Activity Alliance workforce platform questions and responses – 14 August 2023

Activity Alliance have received questions from interested parties in relation to our workforce platform tender brief. For consistency we have collated all questions in one document with our responses.

- **Does Activity Alliance currently utilise an LMS?**
  Activity Alliance does not currently have an LMS.

- **In the project brief you provided an indicative budget of £50,000-£75,000. Is this for the entire project over a period of time, or is there an ongoing annual budget to support the platform?**
  The budget indicated in the project brief must cover VAT, expenses, hosting and maintenance costs for 12 months. We will have a budget for hosting and maintenance costs beyond this initial period. Proposals should provide a clear breakdown of what these ongoing costs would be.

- **You have provided an indicative budget for the first year of the project, do you have an expected contract duration for this project, 3 or 5 years for example?**
  This is our first time undertaking such a development project. We intend for the platform to provide a long-term solution to delivering our products and see it has a central part of our approach going forwards. To enable us to make the best decisions clarity of costs over different time periods would be appreciated.

- **Please can Activity Alliance confirm anticipated annual users for the LMS?**
  As this is our first time having an LMS it is difficult to quantify expected numbers, especially in the first year. Our vision is to grow the content on the platform over time and therefore expect annual numbers to increase. As a guide, we envisage:
  - Delivering a minimum of 60 Inclusive Activity Programme workshops a year to between 750-1,000 participants.
  - Initially having a network of 15 Inclusive Activity Programme tutors.
  - Roughly 300-500 learners accessing the customer service training per year if this brought onto the platform from the outset.
  - Delivering a minimum of 5 Leading Inclusion workshops to roughly 100 participants and facilitated by 8 tutors if this is brought onto the platform from the outset.
  - Developing new training on topics such as inclusive communications and research. Which could reach roughly 200 learners per year.

- **Assuming a 3- or 5-year project, please can Activity Alliance confirm expected future growth in user numbers, or alternatively, do you envisage usage staying the same in future years?**
  We hope for numbers to grow year on year, especially with more content being added to the platform. However, at this stage it is difficult to quantify this growth.

- **What format are your current courses created in and do you intend to reuse the content or recreate in your new platform?**
  Our current eLearning content is SCORM data files. Where possible we would hope to reuse the existing content although some updates are required. Overtime we plan to create new content on the platform.

- **We note in your document that you've referenced the words 'developers' & 'development'. Please can Activity Alliance describe their expectations for these terms within a SaaS implementation and ongoing project?**
  This is the first time Activity Alliance has had its own LMS and as mentioned in the brief, we are not technical experts or accustomed to the terminology or the difference. We are looking to appoint an organisation that can provide us with an LMS which fulfils our needs and future plans. This may be an organisation that develops a bespoke solution, or which utilises an existing piece of software.

- **How do you envision the payment process for learners accessing paid for content? Are there any specific payment methods or payment integrations you prefer?**
  This is the first time Activity Alliance has had its own LMS and therefore we require guidance on the options available. We anticipate learners being able to pay for content prior to accessing it, with the option of card payment or invoice request.

- **Will the platform need to handle different pricing tiers, bulk buy discounts, or membership-based pricing versus general public purchases? Will there be any subscriptions available for content?**
  Yes, as detailed in the project brief: "An ecommerce solution will be required to enable learners to pay for access to content and for workshop organisers to request a workshop. This solution should also enable bulk buy or member discounts and for organisations to request an invoice when appropriate." At this stage there are no immediate plans for subscriptions to content, however these may be introduced at a later date.

- **Can you provide more details on the workflow for workshops and event booking? What information should workshop organisers, learners, and tutors receive in automated emails (i.e., in terms of data coming from the platform)?**
  We expect the full scope of these processes to be developed alongside the successful tender to ensure all options are considered. However, examples would include:
  - To the workshop organiser: confirmation that the workshop is taking place, tutor details, number of learners registered on the workshop.
  - To the learner: confirmation of workshop details
  - To the tutor: confirmation of workshop details, workshop organiser details, number of learners registered on the workshop, any specific needs for learners.

- **How will the booking slots be managed? Does the platform need to store maximum bookings for each single workshop and then stop bookings when the maximum has been achieved?**
  This is not something which has been considered, but it would be helpful for this to be the case.

- **Will there be a different panel (i.e. permissions area of the platform) for tutors and workshop organisers? If yes, then what functionalities will be needed in that panel for those roles?**
  Yes, different level of permissions will be needed for users. However, we are unsure of the full detail of this at this stage. This requires full scoping work as to what is possible alongside the successful tender organisation.

- **Could you please elaborate a bit on how the workshop attendance will be managed and evaluated?**
  Again, we would appreciate guidance on options for this. Our initial thought is that tutors would have access to a register and would need to mark who has attended.
  Evaluations would be via a baseline survey at the time of registering, with a follow-up survey post workshop. This feedback approach could be via different formats such as a poll or form instead of a survey and we would be open to different ideas.

- **What does the platform need to do to deliver the CPD points? Does the platform need to integrate with the Continuing Professional Development service?**
  Not at this stage. Learners would just need to be able to download evidence of CPD points which could be in the form of a certificate or via a personal dashboard page.

- **How will the workshops be conducted? For instance, will there be an online video conferencing method to attend the workshop?**
  Both options will be required. Most workshops will be in person events, however there are times where virtual classrooms will be delivered. We also hope to offer pre-recorded webinars for on-demand viewing.

- **How do you envision that the learning content will be updated? Who will be responsible to update it (for example tutors and/or admins from the backend)?**
  It will only be Activity Alliance who make changes to existing or create new learning content. Ideally, elements of this should be able to be done in house.

Process

Please refer to the [project brief on our website](#) for full details of the scope and functionality required of the platform.

Please email your proposals by 5pm on Friday 18 August 2023 to Chloe Studley, Programme Manager (Workforce) chloe@activityalliance.org.uk.