

Date	ID	Question	Response
15/12/2017	1	What is the overall project budget?	The expected contract value range for proposals is between £100K and £180K.
15/12/2017	2	When does the project need to be delivered by?	Please see Section 6. Key project phases and milestones of Document A – Life Long Learning solution Request for Proposal (RFP).
15/12/2017	3	Can you please confirm total potential user base is 30,000 (7,000 trainees and 23,000 supporting roles)?	RCoA anticipates an initial user base in year one of around 7,000 trainees, with up to 23,000 secondary training roles accessing their records to provide feedback and approvals. Many of the latter group may only be expected to be only granted temporary access to approve a certain event or action. The user base is likely to increase as further projects are implemented on the solution. The keyword here is 'roles': this should not be confused with 'users'
15/12/2017	4	Can you please confirm what the referenced 2TB/5TB data usage is based on, is this based on current usage of platforms? 2TB - 5TB would be very large for the user based referenced, some background on this would be very helpful re: possible content, actual concurrency and usage per user?	The current information is all that is available though a maximum concurrency of 10% and 2% for trainees and supporting roles respectively could be assumed for pricing purposes. Our current storage in total is 500GB, with around 2GB being added per month. However this is with a current 2MB per file size cap, and with our core 7,000 users. On the new platform we would expect significantly larger files being uploaded including audio and video, and an expanding user base. For these reasons we have over specified storage and bandwidth needs for future use.
15/12/2017	5	ePortfolios are typically designed for free form collaborative/social learning, rather than controlled monitored learning - a system provided for the user to be managed by the user. It could be possible to customise our core ePortfolio products with some fairly extensive custom development to meet core requirements referenced. However it would be much more cost effective from our experience to use x2 systems connected via SSO to deliver to your core requirements. A structured LMS for controlled assessments/grading/progress checking/reporting/learning plans etc... with a complimenting ePortfolio to support collaborative learning. This is a very common solution we provide for many of our existing customers across vertical sectors. Would RCoA consider such a recommended solution? An LMS would also be advisable for future planned projects rather than further customisation on ePortfolio platform.	RCoA will consider any recommended solution that conforms to our requirements.
15/12/2017	6	"The trainee and educational supervisor should be able to schedule and log meetings." - This would only be possible as part of face to face model re: scheduling meetings on a structured LMS not the ePortfolio.	No comment.
15/12/2017	7	"The trainee and educational supervisor should be able to create and review a report (e.g. PDF) at any point of the year gathering all relevant evidence for the ARCP that can then be sent to the college tutor for comment and is then ready for the ARCP panel to review." This would only be possible as part of a structured LMS, we would need to understand full scope of all evidence needed and where it would be logged to confirm that a custom report isn't needed.	No comment.
15/12/2017	8	"Exams information from the College links directly into trainee e-Portfolio." - Where does this information come from and in what format?	The exact interface architecture is yet to be determined but it is likely that this will be a queried table import from a data warehouse via an API on the new platform.
15/12/2017	9	What is the CRM referenced and how is it to interface with the platform/s?	The current CRM is Integra. The platform would need to pull contact and location details from the CRM, and push changes back. Initially this could be an asynchronous batch job at regular intervals.
15/12/2017	10	Are there any authentication processes needed to consider?	Authentication requirements are listed in Document B - Non-functional requirements.

15/12/2017	11	There is a reference to data conversion and migration in the pricing table, what is the existing data - format/quantity/what system is it coming from?	Data will be extracted from a SQL Server DB. The indicative data is as follows: 26 tables holding user data, total volume approx. 60,000 rows across the tables with the highest single instance holding 15, 000 entries. Data types used are string, integer, date/time, <u>Images and standard MS office file types.</u>
15/12/2017	12	There is no offline access/re-syncing possible - is this a major requirement to meet which would <u>disqualify a response/platform?</u>	The requirement priority is as stated.
15/12/2017	13	Please describe the below in greater detail how do you see this working: "Curricula must be multi-tiered and configurable to display, trigger workflows and report on the minimum requirements needed in order to complete a module within a curriculum."	The ability to alter curricula by the RCoA administrator and the ability to run reports on curricula and modules (groupings of parts of curricula) by the RCoA administrator is an important requirement. There are multiple curricula to be supported (e.g. http://www.rcoa.ac.uk/system/files/TRG-CU-TRGProg2016.pdf) and these may need to be modified as a result of policy changes including those requirements of the GMC.
15/12/2017	14	The solution has ability to categorise, tag content and then and interact with another solution that can deliver personalised content based on configurable and defined variables at multiple configurable points in the portfolio." Please describe this requirement in further detail? What other solution and how is the content to be personalised etc... This is not core functionality and could require extensive customisation, full explanation/scope is needed to qualify/cost?	This is essentially the ability to organise and classify a set of metadata tags, be able to attach a range of tags to system entries, be able to import a set of URLs with similarly assigned tags, and then display matching imported items at different points within the system. For example a user adds an assessment on topic X, the assessment is tagged with metadata relating to topic X, the external URLs table is queried for topic X tags, and the resulting URLs are displayed next to the assessment after it is saved.
15/12/2017	15	Do you have a current system/s in place that delivers all of the functionality detailed in your requirements? If so could you kindly explain what the system is and why you are considering <u>alternative platform solutions?</u>	No, we do not have current system/s in place that delivers all of the functionality detailed in the requirements.
15/12/2017	16	What are the defined procurement processes and qualification/marketing processes for contract award?	The defined procurement processes and qualification/marketing processes are detailed in the Section 9. of Document A – Life Long Learning solution Request for Proposal (RFP). The process for the Presentation and Prototyping sessions will be communicated during <u>shortlisting.</u>
21/12/2017	17	If a vendor fails to meet one of the pass/fail items will their bid be scored or will it be automatically marked as non-compliant?	For primary requirements if an item is scored 0 (Not met or no evidence), then this would disqualify the proposal. Any other score (partially met, met, exceeded) would keep the proposal in. For secondary and tertiary requirements, a 0 score item would <u>NOT equal disqualification.</u>
21/12/2017	18	We understand that the implementation of a new Life Long Learning Platform could have significant benefits for trainees. Could RCoA please clarify the business drivers behind the project? Why has RCoA decided to embark on this project at this point in time?	RCoA are at the start of a three year Technology Strategy Programme which will address every aspect of technology provision for staff, members and public stakeholders. Life Long Learning is the first work stream to be initiated, with the Life Long Learning platform being central to a number of projects. The first is e-Portfolio but there will be further platform based projects to provide CPD tools for consultants, a Logbook for all members, website and CRM integration, and personalised content driven from multiple external sources. The business drivers for this transformation are a recognition of and desire to give our members the best training and learning tools possible, in order to further their careers and ultimately give the best possible care for patients.
03/01/2017	19	How many prospective suppliers you are approaching?	This is commercially sensitive information and will not be disclosed.
03/01/2017	20	How many of those are bespoke software developers?	This is commercially sensitive information and will not be disclosed.

03/01/2017	21	As a bespoke software development firm, we would not be able to submit a "fixed price" until all functional details have been fully discovered and documented. This would mean our prices are only estimates and may not "remain firm" as requested on page 6 of Document A. Our standard procedure is to provide a high-level estimate, then once our client has agreed to work with us they will pay a deposit of 10% of the estimated contract value. This deposit covers the estimated time required to complete the planning, prototyping and specification writing process. Upon completion of this the price can be fixed based on the fixed price scope. Is it worth us submitting a proposal with this in mind?	Any proposals submitted should conform to the requirements outlined in Document A – Life Long Learning solution Request for Proposal (RFP).
04/01/2017	22	Page 7 of 'Document D - Background' shows a high level view of the proposed system. CPD and Logbook are shown for reference only - out of scope at this stage. CPD and Logbook do appear in the functional requirements listed in Document B (ID's 52 - 64) and they are 'Scored'. Please could you clarify this - are CPD and Logbook in or out of scope for this tender?	Tertiary requirements (CPD and Logbook) are out of scope for the initial contract (and pricing). However we are interested in how you would approach these requirements in the future.
04/01/2017	23	Do the CPD and Logbook rows in Document B need to be completed?	Yes, the Tertiary rows do need to be completed and will be scored. For clarity, Primary requirements will receive 80% of the score available this section but the <u>Secondary/Tertiary requirements will only receive 10% each of the total.</u>
05/01/2017	24	Regarding Google docs and Office, is the integration that you require needed for files hosted on those services or are there other needs?	The integration level expected is to link, present and launch files hosted on these external services. Future requirements may extend to deeper integrations but this is <u>beyond the scope and budget of initial contract.</u>
05/01/2017	25	Please can we have clarification on what the logbook actually is, so that we can have a better understanding? Could this be for example, a blog? Or along similar lines.	Please see http://bit.ly/2jiEgBK for more information.
05/01/2017	26	You mention IE7 Support, a lot of our platforms are based on HTML5 which isn't supported by IE7 but where possible we try to be backwards compatible however this won't be all functionality. Could you provide more detail as to how important this requirement is?	As per the requirement description (Non HTML5 backwards compatibility version, for earlier browsers such as Internet Explorer 7), it is accepted that any offering here would be a non HTML5 version and so a reduction in functionality and user experience would be expected. This is a secondary requirement and we are interested in what, if anything, suppliers can offer in terms of backwards compatibility.
06/01/2017	27	Given that the window of opportunity to provide responses to this RFP covers the Christmas and new year periods, where business days are significantly reduced, are you willing to consider extending the window for receipt of responses to enable providers to deliver the most comprehensive response possible?	The Prior Information Notice (PIN) was published on 15/11/2016 with the Open Opportunity published on 14/12/2016 via Contracts Finder and RCoA websites. The window for proposals covers 22 UK working days excluding public holidays. Due to the challenge in arranging an evaluation panel of RCoA clinical members at short notice from across the country (who will meet shortlisted Prospective Suppliers on 31/01/2017 and 01/02/2017), it is highly unlikely that the deadline will be extended.
06/01/2017	28	In the RCoA Strategic Plan 2016-2021, it explains that RCoA intends to enhance education and training, and one of the key aims is, <i>"to continue developing and delivering high-quality education for anaesthetists at all stages of their career. Through a new strategy for our events and education, we are committed to delivering a programme of education tailored to the needs of our members and fellows. This strategy will be supported by our award-winning e-Learning Anaesthesia platform."</i> Could RCoA please confirm 1) Does this mean that decision has been made, as part of the Technology Strategy Programme, to continue to use the eLearning for Healthcare system to deliver this platform or will the eLearning system be reviewed in the future? 2) If RCoA will stay with eLearning for Healthcare, could you share why?	The requirements detailed in the RFP state that formal e-Learning tracking as well as the maintenance or development of e-learning content is out of scope. Beyond this, it would not be appropriate to comment further on RCoA's elearning strategy in this current process.

06/01/2017	29	Document D – Page 3 also explains that beyond the scope of this first phase and tendering process RCoA aims to have continual integration with related platforms such as online learning resources amongst other items. Could RCoA share more information on what these platforms/resources are? (e.g. 3rd party systems like e-Pain or integrity Healthcare or does RCoA have a strategy to build or develop other resources?)	It would not be appropriate to comment further on RCoA's e-learning strategy in this current process. For more information on RCoA's current e-learning offering can be found at http://www.rcoa.ac.uk/e-la
06/01/2017	30	Why has RCoA decided to contract for this project over two years, initially?	This project is part of the life long learning work stream within RCoA's Technology Strategy Programme (https://www.rcoa.ac.uk/rcoa-strategic-plan/technology-strategy-programme) which runs until 2019. Ongoing support and development of the product would be expected after the initial term, subject to review.
06/01/2017	31	In the letter to Suppliers at the beginning of Document A, RCoA explains that it would share a draft contract during the tendering process. As RCoA is open to both off-the-shelf solutions as well as bespoke/custom design solutions, we believe RCoA might benefit from reviewing our standard contract terms that are tailored to our proposed solution. Given that the submission deadline is quickly approaching and a standard contract has not yet been shared, would RCoA accept vendor submission of our standard agreement?	<p>We are still in the process contract drafting though this is unlikely to be completed before 17/01/2017 but we do not expect suppliers to find anything contentious in its content or form.</p> <p>Any formal contractual discussions will be undertaken with the Preferred Supplier after the selection stage and we would request that supplier contractual instruments are not submitted as they are not part of the selection process. Specific contractual issues and points, however, are welcome to be raised when germane to individual RFP requirements.</p>
06/01/2017	32	The tender states that the trainees details will be on the system for 7 years but the contract is only for years 1 and 2. Can you please clarify that the estimated value of the contract is £100,000 - £180,000 for years 1 and 2 only and if you plan to renew the licensing for the remaining 5 years with an additional budget?	The suggested contract value of £100,000 - £180,000 is for the system build and project delivery only, and does NOT include any annual support, hosting or licensing costs. The additional details of annual running costs should be given in the Costs section, as separate to the £100 - £180K product and project implementation cost. Whilst we are contracting for an initial two years, we would hope and expect to continue the contract ongoing with the chosen supplier, subject to a performance review at the two year point. Trainees use the platform throughout their seven years of training and so each trainee's data would be held on the system for that period.
09/01/2017	33	Could you please clarify the non-functional requirement number 64: Inclusion of technical fault resolution for objects created using by the supplier's provided configuration tools.	Assuming the product has a customer configuration environment where we can create entities, forms, workflow and so on, we would want these customer created objects to be covered by the supplier's support contract in the same way as any out of the box or project specific, supplier created objects.
10/01/2017	34	Can you confirm that the budget as published is "fixed":	The budget is not fixed on any one figure but we anticipate bids within the range of £100,000 - £180,000. This budget would include the system creation and implementation, but NOT the ongoing running costs.

10/01/2017	35	With regards to Question ID 3 on the EPP_Supplier_Clarifications and the response; could you please expand upon what you regard as the difference between a 'user' and a 'role'?	The term 'user' has been used to denote an individual who accesses the system. A 'role' denotes the one or more profiles a user can have on the system, with each profile offering different functionality and/or access levels. Currently there are 13 distinct role types such as Trainee, Assessor, Trainer, System Admin etc. Primary users (approx. 5,000) would be logging in on a frequent basis to create entries and upload files. Secondary users (approx. 8,000) would log in infrequently and have very limited actions, such as adding a text line note to an existing form (assessor comments) or running a report to show what activities a trainee has undertaken over a given period. The frequency of activity for the secondary users will be very broad, with some accessing the system once a week and others up to once annually or even as a one off. So we have a total of 13,000 users (primary and secondary), each with one or more roles. The gross figure given of 30,000 total 'roles' represents the total number of individual user records X their roles held on the system.
10/01/2017	36	Do you have more information on RCoA's 'service aspiration' for the system support? And could you clarify if the support service is 1st line (direct interaction with trainees and trainers) or 2nd line (interaction with your own support desk)?	The support service expected is 2nd Line, with a supplier liaising only with the College system administrator and possibly IT staff if it were an infrastructure issue. Issues raised by users would be dealt with by internal staff and escalated to the supplier if they could not be resolved internally.
13/01/2017	37	The wording of this question from Document A doesn't seem to quite make sense: "How does the Prospective Supplier ensure the effectiveness, efficiency and competitiveness of the services provided are delivered and maintained? (word limit: 500)" Please can you clarify it?	You might to break this down into three parts for the services you might provide us: - How do you ensure that effectiveness is sustained? - How do you ensure that efficiency is sustained? - How do you ensure that competitiveness is sustained?