

UKAD Learning Management System & Assurance Portal Tender Clarifications

Clarification Responses

This document contains the answers to all questions submitted from interested parties. Where the same or similar questions have been submitted, these have been summarised into new questions and covered by one response.

Question	Answer
Assurance	
Does the current solution include the Assurance functionality listed in this tender, and if so, how is this currently achieved?	The Assurance functionality exists within the current LMS, which has been made bespoke to mean it fits into the LMS. This therefore utilises one solution to meet all the needs of UKAD.
Is there any more information available on the Assurance portal, including expectations of this area of solution and the ideal workflow?	Full details of the functionality required can be found in the specification and the Assurance functionality is a mandatory element of the solution. To build on the current functionality, there are some new features added to this tender which are not in the current solution. At this stage just a specification has been created and we will work with the successful bidder to create a workflow for this area.
API, BI and Reports	
Does UKAD currently utilise a BI tool and is there an expectation that any existing tool should be integrated to the new solution?	UKAD has access to Power BI but this isn't currently used within the Clean Sport Hub. The current reporting is achieved through an in-system report editor which is within the LMS solution. We therefore require a reporting or BI tool within the solution and are open to working with the successful bidder to shape this.

Question	Answer
What are the API requirements of the system?	There is currently no existing API functionality in the solution. As this is a new area, we would work with the successful bidder to understand what the requirements would include.
Will there be a need for custom reports beyond those listed in the specification?	As per the "Reports" section in the Specification, UKAD should have the ability "to create, edit and delete a custom report". Therefore, functionality to allow for the creation of custom reports should be included.
Budget and Contract	
Can you please provide clarification on the budget for the contract, and the time period the contact will be in place linked to this budget?	The £130k budget for this project is for the 3 year period. After the 3 year period, there is scope to extend for an additional 2 years (in line with the Terms and Conditions). If extended, funding would be secured at the contracted pricing of circa £30k p/a. UKAD would expect that the contracted level of support and maintenance would be provided in the extended period as to the initial 3-year period, in line with the original contract. A submission over the budget of £130k will be accepted, however will be scored accordingly.
Please confirm the "go live" date of the new solution?	The launch date (go live) of the solution will be by 30 September 2025, this is a non-negotiable deadline. Following the successful Bidder being chosen, we will work with them to ensure the system is built and tested by this date.
If successful, would UKAD be open to negotiating standard terms used by the Bidder?	The preferred Terms and Conditions for the award of the contact are those against this tender, the UKAD MASTER SERVICES AGREEMENT in line with the standard Crown Commercial Service template. If

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Does UKAD have a preferred pricing model for SaaS organisations?	<p>applicable, UKAD would be open to a dialogue with the successful bidder on these terms.</p> <p>We require the Site licence invoiced annually, active users to be invoiced monthly in arrears and any Implementation and Development costs to be invoiced separately.</p>
Certificates	
Please can you elaborate on the required content contained within a certificate, in particular any security features?	<p>UKAD would expect that upon completion of learning content, there is the option to provide a certificate to the user. This certificate should be UKAD branded (via a template provided by UKAD) and include dynamic fields, these currently are: Name, Course, Score, Date of Completion.</p> <p>UKAD requires a form of security that can confirm authenticity of the certificate and is open to Bidders' suggestions about how to achieve this, e.g unique identifiers or QR codes.</p>
Education Specification	
UKAD received questions in relation to the following areas of the education specification:	
<ul style="list-style-type: none"> Change in level of users 	Users should be able to move between different pathway levels as this will determine the learning content they receive. When a user changes level the previous level's learning content records should be retained.
<ul style="list-style-type: none"> Registration questions 	The registration process will require the user to enter multiple fields of information,

Question	Answer
	<p>where a particular response to a question will then require further information based on the response (this is known as field branching or conditional logic, a new question appears based on the response from the previous question).</p>
<ul style="list-style-type: none"> Imports of users 	<p>When uploading new users via a CSV, UKAD would require the solution to have the capability to upload multiple fields to categorise our users but this can be done on a standard CSV file.</p>
<ul style="list-style-type: none"> Zoom integration 	<p>The current LMS Zoom integration allows admin users to create and schedule events, invite users on the LMS. This is then logged by the LMS to show who attended this event.</p>
<ul style="list-style-type: none"> Audits 	<p>The UKAD Education team requires an audit trail of all users which have accessed the system and what actions they took whilst on the LMS (as a report). For Assurance Submissions, the audit function should log when a user interacts with a framework, for example adding or removing evidence and submitting a submission.</p>
<ul style="list-style-type: none"> Offline learning 	<p>UKAD requires the platform to support offline learning due to the nature of our users often travelling and being away from a secure network. We are open to suggestions about how the successful Bidder can achieve this, e.g through an App.</p>
<ul style="list-style-type: none"> Group links 	<p>A “group link” is a URL or potentially a QR code, which will take a user to a specific course or learning content.</p>

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<ul style="list-style-type: none"> • Languages 	<p>There is only a requirement for the Clean Sport Hub to be in English.</p>
<ul style="list-style-type: none"> • Hosting 	<p>UKAD is open to the idea of third parties being able to host our eLearning, as it has been requested but would require the ability to track and monitor user progress.</p>
<ul style="list-style-type: none"> • The LMS platform itself and its use 	<p>UKAD do not have a preference or platform in mind for their LMS and Assurance Portal, we are looking for a system that best meets our needs. The current Clean Sport Hub operates independently from the UKAD website, so no integration is required with this and we don't envisage any problems with them running on different technologies.</p>
<ul style="list-style-type: none"> • NGB administrators (third party administrators) 	<p>NGB administrators (third party administrators) should only have access to data sets that directly relate to their NGB - i.e. only athlete records that have entered the NGB when registering. This data should include the name of the user and learning content completion status. An NGB administrator role and an NGB user role will both have the same permissions as a standard learner, but also access to the relevant additional areas, for example the Assurance portal or accessing NGB users progress in courses.</p>
<ul style="list-style-type: none"> • Surveys and assessments 	<p>The survey criteria are currently met through a survey tool within the current LMS. UKAD do not have a specific tool which is a requirement, such as Survey Monkey or Qualtrics. UKAD is open to a solution which meets the needs, with a third party being included in this. Having the ability to conduct surveys through the solution is seen as a must have. Surveys and assessments are currently tracked and monitored through the LMS functionality in</p>

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	the solution and data is available through the report function.
Integration and Migration	
Will the new solution need to migrate data from the current solution, and if so, what should this include?	<p>The migration for both Education and Assurance should include all the data in the current solution.</p> <ul style="list-style-type: none"> • For Education and Testing, all personal data and learning content completion data, e.g certificates and pass grades • For Assurance, all National Governing Body data and all of the previous submissions they have made including the detail in these submissions (such as documents uploaded). We would be open to a discussion with the successful bidder as to how the previous information is migrated and displayed
How would this migration work in practice, for example what data would be provided for migration and what access to the current solution would be given?	<p>UKAD would work with the existing LMS provider to ensure the data was available to the successful Bidder in a usable format for this migration. UKAD will also work with the successful Bidder during the implementation and build phase to demonstrate the current system, via the different roles available. This would not include back-end development access to the system as the LMS is bespoke for the current provider.</p>
Learning Content	
Would the successful Bidder be expected to complete content creation for learning content on the solution? If UKAD currently does this,	<p>UKAD currently develops its own course content via Articulate 360 authoring software and uploaded to the Clean Sport Hub via SCORM files. We may require support from the successful bidder to</p>

Question	Answer
what format and software is used to create this?	ensure a smooth upload. These files are then required to track learning progress scores and completion data. Due to changes in anti-doping technical information and feedback from users, these SCORM files need to be able to be updated on a regular basis. If you have in-house content creation services, UKAD may in the future wish to enquire about the use of these services.
Please can you clarify how renewal courses are created?	For renewal courses, these are new SCORM files with modified and progressive content which will be automatically allocated to users' accounts after a specified period.
What are the requirements of the learning content notifications?	UKAD requires users to receive notifications from the system. Our preference would be for configurable notifications by the administrators. This would include informing users that a renewal course is available to them. This message would be automatically generated by the system with the content of the notification written by UKAD.
Payment and Content Access	
Does UKAD have a preferred payment gateway, both for UK and International learners?	UKAD does not have a preferred payment gateway provider, we are open to further discussions to find a suitable solution that would best suit our needs.
Please can you provide clarification on how you see the UK restriction requirement working, including how this links with the payment gateway?	The LMS is required to offer restrictions to users outside of the UK, with some users accessing content for free and others paid for. As per the tender documentation, as this is a new functionality we are open to suggestions as to how a Bidder can achieve this, for example if they use a

Question	Answer
	certain IP address or based on personal information added (address) it triggers the paywall function.
Does UKAD require a front facing marketplace?	As per the specification, UKAD requires a registration process which allows for the relevant courses to be added to a user. There is therefore no need for a front facing marketplace however if available, this may be utilised.
Security	
Will UKAD require external Single Sign-On (SSO)?	SSO is not a requirement, however it is a potentially useful additional feature if available.
Are there any restrictions on where learner data must be stored (e.g., UK-based servers)?	Data would ideally be hosted in a UK data centre; however other locations would be considered with adequate risk controls.
Can you expand on the back up functionality? "To be able to have a backup of all the information which has been submitted and have the ability to test this."	The purpose behind the back-up functionality is to ensure data can be retrieved in the event of a system failure, effectively acting as a failsafe if required.
Are there specific security or compliance standards which must be adhered to (e.g., ISO 27001, GDPR, data encryption requirements)?	All statutory regulations (such as GDPR) must be adhered to. Cyber Essentials is the minimum requirement, other security certifications would be beneficial. TLS 1.2 is a minimum encryption requirement in transit, however other data encryption protections particularly when at rest would be beneficial.
Can you confirm is confirming to BS7858:2012 is this mandatory pass/fail?	All responses in the section 4.3 are for information purposes only. BS7858:2012 is cited as an example.

Question	Answer
Tender Process and Documentation	
The master services agreement refers to a rate card. Is there a template to include day rate information?	Part B – Price Submission in the Award Questionnaire includes providing agency rate cards. UKAD does not have a specific template for this so please include in a format you feel is relevant. This the same for any of the pricing submission, there is no specific pricing file for suppliers to complete.
Please can you provide editable versions of the questionnaire documentation?	UKAD has added the relevant .docx files to the tender to allow for submissions to be completed.
What will be accepted as a response within the Award Questionnaire, for example can images and graphics be used?	For all responses in the Awards Questionnaire, please ensure that all answers, including images, graphs, tables etc. are in line with our page limit. There is no restriction on word count and all fonts are accepted (as long as it is size 10 as per the ITT)
Is the reference of 7.1 in the Appendix III – Selection Questionnaire correct?	Regarding the following statement in Appendix III – Selection Questionnaire; <i>“If you have answered yes to question 7.1, are you compliant with the annual reporting requirements contained within Section 54 of the Act 2015 or equivalent local legislation?”</i> this has been amended to question 5.1 instead of 7.1.
Are the references of 6.3 and 6.4 in the Appendix III – Selection Questionnaire correct?	Regarding the following statement in Appendix III – Selection Questionnaire; <i>“If the solution to be provided by your organisation cannot meet at least one or more of the criteria in 6.3 and 6.4, please provide an explanation below.”</i> This has been amended to say criteria in 4.3 and 4.4 instead of 6.3 and 6.4.

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Users	
Please can UKAD provide some additional numbers as to users on the current solution?	The Clean Sport Hub currently has over 30,000 users with 1,250 – 1,500 active users each month. The Clean Sport Hub had 8,200 new registrations in 2024, an average of 683 per month. UKAD is confident that this number should remain relatively consistent over the course of the next 3 years. We don't currently have access to data on concurrent users, but we wouldn't anticipate large amount of concurrent users on this system at any one time.
How is user data currently segmented?	These users will be segmented through several different parameters, including sport and NGB but particularly, their position on the Athlete Pathway is important to us. This is achieved through the registration process.
How should permissions be managed for third-party administrators who require limited access?	For users with custom roles (NGB users, NGB administrators, third-party administrators), these would be manually allocated by a UKAD administrator.
Tracking and Monitoring	
Can you confirm more details around the offline event functionality, including some background to this area?	Tracking and monitoring offline events is currently a manual process which is completed outside of the Clean Sport Hub. The delivery of offline events (webinars or workshops covering anti-doping education delivered both digitally and face to face) is organised by UKAD and National Governing Bodies. Therefore the new functionality to achieve this through the solution would need to allow for a UKAD administrator to access alongside a third-party administrator (e.g NGB user or NGB administrator). The exact process is to be

Question	Answer
	determined based on the functionality of the successful bidder.
Are feedback forms required to be submitted and reviewed internally and externally?	Feedback forms will be required to be submitted and reviewed both internally and externally. If external, this should therefore utilise the custom role functionality to give specific users access to this area.
Are assessors required to have certain qualifications prior to acting as an assessor?	Only Assessors that are accredited by UKAD will be granted access; they will have completed the relevant UKAD training which is completed through the solution. Currently some of the Assessor training is managed through the Clean Sport Hub and other aspects are offline (in-person training courses), with the goal being to bring this all together into the solution.