will get an option in his profile to select and add one or many employers. We hope that any one of these fields (Employer name, Employer training ID or telephone number) for selection will work. Pls confirm. | The fields should include the Employer name and either the Employer training ID or telephone number. |
| 6 | 76 | Appendix D | L-EN-01 | An email should be sent to the Employer notifying them that a Learner has requested to be associated with them. | Is there any workflow expected once the employer gets notified? Pls elaborate with a use case. | Yes, the employer needs to accept/confirm the learner. |
| 7 | 78 | Appendix D | E-EN-01 | The invoice number would be the last "bill" issued to the Employer by the WorkplaceNL Assessment Department. | Does this imply that the invoice number would keep changing as & when the Employer buys new Assessments? What will happen to the older invoice numbers? Do they need to be captured & stored at some place? Pls elaborate with a use case. | Invoice numbers changes as invoices are issued. Need to capture and store the two most recent invoice numbers. Older invoice numbers drops off as a new one is issued. |
| 8 | 78 | Appendix D | E-EN-01 | One user account can create multiple Employer networks. | Since one Employer can create their own Employer Network only, by "user account" do you mean the account of WorkplaceNL admin and that they can create multiple Employer networks? Pls confirm. | An employer could have multiple accounts with WorkplaceNL, a user could create a network for each account. |
| 9 | 78 | Appendix D | E-EN-01 | One user account can create multiple Employer networks. | If an Employer can create multiple Employer networks, pls explain the purpose of creating multiple Employer networks and the constituents of each of these Employer networks with a use case. | See above. The constituents of each of these network would be the workers of the employer. |
| 10 | 82 | Appendix D | E-AU-03 | The solution should enable the network owner or administrator to invite Learners to join the Employer's network. | Who is the network owner - someone from the Employer side or from WorkplaceNL side? In case they are from the Employer side, they would have details of their network learners only; then how would they be able to invite other Learners? Pls explain. | The network owner is someone from the employer side. The owner would invite learners through an email or system generated invite to be part of their network. |
| 11 | 82 | Appendix D | E-AU-03 | The solution should enable the network owner or administrator to invite Learners to join the Employer's network. | Under what circumstances would the network owner or administrator to invite Learners to join the Employer's network? Pls explain with a use case. | When a learner completes courses required by the employer or legislative regulation. |
| 12 | 90 | Appendix D | TP-C-08 | The solution should prevent Training Providers or administrator from being able to create course offerings in the past. | Since records of instructor-led trainings are sometimes created as backdated (past offerings) for record purpose, are you referring to restricting the same her? Pls explain if otherwise. | Course offerings have to be created to enable learners to register prior to the course date. Creating a back dated offering would be an exception and could only be able to be done by an WorkplaceNL Admin. |
| 13 | 94 | Appendix D | 7. Trainers | | Can there be more than 1 trainer for a course? Pls elaborate with a use case. | Yes |
| 14 | 97 | Appendix D | T-D-02 | Requirement Note: A Trainer could be associated with one or more Training Providers. | Pls explain few cases or reasons why a trainer could be associated with more than one Training Provider. | A trainer could be employed by multiple training providers. |

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|----|-----|------------|----------|--|--|--|
| 15 | 99 | Appendix D | T-C-05 | The solution should only allow attendance to be taken within one hour before the start time of the course offering. | Ideally allowing attendance before the start time of the course could lead to errors and incorrect attendance marking. Our system enables marking of attendance during or post training through QR code, by trainer, by learner and in case of virtual trainings automatically through % time present online. We hope this will suffice your requirement around attendance marking. Pls confirm. | Yes |
| 16 | 108 | | WA-L-02 | The solution should enable the WorkplaceNL Administrators to combine two or more Learners into one record set. | How frequently do you come across such situation? If there was a unique ID that is required to register (instead of an email ID that one could have multiple) leading to just one account per user, would that solution suffice your requirement? Pls confirm. | Have no data to support the frequency. We will need the ability to combine two accounts. |
| 17 | 110 | | WA-C-02 | The solution should enable the WorkplaceNL Administrators with an override option to register a Learner for a recertification course if they do not have the prerequisite courses. | Pls explain this requirement in more detail. | The learner has completed the prerequisite but it expires before they can complete the recertification course, exceptional circumstance may allow the prerequisite to be waived. |
| 18 | 110 | | WA-C-03 | The solution should enable the WorkplaceNL Administrators to issue or remove a certificate for a Trainer without completion of a course. | This seems to be a typo as certificates would be given to Learners and not Trainers. Pls confirm. | Trainer's are also learners, but may not be required to complete a course if they are actively training in the topic. |
| 19 | 110 | | WA-C-03 | The solution should enable the WorkplaceNL Administrators to issue or remove a certificate for a Trainer without completion of a course. | Why would a learner be issued a certificate without completing a course? Pls explain with a business case. Does this mean that an SME or supervisor has approved this and basis that a certificate is issued? Pls confirm. | See above. The approval to issue the certificate would rest with WorkplaceNL. |
| 20 | 110 | | WA-C-03 | This feature also includes the WorkplaceNL Administrators ability to update the expiry of the certificate | We understand that this requirement is to update the expiry of the certificate for all users through the master setting of that certificate. Pls confirm. | The expiry would only be updated for the user the certificate is being issued for. |
| 21 | 112 | | WA-C-07 | The solution should enable the WorkplaceNL Administrators to change the Trainer after a Trainer has taken attendance and grades have been assigned. | Under what circumstances would the administrators change the Trainer post another Trainer has taken attendance? Pls explain with a use case. | This may occur where an initial trainer was assigned, but they unable to complete the training (for example due to illness) and the system had the initial trainer assigned when attendance was taken. |
| 22 | 129 | Appendix D | I-ED-01 | The solution must enable a daily upload of Employer data from WorkplaceNL internal systems to the solution. WorkplaceNL will create the upload file based on the agreed upon process selected with the successful Applicant and the Applicant will process the file into the solution. | Can you provide details on the expected data flow? Specifically, how will the CSV file be generated and transferred to our system via SFTP? | This process will be worked out with the successful vendor. |
| 23 | 130 | Appendix D | I-LD-01 | The solution must enable transfer of Learner registration data for webinars from GoToWebinar as registrations occur | We assume you provide the necessary API keys and access credentials for GoToWebinar integration development and testing. Please confirm. | Yes |
| 24 | 136 | Appendix D | SP-H-02 | The Applicant must ensure they are able to provide a development and testing environment along with the production environment. | Is it acceptable for all development And UAT to be done on our internal shared servers, considering that production hosting and data will remain exclusively on the Canada cloud server? For the testing environment, is there any requirement that the testing data also reside within Canada, or is this restriction only applicable to the production environment? | Development and testing environments must be in Canada |
| 25 | 136 | Appendix D | SP-DM-01 | The solution must ensure that, if and where needed, a streamlined data migration can be performed, and that migrated / converted records can be validated. | Can you provide details on the current legacy system from which data will be migrated? Specifically, what database or system are we working with? | This process will be worked out with the successful vendor. As an example, the data that will need to migrated includes fields as outlined in Appendix D - #12 Interfaces Section. |
| 26 | 136 | Appendix D | SP-DM-01 | The solution must ensure that, if and where needed, a streamlined data migration can be performed, and that migrated / converted records can be validated. | What is the scope of the data migration? Which specific records or data types need to be migrated to our LMS? | The scope and records are as per the data fields identified in the Appendix D - # 12 Interfaces Section |

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|----|---------|--|---|--|---|---|
| 27 | 136 | Appendix D | SP-DM-01 | The solution must ensure that, if and where needed, a streamlined data migration can be performed, and that migrated / converted records can be validated. | Can you estimate the volume of data to be migrated, such as the number of records or the total data size? | The volume will be based on the metrics in Tables 1, 2 and 3 for the data fields identified in the Appendix D - #12 Interfaces Section |
| 28 | 136 | Appendix D | SP-DM-01 | The solution must ensure that, if and where needed, a streamlined data migration can be performed, and that migrated / converted records can be validated. | How will the data be shared with our LMS for migration? Are you planning to use database dumps, CSV files, API transfers, or another method? | This process will be worked out with the successful vendor. |
| 29 | 136 | Appendix D | SP-DM-01 | The solution must ensure that, if and where needed, a streamlined data migration can be performed, and that migrated / converted records can be validated. | What are your requirements for validating the migrated or converted records to ensure data integrity and accuracy? | This process will be worked out with the successful vendor. |
| 30 | 157 | 1.4.3 | Certification Training Registry / Learning Management System | WorkplaceNL's current CTR/LMS solution provides a central location for workers and employers to maintain certification training records and to participate in online learning. | Kindly let us know the name of the current CTR/LMS that workplace is using? | Not able to provide |
| 31 | | | | | Since when is this LMS currently in use? | 2015 |
| 32 | | | | | Kindly let us know the reason/identified challenges with current CTR/LMS because of which it is being replaced with a new LMS? | Not able to provide |
| 33 | Pg 52 | Appendix C | Table C1 - Pricing Summary for Required Services | | In the pricing template there are different Cost heads for training, hosting, licenses and support. However, in our product these costs are inbuilt in the License cost. We understand that we can provide cost for only relevant cost heads in the pricing template and leave others blank. Kindly Confirm | Indicate which cost heads are included in the licensing costs |
| 34 | Pg 52 | Appendix C | Table C1 - Pricing Summary for Required Services | Professional Services | Within this cost head we understand that cost for any customisation/integration that has been identified in SOW of RFP has to be shared. Kindly confirm if our understanding is correct. | Yes |
| 35 | Pg 52 | Appendix C | Table C1 - Pricing Summary for Required Services | Upload / Extract Interface Development | Kindly let us know the requirement for this cost head in detail so that pricing can be shared accordingly. | As per the four requirements identified in the Appendix D - #12 Interfaces Section |
| 36 | Pg 53 | Appendix C | Table C2 - Blended Professional Services Hourly Resource Rate | | Within this cost head we understand that hourly resource cost for any future requirement of workplace team on customisation/integration has to be shared. Kindly confirm if our understanding is correct. | Yes |
| 37 | Pg 53 | Pt. 4 | Pricing Details | | Kindly let us know what additional information has to be shared in this section in addition to what is already shared in Table C1 and Table C2. | Any information that you believe will help clarify your responses in Table C1 and C2. |
| 38 | Pg. 144 | Appendix F | Terms and conditions | | There are quite a lot of points in this section where we need further understanding or clarity. We understand that this will be discussed and mutually agreed between Workplace and the vendor post awarding of contract. We hope our understanding is correct. Kindly confirm. | Correct, as stated in Appendix "F" The Terms and Conditions, in addition to other Terms and Conditions to be negotiated, shall apply to any agreement resulting from this RFP. Additionally On page 39 Table 20 it states: "Accept Terms and Conditions in Appendix F OR propose alternate terms and conditions which are substantially similar in effect. WorkplaceNL may accept alternate terms and conditions which WorkplaceNL, in its sole discretion, determines is substantially similar in effect to the terms and conditions in Appendix F." |
| 39 | Pg. 36 | Table 14 – Category Points | Pt. 1 Overall Solution | Category points = 100 | Kindly let us know how are these category points assigned to these requirements? | Points are allocated across the individual requirements in each of the sections in Appendix D. Points awarded will be dependent on the responses for each requirement provided by the individual Applicant. |
| 40 | Pg. 142 | Table 20 – Functional and Non-Functional Requirement Score Calculation | Requirement Base outline points | Clearly meets = 10 | We hope the points mentioned in table 20 which is 10 for clearly meets rating is correct and not a typo, as we could see multiplier factor as 0.1 in table 18, pg. 141, for clearly meets rating. | The Table 18 multiplier is for all criteria excluding the requirements, Table 20 is only for the requirements in Appendix D |

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|----|---------|--|--|---|--|--|
| 41 | Pg. 143 | | | Requirement Weighting Factors = 1, 2, 3 & 5 | We hope that requirement weighting factors mentioned in this table is correct an not a typo as we can see a weighting factor 5 after 3 and not 4. | Yes it is correct, 4 was not used. |
| 42 | Pg. 143 | Table 21 – Requirement Weighting Factors | | | How are these weighting factors associated with different functional and non-functional requirements in Appendix D. Our understanding is 5 represents all the mandatory requirements, 3 represents Highly desired, 2 represents desired and 1 represent Value Add. | Weighting were assigned by WorkplaceNL and are based on the internal organizational requirements. |
| 43 | Pg 35 | Table 13 – Phase Two Evaluation Criteria | Pt. 4 Non-Functional Requirements (Appendix D) - | Evaluation % = 15 | From appendix E , Table 20 and 21 we understand that requirement baseline points and requirement weighting factors are clearly mentioned for Functional and non-functional requirements. Once this is calculated kindly let us how this score is transformed to fit in table 13 pt. 4 and pt. 5 | Phase Two Evaluation Criteria #4 for Non-Functional Requirements = (The total number of points awarded to the Applicant for non-functional requirements / 610) x 15% Phase Two Evaluation Criteria #5 for Functional Requirements = (The total number of points awarded to the Applicant for functional requirements / 4,140) x 45% |
| 44 | Pg 35 | Table 13 – Phase Two Evaluation Criteria | Pt. 5 Functional Requirements (Appendix D) - | Evaluation % = 45 | | Phase Two Evaluation Criteria #5 for Functional Requirements = (The total number of points awarded to the Applicant for functional requirements / 4,140) x 45% |
| 45 | | | | | From the RFP we know there are 3 different types of learning type - 1) Webinars 2) Workshops 3) Online self paced learning. We understand webinars and workshops are time bound and will start and end at specified time. However, is there any time duration for online self paced learning in which it has to be completed? | No |
| 46 | | | | | Kindly let us know if webinars, workshops and online self paced learning are independently available for a learner to access or can all the three learning types be a part of one single learning plan for a learner to complete certification? | Independently available. |
| 47 | | | | | Kindly let us know if these workshops are only delivered online or does it also happen offline at a pre-decided venue? | Workshops happen on-line and off-line in a pre-determined venue. |
| 48 | | | | | We hope the licenses of any 3rd party tools such as zoom or teams, etc. will be borne by workplace team. | 3rd party tools for a particular purpose as mandated by WorkplaceNL (i.e., GotoWebinar or Articulate) are the responsibility of WorkplaceNL. However, any third party tools required by the Proponent to operate their solution are expected to be included in the cost from the vendor. |
| 49 | | | | | In case of NO above, kindly let us know total host and participant licenses that needs to be bought for vc tools. | N/A |
| 50 | | | | | Kindly let us know if these certification courses are one time learnings or are they recurring in nature and recertification is required at specific intervals? | Recertification is required at set intervals. |
| 51 | | | | | In case, If these courses are recurring in nature where recertification is needed, then kindly let us know if the expiry dates of all the course certificates fall at the same time or different course certificate can have different expiry dates. | Recertification is three years based the course competition date. |
| 52 | | | | | Also, kindly let us know the duration for which a user account remains active in the LMS system once registered? Are these user accounts permanently kept active in the LMS even if they complete all the courses or they are deactivated post course completion? | Account is kept active once created. |
| 53 | | | | | If in case user accounts are deactivated, then kindly let us know the frequency at which it is done? | N/A |

| | | | |
|----|---------|---|---|
| 54 | | In case a user account is deactivated, and if they try to register again for another course or webinar, will they be able to login through the same credentials or do they need to re-register themselves on the portal? | N/A |
| 55 | Generic | Kindly let us know the type of users that register on the portal for these courses. Understanding of end user profile will help us in suggesting the right product for workplace. For example, the variant suggestion of our LMS will change if the registrations on the portal is only done by blue collar employees vs if the registration is also done by the corporate employees | Users are all types of workers, blue collar and corporate. |
| 56 | | Kindly also let us know the total no. of users who will be using the LMS every year along with the bifurcation of user type(if possible). | It is unknown but we expect all user classifications, except learners, will use it on an annual basis. Learners are difficult to determine as the training required under the standards are different. See Tables 1, 2 and 3. |
| 57 | | Kindly let us know how these different types of users will be created in the CTR/LMS? | User will be created based on role selected by the user or assigned by WorkplaceNL. |
| 58 | | Kindly also let us know the payment process of the current LMS partner? Do the current LMS partner bill workplace on the basis of 1) Fixed no. of registered licenses for a year, or 2) unique users logging into the system every month with a minimum guarantee of unique users count every month. | As per the Pricing response template section on Page 26. WorkplaceNL is open to various pricing models such as usage, per user, tiered, flat rate, etc. |
| 59 | | We can see on the portal price has to be quoted in Canadian dollars. We hope we can share our commercial proposal in USD along with conversion unit for CAD. Kindly confirm. | As per the Pricing response template section on Page 26. All fees must be quoted in Canadian dollars. |
| 60 | | Also under pricing section on the portal only the cost mentioned in table C1 has to be mentioned without taxes. Kindly confirm. | Yes |
| 61 | | What are the planned implementation timelines? | Implementation date is anticipated to be September 1, 2025 |
| 62 | | If possible, then kindly share the queries received from other vendors along with its responses. This will help us to find answer to any important question that we may have missed asking. You may mask the names of other vendors. | All Queries received will be posted as an addendum for all Applicants to view. |
| 63 | | As we are submitting our queries on 03rd June'24, we will be left with very little or no time to prepare our responses for this RFP once we receive the responses to our queries from workplace team since the current submission deadline is 20th June'24, as workplace team will also take some time to respond to all the queries received. Thus we seek your support in getting an extension of at least 2 weeks from the day we receive the responses to our queries, considering the detailed response that has been asked in the RFP by workplace team. | The closing date has been extended to Thursday June 20, 2024 at 2:00 PM NL Time |