

Questions and Answers

Local London VLE Flexi-Learn Platform and Development

This document is a 'live' document that will record all of the questions submitted during the open tendering period for the Local London VLE Flexi-Learn Platform and Development project, and the responses to the submitted questions.

Please read the questions and responses prior to submitting a new question. Responses will not be provided for questions that are repeated.

This document will be the only document published in relation to the Local London VLE Flexi-Learn Platform and Development project and will be updated and published within 24 hours of any new questions being submitted.

1. Could you please clarify one thing, are you still looking for a VLE to be developed? The reason I ask is that the opening para mentions content development only and then the project plan states the VLE is signed off for delivery in July 2018. However in the meantime the concept of a VLE comes up a lot but I'm uncertain if you've procured one already (or otherwise).

Yes we are looking for a VLE to be developed – The original project plan was submitted with the bid but timescales have changed since then – apologies for any confusion.

2. Do you have any idea what learning aims your require content for? As I'm sure you can appreciate this has a huge impact on the pricing.

The working groups will determine the content to be developed with the VLE partner. An initial qualification list includes the following:

- *Award in IT user skills Level 1*
- *Certificate in IT user skills Level 1*
- *Certificate in IT user skills Level 3*
- *Functional Skills Qualification in English Entry 3*
- *Functional Skills Qualification in English Level 1*
- *Functional Skills Qualification in English Level 2*
- *Functional Skills Qualification in Mathematics Entry 3*
- *Functional Skills Qualification in Mathematics Level 1*
- *Functional Skills Qualification in Mathematics Level 2*
- *Award in Functional Skills Information and Communication Technology (ICT) Entry 3*
- *Functional Skills Qualification in Information and Communication Technology (ICT) Level 1*
- *Functional Skills Qualification in Information and Communication Technology (ICT) Level 2*
- *Care Certificate (non-accredited) Level 2/3*

3. I see you also mention English and Maths, would this be at E1 through to level 2?

See answer to Q 2

4. Could I also confirm the length of the contract you are looking to sign with your preferred supplier? The RFP details the maximum contract value as being 15,000gbp however I cannot see any reference to how long the contract should be.

The value of the contract is up to £150,000. It is anticipated that the contract will run until January 2019 when the operational VLE should be in place.

5. Your specification suggests you are looking for a flexible, modern, mobile VLE that meets all your technical requirements and the needs of hard to reach learners. However, from reading the specification we are unclear as to what role the VLE provider plays in the creation of the content as you are forming expert work streams to support this.

The VLE provider will work with the work streams to create on-line content.

6. Can you please clarify the role of the provider in the creation of content?

See answer to Q 5 above

7. The pricing schedule and subsection on intellectual property seems to indicate that you are looking for a bespoke purpose-built solution that you would then “own”? [REDACTED] offers market-leading levels of reliability, agile development and rapid deployment. Is Local London Flexi-Learn open to considering such a system?

We will consider proposals which meet the specification of requirements in section 5

8. You mention that you have tested the outline specification with two technology partners. Could you confirm if these partners are potential suppliers and if they will also be tendering for this opportunity?

The tendering process is open to all suppliers and we are not aware who will be tendering.

9. The call for proposals ask suppliers to demonstrate their knowledge of the existing provision. Could you confirm what this existing provision is please?

Existing provision is learning materials, resources etc available on-line

10. The call for proposals also mentions one of the core objectives is to build on existing offers. Could you explain what these existing offers are? Is this the existing provision previously mentioned?

Yes

11. Could you confirm whether you are looking for a VLE supplier who will also create content for your organization, or if you are looking for a partner who will provide the VLE and work with your own subject matter experts in order to build out engaging courses on the platform and support in areas like course design/instructional design?

We are looking for a partner who will provide the VLE and work with our own subject matter experts in order to build out engaging courses on the platform and support in areas like course design/instructional design

12. I do have a further question, it looks from your response to my last question that you are expecting any contract to last only until January 2019. Therefore does this mean you are looking for a VLE partner to implement a system which London Flexi-Learn will then host? In all other respects it looks from your RFP as though you are seeking to procure a Cloud-based platform that will be hosted, maintained and developed by a VLE company who can also provide you with support in the areas of content development and course design. Could you please confirm which it is that you are looking for?

Re contract timescales, the timetable states that the VLE should be operational by January 2019. This is when we would expect the work to be completed. Payments need to be made before the end of March 2019.

We are seeking to procure a Cloud-based platform that will be hosted, maintained and developed by a VLE company who can also provide support in the areas of content development.

We will consider proposals which allow the Local London Flexi-Learn partners to access the VLE content post contract completion.

13. This answer still does not tell prospective suppliers how long the contract subject to a 150k maximum will be for. Typically we hear that organizations want to sign a contract for a VLE from anywhere from 3-5 years. How long would London Flexi-Learn be looking to work with the supplier initially?

The opportunity does not specify how long Local London Flexi-Learn will expect to work with the supplier post the project's end date but sustainability is something we would expect suppliers to address in their proposal - See P4 – "bidders should take into consideration current and post project needs" and P5 – "Use and Maintenance of the platform throughout the project and thereafter"

14. In the Q&A document – in Question 1, the response was that original timelines have changed, can you please provide the new timelines:

- a) What is your anticipated contract start date? – *28th August 2018*
- b) When do you expect to begin the content creation phase? – *August 2018*
- c) What is your anticipated go live date for the launch of the VLE? Is it still January 2019?
- *Yes*
- d) On page 18 under the Timescales heading, you mention that a "piloting phase will take place from January 2019 until July 2019" – can you please confirm if this pilot phase will still take place and if so: *The piloting phase will still take place*

15. What are the expectations for the pilot? *To deliver and test content development with learners and teaching staff*

16. Is the VLE being rolled out to a small user group first? *Details of testing with learners and teachers have not been confirmed* How many users? *To be confirmed*

17. Regarding the Annexe 1, can we use our own template for providing the prices? *You can use your own template if you feel this better describes your costs but we will still expect Annexe 1 to be completed*

18. Can you extend the deadline for receipt of tenders for at least 3 days? *Due to a decision needing to be made on the successful bidder by 13th August it is not possible to extend the deadline for receipt of tenders.*

19. Was your response to question 11 a typo by any chance when you said: '**your own subject matter experts**'. Did you mean to say 'your' or should it have said 'our'?

This was a typo and should say "our own subject matter experts" This is now corrected in the answer to Q11

20. Can you please clarify what is the requirement "ITC e.g. safe use" in the section legal issues? Can you provide more details?

This refers to compliance with the College's Information Security Policy – see extract below:

*"The purpose of the Policy is to **protect the College's information assets from all threats**, whether internal or external, deliberate or accidental.*

- *It is the policy of the College to ensure that Information will be protected against unauthorised access.*
- *Confidentiality of information will be assured.*
- *Integrity of information will be maintained.*
- *Regulatory and legislative requirements will be met.*
- *Information Security Training will be provided to staff.*
- *All breaches of Information Security, actual or suspected, will be reported and investigated.*
- *Standards will be produced to support the policy. These include virus controls and passwords.*
- *Business requirements for the availability of information and information systems will be met.*

The Head of Information Technology has direct responsibility for maintaining the policy and providing advice and guidance on its implementation. All Managers are directly responsible for implementing the policy within their business areas, and for adherence by their staff. It is the responsibility of each employee to adhere to the Information Security Policy.

Objectives

The objective of Information Security is to ensure business continuity and minimise damage by preventing and minimising the impact of security incidents.

- 1. Information takes many forms and includes data stored on computers, transmitted across networks, printed out or written on paper, sent by fax, stored in the cloud or on-site on hard disks, magnetic tapes or other storage medium, spoken in conversation or over the telephone.*
- 2. The protection of valuable or sensitive information from unauthorised disclosure or intelligible interruption.*
- 3. Safeguarding the accuracy and completeness of information by protecting against unauthorised modification.*
- 4. This applies to record keeping and most controls will already be in place. It includes the requirements of legislation such as the Data Protection Act."*