**Frontline: Invitation to tender for Virtual Learning Environment (VLE)**

Date of tender: 25.11.2024

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PART 1: Information for bidders

## Overview of Frontline’s requirements

Over 700,000 children in England rely on the support of social workers each year. These children face some of the worst life chances, but we know that great social work has the power to change this.

Frontline is a social work charity that trains new and existing social workers, social work managers, and senior leaders to bring an innovative approach to delivering social work to children and families. We encourage and develop our social workers to be agents of change, not only with the children and families they work with, but to influence and improve the social work system to have a greater positive impact on the children and families they serve.

Frontline is seeking to procure and implement a new VLE to support the delivery of four of our core training and development programmes. The VLE will be required to facilitate Frontline’s blended approach to learning, hosting up to 1,050 users at one time (1,000 licenses for external users and 50 licenses for Frontline staff) from **August 2025 – August 2028**.

This document constitutes an Invitation to Tender (ITT) for the contract and outlines the broad specification and requirements. We invite interested and suitably equipped organisations to present their proposals, in accordance with the requirements set out in this ITT.

All interested bidders must complete [Part 2](#_PART_2_–) of this ITT in full. Part 2 includes basic information questions (Part 2A), qualification questions including on financial standing (Part 2B) and bidder response (Part 2C). Frontline may choose to exclude any bidder that answers “Yes” to any question in the mandatory exclusion or professional and business standing questionnaires (Part 2B) and reserves the right to eliminate bidders unable to provide sufficient evidence of financial standing.

The detailed requirements of the goods and services Frontline require are set out below:

|  |  |  |
| --- | --- | --- |
| * #
 | * Category
 | * Requirement
 |
| * 1
 | * Administration
 | * Set up and enrol new users
* Assign roles and permissions
* Create, structure, and organise learning content
* Create and edit user groups
* Impersonate user accounts
* Preview content from the perspective of different roles e.g. student or instructor
* Develop and use test environments
* Restrict visibility of and access to content by setting release conditions
* Send messages and notifications to students
* Access an overview of user records including start dates, progress, completion, performance and grading
* Moderate and administer student discussion forum
* Grant assessment deadline extensions for individual students
* Track and report on student progress, engagement, and completion
* Access and export learning data sets and export in multiple formats e.g. PDF and CSV.
 |
| * 2
 | * Pedagogy
 | * Build and edit content using HTML and CSS
* Host resources: images, audio, video and documents (pdf, .doc, .ppt).
* Store and manage content in a central repository which can be pushed to different locations
* Link and embed external content e.g. YouTube
* Use templates for rapid content production
* Create, manage, grade and provide feedback on quizzes
* Create, manage, grade and provide feedback on assessments
 |
| * 3
 | * Students
 | * View a calendar feature to learn about key dates and events
* Navigate easily to and between courses and learning content
* Access and complete asynchronous e-learning (SCORM)
* Locate, view, and download course documents
* Contribute to discussion forum and respond to other students’ posts
* Upload and submit text, audio and video assessments, and view feedback
* View course progress through completion tracking
* Update profile and account settings
 |
| * 4
 | * Non-functional
 | * Track student progress, completion, and other activity on the system
* Intuitive, easy-to-use interface
* Access anywhere and at anytime
* Responsive and consistent user experience on all device types
* Customise profile settings
* Authenticate username and password
* Microsoft Single Sign On (SSO)
* Support self-service password
* Compliant with GDPR and data encryption system and processes in place
* Provide technical support for issues and queries
* Certified in Cyber Essentials and/or ISO 27001
* Physical data security measures in place
* Servers located in the UK and/or Europe
* Operate reliably and smoothly with at least 1000 concurrent users on the system
* Operate on Windows and macOS
* Operate on major web browsers
* Support API and LTI standards
* Compatible with SCORM 1.2 and 2004
 |
| * 5
 | * Accessibility
 | * Compliant with WCAG V2.1 to AA standard
* Compliant with ISO 9241-171:2008
* Compatible with JAWs, Zoomtext, Dragon NaturallySpeaking and Dolphin Supernova
* Built-in accessibility checker
* Change font style and size settings
 |
| * 6
 | * Support and maintenance
 | * Operate an email and online helpdesk
* Provide support during work hours
* Provide support outside work hours for critical incidents
* Employ a Continuous Delivery Model to fix errors and release new product features
* Offer SLA guaranteed incident response and resolution timeframes
* Offer minimum 99.9% SLA availability
* Conduct system maintenance outside of working hours
* Disaster recovery processes in place
* Provide instructor-led and self-directed training to use the system
 |
| * 7
 | * Implementation
 | * Manage the end-to-end implementation process
* Consult on best use of the system
* Set up system structure (categories, courses, content, roles and permissions etc.)
* Set up initial branding and themes
* Migrate student data from current system
* Migrate existing courses (if necessary)
* Train key staff to use the system
 |

## Summary of programmes who will employ VLE

2.1 We currently run several core training and development programmes, but specifically mention the following four due to their relevance to this invitation to tender:

|  |  |  |
| --- | --- | --- |
| Approach Social Work  | Programme Duration | Three years |
| Participant numbers | For year one of the programme, we have a target of 500 programme starters (known as participants).For **year two** of the programme, we anticipate participant starting numbers to be around **450 participants.**For year three of the programme, we anticipate participant starting numbers to be around 405 participants. |
| Programme year that requires VLE | **Year two only**. During year one and year three of the programme participants are students of Lancaster University, and their learning is hosted on Moodle: the university’s virtual learning environment. |
| Programme Overview | Formerly known as the Frontline programme, Approach Social Work is a training programme for graduates and career changers, funded by the Department for Education and delivered in collaboration with the Lancaster University. Over three years on Approach Social Work, participants will work directly with children and families, qualify as a social worker and study for a master’s degree. In **year one**, participants will:* Get ready to practice: Starting in the summer, with five weeks of intensive study delivered mostly online, with five days of in-person teaching. Frontline’s leading academics and sector experts will introduce participants to the theory of social work and get them ready for their work placements.
* Work within a hub: Once they have a solid foundation, participants start their placement in a local authority social work team. They will work in a close-knit hub of trainees and be managed by an experienced social work practitioner within their local authority, known as a Consultant Social Worker (or CSW). CSW’s co-work on caseloads with participants. They will also be supported by one of Frontline’s practice tutors, supporting them with their academic and programme journey.
* Expand their knowledge: Alongside their hub, participants will start supporting children and families, gradually increasing their level of responsibility. Regular skill days and academic work support in the deepening of knowledge. The curriculum focuses on our (1) systemic practice, (2) motivational interviewing and (3) parenting interventions practice models.
* Qualify as a social worker: At the end of their first year, participants qualify as a social worker and register with Social Work England, the professional regulator.

In **year two** of the programme, participants will:* Become newly qualified social workers: Participants start managing their own caseload during year two, whilst continuing to study and develop their skills, knowledge, and professional confidence.
* Receive continued support: Participants continue to receive support from their Frontline practice tutor, local authority employer and fellow trainees, including regular hub meetings.
* Receive continual professional development: Through the accessing of best practice expertise via participatory and online teaching and learning days.

In **year three** of the programme, participants should:* Complete a master’s degree: Consolidating everything that they have learned, participants carry out a research project and complete the final academic credits of their social work master’s degree. Participants are also offered leadership coaching in this third year to support them further within their professional development.
 |
| Year two delivery and learning methods | Participants are no longer students of Lancaster University during year two of the programme, meaning that they lose access to Moodle for this 12-month period. We therefore require an alternative Learning Management System for this programme year.As part of **year two** of Approach Social Work, participants will be required to:* Complete six online suites of learning, delivered by Frontline curriculum leads, practice tutors, external academics, experts and practitioners.
* Each suite of learning consists of both live lectures, talks, and self-directed study.
* We expect live lecture delivery to take place through Zoom, however, are anticipating that the learning management system will hold the self-directed study resources, e-learnings (where applicable), and recordings of live lectures.
 |
| Consultant Social Worker practice education & leadership programme | Duration | 1 year |
| Cohort numbers | The size of the cohort varies depending on recruitment requirements. Cohort numbers typically do not exceed 150. |
| Programme overview | The Consultant Social Worker (CSW) practice education and leadership programme is a bespoke development course for new Consultant and Deputy Consultant Social Workers. Consultant social workers are qualified practice educators who support, manage and develop participants who are training to be social workers on Approach Social Work.The training programme has been designed to equip learners with the knowledge and skills required to teach, assess, and supervise participants within their practice hub.The programme consists of four modules: Induction module; Practice models (Systemic Practice, Motivational Interviewing and Parenting Interventions); Practice education and Anti-oppressive practice and leadership. Which are taught across 15 online teaching days constituting a blend of live delivery (through Zoom) and self-directed learning (such as videos and e-learnings).In addition, CSWs must achieve their Practice Educator Professional Standards Stage 2 qualification by the end of their first year in role (if they have not already completed it prior to the programme). To do so, they must attend or catch up on, the full training programme and complete and submit a portfolio in the form of a Microsoft Word document.  |
| Delivery and learning methods | Learners will be required to:* Accept programme-specific terms before viewing learning content in full
* View information relating to each online teaching day including downloading resources, opening hyperlinks and accessing a timetable.
* Access live teaching day delivery using Zoom.
* Complete all self-directed study within the LMS.
* Complete e-learning (SCORM) packages.
* Submit assignments which can then be marked and released with feedback within the LMS.
* Read messages relating to the programme which have been posted by Frontline staff.
* View course progress through completion tracking features.
* Contribute to social learning using a discussion forum which allows them to create posts and reply to others.
 |
| Progress social work (Leadership programme) | Duration | 10 months  |
| Cohort numbers | This is a new programme which we are currently recruiting for which we expect to onboard 50-160 participants onto per year. |
| Programme overview | A Leadership development programme tailored for current and aspiring team managers in children’s social work or aligned roles. It addresses the gap in leadership development by equipping managers with the skills to lead confidently, enhancing their capabilities through a purposefully designed curriculum. Delivery of the programme will be a hybrid of in-person and virtual training. This includes two in-person residential events, six virtual workshops (through Zoom), four virtual coaching sessions (through Zoom), a comparative leadership report completed via an external provider (currently Lumus) and e-learning modules, some of which are compulsory for completion. The programme is not accredited, nor does it require the completion of any marked assignments.  |
| Delivery and learning methods | Learners will be required to:* View information relating to programme elements, both in-person and virtual, by downloading resources, opening hyperlinks and accessing agendas. This information will ordinarily be consistent across the cohort, but some unique documents should also be accessible.
* Complete all self-directed study within the LMS.
* Complete e-learning (SCORM) packages.
* Select e-learning modules from a catalogue of options
* Read messages relating to the programme which have been posted by Frontline staff.
* View course progress through completion tracking features.
* Contribute to social learning using a discussion forum which allows them to create posts and reply to others.
* Access catch-up materials such as slide decks or recorded Zoom sessions.
 |
| TBC programme title (Leadership programme) | Duration | 10-12 months  |
| Cohort numbers | This is a **potential** programme that is currently being scoped. If Frontline proceeds with running this programme, it would likely commence late 2025/early 2026. If a decision is made to run this programme, we would expect to onboard 50-160 participants per year. |
| Programme overview | A Leadership development programme tailored for current and senior leaders in children’s social work or aligned roles. It addresses the gap in leadership development by equipping managers with the skills to lead confidently, enhancing their capabilities through a purposefully designed curriculum. Delivery of the programme will be a hybrid of in-person and virtual training. This would be likely to include two in-person residential events, six virtual workshops (through Zoom), four virtual coaching sessions (through Zoom), a comparative leadership report completed via an external provider (Lumus) and self-directed learning modules, some of which are compulsory for completion. The programme will not be accredited, nor will it require the completion of any marked assignments.  |
| Delivery and learning methods | Learners will be required to:* View information relating to programme elements, both in-person and virtual, by downloading resources, opening hyperlinks and accessing agendas. This information will ordinarily be consistent across the cohort, but some unique documents should also be accessible.
* Complete all self-directed study within the LMS.
* Complete e-learning (SCORM) packages.
* Select e-learning modules from a catalogue of options
* Read messages relating to the programme which have been posted by Frontline staff.
* View course progress through completion tracking features.
* Contribute to social learning using a discussion forum which allows them to create posts and reply to others.
* Access catch-up materials such as slide decks or recorded Zoom sessions.
 |

## Tender evaluation criteria

* 1. This section explains the criteria we will use for evaluating answers within [Part 2C - bidder response section](#_Part_2C_–). Our evaluation process will be based on the structure shown in the table below, which sets out the evaluation criteria, criteria score, and criteria weighting:

|  |  |  |
| --- | --- | --- |
| **Evaluation criteria** | **Scoring** | **Weighting (%)** |
| [VLE System Requirements](#_Scoring_criteria_1:) | …/5 | 45 |
| [Cost](#_Scoring_criteria_2:) | /100 | 30 |
| [Support and Implementation](#_Evaluation_criteria_3:) | …/5 | 15 |
| [Social Value](#_Evaluation_criteria_4:) | …/5 | 10 |
| **TOTAL** |  | **100** |

* 1. For the evaluation criteria scored out of 5 (VLE System Requirements, Support and Implementation, and Social Value) responses will be scored using the below descriptors as a guide:

|  |  |
| --- | --- |
| **Score** | **Descriptor**  |
| 5 | An excellent answer that fully meets Frontline’s needs and requirements with no weaknesses or issues. |
| 4 | A good answer that generally meets Frontline’s needs and requirements, with only very minor weaknesses or issues. |
| 3 | A satisfactory answer that meets Frontline’s basic needs and requirements, but which demonstrates tangible weaknesses or requires some minor compromises from Frontline. |
| 2 | A poor answer that fails to meet some of Frontline’s basic needs and requirements, and which demonstrates significant weaknesses or requires major compromises from Frontline. |
| 1 | A very poor answer that fails to meet the very basic needs and requirements of Frontline or requires an unacceptable compromise. |
| 0 | No answer or totally irrelevant response. |

* 1. The evaluation panel reserves the right to eliminate any bidder where they score a mark of 0 (zero) or 1 (one) in one of the above evaluation criteria - if they believe this renders the overall proposal unacceptable.
	2. The ‘Cost’ evaluation criteria will be scored in the following way:
* A total cost of £20,000 will receive a score of 100
* A total cost of £70,000 will receive a score of 0
* A cost within the range £20,000 - £70,000 will receive a score on a linear scale between 0 and 100 respectively.

When presenting the costs in section 2C, you will be asked to break this down into:

* Implementation costs (implementation, consultancy & training)
* Pre-license cost during the implementation period
* Three year-license and support costs
* Salesforce integration cost
* VAT to be charged.

Please ensure that the costs quoted in your proposal show any VAT. The cost used for evaluation will be inclusive of VAT.

## Tender process and timetable

|  |  |  |
| --- | --- | --- |
| **Action** | **Task Owner** | **Date** |
| Launch of ITT & brief issued | Frontline | Monday 25th November 2024 |
| Deadline for submission of clarification questions from suppliers | Suppliers | Friday 13th December 2024 |
| Deadline for response to clarification questions | Frontline | Friday 20th December 2024 |
| **Deadline for submission of proposals** | **Suppliers** | **Monday 13th January 2025** |
| Evaluation of proposals and shortlisting | Frontline | Tuesday 14th January – Thursday 23rd January 2025 |
| Outcome of shortlisting communicated | Frontline | Friday 24th January 2025 |
| Shortlisted suppliers to provide demo of platform and provide access to test site | Suppliers | Monday 27th January – Friday 7th February 2025 |
| Notification of successful bidder | Frontline | By Wednesday 12th February 2025 |
| Sign contracts | Frontline & supplier | February 2025 |
| System implementation period | Frontline & supplier | From March 2025\* |
| System launch | Frontline | Users will commence usage of VLE from August 2025 |

*\*For new suppliers*

All enquiries, questions, and tender submissions should be addressed to:

Sean McKenna

**Digital Learning Manager**

sean.mckenna@thefrontline.org.uk

## Conditions of tendering

Frontline reserves the right to withdraw this tender at any time and may choose not to award a contract through this process. In any event, Frontline will not be liable for any costs incurred by bidders in the preparation or submission of tenders, nor those which arise from providing a demo or access to a test site.

* + - 1. Successful tenders will be expected to enter into a formal contract with Frontline.
			2. The onus is on the tenderer to ensure their offer is complete and meets Frontline’s requirements. Please therefore ensure you read this document carefully and answer fully all questions asked.
	1. **Modification**

Frontline may modify this ITT at any time prior to the deadline for receipt of tenders. To allow time for such an amendment to be reflected, Frontline may, at its discretion, extend the deadline for receipt of tenders.

* 1. **Publicity**

No publicity regarding the award of any contract will be permitted unless and until Frontline has given express written consent to the successful bidder.

# PART 2 – Supplier information and proposal - TO BE COMPLETED BY BIDDERS

# Part 2A – Basic information

All suppliers wishing to bid for this tender **must** fill out the questions below, however this section will not be scored.

|  |  |
| --- | --- |
|  | **BASIC DETAILS OF YOUR ORGANISATION** |
|  | Name of the organisation: |  |
|  | Contact name: |  |
|  | Job title: |  |
|  | Company address:Post code: |  |
|  | Telephone number: |  |
|  | E-mail address: |  |
|  | Website address: |  |
|  | Company registration number (if this applies): |  |
|  | Charities or Housing Association or other registration number (if this applies). Please specify registering body: |  |
|  | Date of registration: (if this applies) |  |
|  | Registered address if different from the above:Post code: |  |
|  | Are you registered for VAT?If so, please provide registration number:  |  |
| * 1. a
 | Is your organisation: | i) a public limited company? |  |
| ii) a limited company? |  |
| iii) a partnership |  |
| iv) other (please specify)  |  |
| A.14 | Are you acting as the lead organisation for a consortium? (Please note that consortia may not bid for this tender) | Yes / No |
| A.15 | Name of (ultimate) parent company (if this applies): |  |
| A.16 | Companies House registration number of parent company (if this applies): |  |

# Part 2B - Qualification questionnaires

All suppliers wishing to bid for this tender **must** complete the questions in this section below.

A positive answer to any questions within **Mandatory Exclusion Criteria** will result in exclusion from the tender, unless Frontline concludes in its discretion that there are over-riding requirements in the general interest which justify not doing so (in relation to the economic operator concerned).

|  |  |
| --- | --- |
| B | **MANDATORY EXCLUSION CRITERIA**  |
| Has your organisation, or (any of) the director(s) or other persons with powers of representation, decision or control of the organisation(s) ever been convicted of any of the following offences: |
| B.1 | conspiracy within the meaning of section 1 or 1A of the Criminal Law Act 1977 or article 9 or 9A of the Criminal Attempts and Conspiracy (Northern Ireland) Order 1983 where that conspiracy relates to participation in a criminal organisation as defined in Article 2 of Council Framework Decision 2008/841/JHA;  | Yes / No |
| B.2 | corruption within the meaning of section 1(2) of the Public Bodies Corrupt Practices Act 1889 or section 1 of the Prevention of Corruption Act 1906; | Yes / No |
| B.3 | the offence of bribery, where the offence relates to active corruption; | Yes / No |
| B.4 | Bribery within the meaning of section 1 or 6 of the Bribery Act 2010; | Yes / No |
| B.5 | fraud, where the offence relates to fraud affecting the European Communities as defined by Article 1 of the Convention on the protection of the financial interests of the European Union, within the meaning of:(i) the offence of cheating the Revenue;(ii) the offence of conspiracy to defraud;(iii) fraud or theft within the meaning of the Theft Act 1968, the Theft Act (Northern Ireland) 1969, the Theft Act 1978 or the Theft (Northern Ireland) Order 1978;(iv) fraudulent trading within the meaning of section 458 of the Companies Act 1985, article 451 of the Companies (Northern Ireland) Order 1986 or section 993 of the Companies Act 2006;(v) fraudulent evasion within the meaning of section 170 of the Customs and Excise Management Act 1979 or section 72 of the Value Added Tax Act 1994;(vi) an offence in connection with taxation in the European Community within the meaning of section 71 of the Criminal Justice Act 1993; (vii) destroying, defacing or concealing of documents or procuring the extension of a valuable security within the meaning of section 20 of the Theft Act 1968 or section 19 of the Theft Act (Northern Ireland) 1969;(viii) fraud within the meaning of section 2, 3 or 4 of the Fraud Act 2006; or(ix) making, adapting, supplying or offering to supply articles for use in frauds within the meaning of section 7 of the Fraud Act 2006; | Yes / No |
| B.6 | money laundering within the meaning of section 340(11) of the Proceeds of Crime Act 2002; | Yes / No |
| B.7 | an offence in connection with the proceeds of criminal conduct within the meaning of:1. section 93A, 93B or 93C of the Criminal Justice Act 1988, or;
2. article 45, 46 or 47 of the Proceeds of Crime (Northern Ireland) Order 1996;
 | Yes / No |
| B.8 | *Child labour and other forms of trafficking human beings** An offence under section 4 of the Asylum and Immigration (Treatment of Claimants etc.) Act 2004;
* An offence under section 59A of the Sexual Offences Act 2003
* An offence under section 71 of the Coroners and Justice Act 2009;
* An offence in connection with the proceeds of drug trafficking within the meaning of section 49, 50 or 51 of the Drug Trafficking Act 1994
* An offence under section 2 or section 4 of the Modern Slavery Act 2015
 | Yes / No |
| B.9 | participation in a criminal organisation, as defined in Article 2(1) of Council Joint Action 98/733/JHA; | Yes / No |
| B.10 | corruption, as defined in Article 3 of the Council Act of 26 May 1997 and Article 3(1) of Council Joint Action 98/742/JHA respectively; | Yes / No |
| B.11 | fraud within the meaning of Article 1 of the Convention relating to the protection of the financial interests of the European Communities; | Yes / No |
| B.12 | money laundering, as defined in Article 1 of CouncilDirective 91/308/EEC of 10 June 1991 on prevention of the use of the financial system for the purpose of money laundering. | Yes / No |
| B.13 | *Terrorist offences or offences linked to terrorist activities*Any offence:* listed in section 41 of the Counter Terrorism Act 2008;
* listed in schedule 2 to that Act where the court has determined that there is a terrorist connection;
* under sections 44 to 46 of the Serious Crime Act 2007 which relates to an offence covered by the previous two points;
 | Yes / No |
| B.14 | If the answer to any of these is **“Yes”** please give brief details below, including any reasons why Frontline should consider not excluding your organisation. |
|  |

All suppliers wishing to bid for this tender must complete the **Professional and Business Standing** questions below.

A positive answer to any questions within **Professional and Business** will result in exclusion from the tender, unless Frontline concludes in its discretion that there are over-riding requirements in the general interest which justify not doing so (in relation to the particular economic operator concerned).

|  |  |
| --- | --- |
|  | **PROFESSIONAL AND BUSINESS STANDING**  |
| Do any of the following apply to your organisation, or to (any of) the director(s) / partners / proprietor(s) of the organisation(s)? **Frontline may choose to exclude any operator that answers "Yes" to any of the questions below.** |
| B.15 | Bankruptcy, insolvency, compulsory winding up, receivership, composition with creditors, or subject to relevant proceedings; | Yes / No |
| B.16 | A conviction (or convictions) for a criminal offence related to business or professional conduct; | Yes / No |
| B.17 | Legal or administrative finding of commission of an act of grave misconduct in the course of business; | Yes / No |
| B.18 | Failure to fulfil obligations related to payment of social security contributions; | Yes / No |
| B.19 | Failure to fulfil obligations related to the payment of taxes; | Yes / No |
| B.20 | Failure to provide information required or providing inaccurate/misleading information when participating in a procurement exercise; | Yes / No |
| B.21 | Failure to obtain and maintain relevant licences or membership of an appropriate trading or professional organisation where required by law. | Yes / No |
| B.22 | In the last three years, has any finding of unlawful discrimination been made against your organisation by an Employment Tribunal, an Employment Appeal Tribunal or any other court (or in comparable proceedings in any jurisdiction other than the UK)?  | Yes / No |
| B.23 | In the last three years, has your organisation had a complaint upheld following an investigation by the Equality and Human Rights Commission or its predecessors (or a comparable body in any jurisdiction other than the UK), on grounds of alleged unlawful discrimination? | Yes / No |
| B.24 | Has your organisation been convicted of breaching environmental legislation, or had any notice served upon it, in the last three years by any environmental regulator or authority (including local authority)?  | Yes / No |
| B.25 | Where the organisation or any of its Directors or Executive Officers has been in receipt of enforcement/remedial orders in relation to the Health and Safety Executive (or equivalent body) in the last 3 years. | Yes / No |
| B.26 | Where the organisation has been in breach of section 15 of the Immigration, Asylum, and Nationality Act 2006; Where the organisation has a conviction under section 21 of the Immigration, Asylum, and Nationality Act 2006; | Yes / No |
| B.27 | Where the organisation has been in breach of the National Minimum Wage Act 1998. | Yes / No |
|  | If the answer to any of these is “Yes” please give brief details below, including what has been done to address failings.If you have answered “Yes” to **B22** or **B23**, please provide, as a separate Appendix, a summary of the nature of the investigation and an explanation of the outcome of the investigation to date. If the investigation upheld the complaint against your organisation, please use the Appendix to explain what action (if any) you have taken to prevent unlawful discrimination from reoccurring.If you have answered “Yes” to **B24**, please provide details in a separate Appendix of the conviction or notice and details of any remedial action or changes you have made as a result of conviction or notices served.  |
|  |  |
|  | Other compliance: **Frontline may choose to exclude any operator that answers "No" to any of the questions below.** |
| B.28 | Do you have a policy/policies in place to comply with your statutory obligations under the Equality Act 2010? | Yes / No |
| B.29 | Can you confirm that, as an employer, it is your policy not to discriminate directly or indirectly on grounds of age, sex, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, sexual orientation, and religion or belief when making decisions to recruit, select, remunerate, train, transfer and promote employees? | Yes / No |
| B.30 | Please confirm that you have in place, or that you will have in place by contract award, the human and technical resources to perform the contract to ensure compliance with the General Data Protection Regulation and to ensure the protection of the rights of data subjects. | Yes / No |
| B.31 | Please confirm that your organisation has a Health and Safety Policy that complies with current legislative requirements. | Yes / No |
| B.32 | Please confirm that you will have all appropriate insurance policies in place required to deliver this contract. | Yes / No |

All suppliers wishing to bid for this tender must complete the **Financial Information** questions below. The panel reserves the right to eliminate bidders unable to provide sufficient evidence of financial standing.

|  |  |
| --- | --- |
| **B** | **FINANCIAL INFORMATION**  |
| B.33 | What was your turnover in each of the last two financial years? | £………… for year ended --/--/-- | £……… for year ended --/--/---- |
| B.34 | Please provide a copy of the following. Should you be unable to provide a copy of the following, please explain why, and what alternative supplementary evidence you could provide: |
| A copy of your audited accounts for the most recent two years (if this applies) | *Reason if unable* |
| A forecast of your profit and loss account or equivalent for your current year of trading and your current balance sheet position.  | *Reason if unable* |
| B.35 | If requested, would you be able to provide a banker’s reference? | Yes / No |

All suppliers wishing to bid for this tender must complete the **Experiences and References** questions below.

|  |  |
| --- | --- |
| **B** | **EXPERIENCE AND REFERENCES** |
| Please provide details of two contracts or projects (public or private) in the last three years that are relevant to the Frontline requirements. Where possible, we would like to see one example of a longstanding working partnership (at least 1 year). The customer contact should be prepared to speak to Frontline if we wish to contact them.  |
|  |  | Contract/Project 1 | Contract/Project 2 |
| B.36 | Customer Organisation (name):Website (if available): |  |  |
| B.37 | Customer contact name, phone number and email: |  |  |
| B.38 | Date contract awarded: |  |  |
| B.39 | Date contract completed: |  |  |
| B.40 | Brief description of contract (max 300 words): |  |  |
| B.41 | Value: |  |  |
| If you cannot provide at least one reference, please briefly explain why. *(max 100 words)* |

|  |  |
| --- | --- |
| **B.** | I declare that to the best of my knowledge the answers submitted in these qualification questions are correct. I understand that the information will be used in the process to assess my organisation’s suitability to be invited to tender for Frontline’s requirements. I understand that Frontline may reject any bidder who fails to answer all relevant questions fully, or if a bidder provides false/misleading information. |
| **FORM COMPLETED BY** |
|  | Name: |  |
|  | Job title: |  |
|  | Date: |  |
|  | Telephone number: |  |
|  | Signature:  |  |

# Part 2C – Bidder response section

## Evaluation criteria 1: VLE System Requirements

We have provided below a list of **Essential (E)** and **Desirable (D)** Virtual Learning System Requirements, broken down in the following themes: 1. Administration, 2. Pedagogy, 3. Students, 4. Non-functional, 5. Accessibility, and 6. Support & maintenance.

Next to each listed requirement, please confirm whether you can meet the requirement (‘yes’ **or** ‘no’), and where further explanation is required, please provide this within the supporting notes column. Where providing supporting notes, this should not exceed 150 words per requirement.

As a reminder, this scoring criterion **will be scored out of 5** and has a **weighting of 45%**.

1. Administration

|  |  |  |  |
| --- | --- | --- | --- |
| ID | Requirement | Able to meet requirement? (‘yes’ or ‘no’) | Supporting notes (where required) |
| 1.1 | The administrator must be able to apply organisational branding including colour palettes, logos, fonts, and imagery at all levels within the system (E) |  |  |
| 1.2 | The administrator must be able to create new users and set up and manage enrolments (E) |  |  |
| 1.3 | The administrator must be able to use .csv files to perform bulk user creation and enrolments (E) |  |  |
| 1.4 | The administrator must be able to assign roles and permissions to users (E) |  |  |
| 1.5 | The administrator must be able to create, structure and organise learning content at hierarchical levels e.g. organisational, programmatic, modular, topical (E) |  |  |
| 1.6 | The administrator must be able to impersonate specific user accounts to view the system as if logged in as that user to enable support and troubleshooting (E) |  |  |
| 1.7 | The administrator must be able to preview content from the perspective of other role types when developing and editing content (E) |  |  |
| 1.8 | 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) |  |  |
| 1.9 | The administrator must be able to restrict the visibility of, and access to, specific content by applying release conditions (E) |  |  |
| 1.10 | The administrator must be able to send messages and notifications to students containing information in the form of text, links and/or resources. It must also be possible to edit and schedule these messages (E) |  |  |
| 1.11 | The administrator should be able to filter user records to view cohorts, groups, and individual users (D) |  |  |
| 1.12 | The administrator must be able to create and edit posts on the discussion forum (E) |  |  |
| 1.13 | The administrator must have the ability to moderate and respond to posts made by students on the discussion forum (E) |  |  |
| 1.14 | The administrator must be able to grant assessment deadline extensions for individual students (E) |  |  |
| 1.15 | The administrator must be able to manage the release of grades and/or feedback to students on an individual and group basis (E) |  |  |
| 1.16 | The administrator must be able to access all user records and data including overviews, start dates, progress, completion, performance and grades (E) |  |  |
| 1.17 | The administrator must be able to track and report on student progress, engagement and completion using the data provided by the system (E) |  |  |
| 1.18 | The administrator must be able to access and export user data and reports in multiple formats including PDF, Excel worksheet, and CSV (E) |  |  |
| 1.19 | The administrator should be able to set up a Read Only system role (or equivalent) for students to access content for a limited time, excluded from the duration of the user licence (D) |  |  |

2. Pedagogy

|  |  |  |  |
| --- | --- | --- | --- |
| ID | Requirement | Able to meet requirement?(‘yes’ or ‘no’) | Supporting notes (where required) |
| 2.1 | The administrator must be able to build and edit content using HTML and CSS (E) |  |  |
| 2.2 | The system must be able to host different resource types including, but not limited to, images (.jpg, .png), audio (.mp3), video (.mp4) and documents (.pdf, .doc, .ppt) (E) |  |  |
| 2.3 | The system must have a central repository in which content can be stored and managed by administrators, and pushed to different locations in the LMS (E) |  |  |
| 2.4 | The system must be able to link to and embed external video content that is hosted on an external platform e.g. YouTube, Vimeo (E) |  |  |
| 2.5 | The system should have the option to build, save and use templates that enable rapid, consistent content production (D) |  |  |
| 2.6 | The administrator must be able to create, manage, grade, and provide feedback on quizzes (E) |  |  |
| 2.7 | The system must have a quiz feature which allows quizzes with multiple question types (e.g. multiple choice, matching, short/long answer, ranking) to be created by the administrator (E) |  |  |
| 2.8 | The system must provide data and reports on quizzes including completion rates and performance (E) |  |  |
| 2.9 | The administrator must be able to create, manage, grade, and provide feedback on assessments (E) |  |  |
| 2.10 | The system must have an assessments feature which allows assessments to be created by the administrator containing deadlines, instructions and related documents (E) |  |  |
| 2.11 | The system should have an integrated virtual classroom application that allows administrators and instructors to: schedule meetings and invite students, record sessions, change presenters, share screen, facilitate conversations through live chat and use interactive polling and engagement features (D) |  |  |

3. Students

|  |  |  |  |
| --- | --- | --- | --- |
| **ID** | **Requirement** | Able to meet requirement?(‘yes’ or ‘no’) | Supporting notes (where required) |
| 3.1 | The student should be able to view a calendar overview of key dates and events throughout their course (D) |  |  |
| 3.2 | The student must be able to navigate easily to and between courses (if enrolled to more than one) and learning content within courses (E) |  |  |
| 3.3 | The student must be able to access and complete asynchronous e-learning (SCORM 1.2) packages (E) |  |  |
| 3.4 | The system should be able to track completion and performance for SCORM content (E) |  |  |
| 3.5 | The student must be able to locate, view and download documents (e.g. .pdf, .doc, .ppt, .mp4) that have been uploaded by the administrator (E) |  |  |
| 3.6 | The student must be able to contribute to a discussion forum by writing posts and responding to the posts of their peers and instructors (E) |  |  |
| 3.7 | The student must be able to upload and submit assessments in the form of documents (.doc, .pdf), audio (.mp3) and video (.mp4) (E) |  |  |
| 3.8 | The student must receive notification of, and be able to view, assessment grades and feedback that have been released to them (E) |  |  |
| 3.9 | The student must be able to view their progress within the course through completion tracking features (E) |  |  |
| 3.10 | The student should be able to update and personalise their profile and account settings (D) |  |  |

4. Non-functional

|  |  |  |  |
| --- | --- | --- | --- |
| **ID** | **Requirement** | Able to meet requirement?(‘yes’ or ‘no’) | Supporting notes (where required) |
| 4.1 | The system must be able to track student progress and completion on programmes (E) |  |  |
| 4.2 | The system must report the number of times students access the platform. |  |  |
| 4.3 | The system must log student activity to support troubleshooting issues (E) |  |  |
| 4.4 | The system must report the number of active and enrolled students (E) |  |  |
| 4.5 | The system must have surveys and questionnaires for student feedback (E) |  |  |
| 4.6 | The system should provide data on the number of attempts a student takes to complete quizzes (E) |  |  |
| 4.7 | The system must have an intuitive interface that’s easy to understand and navigate (E) |  |  |
| 4.8 | The system must run effectively so that students can learn anywhere and anytime (E) |  |  |
| 4.9 | The system must be designed responsively to deliver a high-quality learning experience on all device types (E) |  |  |
| 4.10 | The system must have username and password authentication (E) |  |  |
| 4.11 | The system must have Single Sign On (SSO) capability for Microsoft (E) |  |  |
| 4.12 | The system must support self-service password retrieval for users (E) |  |  |
| 4.13 | The provider must have GDPR compliant encryption systems and processes in place to protect personal and sensitive data (E) |  |  |
| 4.14 | The system must encrypt data at rest and at transit (E) |  |  |
| 4.15 | The provider must be able to offer technical support for issues and queries within SLA guaranteed timeframes (E) |  |  |
| 4.16 | The provider must be compliant with the General Data Protection Regulation (GDPR) (E) |  |  |
| 4.17 | The provider must be certified in Cyber Essentials and/or ISO 27001 (E) |  |  |
| 4.18 | The provider must have physical security measures in place at the location of the data center (E) |  |  |
| 4.19 | The system’s data servers must be located in the UK/ Europe  |  |  |
| 4.20 | The system must be able to operate with at least 1000 concurrent users (E) |  |  |
| 4.21 | The system must run smoothly with fast page loading speeds (E) |  |  |
| 4.22 | The system must be fully scalable to meet current and future needs, without having any negative impact upon the performance (and user experience) of the system (E) |  |  |
| 4.23 | The system homepage and organizational structure must be customizable with branding (E)  |  |  |
| 4.24 | The system must be operable and maintain a consistent user experience across various devices, including different screen sizes and resolutions (E) |  |  |
| 4.25 | The system must be capable of running on multiple operating systems, including Windows and macOS, without any modification (E) |  |  |
| 4.26 | The system must be fully functional on all major web browsers, including Chrome, Firefox, Safari, and Edge, with consistent performance and layout (E) |  |  |
| 4.27 | The system must support interoperability standards including API and LTI (D) (E) |  |  |
| 4.28 | The system must be compatible with SCORM 1.2 and 2004 standards (E) |  |  |
| 4.29 | The system should be able to integrate with Salesforce CRM, MS Teams, Zoom and MS Office (D) |  |  |

5. Accessibility

|  |  |  |  |
| --- | --- | --- | --- |
| ID | Requirement | Able to meet requirement?(‘yes’ or ‘no’) | Supporting notes (where required) |
| 5.1 | The system must be compliant with WCAG V2.1 to ‘AA’ standard (E) |  |  |
| 5.2 | The system must be compliant with ISO 9241-171:2008 (E) |  |  |
| 5.3 | The system must be compatible with the following assistive technologies: JAWS, Zoomtext, Dragon NaturallySpeaking and Dolphin Supernova (E) |  |  |
| 5.4 | The system must have a built-in accessibility checker for editing HTML content (E) |  |  |
| 5.5 | The system must allow users to change font style and size (E) |  |  |

6. Support and maintenance

|  |  |  |  |
| --- | --- | --- | --- |
| ID | Requirement | Able to meet requirement?(‘yes’ or ‘no’) | Supporting notes (where required) |
| 6.1 | The provider must have an email and online helpdesk (E) |  |  |
| 6.2 | The provider should have a phone helpdesk (D) |  |  |
| 6.3 | The provider must provide technical support during the hours of Monday – Friday 8am-6pm (GMT) (E) |  |  |
| 6.4 | The provider must be able to provide technical support for critical incidents outside the hours of Monday – Friday 8am – 6pm (GMT) (E) |  |  |
| 6.5 | The provider must employ a Continuous Delivery Model to fix errors and release new product features (E) |  |  |
| 6.6 | The provider must have an incident management process in place and be able to offer SLA guaranteed response and resolution timeframes (E) |  |  |
| 6.7 | The provider must offer a minimum of 99.9% SLA level system availability (E) |  |  |
| 6.8 | The provider must conduct system maintenance that may impact availability during off-peak hours (E) |  |  |
| 6.9 | The provider must have an implemented disaster recovery process in place for the system (E) |  |  |
| 6.10 | The provider must offer instructor led and self-directed training to use the system (E) |  |  |
| 6.11 | The provider must offer administrator and user training support resources that can be viewed in a web browser or downloaded locally (E) |  |  |
| 6.12 | The provider must offer consultation as part of their implementation service (E) |  |  |
| 6.13 | The provider should have an online community forum site or equivalent to support administrators and students (D) |  |  |
| 6.14 | The provider must assign an ongoing account manager to Frontline once the system has been launched (E) |  |  |

## Evaluation criteria 2: Cost

Please outline the full cost of the bid in the table provided below. As a reminder, this scoring criterion **will be scored out of 100** and has a **weighting of 30%**.

To calculate your bid price, please assume the following:

* Three-year contract duration
* Hosting up to 1,050 users at one time (1,000 licenses for external users and 50 licenses for Frontline staff.

Please note, that depending upon how some of our programmes expand, we may require an increased number of licences.

|  |  |
| --- | --- |
| **Item** | **Cost breakdown:** |
| **Please outline the full cost of the bid**(This cost you state here should include the total cost for **all** elements of the bid, inclusive of VAT). |  |
| **Implementation costs** i.e. implementation, consultancy, and training(where relevant) |  |
| **Pre-license cost during the implementation period**(where relevant) |  |
| **Three year-license and support costs**(If your ongoing costs are based on something other than user licenses, please describe how the costs are calculated)  |  |
| **Please explain how the cost will change where the provided assumptions of contract duration and # licences vary**(this should include a scale-up costing of licenses should we require to increase in the future) |  |

## Evaluation criteria 3: Support and implementation

In no more than **750 words** within the table provided below, please describe your proposed support and implementation process.

As a reminder, this scoring criterion **will be scored out of 5** and has a **weighting of 15%**.

|  |  |
| --- | --- |
| We recommend you consider the following questions within your response:* How you plan to work with Frontline during the system implementation period?
* What sets your system implementation apart from other suppliers (i.e., manageability and ease)?
* How will you manage the project to meet the system launch date?
* What level of support will you provide Frontline during the contract?
* What sets your quality of support apart from other suppliers?
* Are there any future developments or innovations on your roadmap for us to be aware of?
 | Please provide your response here |
|  |

## Evaluation criteria 4: Social Value

Frontline will seek to engage with suppliers who generate Social Value through their business operations. In **no more than 500 words**, please detail in the table provided below what your Social Value offer will be in relation to this contract. This could include social, economic or environmental wellbeing or benefits and should demonstrate value to be delivered in addition to the requirements of the specification.

As a reminder, this scoring criterion **will be scored out of 5** and has a **weighting of 10%**.

|  |  |
| --- | --- |
| We recommend you consider the following questions:* How will you promote the safeguarding and welfare of children, young people and vulnerable adults?
* How does your organisation ensure that equality and diversity is embedded within your organisation (including training and guidance)?
* What is your organisation’s approach to paying the living wage to your staff and how your staff’s working hours and conditions comply with national laws and industry standards?
* What are the main environmental impacts associated with delivering the contract outputs and how will impacts be reduced, managed and verified?
* Any other Social Value that your organisation contributes
 | Please provide your response here |
|  |