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**Learning Management System**

**Schedule 4 – Statement of Requirements**

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## **Introduction and Guidance**

**1.0 Short Description of the Contract**

### 1.1 South Lakeland District Council (“The Council”) is undertaking a procurement exercise for a new cloud-based Learning Management System (LMS).

## **2.0** **South Lakeland**

### 2.1 The District of South Lakeland (the “District”) is one of England's largest shire districts, covering an area of some 155,000 hectares (600 square miles) with a resident population of over 103,000.

### 2.2 Large parts of the District fall within the Lake District and Yorkshire Dales National Parks and the Arnside/Silverdale Area of Outstanding National Beauty, embracing a wide variety of landscapes and spectacular scenery.

### 2.3 The District is the largest populated district in the county of Cumbria with 79 parishes. The principal centres of population are Kendal, where the Council’s main office is located, Ulverston, Windermere and Grange-over-Sands. The sparsity of the population impacts on the cost of providing services to remote areas and makes it difficult for some people to access services.

### 2.4 The District has good transport access to the north and south by the M6 and West Coast railway line. The District is within relatively short distance from Manchester, Liverpool and Leeds.

### 2.5 The resident population of approximately 103,000 is increased several times over during the 'tourist season' and in periods of fine weather especially at weekends. As such the honeypot areas can become very congested, which can increase travelling times. Due to the prominence of tourism to the District’s economy it is essential the highest standards are achieved.

### 2.6 The District’s principal settlements are Kendal (population 25,000) and Ulverston (population 12,000) which are some 40 kilometres (25 miles) apart along the A590. Other settlements are dispersed throughout the area the main ones being Windermere and Bowness; Ambleside; Sedbergh; Kirkby Lonsdale; Milnthorpe; Arnside; Grange over Sands; Coniston and Broughton in Furness.

**3.0 E-Learning at South Lakeland District Council**

3.1 Corporate training is managed by the Principal Organisational Development Officer, Partnerships and Organisational Development, assisted by the System & Learning & Development Assistant.

3.2 The primary use for the LMS is to support the on-going offer of a blended learning and development solution for the Council.

3.3 The Council has approximately 420 Staff and 51 Members who will require access to the LMS.

3.4 All access to the LMS will be via corporately owned and securely managed devices. Access will be via a launch page hosted on the Sharepoint intranet that is hosted on premise as part of the Council’s corporate network, all running on Windows Server 2012.

3.5 The solution must provide a reliable solution for the following:

* SCORN compliance
* Interface with Articulate software
* Authoring capability for in-house development
* Tracking of the learner journey and “pass” marks thresholds
* Reporting and evaluation / interrogation of interactions capability
* Customising the launch page to our corporate style
* Download learning information into CSV file for upload into our internally hosted HR system iTrent

**4.0 Instructions**

The submission must clearly state the implementation costs which must also include any expenses for on-site consultancy.

The solution must provide security whilst still providing the flexibility for the end user.

Below is a detailed specification that the provider must complete to confirm that their solution meets our requirements. The response for each requirement needs to state whether the proposed solution will meet the requirement or not.

Below is a list of requirements which follows the guidance provided by the CESG. All requirements are listed as Must or Should and **the provider must detail in the “Supplier Response” boxes how their solution meets these requirements and also confirm that it meets the requirements**. If a requirement is not met and the supplier has this functionality on their product roadmap they must clearly state when this functionality will be available. If the providers’ solution only works on a specific Operating System or model of device they must note the details

**ESSENTIAL requirements are not optional.**

## Definitions used throughout this document

|  |  |
| --- | --- |
| Verb | Implication |
| Essential | An absolute requirement |
| Desirable | A possibility or capability |

## **TABLE OF NON\_CONFORMITY**

If your offer does not conform to a specific requirement please list detail in the table below.

|  |  |
| --- | --- |
| SOR ID & Description | Response |
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|  |  |  |
| --- | --- | --- |
| ID | Description | Essential/ Desirable |
|  | **E-LEARNING - USER/STUDENT PERSPECTIVE** |  |
|  |  |  |
| US01 | The supplier must explain the end user training provided (materials, one to one support, face to face training offered) to support the implementation and “trouble shooting” issues | Essential |
| Supplier Response |  |  |
| US02 | The supplier must explain how to access the LMS’s ‘Help Menu’ contents for use by delegates for reference | Essential |
| Supplier Response |  |  |
| US03 | The supplier must explain how a delegate can access the LMS course library | Essential |
| Supplier Response |  |  |
| US04 | The supplier must explain how the LMS’s allows delegates to automatically return to the course from previous “visits” | Essential |
| Supplier Response |  |  |
| US05 | The supplier must explain how the LMS’s allows delegates to view and return to chapters/ subdivisions of courses for refresh or recap | Essential |
| Supplier Response |  |  |
| US06 | The supplier must explain how the LMS can offer “single sign on” - namely that the LMS does not require an extra logon/password | Essential |
| Supplier Response |  |  |
| US07 | The solution should display expected completion time of each course to allow for delegate time management of modules and the course | Desirable |
| Supplier Response |  |  |
| US08 | The supplier must confirm that access to the LMS is restricted to allow access from devices connected to the SLDC corporate network – i.e. it must not be possible to access from a personal device such as personal home computer, tablet or phone | Essential |
| Supplier Response |  |  |
| US09 | The supplier should demonstrate the LMS’s ability to all delegates to view personal progress of completed courses and chapters within courses | Desirable |
| Supplier Response |  |  |
| US10 | The supplier must demonstrate the LMS’s ability to adapt viewing for diversity purposes to accommodate visual impairment, colour-blindness, dyslexia, hearing impairment, etc. | Essential |
| Supplier Response |  |  |
| US11 | The supplier should demonstrate the Glossary function of the LMS to allow for course search or terms used in any instructions, as appropriate | Desirable |
| Supplier Response |  |  |
| US12 | The solutions should be able to provide a student notes function where a course can be suspended in order to type notes that can be saved and printed | Desirable |
| Supplier Response |  |  |
| US13 | The supplier should demonstrate what printable course notes are available | Desirable |
| Supplier Response |  |  |
|  | **E-LEARNING – TRAINER / DESIGNER PERSPECTIVE** |  |
|  |  |  |
| TR01 | The supplier must provide details of the LMS’s ability to store, edit, update and archive courses held within library | Essential |
| Supplier Response |  |  |
| TR02 | The supplier must demonstrate the LMS’s ability to edit courses for version controlling purposes | Essential |
| Supplier Response |  |  |
| TR03 | The supplier must explain the LMS’s ability to monitor and assess students’ progress on courses for an administrator to track and report upon | Essential |
| Supplier Response |  |  |
| TR04 | The solution must be abel to track and report on student time spent on modules/courses | Essential |
| Supplier Response |  |  |
| TR05 | The supplier must show how the LMS can report on the number of times students re-take knowledge checks/quizzes | Essential |
|  |  |  |
| TR06 | The solution must be able to play audio files, including mp3. | Essential |
| Supplier Response |  |  |
| TR07 | The supplier must demonstrate how the LMS will work with Articulate software for content development / adaptive release quiz maker and other articulate related packages. | Essential |
| Supplier Response |  |  |
|  | **E-LEARNING – MANAGER/SUPERVISOR/ADMIN PERSPECTIVE** |  |
|  |  |  |
| MA01 | The system must be SCORM compliant | Essential |
| Supplier Response |  |  |
| MA02 | The supplier should provide a demonstration of the notification capabilities of the LMS. | Desirable |
| Supplier Response |  |  |
| MA03 | The solution must be able to produce reports and evaluations on the effectiveness of e-learning and this data to be able to be interrogated for trends and patterns | Essential |
| Supplier Response |  |  |
| MA04 | The supplier must demonstrate how the contract will keep pace with developments of the LMS platform over the period of the contract (upgrades provided as part of the contract and licensing). | Essential |
| Supplier Response |  |  |
| MA05 | The supplier must provide information on the level and type of customer service provided for the LMS, including how the Administrator will be notified of any system downtime. | Essential |
| Supplier Response |  |  |
|  | **IT Requirements** |  |
|  |  |  |
| IT01 | Confirm how the licensing is provided - whether on a user or device basis. The intention of the Council is to extend the solution further in the future by deploying tablet devices, therefore the provider must clearly specify whether users are licensed for more than one device. | Essential |
| Supplier Response |  |  |
| IT02 | It must be possible to purchase additional licenses with a co-terminus end date.  License Requirements change over time and can decrease as well as increase. Details of how the licenses can be reduced or increased must be provided. | Essential |
| Supplier Response |  |  |
| IT03 | A test system should be available where system administrators can carry out testing before applying any changes to the live system. | Desirable |
| Supplier Response |  |  |
| IT04 | It must be possible to extract selected data from the system in CSV format so that it can be uploaded into our Internally hosted HR system iTrent. See Appendix A for required report format. | Essential |
| Supplier Response |  |  |
| IT05 | In the event of an issue with the software, the councils must have access to the suppliers support team to allow issues to be resolved. Describe how the LMS will be supported after go live. | Essential |
| Supplier Response |  |  |
| IT06 | It should be possible for access to the system to be gained by using single sign on using our current Active Directory user accounts. | Desirable |
| Supplier Response |  | Essential |
| IT07 | The supplier and the solution implemented for the council must be GDPR compliant in line with the legislation becoming enforceable in May 2018. Details of how the solution is compliant or will be made to be compliant must be provided |  |
| Supplier Response |  |  |

## Security

|  |  |  |  |
| --- | --- | --- | --- |
| ID | Description | | Must  or  Should |
| DT01 | All data transmitted or routed to and from the corporate network into an externally hosted solution must be done in a secure way. | | Essential |
| Supplier Response |  | |  |
| DT02 | The solution should provide the ability to record logs of user interactions and this should be reportable per device or user. | | Essential |
| Supplier Response |  | |  |
| DT04 | All data must be held securely and only be accessible by authorised SLDC staff | | Essential |
| Supplier Response |  | |  |
| DT05 | Data must be backed up securely and stored in a manner where the data must be recoverable in the event of a disaster. The supplier must describe how they will recover lost data in the event of a disaster | | Essential |
| Supplier Response |  | |  |
| DT06 | In the event of contract termination or expiration the supplier must provide the data from the system to the council in a format they can use in the future | | Essential |
| Supplier Response |  | |  |
| DT07 | The LMS must be protected from Viruses and Malware. | Essential | |
| Supplier Response |  |  | |