



**Request for Information  
For  
Learning Management System**

Request for Information No.: **5196**

Issued: **Tuesday May 19, 2020**

Submission Deadline: **Friday June 05, 2020 02:00:00 PM CST Saskatchewan**

## 1. Introduction

This Request for Information (“RFI”) is issued by the City of Regina (the “City”) for the purposes of gathering information about the marketplace in order to assist in the determination of future purchasing options or requirements. Respondents are asked to respond to the City and provide the information requested below.

## 2. RFI Timetable

The following RFI timetable is based on the best available information and will govern the process unless amended by the City:

Issue Date of RFI	Tuesday May 19, 2020
Deadline for Questions	Wednesday June 03, 2020
Deadline for Addenda	Thursday June 04, 2020
Submission Deadline	Friday June 05, 2020 02:00:00 PM

The RFI timetable is tentative. It may be changed by the City at any time, and the City may choose to waive or extend the Deadline for Questions, Deadline for Addenda and/or the Submission Deadline.

## 3. Background

The intent of this RFI is to obtain information that will allow the City to decide on how to proceed with the procurement of Learning Management System.

## 4. Information Requested

### SCOPE AND OBJECTIVES:

A learning management system is essential for delivering, managing and tracking training within an organization. Over the years, automation has also been incorporated into learning systems, resulting in the inclusion of online course distribution, digital paperwork, dashboards, training-based matrices, expiries and alerts; effectively reducing manual entries and inefficiencies.

The ability to incorporate the functionality above as well as create in-house courses and provide third party safety classes is essential for the success of the Fleet Training and Safety department. Currently, the Fleet Training and Safety department is utilizing a system from the 1990’s (Fleet Info) that runs on Access software. This operating system is dated and is no longer supported by Microsoft. The old City of Regina logo dons the first page of the system and the last update occurred in 2018. Training calendars are also obsolete in our current system, while access to the system is limited and capabilities are missing in addition to many broken links. The Fleet Info database does not include mobile capabilities. Data is also manually entered resulting in the possibility of entry errors.

Due to technological enhancements in training systems over the years, Fleet Assets is proposing a move from our current database (Fleet Info) to a more updated system.

See Annex A - Learning Management System Requirements

## **5. Submission Instructions**

Respondents are asked to submit their information and signed Respondent Submission Form by Friday June 05, 2020 02:00:00 PM to the following address:

Quotations must be submitted by email to:

City of Regina, Procurement Branch

Attention: Austin Speers

Email: [procurement@regina.ca](mailto:procurement@regina.ca)

Submissions should include a completed and signed Respondent Submission Form (Appendix A) that acknowledges, among other things, that this RFI and any respondent submissions will not create a legal relationship or obligation regarding the procurement of any good or service.

## **6. RFI Contact**

Respondents should direct any questions on this RFI process to the following RFI Contact:

Austin Speers, Purchasing Agent

City of Regina, Procurement Branch

Email: [procurement@regina.ca](mailto:procurement@regina.ca)

## APPENDIX A – RESPONDENT SUBMISSION FORM

### 1. Respondent Information

Please fill out the following form, naming one person to be the respondent's contact for the RFI process and for any clarifications or communication that might be necessary.	
Full Legal Name of Respondent:	
Any Other Relevant Name under which Respondent Carries on Business:	
Street Address:	
City, Province/State:	
Postal Code:	
Phone Number:	
Fax Number:	
Company Website (if any):	
Respondent Contact Name and Title:	
Respondent Contact Phone:	
Respondent Contact Fax:	
Respondent Contact Email:	

### 2. Terms of Reference

In responding to this RFI, the respondent acknowledges its acceptance of the following RFI Terms of Reference:

#### a. Request for Information Not a Formal Competitive Bidding Process

This RFI is issued for information-gathering purposes and is not intended to be a formal legally binding "Contract A" bidding process. Without limiting the generality of the foregoing, this RFI will not necessarily result in any subsequent negotiations, direct contract award, invitational tendering process or open tendering process, and does not constitute a commitment by the City to procure any goods or services.

#### b. RFI Not to Limit the City's Pre-existing Rights

This RFI will not limit any of the City's pre-existing rights. Without limiting the generality of the foregoing, the City expressly reserves the right, at its discretion, to:

- (i) seek subsequent information or initiate discussions with any potential supplier, including potential suppliers that did not respond to this RFI;
- (ii) initiate direct negotiations for the procurement of any good or service with any potential supplier or suppliers, regardless of whether the potential supplier or suppliers responded to this RFI;

- (iii) contact a limited number of potential suppliers, which may include only those that responded to this RFI or may include potential suppliers that did not respond to this RFI, for the purpose of a competitive process for the procurement of any good or service;
- (iv) elect to proceed by way of open tender call where all potential respondents, including those that did not respond to this RFI, are eligible to compete for the award of a contract for the supply of any good or service; and
- (v) elect not to procure the good or service that is the subject of this RFI.

These expressly reserved rights are in addition to any and all other rights of the City that existed prior to the issuance of this RFI.

**c. Pricing Information for General Information Purposes Only**

Any pricing information provided by respondents is for general information purposes and is not intended to be binding on respondents. Any legally binding pricing or purchasing commitments will be established only where specified by the express terms of a subsequent tender call process or where established through the execution of a written agreement.

**d. Information in RFI Only an Estimate**

The City and its advisers make no representation, warranty or guarantee as to the accuracy of the information contained in the RFI or issued by way of addenda. Any quantities shown or data contained in this RFI, or provided by way of addenda, are estimates provided only as general background information.

**e. Parties to Bear Their Own Costs**

The City will not be liable for any expenses incurred by a respondent, including the expenses associated with the cost of preparing responses to this RFI. The parties will bear their own costs associated with or incurred through this RFI process, including any costs arising out of, or incurred in, (i) the preparation and issuance of this RFI; (ii) the preparation and making of a submission; or (iii) any other activities related to this RFI process.

**f. Accuracy of Responses**

The respondent acknowledges that the information provided is, to the best of its knowledge, complete and accurate.

**g. Submissions Will Not Be Returned**

Except where set out to the contrary in this RFI or expressly requested in the respondent's submission, the submission and any accompanying documentation provided by a respondent will not be returned.

**h. Confidential Information of the City**

All information provided by or obtained from the City in any form in connection with this RFI either before or after the issuance of this RFI (i) is the sole property of the City and must be treated as confidential; (ii) is not to be used for any purpose other than replying to this RFI; (iii) must not be

disclosed without prior written authorization from the City; and (iv) must be returned by the respondent to the City immediately upon the request of the City.

The respondent may not at any time directly or indirectly communicate with the media in relation to this RFI without first obtaining the written permission of the City.

**i. Disclosure of Information**

The respondent consents to the City's collection of information as contemplated under the RFI for the uses contemplated under the RFI. Respondents should not include information in their response that is proprietary or confidential. Information provided by a respondent may be released in accordance with governing laws. The City is subject to *The Local Authority Freedom of Information and Protection of Privacy Act*. To the extent that a respondent does include confidential or proprietary information, the respondent should identify any information in its submission or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by the City. The confidentiality of such information will be maintained by the City, except where an order by a tribunal or court requires the City to do otherwise. The respondent consents to the disclosure, on a confidential basis, of this submission by the City to advisers retained by the City for the purpose of reviewing this submission.

The respondent acknowledges that the City may make public the name of any and all respondents.

**j. Governing Law**

This RFI process will be governed by and construed in accordance with the laws of the province of Saskatchewan and the federal laws of Canada applicable therein.

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Signature of Witness

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Signature of Respondent Representative

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Name of Witness

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Name of Respondent Representative

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Title of Respondent Representative

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Date

**PURPOSE:**

It is the City of Regina's (City) intent to obtain information that will allow it to decide how to proceed with the procurement of Learning Management System. There is no intent to award a contract based solely on what it considers to be best response to the RFI if an award appears to be in the City's best interests.

This is not an invitation for bids or request for proposals. The City may use the information derived from this request to develop a comprehensive competitive bid document. The City may, at its sole discretion, issue the bid document to known vendors and those vendors identified in the RFI process as being capable of fulfilling the City's requirements.

The City reserves the right to request clarification or additional information from any respondent at any time during the RFI process.

**SCOPE AND OBJECTIVES:**

A learning management system is essential for delivering, managing and tracking training within an organization. Over the years, automation has also been incorporated into learning systems, resulting in the inclusion of online course distribution, digital paperwork, dashboards, training-based matrices, expiries and alerts; effectively reducing manual entries and inefficiencies.

The ability to incorporate the functionality above as well as create in-house courses and provide third party safety classes is essential for the success of the Fleet Training and Safety department. Currently, the Fleet Training and Safety department is utilizing a system from the 1990's (Fleet Info) that runs on Access software. This operating system is dated and is no longer supported by Microsoft. The old City of Regina logo dons the first page of the system and the last update occurred in 2018. Training calendars are also obsolete in our current system, while access to the system is limited and capabilities are missing in addition to many broken links. The Fleet Info database does not include mobile capabilities. Data is also manually entered resulting in the possibility of entry errors.

Due to technological enhancements in training systems over the years, Fleet Assets is proposing a move from our current database (Fleet Info) to a more updated system.

**Request for Information – Specific Objectives:**

The specific objectives the City intends to accomplish through this RFI are as follows:

- Identify available dealers/manufacturers of Learning Management System, and understand the functionality and suitability of the available system;
- Identify software or computer requirements, etc.;
- Identify vendors, through references, which offer system that has a proven satisfactory performance record in similar operating environment;
- Identify which vendors offer management system that would potentially best fulfill the City's requirements and compile a list of acceptable software or system whose vendors would then be invited, in a **"By Invitation Only"** competitive bid process, to submit a tender or request for quotation to the City;
- Identify the feasibility and strategy for a payment options included;
- Identify the level of funding that will be necessary for this project; and

- Identify a time line of events required to ensure earliest possible delivery/installation of the system.

**CONTENTS OF SUBMISSION:**

**Submissions should include:**

**1. System Description**

Respondents should address all elements provided in this section and provide detailed descriptions on the learning management system being offered.

- (i) an online learning management capability that includes, at minimum:
  - cloud based online software for safety and training records management to centrally manage, host and maintain all Safety and Training Record Data;
  - digital storage, tracking and reporting of training records and certificates
  - automatic expiry alerts through email that notify the City and End Users 30 days prior to the expiry of any applicable certification;
  - quick mass record upload from the City's current databases into Excel templates using application programming interface (API) technology that is compatible with current Microsoft technology;
  - an ability for End Users to upload their own records and certificates for administrator approval;
  - mobile application for Safety and Training Record Data to allow End Users to remotely access their Safety and Training Record Data;
  - ability to create custom reports and export City of Regina data to an external database.
- (ii) a training matrix integrated with End User accounts that is capable of, at minimum, the following:
  - assigning training requirements by role and location;
  - categorizing training as required or optional;
  - providing auto assign training that is listed as required on the training matrix to end user accounts;
  - providing automatic email alerts for assigned and expiring courses or certifications and
  - providing scheduled and on demand gap analysis reports by location, role or employee.
- (iii) an online scheduling calendar capable of, at minimum:
  - generating training events;
  - assigning instructors;
  - enrolling and withdrawing End Users;
  - managing payment, enrolment volumes and waitlists;
  - providing End User self-registration;
  - providing automatic email alerts for enrollment confirmation and course reminders to End Users;



## **Annex A – Learning Management System**

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- providing a waitlist feature to electronically notify End Users on the waitlist when a seat becomes available;
  - providing a built-in certificate generator; and
  - providing automatic training record generation and update to End Users account upon course completion.
  - the ability to track & export training certification participant members & statistics for each trainer involved in training.
- (iv) an End User profile which shall track and manage, at minimum:
- the End User permissions which shall control access to Safety and Training Record Data;
  - the End User identification number, name, address, email, role and department within the City;
  - the End User defined fields for tracking additional text, date and numerical data;
  - the assigned required and optional training;
  - the assigned and completed training and educational progress for each End User; and
  - the End User's current certifications and driver's license information. The parties acknowledge and agree that drivers' licenses are City Confidential Information.
- (v) a document management system that provides the following capabilities, at minimum:
- a digital folder system for electronic documents, including but not limited to, Microsoft Word and Excel and pdf.
  - automatic End User notification when new or updated documents are available for review;
  - digital signature policy sign-off, where new policies are automatically assigned to End Users accounts for review and End Users ability to sign-off on the policy digitally from a mobile device; and
  - security settings for folder access.
- (vi) be in a format compatible with the latest and supported Microsoft systems.
- (vii) recommended and available options

## **2. References**

- List a minimum of three (3) references that have purchased and operated, each management system proposed in the submission, state how long each proposed management system has been in production. Reference contact information, location and description.

## **3. Delivery**

- Comment on anticipated availability of a possible purchase
- Delivery period for the purchase.

**4. Demo Units**

- Propose a schedule for a demonstration of the proposed management software preferably at the City of Regina facilities.
- Propose a schedule of costs, if any that would be incurred by the vendor in providing the demos for which the vendor would request reimbursement from the City.

**5. Budget Estimate**

- Provide a budget estimate, state currency, FOB Regina, for the proposed learning management system for the 2019 purchase.
- Provide an itemized list of all inclusions, i.e. warranty coverage, trainings, options, etc.

**6. Warranty**

- Describe available standard and extended warranty options;
- State location of vendors service support; and
- Indicate whether customers can perform warranty work and be reimbursed for time and materials.

**7. Training and Safety**

- Provide a learning management system training and safety summary. What training on the operation of new management system, safety and maintenance could be offered? Training must be provided by a manufacturer's representative. Training to be provided in Regina and to comply with the requirements of the Saskatchewan Occupational Health and Safety Regulations, 1996.

**8. Miscellaneous Information**

- Any additional information which the proponent considers pertinent.

**SUBMISSION:**

**Confidentiality**

The City anticipates that the respondents may wish to treat certain elements of their submissions as confidential or proprietary. Proponents are advised, however, that freedom of information requirements in Saskatchewan may afford rights of production or inspection at the application of third parties.

**Incurred Costs**

The City will not be liable in any way for any costs incurred by respondents in replying to this RFI.

**Clarification and Production Demonstration**

The City reserves the right at its sole discretion to request clarification and may request a demonstration of the available equipment.