

## Responses to questions from suppliers for Frontline VLE tender

	Question	Answer
1.	Our platform is not ISO 9241-171:2008 certified. It is, however, conformant with the European ICT standards EN 301 549. We align our product process with accessibility criteria contained in the W3C Web Content Accessibility Guidelines (WCAG) 2.2 at Levels A, AA, and AAA, including the 9 new criteria that WCAG 2.2 prescribes. Please may Frontline confirm if our Accessibility Conformance Report will satisfy this RFP requirement?	As part of our contract with the Department for Education, they have cited this as one of the requirements. However, we will review this as whole when we receive bids and feedback to the DfE if there's non-compliance. If you cannot meet this requirement, please add some supporting notes.
2.	I have found the above tender which from the information I believe would be in line with our services to provide the new VLE as required. Please could you send me the full procurement documents?	You can find everything you need via our Notice on <a href="#">Contract Finder</a> – there's a downloadable tender document on the page, under the 'attachments' subheading.
3.	Our organisation bid for this project 3 years ago and were unsuccessful. Can you confirm that we're able / welcome to bid again?	Yes, there's no restrictions on previous bidders for this contract and we would welcome you to bid again.
4.	We note Frontline are seeking to implement a new VLE, could you clarify why specifically? What are the current pain points experienced with the VLE in use? Any additional information you can share of your experience over the last couple of years VLE usage would be appreciated.	As part of Frontline's procurement process policy, where the expected purchase value of a contract exceeds a threshold of above £30k, a bespoke process for securing a service or supplier will have been agreed to ensure fairness, value for money, and social and sustainable impact. With our current VLE contract concluding, we are therefore reopening an Invitation To Tender to ensure that the best supplier is chosen.
5.	We note total license requirements of 1050 alongside a concurrency rate of 1,000. Can you confirm Frontline's definition of concurrency?	Signed in and accessing the platform at the same time.



	IE 1,000 users signed in and accessing the platform at the same time OR 1,000 'active' accounts registered on the platform at once, OR 1,000 people accessing the same day etc If the definition is 'signed in and accessing at the same time', could you clarify on how many occasions since the new VLE has been in place that those concurrency numbers have been hit?	
6.	How many SCORM packages are there? What is the volume of data to migrate?	Nearly all of the content has been developed using built-in HTML editor. There's no more than 5 SCORM packages.
7.	We note a guaranteed uptime of 99.9%, which we can offer and a number of our clients utilise. However, 99.5% would be significantly more cost effective to Frontline, and as an organisation we're consistently evidencing achieving over 99.99% uptime for clients with a 99.5% SLA - is Frontline open to a 99.5% uptime guarantee with evidence of consistently overachieving to keep costs as low as possible?	Yes, that would be fine.
8.	Can you confirm both the volume and format of student and course data to be migrated, and from which platform?	After some consideration, we would only require migrating course components and no student data. Currently there are maximum 18 courses that we would need to export (although expected to be less). They are currently set up on Brightspace and the format is IMS CP compliant zip file.
9.	For the virtual classroom, our solution is charged on a concurrency based basis. IE, you can have one concurrent session running indefinitely and only one license is required, however when a second session is required which overlaps, a second license is required. Can you provide an estimate of the number of licenses likely required please.	We use Zoom to deliver our virtual classrooms, so we do not require virtual classrooms. However, we are always open to exploring different options if it provides a better learner experience and better value, therefore it's a desirable requirement. We would recommend excluding pricing for virtual classroom out of the bid.



10.	What does the Salesforce integration need to do? IE, is it one way, or two? What data needs to be passed? Do Frontline have a Salesforce expert/Account manager we can work with to configure the integration?	We do not currently require Salesforce integration. Should our requirements change in future, we may require to be able to pass data to and from Salesforce. Frontline have an internal Salesforce team.
11.	We note an essential compliance with SCORM 1.2 and SCORM 2004 standards. We will likely be proposing a Moodle based platform, which does not support SCORM 2004. There are workarounds, and there are tools to convert SCORM 2004 content to SCORM 1.2, but fundamentally, 2004 is not supported by Moodle. Can you confirm if this rules any Moodle based platform out, or would a workaround be sufficient?	Providing it supports SCORM 1.2, then we're satisfied this requirement is met.
12.	<p>With regards your requirement for video assessment submission:</p> <ul style="list-style-type: none"><li>• Can you advise on the volume of existing content to be migrated?</li><li>• Forecast for next 3 years - how much video assessment to be uploaded?</li><li>• How much storage is expected to be required per year for the next 3 years?</li><li>• Bandwidth required?</li><li>• What is the number of videos to be submitted / added each year?</li><li>• Transcriptions / Translations of videos required?</li><li>• Video editing &amp; Recording tools? Are these required?</li></ul>	To clarify, there are no video assessments on the programmes listed in this tender. We do run a programme with video assessments that's not part of this tender. We've added it as a 'essential' requirement in case we should ever need video assessment in the future.
13.	For assessment uploads, we would not support the upload of video files, instead we would seek to support this use case through various means such as submitting a link to the video uploaded	Yes. This would satisfy the requirement as we do not currently



	to a streaming platform, would this be acceptable?	require the ability to upload video for assignments.
14.	Can you share the projected budget for this project over the 3 years please?	The value of this contract has been forecasted between £20,000 – £70,000.
15.	Can you please expand on your understanding of 1,000 concurrent users as the term concurrency can be used in different contexts. To help please confirm, how many users will be logged in at the same time during the business period? What content will they be accessing?	We may have up to 1000 users requiring to be on the system at the same time.
16.	Is ISO 9241-171:2008 compliance a PASS/FAIL criteria?	See question 1.
17.	Is Built-in accessibility checker a PASS/FAIL criteria?	This is not a contract requirement but a position of the charity. However, if you have evidence to other means of supporting accessibility, please add it in the supporting notes.
18.	How many staff require training on how to operate the system?	2-4 people.
19.	What is the current system student data would need to be migrated from?	Brightspace.
20.	What student data would require migration?	Username, password, enrolled courses, progress, completion, assessment submission, feedback.
21.	How many courses would need to be migrated? What format are they in?	Between 20 and 30. They are built-in using HTML editor and activities in the system.
22.	Regarding “The administrator must be able to set up and use test environments within the system in which testing, troubleshooting, and innovation can take place (E)” Please elaborate on your expectations for a test environment? Is this just a space within the LMS that you could for example	Separate space within LMS is acceptable.



	create a test course? Or is it a separate LMS platform entirely?	
23.	Regarding 2.11 - our seminar functionality can support virtual classroom scheduling and tracking but you will ultimately still need an account for e.g. Zoom or Teams etc is this your understanding also?	We already have Zoom accounts that we will use to deliver virtual classrooms.
24.	For 4.29 please confirm the data and data flow required for all systems listed.	This is a desirable requirement as it could be something we look to pursue in future. For example, we may wish to auto-create and deactivate users using Salesforce records.
25.	The tender document states that the platform is only required in the second year. Does this mean the organization will only need access to the platform for one year? Our pricing model is based on annual licensing, which is an important consideration when quoting the price.	Year 2 of Approach Social Work, will run 3 times over the period of Aug 2025-28, whilst other programmes, such as the Consultant Social Worker programme, will also have three cycles of cohorts during the three-year period. Our current Virtual Learning Environment contract operates a cost model of annual licensing, or active users per pricing period. Although we have requested within this tender the <b>total cost</b> (VAT inclusive) across a three-year contract, you may wish to provide an annual cost break down for each year by pricing period, active users, software cost, etc.