

## Tender: For warehousing and distribution, merchandising, creative services and e-learning - Clarification Questions and Answers

Please find below a list of clarification questions regarding the UKAD open Tender for warehousing and distribution, merchandising, creative services and e-learning

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<b>Question 1</b>	Can you confirm whether it is possible to tender to supply one service or whether UKAD are seeking one organisation for all services?
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<b>Answer 1</b>	The Tender is for all areas of work. However, if you wish to tender for one service area UKAD will consider the application, but please set out how you will work with others to ensure that brand consistency and quality are upheld. We ask you to take note of the following: Our warehouse, distribution and creative services for our education programmes needs to be with one supplier to ensure smooth development and storage, and then ordering. Equally, to support our blended learning approach for training purposes, our education e-Learning will also need to be with the same supplier. Corporate creative services such as digital comms assets, corporate merchandise, and storage could be with a separate supplier.
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<b>Question 2</b>	Can you confirm how many users are expected to be using the system. As a licensed based solution means cost will be dependent on active users.
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<b>Answer 2</b>	We have had over 12,000 users undertake our e-learning. Some are one-time, and others need to reaccredit every two years. We anticipate monthly an average of 2500 users.
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<b>Question 3</b>	Within the tender document, there appears to be a date contradiction. Page 5 tender timetable states the clarification deadline as 7 May and page 6 states the deadline to submit clarification questions is 10 May 15:00. Please confirm which is correct?
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<b>Answer 3</b>	The tender timetable on page 5 is correct. 7 May; tenderers to express interest and send contract details for lead contact, submit clarification questions & return signed confidentiality agreement. 10 May; UKAD to issue responses to clarification questions.
<b>Question 4</b>	Would it be possible to speak to UKAD regarding the tender?
<b>Answer 4</b>	As an ALGB, UKAD need to ensure that we are demonstrably fair in the course of the tendering process so UKAD will not be able to talk directly to tenderers.
<b>Question 5</b>	The ITT makes reference to submitting a signed confidentiality agreement by 7 May date, if this is a separate file? If so, I haven't been able to download this from the gov.uk site?
<b>Answer 5</b>	This is included as an attachment on contracts finder, along with the other tender documents.
<b>Question 6</b>	Could you confirm if the budget range given of £50k - £100k is an annual budget or the total for the 3-year term mentioned.
<b>Answer 6</b>	The budget range is an annual budget for the combined services. This range is based on spend for the last two years and cannot be guaranteed.
<b>Question 7</b>	Will templates be provided to sign in relation to the certification of non-canvassing, non-collusion and non-corruption or are we required to provide independent certification?
<b>Answer 7</b>	These forms are in the Appendix section of the Invitation to Tender documents (on page 26).
<b>Question 8</b>	In order to provide a budget for the services specified are we required to base this on specific examples of some of the deliverables? To give an example within Creative service; the scope of deliverables is still quite undefined in terms of the actual deliverables. Will further details be given?
<b>Answer 8</b>	Examples of creative services include:  Design, production and printing of event/conference programmes c15 pages, x 6 a year, with three of this occasions requiring between 100 and 120 copies

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Design and sourcing of merchandise such as branded pens (c15000 per annum), yo-yos (c2500 per annum) and canvas bags (c3000 per annum)

Design of logos for new sub-brands

Design of eLearning programmes – content for approximately 1 hour 30 minutes of learning, plus assessment questions

Design of training folders, ring-bound, designed/branded front over, c100 A4 pages, x 200 per annum

Design of e-books, e.g. Clean Sport Curriculum c50 pages, colour and branded

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**Question 9** Is the learning platform for staff CPD, free courses, commercial courses, or all of the above?

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**Answer 9** Learning platform is for external use only and has a mix of free and open access courses, professional CPD for practitioners who need to reaccredit on a two-year basis, and some paid for courses. All are open access, self-user driven.

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**Question 10** How many users are there in total? What growth in user numbers do you anticipate?

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**Answer 10** To date we have had over 12,000 users complete our programmes. We anticipate on average 2500 users per month at peak times. Growth is expected as new courses are developed – c3000 per month at peak.

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**Question 11** Is the level of usage fairly constant year-round or will there be spikes (eg around competitions)?

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**Answer 11** There will be spikes in demand for merchandise, creative services and the event management elements in the lead up to our three largest events, but there is likely to be demand for services all year round.

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<b>Question 11</b>	Is the level of usage fairly constant year-round or will there be spikes (eg around competitions)?
<b>Question 12</b>	Does this system need to support the XAPI standard or just SCORM?
<b>Answer 12</b>	SCORM compliant is a must and currently we do not anticipate the need to support the XAPI standard, however as do operate blended learning training programmes that may be something we wish to develop as a future improvement.
<b>Question 13</b>	How many courses are there currently? What increase do you anticipate?
<b>Answer 13</b>	<p>Currently we have the following courses:</p> <ul style="list-style-type: none"> <li>• Two full e-Learning programmes, plus assessments, certification and two-year tracking process for renewal.</li> <li>• Two standalone assessments for reaccreditation</li> </ul> <p>Future – at this stage we anticipate a further two e-Learning programmes in the period 2019/2020.</p>
<b>Question 14</b>	Do you currently use an authoring tool internally (eg Articulate, Captivate, Elucidat, etc)?
<b>Answer 14</b>	This is managed by our current supplier.
<b>Question 15</b>	Will course content and user data need to be migrated from your current platform?
<b>Answer 15</b>	If the eLearning platform moves, then all associated data will need to be migrated from its current location.
<b>Question 16</b>	Do you have any technical standards that will need to be adhered to, eg regarding server, DB, coding languages etc?
<b>Answer 16</b>	Not that we are aware of. Data protection of learner data needs to meet GDPR requirements.

<b>Question 15</b>	Will course content and user data need to be migrated from your current platform?
	As our eLearning platform is managed separate to UKAD servers (to mitigate any security breach issues), we would need to follow standard IT security processes to protect user data and learner accounts.
<b>Question 17</b>	Do you currently use an online payment gateway (eg SagePay)?
<b>Answer 17</b>	This is managed independently by our current supplier, UKAD is currently not a merchant and does not have its own online payment gateway.
<b>Question 18</b>	Will UKAD be the Data Controller?
<b>Answer 18</b>	Yes – the supplier will be the Data Processor
<b>Question 19</b>	What level of ‘transfer’ or ‘integration’ do you require with your main Drupal website at <a href="https://www.ukad.org.uk/">https://www.ukad.org.uk/</a>
<b>Answer 19</b>	Will be answered as soon as our website providers respond
<b>Question 20</b>	Will the platform be used by minors?
<b>Answer 20</b>	Yes
<b>Question 21</b>	Do you have a preferred IT project management methodology (eg agile)?
<b>Answer 21</b>	No, we do not
<b>Question 22</b>	Are UKAD looking for a supplier to offer development services for new or existing eLearning programmes, or simply a hosting and delivery service?
<b>Answer 22</b>	We are looking for both.

<b>Question 23</b>	Approximately how many hours' creative support would UKAD be looking to procure during a typical 12-month period?
<b>Answer 23</b>	<p>Education programmes currently have 50 hours per month, that can be rolled over as long as the annualised amount is not exceeded.</p> <p>For corporate communications the anticipated hours required are no more than an average of 2-3 hours per week, so approx. 150 hours over a 12-month period.</p>
<b>Question 24</b>	Is there any requirement for formal editorial support (i.e. editing, proofreading, content creation)?
<b>Answer 24</b>	Yes, as and when the supplier becomes familiar with our tone, style and content. It is unlikely due to the technical nature of our work that content creation for education purposes will be required.
<b>Question 25</b>	Does UKAD require a solution for taking payment (and therefore providing financial reconciliation services) when offering an event booking service to partners?
<b>Answer 25</b>	Yes
<b>Question 26</b>	Approximately how many of these partner events would you anticipate hosting during a typical 12-month period?
<b>Answer 26</b>	<p>1 x annual stakeholder conference (1day) – Clean Sport Forum</p> <p>1 x practitioner focused conference (2 days) – Clean Sport at the Frontline</p> <p>1 x professional development training weekend</p> <p>1 x professional development Forum (1 day) – Educator Forum</p> <p>1 x professional development Forum (1 day) – Hot Topic Forum</p> <p>12 x training courses (2-3 days) – Educator training</p> <p>8 -10 x training workshops (1 day)</p>