

Curriculum redevelopment and eLearning Project

Request for Proposal



Parent Support Services Society of British Columbia

Issued: 7/24/2020

Submission deadline: Monday, August 24, 2020 at 10.00am

Revised Submission deadline: Monday September 14, 2020 at 5.00pm PST

RFP# RFP_eLearning_2020



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A. Introduction

Company Background

Parent Support Services Society of BC is a provincial charitable organization founded in 1974 and incorporated as a Society January 22nd, 1976 as “British Columbia Parents In Crisis Society”. The name changed officially to Parent Support Services Society of BC on June 06, 2001.

Parent Support Services Society of BC (“PSS”) works to protect the safety and well-being of children and promotes the health of all families by partnering with those in a parenting role and their communities to build self-help parenting support circles, advocacy, education, research, resources and operates a Kinship Care/GRG Support Line.

The PSS team also manages a volunteer network of 250 people all across British Columbia providing up to 9500 hours annually of their time.

Project Purpose

PSS Program Coordinators/Trainers providing training to Volunteer Child Abuse Prevention Parenting Facilitators across BC. The Volunteer Facilitators help to coordinate and co-facilitate these peer-led Circles in their respective communities. Circles help to reduce isolation and are a safe place to share resources, tools techniques of effective parenting.

Since 1974 PSS has been providing in-person training to community-based volunteers around the province several times per year. The Initial Facilitator Training ensures that the trained volunteers can effectively operate all aspects of the Child Abuse Prevention and Parenting Circles in their communities. PSS is the only organization providing peer led Parenting Support circles in BC. PSS is ready to deliver training virtually and are uniquely positioned to provide the best training possible in delivering parenting circles and reducing child abuse/neglect in the home.

Currently, the training delivery is limited to those who can travel and attend on site. To better serve our constituents and at-risk and remote communities the Facilitator Training programs need to be updated first, then re-built so that it can be re-deployed on a virtual platform, ensuring it is also accessible in remote areas where internet coverage is unreliable.

Intended outcomes of this project include, but is not limited to:

- The Initial Facilitator training will be current and modern (some of it may be delivered online)
- The virtual Initial Facilitator training will be developed based on the above and delivered face-to-face online, partially in real time, and partially on demand.
- The Initial training will look professional, be easy to use and increase accessibility for remote participants.
- Program staff will be better equipped to provide volunteer trainees the tools, knowledge and resources to ensure in turn that they are equipped to manage successful peer-led Circles.



- Migrating some training online will be cost effective in the long run, savings in travel and accommodation expenses
- Virtual delivery will ensure circles can be delivered remotely & in remote communities where meeting in person for a 20-hour Initial Facilitator Training is prohibitive or impossible.
- If online training is successful, the intention is that this will lead to increased volunteer retention, additional circles being created and indirectly circle participant retention and satisfaction.
- The online training will be readily available to communities who are ready to start a new circle or replace outgoing facilitators.

The success of this project may help inform updating other training offered to move to a similar format, including, but not limited to:

1. **Regional Training**, currently offered ~3 times / year, which traditionally includes volunteer recognition awards and steering committees
2. **Provincial Training**, currently formatted as a 2.5 day camp and includes facilitators and steering committee involvement and volunteer recognition.

Target Audience

The target audience enters the program as a volunteer.

Participants represent a wide and varied level of education, English/French language fluency, cultural beliefs and practices and access to internet and technology.

There is a growing demand for circles to be developed in remote / isolated areas of British Columbia, therefore Circle Facilitators will live in or local to the same environment.

Project Scope

The curriculum is currently provided in a hard copy format in a binder, comprising of a 'handbook' (86 pages) and ~8 appendices and has been delivered over a 20 hour period.

The curriculum needs to be fully reviewed and redeveloped, in alignment with modern education styles and platforms.

The successful Curriculum Developer / eLearning provider will be expected to be able to provide the following, as and if appropriate for this project:

- Solutions consulting
- Instructional design
- Interface and graphic design
- Media production
- Course development
- Assessment design and development



- ‘Train the Trainer’ training and manual
- LMS integration
- Evaluation
- Additional learning materials such as job aids, support tools, educational websites, etc.
- Ongoing maintenance updates and upgrades (ideally to be managed in-house following the completion of the project)

The media used for the eLearning component of the Curriculum overhaul will likely be a mixture of:

1. Individual access and self-paced study modules online, which may include pre-recorded videos as well as reading materials, links, downloads, etc
2. Scheduled, compulsory attendance module(s) which will be virtual, and live. These sessions will include some sort of sub-group work.
3. In either format there will be some sort of quiz or assessment style testing for participants to complete.
4. Experiential learning is currently a robust part of the training and ideally would be important to incorporate into the virtual training

The platform used for the eLearning component is yet to be determined. Critical requirements of the platform include, but may not be limited to:

- Disabling ability for participants to download or print the materials
- Ability for PSS staff to update, add or remove materials, in-house
- Private, secure links can be issued per participant (including removing their access, on demand)

High Level Project Timeline

This project must be fully developed, tested, deployed and closed out on or before January 31, 2021.

Suggested milestones to be reviewed and revised with key personnel and/or curriculum / eLearning specialists, as appropriate. Milestones and responsibilities may include:

<u>Date</u>	<u>Task / Milestone</u>
Sept 14-18	Curriculum redevelopment / Platform functionality meetings
Sept 21 – Oct 30	Curriculum redevelopment (rewrite and design– hard copy + online) – 6 weeks eLearning platform skeleton build (ie. adaption for virtual delivery) Weekly milestone check in meetings, testing, Indigenous lens review, etc
Nov 1-13	Review entire curriculum – initial sign off Test eLearning platform – initial sign off
Nov 16-20	Run test training (current volunteer leaders + Circles team Managers) Including ‘Train the Trainer’



To be revised

Nov 23-27	Revisions by Curriculum Developer / eLearning consultant(s)
Nov 30-Dec 4	Reviewing / testing revisions – sign off
Dec 7	Project Go-Live Printing master copy ‘Train the Trainer’ and Facilitator Training manuals
Dec 7-18	Project close out

PSS personnel absences that may affect the timeline include, but are not limited to:

1. ED – July 26 – Aug 7 and ~August 24-31
2. CD – Aug 3-21
3. CC (1 of 5 resources) – possible July and/or Sept vacation

B Additional Information

Schedule for Evaluation Process

<u>Date</u>	<u>Task / Milestone</u>
Aug 7	Question submission deadline
Aug 14	Answers provided
Aug 24 Sept 14	RFP submissions due (10.00AM PST)
Aug 24-Sept 4 Sept 15-17	RFP’s reviewed, interviews scheduled
Sept 8-11 Sept 18-25	Interviews, reference checks, negotiation, contract award, onboarding
Sept 14-18 Oct 1 onward	Project kick-off

Contact Information

Procurement Contact:

Name	Mel Ifada
Company	KOJA Consulting
Phone	604-719-7650
Email	info@koja-consulting.com

Confidentiality / Non-Disclosure Agreement

The successful proponent will be required to sign a Non-Disclosure Agreement prior to signing the Contract.

Notification

Providers will be contacted by email for questions, answers, interview, contract award, etc.



C. Basis of Award

PSS will use multiple criteria to select the most appropriate partner for short-list / interview.

Respondents must respond to all elements of the proposal.

The following list summarizes the major qualitative areas that will be evaluated, the overall weighting of which is noted in the 'Evaluation Scorecard' included at the end of this document.

- Industry expertise and experience
- Personnel availability
- Guaranteed capacity to complete the project on or before January 31, 2021
- Previous relevant experience and work samples
- Demonstrated customer service quality and support
- Vendor strength and stability
- Account management
- Reporting capabilities
- Financial considerations
- Responding to all relevant sections of this RFP

Additional considerations, if selected for interview, include:

- Learning solution
- Technical approach
- Client references
- Proposed timeline including management milestones
- Methods of project management
- Proposed cost delineated by major features of the project

By submitting a proposal, contractors acknowledge that they and their affiliates have no undisclosed conflicts of interest and that all materials and products produced will be the sole property of PSS.

D. Provider Response

Response Contents and Format

Please complete all relevant sections of the RFP. If additional material is required for one or more questions, please label attachments clearly and reference them in your response. Your response to this RFP will serve as the basis for the consideration of your potential as a partner.

Proposals are to be submitted in PDF format by email and include the RFP# in the subject line and sent to the contact person noted in [Section B – Procurement Contact](#).

No phone calls or site visits accepted.

Any and all questions and communication are to be handled via email c/- the contact person and contact



details noted in [Section B – Procurement Contact](#) and must be submitted on or before Friday August 7, 2020 at 5.00PM PST and include the RFP# in the subject line.

Answers will be issued by email on Friday August 14, 2020.

Company Overview

- Provide contact information for the principal individual(s) to be contacted regarding the information in this RFP
- Provide a brief company history, years in business, number of employees and office locations
- Describe the company's most utilized eLearning solutions and how they fit with other company offerings
- Provide any relevant work samples
- List top clients and services provided to them
- List any awards or industry recognitions

Learning Solution

- Describe approach to the scope of this project
- Define the roles of the staff involved
- Describe the creative and instructional approach that will be used to engage the learner
- Describe the learning experience and primary interactions
- Describe project management and quality assurance processes
- Provide recommended options that will enhance results or significantly impact costs

Technical Solution

- Describe the software and skills that will be employed in interface design, media production and eLearning development
- Define the roles of the staff involved
- Define the technical requirements aligned with the RFP specifications
- Define deliverables and review process
- Define timeline and project management approach
- Provide recommended options that will enhance results or significantly impact costs

Contracting & Pricing

- Provide a breakdown of project costs aligned with the proposed learning and technical solution and any optional recommendations
- Provide any standard terms of agreement

Timeline

- Identify and explain any variance to the High Level Project Timeline provided in [Section A.](#) of this document



Customer References

Please provide a *minimum* of three references of organizations that have utilized your curriculum development and eLearning services. Include the contact name, title, company name, address, phone number and email address for each reference. Ideally, at least one should be a non-profit social service organization.

Additional Information

1. Give a brief overview of your organization's involvement in providing eLearning value added services in the marketplace. Highlight any previous relationships with non-profits.
2. How long has the organization been in this business?
3. Indicate the number of employees in your organization. How many of those are dedicated to account management and/or technical support? How many are full-time vs. contract?
4. Please describe your relationships and experience with current online platforms and distribution partners in the technology marketplace. Specifically identify any that are Canadian.
5. What differentiates your organization from your competitors in the marketplace and how will this be relevant to us?
6. Will you or might you subcontract any components of the proposed solution to third party organizations? If so, please describe the components that may be subcontracted and provide details of any agreement in place with the subcontracted firm/individuals as well as a summary of past work that you have successfully completed together.
7. Please describe your organization's experience in transitioning clients from a face-to-face training method to a virtual/online method.
8. Please provide contact details of a *minimum* of two and a maximum of four current customer accounts that are similar in scope and requirements to those of PSS.

Please attach any additional information that will help explain your company's capabilities and the proposed solution.

E. RFP Evaluation Scorecard

Before giving to reviewers the Procurement Team Leader should enter each evaluation criteria to be scored in the first column and indicate the priority level under the "multiplier" column. The evaluation criteria with the highest priority will have the highest multiplier, e.g., "x 10" and the lowest priority criteria will have the lowest multiplier, e.g., "x 1". Multiply the multiplier by "5" to obtain the highest number of points for each criterion (since "5" is the highest score).

Reviewers must check one score (0-5) for each criterion. Multiplying the marked score by the multiplier will result in the total points awarded for that criterion



NAME OF BIDDER: NAME OF REVIEWER:	<i>Score (Unsatisfactory = 0, Good = 3, Outstanding =5)</i>						Multiplier	Points Awarded (score x multiplier)	Max. Points Available (5 x multiplier)
	<i>0 pts</i>	<i>1 pt</i>	<i>2 pts</i>	<i>3 pts</i>	<i>4 pts</i>	<i>5 pts</i>			
EVALUATION CRITERIA LISTING									
EXAMPLE - 1						XX	(x 5)	25	25
EXAMPLE - 2				XX			(x 2)	6	10
EXAMPLE - 3			XX				(x 7)	14	35
1. Industry expertise and experience							(x 8)		40
2. Demonstrated customer service quality and support							(x 7)		35
3. Previous relevant experience							(x 7)		35
4. Vendor strength and stability							(x 7)		35
5. Size of company or team							(x 1)		5
6. Account management							(x 7)		35
7. Warranty							(x 2)		10
8. Technical support							(x 8)		40
9. Reporting capabilities							(x 5)		25
10. Guarantee to be able to complete project by deadline							(x 10)		50
11. Response to all relevant sections of this RFP							(x 9)		45
12. Financial considerations							(x 3)		15
TOTAL SCORE									440
Comments on individual score selections or general comments during review of response:									