

Date	ID	Question	Response
15/12/2017	1	What is the overall project budget?	The expected contract value range for proposals is between £100K and £180K.
15/12/2017	2	When does the project need to be delivered by?	Please see Section 6. Key project phases and milestones of Document A – Life Long Learning solution Request for Proposal (RFP).
15/12/2017	3	Can you please confirm total potential user base is 30,000 (7,000 trainees and 23,000 supporting roles)?	RCoA anticipates an initial user base in year one of around 7,000 trainees, with up to 23,000 secondary training roles accessing their records to provide feedback and approvals. Many of the latter group may only be expected to be only granted temporary access to approve a certain event or action. The user base is likely to increase as further projects are implemented on the solution. The keyword here is 'roles': this should not be confused with 'users'
15/12/2017	4	Can you please confirm what the referenced 2TB/5TB data usage is based on, is this based on current usage of platforms? 2TB - 5TB would be very large for the user based referenced, some background on this would be very helpful re: possible content, actual concurrency and usage per user?	The current information is all that is available though a maximum concurrency of 10% and 2% for trainees and supporting roles respectively could be assumed for pricing purposes. Our current storage in total is 500GB, with around 2GB being added per month. However this is with a current 2MB per file size cap, and with our core 7,000 users. On the new platform we would expect significantly larger files being uploaded including audio and video, and an expanding user base. For these reasons we have over specified storage and bandwidth needs for future use.
15/12/2017	5	ePortfolios are typically designed for free form collaborative/social learning, rather than controlled monitored learning - a system provided for the user to be managed by the user. It could be possible to customise our core ePortfolio products with some fairly extensive custom development to meet core requirements referenced. However it would be much more cost effective from our experience to use x2 systems connected via SSO to deliver to your core requirements. A structured LMS for controlled assessments/grading/progress checking/reporting/learning plans etc... with a complimenting ePortfolio to support collaborative learning. This is a very common solution we provide for many of our existing customers across vertical sectors. Would RCoA consider such a recommended solution? An LMS would also be advisable for future planned projects rather than further customisation an ePortfolio platform.	RCoA will consider any recommended solution that conforms to our requirements.
15/12/2017	6	"The trainee and educational supervisor should be able to schedule and log meetings." - This would only be possible as part of face to face model re: scheduling meetings on a structured LMS not the ePortfolio.	No comment.
15/12/2017	7	"The trainee and educational supervisor should be able to create and review a report (e.g. PDF) at any point of the year gathering all relevant evidence for the ARCP that can then be sent to the college tutor for comment and is then ready for the ARCP panel to review." This would only be possible as part of a structured LMS, we would need to understand full scope of all evidence needed and where it would be logged to confirm that a custom report isn't needed.	No comment.
15/12/2017	8	"Exams information from the College links directly into trainee e-Portfolio." - Where does this information come from and in what format?	The exact interface architecture is yet to be determined but it is likely that this will be a queried table import from a data warehouse via an API on the new platform.
15/12/2017	9	What is the CRM referenced and how is it to interface with the platform/s?	The current CRM is Integra. The platform would need to pull contact and location details from the CRM, and push changes back. Initially this could be an asynchronous batch job at regular intervals.

15/12/2017	10	Are there any authentication processes needed to consider?	Authentication requirements are listed in Document B - Non-functional requirements.
15/12/2017	11	There is a reference to data conversion and migration in the pricing table, what is the existing data - format/quantity/what system is it coming from?	Data will be extracted from a SQL Server DB. The indicative data is as follows: 26 tables holding user data, total volume approx. 60,000 rows across the tables with the highest single instance holding 15, 000 entries. Data types used are string, integer, date/time, Images and standard MS office file types.
15/12/2017	12	There is no offline access/re-syncing possible - is this a major requirement to meet which would disqualify a response/platform?	The requirement priority is as stated.
15/12/2017	13	Please describe the below in greater detail how do you see this working: "Curricula must be multi-tiered and configurable to display, trigger workflows and report on the minimum requirements needed in order to complete a module within a curriculum."	The ability to alter curricula by the RCoA administrator and the ability to run reports on curricula and modules (groupings of parts of curricula) by the RCoA administrator is an important requirement. There are multiple curricula to be supported (e.g. <a href="http://www.rcoa.ac.uk/system/files/TRG-CU-TRGProg2016.pdf">http://www.rcoa.ac.uk/system/files/TRG-CU-TRGProg2016.pdf</a> ) and these may need to be modified as a result of policy changes including those requirements of the GMC.
15/12/2017	14	The solution has ability to categorise, tag content and then interact with another solution that can deliver personalised content based on configurable and defined variables at multiple configurable points in the portfolio." Please describe this requirement in further detail? What other solution and how is the content to be personalised etc... This is not core functionality and could require extensive customisation, full explanation/scope is needed to qualify/cost?	This is essentially the ability to organise and classify a set of metadata tags, be able to attach a range of tags to system entries, be able to import a set of URLs with similarly assigned tags, and then display matching imported items at different points within the system. For example a user adds an assessment on topic X, the assessment is tagged with metadata relating to topic X, the external URLs table is queried for topic X tags, and the resulting URLs are displayed next to the assessment after it is saved.
15/12/2017	15	Do you have a current system/s in place that delivers all of the functionality detailed in your requirements? If so could you kindly explain what the system is and why you are considering alternative platform solutions?	No, we do not have current system/s in place that delivers all of the functionality detailed in the requirements.
15/12/2017	16	What are the defined procurement processes and qualification/marketing processes for contract award?	The defined procurement processes and qualification/marketing processes are detailed in the Section 9. of Document A – Life Long Learning solution Request for Proposal (RFP). The process for the Presentation and Prototyping sessions will be communicated during shortlisting.
21/12/2017	17	If a vendor fails to meet one of the pass/fail items will their bid be scored or will it be automatically marked as non-compliant?	For primary requirements if an item is scored 0 (Not met or no evidence), then this would disqualify the proposal. Any other score (partially met, met, exceeded) would keep the proposal in. For secondary and tertiary requirements, a 0 score item would NOT equal disqualification.
21/12/2017	18	We understand that the implementation of a new Life Long Learning Platform could have significant benefits for trainees. Could RCoA please clarify the business drivers behind the project? Why has RCoA decided to embark on this project at this point in time?	RCoA are at the start of a three year Technology Strategy Programme which will address every aspect of technology provision for staff, members and public stakeholders. Life Long Learning is the first workstream to be initiated, with the Life Long Learning platform being central to a number of projects. The first is e-Portfolio but there will be further platform based projects to provide CPD tools for consultants, a Logbook for all members, website and CRM integration, and personalised content driven from multiple external sources. The business drivers for this transformation are a recognition of and desire to give our members the best training and learning tools possible, in order to further their careers and ultimately give the best possible care for patients.
03/01/2017	19	How many prospective suppliers you are approaching?	This is commercially sensitive information and will not be disclosed.
03/01/2017	20	How many of those are bespoke software developers?	This is commercially sensitive information and will not be disclosed.

03/01/2017	21	As a bespoke software development firm, we would not be able to submit a "fixed price" until all functional details have been fully discovered and documented. This would mean our prices are only estimates and may not "remain firm" as requested on page 6 of Document A. Our standard procedure is to provide a high-level estimate, then once our client has agreed to work with us they will pay a deposit of 10% of the estimated contract value. This deposit covers the estimated time required to complete the planning, prototyping and specification writing process. Upon completion of this the price can be fixed based on the fixed price scope. Is it worth us submitting a proposal with this in mind?	Any proposals submitted should conform to the requirements outlined in Document A – Life Long Learning solution Request for Proposal (RFP).
04/01/2017	22	Page 7 of 'Document D - Background' shows a high level view of the proposed system. CPD and Logbook are shown for reference only - out of scope at this stage. CPD and Logbook do appear in the functional requirements listed in Document B (ID's 52 - 64) and they are 'Scored'. Please could you clarify this - are CPD and Logbook in or out of scope for this tender?	Tertiary requirements (CPD and Logbook) are out of scope for the initial contract (and pricing). However we are interested in how you would approach these requirements in the future.
04/01/2017	23	Do the CPD and Logbook rows in Document B need to be completed?	Yes, the Tertiary rows do need to be completed and will be scored. For clarity, Primary requirements will receive 80% of the score available this section but the Secondary/Tertiary requirements will only receive 10% each of the total.
05/01/2017	24	Regarding Google docs and Office, is the integration that you require needed for files hosted on those services or are there other needs?	The integration level expected is to link, present and launch files hosted on these external services. Future requirements may extend to deeper integrations but <u>this is beyond the scope and budget of initial contract.</u>
05/01/2017	25	Please can we have clarification on what the logbook actually is, so that we can have a better understanding? Could this be for example, a blog? Or along similar lines.	Please see <a href="https://www.e-lfh.org.uk/e-learning-sessions/rcoa-novice/content/e_library/logbooks.html">https://www.e-lfh.org.uk/e-learning-sessions/rcoa-novice/content/e_library/logbooks.html</a> for more information.
05/01/2017	26	You mention IE7 Support, a lot of our platforms are based on HTML5 which isn't supported by IE7 but where possible we try to be backwards compatible however this won't be all functionality. Could you provide more detail as to how important this requirement is?	As per the requirement description (Non HTML5 backwards compatability version, for earlier browsers such as Internet Explorer 7), it is accepted that any offering here would be a non HTML5 version and so a reduction in functionality and user experience would be expected. This is a secondary requirement and we are interested in what, if anything, suppliers can offer in terms of backwards compatibility