

Clean Sport Hub: Learning Management System & Assurance Portal

Appendix III – Tender Questionnaires
Date: 31/01/2025

PART B

AWARD

QUESTIONNAIRE

Instructions

Bidders are asked to respond to the following questions in this Part B, appending diagrams as separate Appendices to their submissions if required. Responses must, however, comply with any page/diagram limits and document sizes specified within the body of each question.

Within this Part B, there are four sections:

Section 1 - Questions relating to 'Part 1 – General requirements and price submission'

Section 2 - Questions relating to 'Part 2 – Assurance portal'

Section 3 - Questions relating to 'Part 3 – Education'

Section 4 - Questions relating to 'Part 4 – Testing'

All Bidders are required to respond to questions in sections 1, 2, 3 and 4.

Responses to each section will be evaluated independently (however some responses to specific sections will be used as part of the evaluation for others, for e.g. questions relating to service delivery and account management and standard LMS functionality).

Weblinks should not be included as part of any response unless requested. Where weblinks are provided and have not been requested, UKAD will disregard any such information in assessing the response. The page limit is inclusive of words contained within and/or associated with any tables, figures or drawings unless further guidance is set out within the body of the question. Any additional text over and above the defined page limits (unless specified as additional allowances within the question) will not be considered or evaluated.

1. Part 1 – General requirements and price submission

Bidders are required to answer all questions in relation to the ‘Part 1 – General requirements and price submission’

Part A – General Requirements

Question 1

Design, Delivery and Project Management

In response to this question, Bidders are asked to describe their approach to delivery of the Services by detailing the following:

- Expected timeline for delivery of the Solution
- How you will design, scope and manage the project – indicating key documentation that will be provided and the sign off process
- Indicate how you will seek client approval and feedback through the design process including tools (for prototypes, design capture feedback etc.)
- Details of the account manager/team that would be designated and available for the delivery of Services and support to UKAD
- Details of training for UKAD staff in using the Solution – including any applicable costs and what format the training would take
- Awareness of the market and emerging technologies
- Evidence of ability to incorporate a range of innovative and cutting-edge technologies to enhance product specifications, resulting in increased functionality and improved user experience
- Experience in using evidence-based research to inform a user-centred system redesign or implementation, focused on users’ needs, end-to-end user journeys, motivations and goals

Page limit for this question: two sides of A4

Responses to this question shall be marked as follows:

10	UKAD is highly confident that the Bidder will provide a structure and level of resource, and has suitable processes in place which will facilitate the successful delivery of UKAD's requirements and in some/all respects, may exceed UKAD's requirements
8	UKAD is highly confident that the Bidder will provide a structure and level of resource, and has suitable processes in place which will facilitate the successful delivery of UKAD's requirements
5	UKAD has an adequate level of confidence that the Bidder will provide a structure and level of resource, and has suitable processes in place which will facilitate the successful delivery of UKAD's requirements

2	UKAD has a low level of confidence that the Bidder will provide a structure and level of resource, and has suitable processes in place which will facilitate the successful delivery of UKAD's requirements
0	No response or irrelevant response provided, or UKAD has no confidence that the Bidder will provide a structure and level of resource, and has suitable processes in place which will facilitate the successful delivery of UKAD's requirements

<p>Question 2 Implementation and Quality Assurance</p>	
<p>Please outline what process and steps you will implement to ensure the smooth transition from the current LMS to the new Solution, including management of domain transfer, data management and transfer, Search Engine Optimisation (SEO) process, launch phasing and any suggested user feedback phases.</p> <p>Please describe the quality assurance and testing processes and procedures that your platform will undertake prior to launch, including the use of a User Acceptance Testing site.</p> <p>Page limit for this question: two sides of A4</p> <p>Responses to this question shall be marked as follows:</p>	
10	The response provides UKAD with the utmost confidence that the Bidder has appropriate process in place to help ensure that Services are transferred from the current Solution and the Solution is quality assured prior to launch in accordance with its requirements and in some/all respects, may exceed UKAD's requirements.
8	The response provides UKAD with a good level of confidence that the Bidder has appropriate process in place to help ensure that Services are transferred from the current Solution and the Solution is quality assured prior to launch in accordance with its requirements.
5	The response provides UKAD with an adequate level of confidence that the Bidder has appropriate process in place to help ensure that Services are transferred from the current Solution and the Solution is quality assured prior to launch in accordance with its requirements.
2	The response provides UKAD with a low level of confidence that the Bidder has appropriate process in place to help ensure that Services are transferred from the current Solution and the Solution is quality assured prior to launch in accordance with its requirements.
0	No response or irrelevant response provided, or the response provides UKAD with no confidence that the Bidder appropriate process in place to

	help ensure that Services are transferred from the current Solution and the Solution is quality assured prior to launch in accordance with its requirements.
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<p>Question 3 Ongoing Solution Management</p>	
<p>Please outline the onsite SEO optimisation tools available through your Solution: e.g. friendly URLs, editable metadata on each page, keyword targeting, XML site map, Google Webmaster setup and integration. Please provide a brief outline of your company and platform’s approach to SEO.</p> <p>Please detail your approach to web analytics, how you will effectively tag and track website use. What tools you will deploy and how you will make actionable information and insights available to UKAD</p> <p>Please outline what your company offers with regard to maintaining and supporting the Solution on an ongoing basis - including strategic support, bug fixing, technical support and SLA levels</p> <p>Please outline how the site’s codebase and content are to be backed up and reinstated should the site be compromised, or a technical fault occur</p> <p>Please outline the steps you will take to ensure that site speed and performance is optimised for users accessing the Solution via a desktop or mobile device. Ensuring page download speed is optimised, assets and content are optimised for web and the site is able to support a high volume of concurrent users.</p> <p>Page limit for this question: two sides of A4</p> <p>Responses to this question shall be marked as follows:</p>	
10	The response provides UKAD with the utmost confidence that the Bidder has demonstrated the ability to provide the ongoing support and maintenance against the key areas highlighted by UKAD.
8	The response provides UKAD with a good level of confidence that the Bidder has demonstrated the ability to provide the ongoing support and maintenance against the key areas highlighted by UKAD.
5	The response provides UKAD with an adequate level of confidence that the Bidder has demonstrated the ability to provide the ongoing support and maintenance against the key areas highlighted by UKAD.

2	The response provides UKAD with a low level of confidence that the Bidder has demonstrated the ability to provide the ongoing support and maintenance against the key areas highlighted by UKAD.
0	No response or irrelevant response provided, or the response provides UKAD with no confidence that the Bidder has demonstrated the ability to provide the ongoing support and maintenance against the key areas highlighted by UKAD.

Part B – Price Submission

Bidders are required to set out their pricing for the Solution in the following table. Please also provide agency rate cards, associated menu costs for services and your per user pricing bands.

Annum licence and maintenance costs should be based on the user numbers provided below:

- 1250 active users a month
- 10 – 15 admin users within UKAD

Please note that prices should be quoted in GBP. Where a Bidder chooses not to quote prices in GBP, Bidders should clearly stipulate the exchange rate used. It would be assumed that this rate is used consistently throughout the course of the contract.

	Year 1 est. fee (£)	Year 2 est. fee (£)	Year 3 est. fee (£)
Capital Expenditure Costs Including: <ul style="list-style-type: none"> • Design / Development • Content Support / Migration 			
Operational Expenditure Including: <ul style="list-style-type: none"> • Hosting / Domain Management • LMS Licence • Other 3rd Party / Additional Platforms • Commissioning / Start-up • Training • Ongoing Support and Maintenance 			
		Total value	

This will be evaluated as follows:

Approximate Annual Cost for Service Delivery

The Bidder with the lowest approximate annual cost for delivery of these services, will be awarded the maximum score available for this criterion (i.e., 30%). All other Bidders' scores will be calculated on a pro-rata basis as follows (for the purposes of illustration, the example below assumes lowest annual cost (Bidder A) = £100 and Bidder B's annual cost fee is £120):

$$£100 \div 120 \times 100 = 83.33$$

$$30\% \div 100 \times 83.33 = 25.00$$

$$\text{Bidder B's score} = 25.00\%$$

2. Part 2 - Assurance Portal

Bidders are required to answer all questions in relation to 'Part 2 - Assurance portal'

Question 1

Assurance Portal

Please describe how you would meet the following requirements. If there is a requirement you cannot meet, please highlight this and offer alternative solutions which may meet our requirements. For further detail on the requirements below, please review the Specification.

- UKAD to be able to create, edit, replicate or delete a submission
- An NGB to see and download all supporting submission documentation as required
- An NGB to be able to upload files / documents of supporting evidence for the submission
- Ability to see dashboards of progress across different criteria
- Ability for several users to access the submission document and submit answers (if this isn't a feature of your system please explain how this would work in your Solution)
- Ability for a user to 'Save' the submission part way through answering with the ability to return to it and continue from where they left off
- Ability for a user to answer a submission in a non-linear non-sequential way, i.e. they should be able to answer questions in whatever order they prefer
- UKAD to be able to review and approve evidence submitted by an NGB
- UKAD to be able to review compliance and download reports
- UKAD to be able to fully administer the submissions, including:
 - Archiving previous submissions

<ul style="list-style-type: none"> • Setting completion dates by which the NGB needs to complete the submission, with automated reminders sent before the deadline (and after if not completed) • Allocating a submission to multiple NGBs at the same time <p>Page limit for this question: two sides of A4</p> <p>Responses to this question shall be marked as follows:</p>	
10	The response provides UKAD with the utmost confidence that the Bidder has demonstrated the ability to meet these requirements highlighted by UKAD.
8	The response provides UKAD with a good level of confidence that the Bidder has demonstrated the ability to meet these requirements highlighted by UKAD.
5	The response provides UKAD with an adequate level of confidence that the Bidder has demonstrated the ability to meet these requirements highlighted by UKAD.
2	The response provides UKAD with a low level of confidence that the Bidder has demonstrated the ability to meet these requirements highlighted by UKAD.
0	No response or irrelevant response provided, or the response provides UKAD with no confidence that the Bidder has demonstrated the ability to meet these requirements highlighted by UKAD.

3. Part 3 – Education

Bidders are required to answer all questions in relation to ‘Part 3 - Education’

<p>Question 1</p> <p>Learning Management System</p> <p>Please describe how you would meet the following requirements, if there is a requirement you cannot meet, please highlight this and offer alternative solutions which may meet our requirements. For further detail on the requirements below, please review the Specification.</p> <ul style="list-style-type: none"> • Ability for users to register and set up an account themselves. User accounts will require different permissions added that will determine which courses/programmes they will be assigned. The ability to add users / groups of users, via a CSV upload. Each user will require a unique ID. • Courses/programmes will be uploaded via a SCORM file and assigned to users based on permissions and tags. The programmes will include documents, videos, SCORM courses, quiz assessments and evaluation
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surveys (quantitative and qualitative data) with the ability for linking programmes and unlocking time-bound content

- There will be a number of surveys within the programmes which will need to be used to give an insight into our users’ anti-doping mindset. These surveys will be used throughout our users’ learning journeys, for example they would take the same survey two years apart and compare the results side by side. These results would need to be taken anonymously, thus using the unique IDs mentioned in the registration process.
- Ability to automatically add renewal courses to specific programmes. After two years, the user's education accreditation expires, meaning users are required to complete the renewal course that has been assigned to them based on their profile tags. An email push notification 30 day out from expiry is required
- To generate e-Certificates following completion of courses/programmes. These will need to display user’s name, dates, pass grades and course details. These will need to be downloadable as a PDF. UKAD would require e-certificate security to minimise the risk of tampering.
- A select number of users will be required to submit evidence for accreditation, this includes word documents, audio files and videos, these submissions will require a feedback mechanism and accreditation approval process.

Page limit for this question: two sides of A4

Responses to this question shall be marked as follows:

10	The response provides UKAD with the utmost confidence that the Bidder has demonstrated the ability to provide an LMS that meets the us requirements set by UKAD. The response provided by the bidder fully meets the requirements set by UKAD.
8	The response provides UKAD with a good level of confidence that the Bidder has demonstrated the ability to provide an LMS that meets the requirements set by UKAD.
5	The response provides UKAD with an adequate level of confidence that the Bidder has demonstrated the ability to provide an LMS that meets the requirements set by UKAD. The response provided by the bidder partially meets the requirements set by UKAD.
2	The response provides UKAD with a low level of confidence that the Bidder has demonstrated the ability to provide an LMS that meets the requirements set by UKAD.
0	No response or irrelevant response provided, or the response provides UKAD with no confidence that the Bidder has the ability to provide an LMS that meets the requirements set by UKAD.s highlighted by UKAD.

Question 2

Education Administration

Please describe how you would meet the following requirements. If there is a requirement you cannot meet, please highlight this and offer alternative solutions which may meet our requirements. For further detail on the requirements below, please review the Specification.

- The ability to restrict access to non-UK resident users outside of the UK. There will be accounts that require exception, for example, UK athletes training and competing overseas that need to access the LMS, therefore, the ability to “unlock” accounts will be important.
- For users outside our remit or for certain content, we are looking at introducing a paywall. This will require users to be able to pay for the service online and to be able to immediately access the course / resource.
- The ability to access and complete their assigned course/programme anywhere, anytime (either online or offline) to meet their needs, which can then sync when regaining an internet connection without losing data completed.
- The ability to conduct testing on the functionality of a course or programme via a sandbox/User Acceptance Testing (UAT)
- A robust reporting system which UKAD can apply and save filters and retrieve repeatable data for monitoring and evaluation purposes. This is required for courses, programmes and surveys.
- UKAD requires third party administrators to have restricted access to user data, specific to their sport. For example, the anti-doping lead contact for a sports national governing body (e.g. Lawn Tennis Association), would have access to tennis players education records, for tracking and monitoring purposes. They would also require access to the reporting function, again with restricted access.
- A function of allowing administrators to upload attendance register data and view a user's education history (this will include engagement with the LMS as well as attendance at face-to-face workshops).
- We require a robust reporting system which UKAD can apply and save filters and retrieve repeatable data for monitoring and evaluation purposes. This is required for courses, programmes and surveys.

Page limit for this question: Three sides of A4

Responses to this question shall be marked as follows:

10	The response provides UKAD with the utmost confidence that the Bidder has demonstrated the ability to provide an LMS that meets the requirements set by UKAD.
8	The response provides UKAD with a good level of confidence that the Bidder has demonstrated the ability to provide an LMS that meets the requirements set by UKAD.
5	The response provides UKAD with an adequate level of confidence that the Bidder has demonstrated the ability to provide an LMS that meets the requirements set by UKAD.
2	The response provides UKAD with a low level of confidence that the Bidder has demonstrated the ability to provide an LMS that meets the requirements set by UKAD.
0	No response or irrelevant response provided, or the response provides UKAD with no confidence that the Bidder has demonstrated the ability to provide an LMS that meets the requirements set by UKAD.

4. Part 4 – Testing

Bidders are required to answer all questions in relation to the ‘Part 2 – Testing’

<p>Question 1 Testing requirements</p> <p>Please describe how you would meet the following requirements, if there is a requirement you cannot meet, please highlight this and offer alternative solutions which may meet our requirements. For further detail on the requirements below, please review the Specification.</p> <ul style="list-style-type: none"> • Onboarding external users; this will consist of a programme containing training manuals and assessments. The documentation such as the training manuals will need to be tracked on whether it has been accessed. • Tracking and monitoring assessment progress; the ability to monitor their attendance at offline events and also complete or upload feedback forms which would need to be reviewed both internally by UKAD and external assessors • Assess users through written assessments, surveys and feedback, these would require a customisable reporting functionality that can allow UKAD to identify trends and training targets. <p>Page limit for this question: two sides of A4</p>
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Responses to this question shall be marked as follows:	
10	The response provides UKAD with the utmost confidence that the Bidder has demonstrated the ability to meet these requirements highlighted by UKAD.
8	The response provides UKAD with a good level of confidence that the Bidder has demonstrated the ability to meet these requirements highlighted by UKAD.
5	The response provides UKAD with an adequate level of confidence that the Bidder has demonstrated the ability to meet these requirements highlighted by UKAD.
2	The response provides UKAD with a low level of confidence that the Bidder has demonstrated the ability to meet these requirements highlighted by UKAD.
0	No response or irrelevant response provided, or the response provides UKAD with no confidence that the Bidder has demonstrated the ability to meet these requirements highlighted by UKAD.