



Ontario Centre of Innovation – OVIN Skills, Talent & Workforce Development

Upskilling Platform RFP – Proponent Questions

QUESTION

1. Is the Information Session mandatory?
2. Are we able to receive a recording of the conference call for our review as we will not be able to join the call that reviewed the project goals and objectives?

ANSWER

The Proponent Information sessions are not mandatory to attend, and we will be uploading a copy of the session recording to the website so that those who were unable to attend are able to get the same information as those who were. The recording should be available later this week.

QUESTION

1. Would you have a sense you can share of budget ranges you're anticipating / capping for the project?

ANSWER

There is no explicit budget guidance for this project. Proposals should contain a firm fixed-price budget based on the major components of the scope of work and to include all costs such as professional services, supplies, and out-of-pocket expenses. Proposals will be evaluated on the basis of expertise & diversity, methodology, and proposed cost. For further evaluation details, please refer to the evaluation criteria listed in the RFP.

QUESTION

1. Are you considering international bidders for this project?
2. Could we arrange a meeting to get to know you and confirm we understand your values and the scope of work and ask a few questions to make sure we are a suitable candidate for the work?

ANSWER

1. At this time, we will not be considering international bidders for this project.
2. RFP queries and questions may be asked at any time, however, these must be submitted by email given that any responses may be shared with all potential bidders, as such we do not perform one-on-one calls with our bidders.

QUESTION

1. Could you let us know what the budget is for this project?
2. Could you let us know if you are open to an east coast agency to do this work as we have for numerous other clients across the country for similar engagements or do you have a local preference?
3. Could you let us know what platform and technologies the OVIN Skills and Career Navigator is built on?
4. Would you like us to provide for translation services for the content?
5. Could you clarify if we as the consultant would need to develop any of the content? And if yes, what sort of content would you be looking for?
6. There is a note that the consultant in 3.1viii will develop comprehensive training modules. Is this for using the platform or for what the Upskilling Program is for to provide for skills to individuals?
7. What's your ideal timeframe for this project?

ANSWER

1. There is no explicit budget guidance for this project. Proposals should contain a firm fixed-price budget based on the major components of the scope of work and to include all costs such as professional services, supplies, and out-of-pocket expenses. Proposals will be evaluated based on expertise & diversity, methodology, and proposed cost. For further evaluation details, please refer to the evaluation criteria listed in the RFP.
2. Proposals will be accepted from bidders within Canada.
3. The OVIN Skills and Career Navigator is built on WordPress and uses FutureFit AI technologies.
4. Consultants will ensure that content uploaded onto the platform is translated and available in both English and French.
5. The Consultant will not be individually responsible for creating content but will work in collaboration with OVIN and relevant stakeholders throughout all phases of content development.
6. There should be front-end training modules for users, including how to set up their profile, how to navigate the platform, where they can find their course dashboard. There should also be back-end training modules for OVIN, including loading new content to the platform, how to make edits to pages and copy, troubleshooting, etc.
7. As outlined in the RFP, the final Upskilling platform and mobile application will be ready for public release on April 30th, 2023. The project close is June 2023.

Questions from Proponent information session, Wednesday June 30th

1. Will this recording be made available?
 - a. Answer: Yes. The recordings for both proponent information sessions will be publicly available on the website.
2. How does the APMA's Digital Learning relates to this RFP?
 - a. Answer: The project is separate and follows a different objective.

3. What are the topics that will be covered in the e-learning content?
 - a. Answer: Some of this information will be determined with the successful bidder. OVIN is developing what that content will look like – some examples include EVs, cybersecurity, AI and cleantech. OVIN is hoping to develop content beyond that in the future.
4. Does OVIN require official AODA check done by a certified AODA auditor? Or if an experienced AODA specialist provided by team is sufficient?
 - a. Answer: The priority for this project is to ensure compliance with the Accessibility for Ontarians with Disabilities Act (AODA) and Consultants are to provide pricing for an AODA assessment should be included as part of the pricing. Provided that the assessment complies with AODA requirements, there is no preference for who performs the assessment.
5. Do you have in-house design or research capabilities? If yes, how involved to expect your team to be in the day-to-day activities?
 - a. Answer: Our team will have weekly meetings with successful firms. OVIN's plan is to have in-house technical capabilities. Scope to be determined. In terms of day to day, looking for frequent updates from successful bidder.
6. Do you have recruiting capabilities for any user research and testing, or is that a service you require support with?
 - a. Answer: OVIN will be looking to our own networking within OCI to do that outreach. We are also open to having support with recruiting for beta testing. OVIN will work with the consultant to refine an approach when the time comes.
7. We saw a note regarding Made in Ontario in the info session. Do you mean we should prioritize our user needs in Ontario? Or do you mean the Consultant's project team needs to be from Ontario?
 - a. Answer: Prioritizing users based out of Ontario (workforce and employers).
8. Is OVIN open to partnering with a skills development platform vendor such as Faethm or Skyhive (clarification: SkyHive has done work like this before – the platform is the same. Would OVIN be open to that kind of proposal?).
 - a. Answer: We will review all proposals submitted that meet criteria and deadlines listed in the RFP.
9. For the sake of platform design, who are the primary stakeholders? Automotive OEM's, Tier 1 Supply chain etc.? Will they play a part in identifying required skills in the markets? Will they be able to use this as a recruiting tool?
 - a. Answer: Post-secondary institutions and in consultation with OEMs to match the skills required. Will also be using labour market insights reports to inform forecasting. Key stakeholders who will be using the platform are members of Ontario's automotive and

mobility workforce, as well as employers looking to upskill dedicated groups of employees within their workforce.

10. In RFP scope 3.2.xi, does OVIN require a single dashboard for reporting all user activities from Google Analytics, Learning Platform, Website? Or using out of box reporting capability by each tool is sufficient if available?
 - a. Answer: Using each tool is acceptable. Previously we've focused heavily on Google Analytics for reporting and would like the platform to fit into our existing account.
11. Do you require security clearance for the consultants?
 - a. Answer: If consultants are part of a legitimized firm, that should be sufficient. Consultants will be required to sign an NDA.
12. For the managed service, are we open to having offshore developers? Do we need 24x7 support or is support during business hours only ok?
 - a. Answer: OCI's preference is for developers based in Canada. Support outside of business hours would be preferable.
13. Are there any restrictions for cloud hosting? Does all data need to reside in Canada?
 - a. Answer: All cloud hosting and data needs to reside in Canada.
14. Do you require security governance to be based on specific frameworks? NIST, ISO etc.?
 - a. Answer: The goal is to provide actionable risk management to our organization's infrastructure. There is no preference, so Consultants are asked to provide rationale for the information security management system they intend to use, showcasing use for data security, risk assessment and security programs etc.
15. Does OVIN prefer managing learning management platform in house or use a white label solution?
 - a. Answer: White-label solution is fine to use but it's important to at least allow the OVIN team access to managing the content on the platform, not having it hard-coded.
16. Do you have a target "live" platform date for the build?
 - a. Answer: 7 months. Ready for public release April 30th, 2023 – allow for any updates and changes prior to project close.
17. Do you anticipate a complete overhaul of the user experience including user flows, visual brand/UI as long as it fits in the timeline and budget? (Clarification: it's built a certain way based on user needs, if there is an opportunity to enhance it, is OVIN open to changing navigator?)
 - a. Answer: Not looking to do any visual changes to the current OVIN Navigator for this project.

18. Is there a preference for presentation/platform of micro-credentials; how do you see employers being involved in program evaluation, if at all? (Clarification: we have an accreditation system with the province. Will an employer use this?)
- a. Answer: We see this as something for both employers and workforce. Employers should be able to assign to some of their staff. Employers would have their own landing page, dashboard, etc. to see as staff navigates the platform.
19. Regarding: upskilling platform, this is the site you are referring to right? - <https://ovin-navigator.ca/>
- a. Answer: Yes. The hope is that the upskilling platform and the navigator will ultimately link to each other.
20. Regarding: hitting 200 users within the first 6 months. Who is responsible for this KPI? OVIN or the Consultant?
- a. Answer: This will be a collaborative effort, working with existing OCI and OVIN networks, postsecondary, and industry to promote the platform.
21. Is OVIN open to doing a Design phase and re-visit development effort and cost?
- a. Answer: Consultants are encouraged to include this type of information in a proposal.
22. Would any development/ design during the process be factored in?
- a. Answer: Any addendums, changes, additional costs would need to be approved in writing in advance prior to any changes.
23. What happens if OVIN proposes design changes to the platform? How will we be able to coordinate that on our end as potential proponents?
- a. Answer: Relevant addendums and approvals or change of cost will be addressed as needed.
24. Will information from the other info session also be made available in case there were other questions there?
- a. Answer: Yes. Both the reporting from the other session and today's will be made available. You will not be missing out on anything that was previously asked.

QUESTION

Will you be expecting the platform to be available as a standalone desktop version and have a dedicated mobile app, or is it possible to create a mobile responsive website (a platform that looks and feels native on iOS and Android)?

ANSWER

This project should include a technical web-based learning platform and a corresponding dedicated mobile app.

Last updated **July 7th, 2022**.

[PLEASE NOTE THAT THIS DOCUMENT WILL BE UPDATED ON A ROLLING BASIS AS QUESTIONS COME IN RELATED TO THIS RFP.]