

Expression of Interest

for

**Employee Training –
Focus on Information Technology Solutions**

Request for Quotation No.: **2017-EOI-07**

Issued: **Monday June 26, 2017**

Submission Deadline: **2:00pm Tuesday July 18, 2017**

Submission Location: **THE PURCHASING OFFICE
The Regional Municipality of Niagara
Campbell West Building
1815 Sir Isaac Brock Way
Thorold, Ontario, L2V 4T7**

1. Introduction

The Regional Municipality of Niagara (the “Region”) is looking to update and alter its current method of training staff in the areas of business software and technology as part of the annual learning calendar.

Currently the Niagara Region provides all of its employees with the opportunity for business software and technology training in the form of facilitated “learning days”. The training we provide currently encompasses the fields below. Many of the courses identified run two or three times per annum.

The future provider of business software and technology training at the Region will be responsible for providing online and/or facilitated training programs to employees across the entirety of the Niagara Region. The provider of this training will work in consultation with the Human Resources and IT Services to ensure training delivery and content meets the needs of Regional Staff.

It is expected that the successful training solution will:

- Provide the support of a subject matter expert on business software and technology training;
- Have experience developing or providing training programs, or has programs either online or in facilitation format;
- Have excellent communication, customer service and interpersonal skills;
- Have demonstrated experience in training development and implementation in their delivery model(s)

2. Date and Place for Receiving Submissions

Please provide one Master and three copies of your submission.
Total submission should not exceed 10 pages excluding CVs.

Submissions can be accepted any time before the closing date. Submissions must be delivered to the following:

Lesley Monette, Junior Buyer
Procurement and Strategic Acquisitions
Regional Municipality of Niagara

1815 Sir Isaac Brock Way, P.O. Box 1042
Thorold, Ontario L2V 4T7
Phone Number 905-980-6000 extension 3315
Email: lesley.monette@niagararegion.ca

Closing Date: Tuesday July 18, 2017, 2:00 p.m. local time

3. Use of Submissions

This EOI does not in any way create a binding relationship or obligation between the Region and the respondent. Neither the Region nor the respondent will have any liability between them for any reason related to this EOI. Any response to this EOI shall not be understood as a process directly leading to the execution of a contract with the Region. Submissions will be reviewed and used to assist the Region in determining any required next steps.

The Region may use information submitted in response to this EOI to budget and/or specify scope of work for a formal Request for Proposal (RFP) or Request for Tender (RFT). As part of the EOI process, the Region reserves the right to invite some, all or none of the respondents to further discuss their EOI submission.

There will be no evaluation, ranking or selection of suppliers as a result of the EOI. It will not be used to pre-qualify or screen suppliers for the subsequent competitive bid process, if any. If the Region proceeds to a RFP or RFT, all suppliers who submit information in response to the EOI will be advised formally. Any future RFP or RFT resulting from this EOI process will be open to all suppliers, whether or not a response to this EOI was submitted.

4. Inquiries

Questions related to the intent of the work must be received at least five (5) working days prior to closing and are to be directed to email: lesley.monette@niagararegion.ca

Any correspondence with regards to this document must be provided in writing. Responses will be provided to all participants. Any communications not in writing will not be considered.

5. Confidential Information

Respondents to this EOI acknowledge that the Region is governed by the *Municipal Freedom of Information and Protection of Privacy Act ("MFIPPA")* and the *Personal*

Health Information Protection Act ("PHIPA") and agree to adhere to or exceed the standards set in MFIPPA, PHIPA or other relevant Ontario or federal privacy legislation or common law as may be passed or amended from time to time, as if you were agents of the Region as it relates to the confidential and secure treatment of personal (health) information or confidential information of the Region.

Respondents agree that any personal information provided to the Region in their response is collected under the authority of the *Municipal Act, 2001* and shall become property and a record of the Region. Such records may be released pursuant to such Acts. Respondents name at a minimum will be made public on request. In addition, certain response information may be disclosed to Council and accordingly may become part of the public record. All correspondence, documentation and information provided to the Region may be reproduced for the purposes of evaluating EOI submissions. Respondents are advised that as necessary, responses will be disclosed on a confidential basis to advisers retained by the Region to assist the evaluation of the EOI and/or with development of any future RFP.

Respondents should identify any information in their response for which confidentiality is to be maintained by the Region. The Region shall use its best efforts not to disclose any parts of responses marked confidential, but shall not be liable in any manner where information is disclosed by order of the Privacy Commissioner, a court of competent jurisdiction or otherwise as required by law. The Region makes no representations or warranties that the identification of a document as confidential will prevent its release under the provisions of MFIPPA, PHIPA or otherwise under any law. Any information in a response that was not specifically identified as confidential may be treated by the Region as public information. Information regarding the application of MFIPPA and PHIPA is available from the Information and Privacy Analyst of the Regional Clerk's office at Regional Headquarters, Thorold, Ontario.

6. Information Requested

Consideration for Key Elements

The Niagara Region is looking to understand what training lessons/ online modules are available for beginner, intermediate and advanced learners within, but not limited to the fields of:

- Microsoft Word 2016
- Microsoft Excel 2016
- Microsoft PowerPoint 2016
- Microsoft OneNote 2016

- Microsoft Outlook 2016
- Adobe Acrobat
- Windows 10
- General, Microsoft Office 2016
- Skype for Business
- LinkedIn for business
- Microsoft Publisher 2016
- Microsoft Access 2016

Further to this, the Niagara Region would be interested in courses online or otherwise that grow skills and develop employees in areas such as software specifics (I.e. Microsoft Word Styles, Templates, Tables, Graphics and how to create accessible documents; and Outlook Calendar proficiencies such as task management and advanced functions), information on technological devices (I.e. Samsung Galaxy 6 and higher; and Iphone5 and higher) and building technological skillsets (I.e. how to build a strong presentation.

a) Training Type

Submission should include a minimum of one of the following two training types for consideration.

I. Ability to Provide Facilitated Learning Sessions

Provide services that include in-class, facilitated learning sessions. Sessions require a subject matter expert as facilitator/ trainer to be provided same.

Facilitated learning sessions must occur at a Niagara Region facility. For contingency purposes, Niagara Region requires demonstration of proof of a back-up facilitator should the primary facilitator not be able to make it.

II. Online Learning Modules

Provide services that include online, learning programs or modules. Each subject must be an individual lesson upon itself for evaluation purposes and employee development tracking. Online programs can be provided with integration to Niagara Region's LMS system or directly through an online portal provided.

b) Corporate Information

Submissions should include the following information about your company;

- Number of years in business

- Geographic market served
- Provide information on company staff with technical background and experience
- Proven experience in similar deployments

c) Service & Support

Summary of service/support methodology and approach to implementation, as well as support staff and applicable qualifications to support the training delivery.

d) Licensing

Please provide information regarding the licensing of your products and services. The Niagara Region requires information of course content ownership versus a renewable subscription for service. If service and materials are subscription based, further pricing is required. See below.

e) Pricing

Submissions should include sample pricing for **budget purposes only**, aligned to each phase including:

- Cost of training material development
- Cost of any employee licencing (If applicable)
- Facilitator costs
- Renewal costs (If applicable)
- Other anticipated costs

f) Value Added

Please provide information on any other value added features to your solution would provide.

7. Scope of Work

The Niagara Region requires the creation or provision of either online or in-class, training sessions regarding aforementioned topics in Section 6. Information Requested, Consideration for Key Elements for employee development purposes.

The content of any modules or facilitated sessions must be vetted and approved by representatives from the Niagara Region's Organizational Development Division as well as IT Solutions before implementation.

Any and all facilitated sessions must have training materials and presenter(s) provided same.

All training and visual representations at the Niagara Region Must be AODA compliant.

Employee (Participant) feedback and professional course evaluations will be taken into consideration for module/facilitation updating and revision when required. Any changes to any services provided by supplier must be communicated and approved by an appointed Niagara Region representative before implementation.

The Niagara Region is planning to move all computers to Windows 10 and Microsoft Office 2016 beginning September 2017. All program training is required to meet this new system need. All computers have installed Internet Explorer 11 as our standard web browser.

The Niagara Region also uses the Learning Management System (LMS) software known as Absorb a 2003-2017 Blatant Media Corp. product.

Any and all online formats of training must be compatible with the Absorb LMS system and/or Internet Explorer 11. Please visit <https://support.absorblms.com/hc/en-us> for further details on software integration.

FORM OF SUBMISSION

I/We the undersigned, having carefully examined all Sections of this Expression of Interest do hereby affirm the acceptance of the requirements.

Full Legal Name of Bidder:	
Any Other Relevant Name under Which the Bidder Carries on Business:	
Street Address:	
City, Province/State:	
Postal Code:	
Phone Number:	
Fax Number:	
Company Website (If Any):	
Bidder Contact Person and Title:	
Bidder Contact Phone:	
Bidder Contact Facsimile:	
Bidder Contact E-mail:	

Signature of Witness
Representative

Signature of Bidder

Name of Witness

Name of Bidder Representative

Title of Bidder Representative

Date

I have the authority to bind the bidder.

ORIGINAL SIGNATURES ONLY; NO ELECTRONIC