



Tes Institute Learning Management System (LMS)

Migration

Vendor Engagement Questionnaire



Contents

Contents.....	1
1. Introduction.....	2
1.1. Company Background.....	3
1.2. Project Background.....	3
1.3. Existing Solution.....	3
1.4. High Level Overview of Requirements.....	3
2. Vendor Engagement Process.....	3
3. Questionnaire.....	4
3.1. Vendor Details.....	4
3.2. Product & Service Details.....	4



1. Introduction

1.1. Company Background

Tes Institute provides world-class teacher training and development to educators all over the world. Currently offering a range of courses and apprenticeships to teachers and teaching assistants both here in the UK and internationally.

Tes institute is part of Tes, a global company providing education solutions in the form of software, digital tools, and services to a community of more than 13 million educators and working with 25,000 schools in over 100 countries.

1.2. Project Background

Tes Institute would like to replace their current Learning Management System (LMS) with a product more fitting to their aspirations for innovation and growth, which is fit for purpose operationally, provides an excellent customer experience; and it would like to manage this transition seamlessly with little/no disruption to its operation or learners.

1.3. Existing Solution

The current Learning Management System (LMS) provides an online learning hub, giving access to learning content for all enrolled learners undertaking teacher training and development through Tes Institute.

The system was adopted in 2017 and is bespoke to Tes Institute. Since that point, the original product has been acquired and is now supplied by Learning Pool.

Tes Institute's requirements have evolved since the system was introduced and its limited functionality no longer supports how they wish to work, and no investment has been made in the platform for a number of years.

The current LMS is:

- lacking in areas of functionality now considered important
- posing operational issues in terms of capacity to support the educational programmes fully
- cumbersome and inefficient in terms of administration
- not meeting user expectations for in terms of usability or accessibility

Other options have been explored with the current vendor, but none were deemed satisfactory.

1.4. High Level Overview of Requirements

Tes Institute requires:

The implementation of a new Learning Management System to support its approximately 6000 active learners undertaking their teacher training and development courses by:

- Providing a centralized platform for delivering and managing educational content which:
 - directs learners to learning resources
 - supports and manages the delivery of educational content and services to learners
- Supporting various teaching and learning activities
- Facilitating online collaboration and communication among learners, instructors, and administrators
- Provides tools for developing, submitting, tracking, and providing feedback on assignments and assessments
- Enables reporting and analytics on learner engagement and performance

In time for the expiration of the current LMS contract on 31st March 2025. This will encompass the implementation of the new system including data migration from the current LMS, support and on-going contractual agreement for use of the product.

2. Vendor Engagement Process

This questionnaire has been put together in line with the requirements identified by Tes Institute for an LMS going forward. Its purpose is to invite vendors to respond so that an initial analysis of the products and services offered can be carried out to expedite the selection process. Shortlisting will then be carried out with suitable products being evaluated further by means of more detailed discussion with the supplier and product demonstration to ensure the best fit for Tes Institute. The timescales are such that this method needs to be applied as the intention is to have decided upon a product and vendor by the end of September.



Please respond by latest Fri 13th September by sending your completed questionnaire and any supporting documents by email to: lucy.fawcett@tes.com

Any questions can also be directed to: lucy.fawcett@tes.com / 07970 900396 (project manager)

3. Questionnaire

3.1. Vendor Details

Company Name:	Titus Learning Ltd
Registered Address:	Salts Mill, Victoria Road, Shipley, West Yorkshire BD18 3LA
Company Website:	https://www.tituslearning.com/
Contact Name:	Mandeep Kullar
Contact Phone:	0113 3200 346 / 07890 322829
Contact Email:	mandeep.kullar@tituslearning.com

3.2. Product & Service Details

Question 1: Requirements

- 1) Please provide an overview of your product and how you feel it would support the requirements set out in **1.4 High Level Overview of Requirements**.

- a) Can your product support our learners to better engage with their study, access learning materials and content and satisfy the requirements of their course?

Yes/No/Maybe

Yes

Moodle Workplace, paired with our Norse theme, is perfectly suited to support Tes Institute's learners by enhancing engagement, improving access to learning materials, and satisfying course requirements. Here's how our solution aligns with your needs:

Engagement and Learning Experience

Moodle Workplace provides personalised learning paths and adaptive content delivery, allowing learners to engage with materials that align with their progress, fostering individualised learning experiences that maintain motivation and focus. With integrated tools for gamification and certification, it enhances learner interaction and rewards progression, making the learning journey more engaging. Our Norse theme, featuring an intuitive user interface and customisable design, further enhances the user experience and interface, creating a modern, visually appealing environment that simplifies navigation of learning resources, ultimately improving engagement and accessibility.

Access to Learning Materials

Moodle Workplace serves as a centralised hub for all learning materials, assignments, and assessments, offering learners easy access to course content from any device, ensuring flexibility and availability at all times. The platform also supports a variety of multimedia content, including videos, quizzes, and interactive resources, providing a more dynamic and engaging learning experience that helps learners absorb information effectively and stay engaged with their studies.

Satisfying Course Requirements

Moodle Workplace offers robust tools for managing course assignments and assessments, enabling learners to easily submit assignments, track their progress, and receive feedback through a seamless process that aligns with course requirements. The platform's reporting and analytics tools allow instructors and administrators to monitor learner engagement and performance, ensuring that students meet their course milestones. Furthermore, Moodle Workplace

offers powerful integration with various tools, through the use of our Web Service API Titus Connect, and plugins allows the system to evolve, adapting to future needs and innovations in the learning environment.

Collaboration and Communication

The platform's integrated communication tools, including forums, messaging, and video conferencing, enhance collaboration among learners, instructors, and administrators. These features support a more connected and interactive learning environment, which is crucial for effective teacher training and development.

- b) Can your product support our teaching and administration staff to construct complex programmes of study (consisting of modules, sessions, tasks/assignments, and resources) which can be easily changed and shared across different pathways?

Yes/No/Maybe

Yes

Moodle Workplace, delivered by Titus, can effectively support your teaching and administration staff in constructing complex programmes of study. The platform allows for the creation of detailed programmes that can include modules, sessions, tasks, assignments, and resources, all of which can be easily organised and managed.

Moodle Workplaces flexible course creation tools will enable Tes staff to design and structure complex educational pathways, with the ability to modify and update content as needed. The platform supports the sharing of these programmes across different pathways, making it simple to adapt and disseminate content to various learner groups. Additionally, Moodle's integration capabilities and customisation options ensure that these programmes can evolve with your needs, maintaining efficiency and coherence across different educational tracks.

- c) Can your product enable different teaching and learning delivery activities?

Yes/No/Maybe

Yes

Moodle Workplace can enable a wide range of teaching and learning delivery activities. The platform supports various instructional methods, including:

- **Course Creation and Management:** Tes can design and organise courses with modules, sessions, tasks, and resources, accommodating different teaching styles and educational needs.
- **Multimedia Integration:** Moodle Workplace supports diverse content types such as videos, quizzes, interactive resources and many more, which can enhance the learning experience and cater to different learning preferences.
- **Collaborative Tools:** Integrated forums, messaging, and video conferencing facilitate interaction and collaboration among learners and instructors, supporting both synchronous and asynchronous learning activities.
- **Assignment and Assessment:** The platform allows for the creation and management of assignments, quizzes, and assessments, with tools for tracking submissions, providing feedback, and monitoring progress.

These features collectively support a variety of teaching and learning activities, making Moodle Workplace a versatile solution for Tes' diverse educational needs.

d) Can your product facilitate online collaboration and communication (including moderation)?

Yes/No/Maybe

Yes

Moodle Workplace is well-equipped to facilitate online collaboration and communication, including moderation. The platform offers a suite of integrated tools designed to enhance interaction and coordination among learners, instructors, and administrators, these include:

- **Forums:** Create discussion threads and communities where participants can engage in conversations, ask questions, and share insights.
- **Messaging:** Enables direct communication between users for quick exchanges and support.
- **Video Conferencing:** Supports live online meetings, lectures, and group discussions, allowing for real-time interaction.
- **Group Workspaces:** Facilitates collaborative projects and group activities with shared resources and communication channels.

Additionally, Moodle Workplace includes moderation features such as discussion thread management, content review, and user role management to ensure that interactions remain productive and on-topic.

e) Can assignments/assessments be managed by your product to ease the process for both learners and tutors?

Yes/No/Maybe

Yes

The platform allows tutors to create and organise assignments with clear deadlines and submission guidelines. Learners can submit their work directly through the system, streamlining the submission process. Moodle Workplace also supports various assessment methods, including quizzes and peer reviews, with automated grading options for certain question types.

Tutors can provide detailed feedback and grades through Moodle Workplace, utilising features such as annotations, comments, and scoring rubrics. This ensures that learners receive timely and constructive feedback on their work. Additionally, the platform offers tools for tracking progress and submission statuses, which helps manage workloads and deadlines effectively.

f) Can your product provide reporting and analytics (including feedback/evaluation mechanisms and tutor engagement monitoring); and help us to support learners better and fulfil our educational regulatory and governance requirements?

Yes/No/Maybe

Yes

Moodle Workplace features an enhanced custom report builder that allows for comprehensive data analysis and visualisation. This includes tracking learner progress, engagement, and performance through detailed reports.

Moodle Workplace also supports feedback and evaluation mechanisms, enabling you to gather and analyse learner feedback and tutor evaluations effectively. This helps in assessing the quality of teaching and learning experiences. Additionally, the platform offers tools for monitoring tutor engagement, ensuring that instructors are actively participating and supporting learners.

These reporting and analytics features not only help in fulfilling educational regulatory and governance requirements but also enable you to support learners more effectively by providing insights into their performance and areas for improvement.

g) Can your product support certification for certain courses/modules/sessions/tasks?

Yes/No/Maybe

Yes

Moodle Workplace supports certification across courses, modules, sessions, and tasks. The platform will allow Tes to set up and manage certification processes, including issuing certificates upon successful completion of specific requirements. You can configure certification criteria based on course completion, module progress, or task performance. Moodle Workplace supports automated certificate generation and distribution, which streamlines the certification process and ensures that learners receive their credentials promptly. This capability helps recognise and validate learners' achievements, making it an effective tool for managing and supporting certification needs across your educational programs.

Question 2: Administration

2) Please provide an overview of how your product supports efficient administration (e.g. automation, self-service).

a) Can your product support the management of users (including search facility, account provision and management, authentication, security set-up and access management, and enrolment of learners on courses)?

Yes/No/Maybe

Yes

Moodle Workplace excels in supporting efficient administration through a range of automated and self-service features.

Automation: Moodle Workplace offers extensive automation capabilities to streamline administrative tasks. Automated processes include user account creation and management, course enrolments, and notifications. For example, workflows can be set up to automatically enrol learners in courses based on predefined criteria or trigger actions such as sending reminders or updating records when certain milestones are reached, this is achieved through the Dynamic Rules functionality.

Self-Service: The platform provides robust self-service options for both administrators and users. Administrators can use a user-friendly interface to manage user accounts, configure security settings, and oversee access permissions without needing to manually intervene in every aspect. On the other hand, learners can access their profiles, manage their enrolments, and track their progress independently, reducing the administrative burden on staff.

Regarding user management, Moodle Workplace supports:

- **Search Facility:** The platform includes powerful search functions that allow administrators to quickly locate and manage user accounts based on various criteria.
- **Account Provision and Management:** Moodle Workplace facilitates the bulk import and creation of user accounts, and administrators can easily update or modify user details as needed.
- **Authentication and Security:** It offers multiple authentication options, including single sign-on (SSO) and integration with external authentication systems. Security settings can be configured to enforce password policies, control access levels, and ensure data protection.
- **Access Management:** Administrators can define roles and permissions to control what users can access and modify within the system, ensuring appropriate access levels for different user types.
- **Enrolment Management:** Automated enrolment processes allow learners to be added to courses based on predefined rules, such as completing prerequisite modules or based on their user profile attributes.

Yes/No/Maybe



b) Can your product support the management of cohorts (including onboarding, communication/notifications, completion processes)?

Yes

Moodle Workplace excels in managing cohorts by providing robust support for onboarding, communication, and completion processes. The platform simplifies the onboarding of new cohorts through bulk enrolment features and customisable workflows. Administrators can easily add users to courses or groups based on specific criteria, and set up structured onboarding processes to introduce learners to the system and necessary initial materials, ensuring a consistent start for all new participants.

In terms of communication and notifications, Moodle Workplace integrates various tools to keep cohorts informed and engaged. Administrators can send targeted notifications, reminders, and updates to specific groups, while built-in communication tools like forums, messaging, and announcements facilitate ongoing interaction and collaboration. For managing completion processes, the platform allows administrators to track cohort progress and set up automated completion criteria. This includes issuing certificates upon meeting specific milestones, streamlining the recognition and documentation of learners' achievements.

- c) Can your product support the management of programmes (including changes to in-flight courses, managing start and end dates, and assigning/reassigning tutors/assessors)?

Yes/No/Maybe

Yes

The platform allows for seamless adjustments to in-flight courses, enabling administrators to update course content, modify schedules, and make changes without disrupting the learning experience. This flexibility ensures that programmes can adapt to evolving needs and requirements.

Moodle Workplace also supports the management of start and end dates for courses, allowing administrators to set or adjust timelines as needed. Automated notifications and reminders can be configured to keep learners and staff informed about important dates and deadlines.

Additionally, the platform facilitates the assignment and reassignment of tutors and assessors with ease. Administrators can assign roles and permissions to different users, ensuring that the appropriate staff members are responsible for overseeing and assessing the programmes. This capability supports efficient resource management and ensures that programmes are effectively supported by qualified personnel.

- d) Can your product support the management of content (including building and updating learning materials and resources, ensuring version control)?

Yes/No/Maybe

Yes

Moodle Workplace offers robust content creation tools that enable individuals to build engaging and interactive learning materials, such as lessons, quizzes, multimedia resources, assignments and much more. These tools provide flexibility in designing and delivering content tailored to various educational needs and preferences.

Moodle Workplace also facilitates the updating of existing content, allowing administrators and instructors to modify or enhance learning materials as needed. Version control features ensure that changes are tracked, and previous versions can be accessed or restored if necessary. This helps maintain the integrity and continuity of educational resources while ensuring that all users have access to the most current and relevant information.

Question 3: Technical

- 3) Please provide an overview of the technical architecture and features of your product. Please include:

- a) How is your product is structured, provided, and managed?

Moodle Workplace is structured as a flexible and scalable learning management system designed to support a variety of educational and organisational needs. Below is an overview of its technical architecture and features:

1. Technical Architecture:

- **Open-Source Platform:** Moodle Workplace is built on the open-source Moodle platform, which is known for its flexibility and customisation capabilities. This architecture allows for extensive personalisation and integration with other systems.
- **Modular Design:** The system is modular, meaning it is composed of various plugins and components that can be added or removed based on requirements. This modularity supports a wide range of functionalities, including course management, user administration, and reporting.
- **Scalability:** Moodle Workplace is designed to handle large volumes of users and data, making it suitable for organisations of different sizes. It can be scaled horizontally (by adding more servers) or vertically (by increasing server capacity) to accommodate growing needs.



2. Provision and Management:

- **Cloud Hosting:** Our cloud based hosting provide scalability and ease of management.
- **User Management:** The platform includes robust tools for user management, including role-based access control, user authentication, and profile management. Administrators can create and manage user accounts, assign roles, and configure permissions.
- **Content Management:** Moodle Workplace offers extensive content creation and management features, including tools for building courses, modules, and learning resources. Content can be easily updated and version-controlled to ensure that learners have access to the most current materials.
- **Integration Capabilities:** The platform supports integration with various third-party systems (through the use of Titus Connect), authentication services, and external content providers. This ensures seamless data exchange and enhanced functionality.
- **Security and Compliance:** Moodle Workplace incorporates advanced security features, including encryption, user access controls, and regular security updates. It is designed to comply with data protection regulations and ensure the security and privacy of user data.

3. Support and Updates:

- **Regular Updates:** Titus will perform regular updates and security patches to address vulnerabilities and introduce new features. This helps maintain the system's reliability and effectiveness. Any updated/security patches will require sign off from Tes and take place at your convenience.
- **Community and Support:** As an open-source product, Moodle Workplace benefits from a large community of developers and users who contribute to its ongoing development and provide support. Additionally, Titus has built a community site which allows for our clients to interact and vote on new product releases/updates.

Overall, Moodle Workplace's technical architecture is designed to provide a robust, scalable, and secure learning management environment that will be tailored to meet Tes' requirements.

b) Please describe the data and security elements of your product

We ensure the highest levels of data security by utilising industry-standard encryption technologie via AWS, these include:

Encryption Methods:

- **Data at Rest:** All static data, including both the database and Moodle data, is encrypted using Advanced Encryption Standard (AES) with 256-bit keys, which is widely accepted as one of the most secure encryption algorithms available. This encryption is fully compliant with GDPR and other relevant regulations.
- **Data in Transit:** All data transferred between users, servers, and the AWS environment is encrypted using TLS (Transport Layer Security) with strong encryption protocols, ensuring secure communications.

GDPR Compliance:

- AWS offers encryption services that meet GDPR compliance, ensuring that personal data is protected through strong encryption standards and proper key management practices.
- Regular audits and security assessments are conducted to ensure ongoing compliance with GDPR and other security standards.

Physical Security

Our solution is hosted on Amazon Web Services (AWS). Extensive perimeter security measures are provided by AWS, including 24/7 security personnel who are in turn monitored by security supervisors, physical infrastructure including

fencing, intrusion detection systems, video feeds and visitor and staff access controls. Equivalent structures are in place at the Titus Learning HQ. Additionally, all Titus personnel are DBS checked and verified prior to induction.

Hosting Security

Titus Learning ensures a high standard of data protection and security organisation-wide, adhering to GDPR compliance. All static data, including both the database and Moodle data, is encrypted using GDPR-compliant algorithms, safeguarding against unauthorised or unlawful processing of personal data. Data transmitted between clients and AWS web servers or API endpoints is encrypted via SSL certificates, enforcing HTTPS and protecting against third-party interception.

Our AWS infrastructure is fortified with AWS Shield, which automatically safeguards against common network and transport layer DDoS attacks. Additionally, AWS Web Application Firewall (WAF) is employed at edge points, such as the Application Load Balancer and AWS CloudFront CDN, to filter malicious traffic, including XSS and SQL injection, through customer-defined rules. Security Groups within the Virtual Private Cloud (VPC) provide a stateful firewall.

Certification

Hosting on AWS allows us to benefit from a premier level of security and regulatory compliance. Titus Learning holds accreditations for ISO9001, ISO27001, and Cyber Essentials Plus. AWS is certified for SOC2, ISO, PCI-DSS, HIPAA, and GDPR, which encompass the security and usage of data by AWS and ensure that solutions built on AWS maintain compliance.

Backup and recovery

In order to ensure that systems are as unaffected as possible by attack or other disaster, we take a full-server backup of our systems every morning around 2 AM server time which is kept for a month (30 days), allowing us to return the system to how it was at the time of any of these backups. The backups are stored in the same AWS (Amazon Web Services) region as the server.

With regards to backup encryption, all static data, including both the database and Moodle data, is encrypted using Advanced Encryption Standard (AES) with 256-bit keys. This encryption is fully compliant with GDPR and other relevant regulations.

Moodle Workplace itself incorporates several key data and security elements designed to ensure the protection, integrity, and privacy of user information and system data. These include:

Access Control and Authentication:

- **Role-Based Access Control:** Moodle Workplace employs a role-based access control system to manage permissions. Users are assigned roles with specific access rights, ensuring that individuals only have access to the resources and functionalities relevant to their responsibilities.
- **Authentication Methods:** The platform supports various authentication methods, including Single Sign-On (SSO), LDAP integration, and multi-factor authentication (MFA). These methods enhance security by simplifying user login processes while adding layers of protection against unauthorised access.

Security Features:

- **Activity Logging:** Detailed logs of user activities and system changes are maintained. This logging allows administrators to monitor actions, track changes, and audit system usage, helping to identify and address potential security issues.

- **Security Updates:** Moodle Workplace is regularly updated with security patches and improvements to address vulnerabilities and enhance overall system security. This proactive approach helps protect the platform from emerging threats.

Compliance and Governance:

- **Regulatory Compliance:** The platform is designed to support compliance with various educational and data protection regulations. It includes features that assist in managing consent, handling data access requests, and meeting other compliance requirements.

c) Does your product integrate with other systems?

Yes/No/Maybe

Yes

Titus Connect, a Web Service API developed by Titus, will allow Tes to integrate Moodle Workplace with different systems, simplifying admin-heavy tasks and creating a seamless experience for both your learners and administrators.

d) How configurable your product is versus the need for development?

Moodle Workplace is highly configurable, offering a range of built-in options that often reduce the need for custom development. Administrators can customise the platform extensively through its user interface, including setting up courses, managing user roles, and configuring workflows without writing custom code. The platform's robust content creation tools and automation features, such as user enrolments and notifications, can be managed directly through the system's settings, further minimising the need for additional development.

For enhanced functionality, Moodle Workplace supports a variety of plugins and extensions that can be installed and configured to meet specific needs. While most organisations find that the available features and plugins are sufficient, custom development may be necessary for highly specialised requirements.

The platform's open-source nature allows for the development of custom plugins or modifications, but many organisations achieve their goals through the extensive built-in options and theme customisations, such as those provided by our Norse theme, without extensive development.

e) How scalable your product is to meet future/changing needs?

Moodle Workplace is highly scalable, designed to meet both current and future organisational needs. The AWS infrastructure supports both horizontal and vertical scaling, allowing Titus to add more servers or upgrade existing hardware to handle increased user loads and traffic. This flexibility ensures that the platform can grow in line with Tes's requirements, accommodating more users and enhanced performance demands as needed.

The platform's modular architecture enhances its scalability by allowing the ability to add or remove features and plugins as your needs evolve. This means we can expand or adjust functionality without disrupting existing operations. Additionally, Moodle Workplace integrates with various external systems, ensuring seamless connectivity with other tools and services as your technology landscape changes.

To future-proof your investment, Moodle Workplace benefits from regular updates and improvements provided by both the Moodle community and our professional support. These updates introduce new features, security enhancements, and performance optimisations, keeping the platform current with emerging trends and technologies.



f) How do you ensure the performance and availability of your product?

The platform's performance and availability are ensured through our hosting solution, Titus Amazon Web Services (AWS). This offers automated elastic scaling to accommodate fluctuating demand, advanced security measures, and industry-leading logging and reporting capabilities. Additionally, it includes scheduled automated backups and disaster recovery redundancy.

We provide various levels of availability, ranging from 99.5% to 99.99%, tailored to meet your specific needs. As part of our solution, we have proposed a solution which provides 99.9% availability per annum. All hosted sites are actively monitored and managed to maintain optimal performance. Our technical support is provided 24/7, 365 days a year.

g) Where is the data hosted?

As our solutions are hosted within the cloud, using AWS, we have the ability to host at any AWS data centre globally. For UK based clients, we typically host in the UK at AWS' London data centre, however during the platform discovery phase, we will discuss and define where Tes would like for the data to be hosted.

h) How is GDPR respected and how are Data Subject Access Requests responded to?

Titus Learning ensures a high standard of data protection and security organisation-wide, adhering to GDPR compliance. All static data, including both the database and Moodle data, is encrypted using GDPR-compliant algorithms, safeguarding against unauthorised or unlawful processing of personal data. Data transmitted between clients and AWS web servers or API endpoints is encrypted via SSL certificates, enforcing HTTPS and protecting against third-party interception.

Moodle Workplace ensures GDPR compliance through a range of features focused on data privacy and protection. It offers tools for data ownership and control, which will allow Tes to define data retention policies, ensuring personal data is stored only as long as necessary. Administrators of the platform can manage user data collection, storage, and processing, with options to export, anonymise, or delete data upon request. Additionally, Moodle Workplace supports consent management by enabling administrators to configure consent requests for data processing, ensuring transparency and lawful handling of personal data.

Regarding Data Subject Access Requests, Titus have a Subject Access Request Procedure and adhere to the requirement under the Data Protection Act 2018 and General Data Protection Regulations 2016 to fulfil all Subject Access Requests in a timely manner, where possible within one calendar month. If you would like to see a copy of our Subject Access Request Procedure, please let us know.

i) How do you configure Single Sign On?

Subject to further scoping Titus will configure SSO for Tes. Moodle Workplace supports Single Sign-On (SSO) through multiple integration options, including SAML, OAuth2, and LDAP. SAML is a widely used protocol that requires setting up an identity provider (IdP) and configuring both the IdP and service provider (SP) settings within Moodle Workplace. This involves entering metadata, configuring certificates, and mapping user attributes. Alternatively, OAuth2 can be configured by setting up an authorisation server and providing necessary endpoints and credentials. For organisations using LDAP, Moodle Workplace can integrate with LDAP servers to manage user authentication, requiring the configuration of LDAP settings within the platform.



To configure SSO, we start by setting up your identity provider or authentication service according to the chosen protocol. This includes generating and configuring metadata, certificates, and endpoints. In Moodle Workplace, we input the necessary authentication setting details for SAML, OAuth2, or LDAP, ensuring correct entry of metadata URLs, client IDs, and secrets as required.

Testing the configuration is crucial to ensure that the SSO integration works smoothly, verifying that users can log in seamlessly and that their attributes and permissions are correctly handled.

Question 4: Implementation

4) Please provide details of how you would support the implementation of your product ensuring that the required delivery dates are met with minimum disruption or disturbance to users. Please provide details of:

a) The team you would provide to support the implementation (including roles, availability, duration)

Key roles in the implementation phase include Project Manager, Implementation Manager, Build Lead, Solution Architect and Customer Success Lead. Titus employs a number of excellent people in each of these positions, however it is anticipated that the following individuals will fulfil these roles during this delivery.

Project Manager - Natalie Procter

As the primary liaison between Tes and the Titus Team, Natalie is authorised to engage with Tes stakeholders and communicate all decisions made throughout the project. Tes can rely on the information conveyed by Natalie. She will provide reports that include detailed time distribution, addressing problems, meetings, progress, and status relative to the implementation timetable. Natalie's extensive experience with large organisations and complex regulatory frameworks positions her as an ideal candidate for this project. She is a PMP-certified project manager with over 8 years of experience in project management and more than 4 years of experience managing projects within the eLearning sector.

Implementation Manager - Kristian Hargreaves

Implementation Managers are product experts and can advise and provide consultancy on how to configure the platform to meet your requirements in full. Kristian will work with Tes to ensure the platform meets your specific requirements and configure the platform to meet your individual user journeys. Kristian brings a wealth of knowledge and experience in elearning platform development and implementation and Kristian has experience in multiple industries including Public Sector and Higher Education. Kristian's portfolio includes clients such as Leeds Trinity University, Network Rail, The British Psychological Society, London Met Police and 1st4sport Qualifications.

Build Lead - Majid Hussain

The Build Lead is a member of our platform engineering team, and will ensure the hosting environment is set up according to availability, infrastructure, security and concurrency requirements by working directly with Amazon Web Services (AWS). Majid and his colleagues will continue to support your platform throughout the lifetime of the contract, working with our service desk team to ensure that we adhere to your SLA and monitor your platform proactively to make you aware of any incidents, downtime, or improvements which can be made. Majid is our lead engineer with 15+ years experience with large scale LMS deployments. His portfolio includes clients such as The Royal College of Surgeons, Cambridge Judge Business School and UCL. Majid has knowledge and experience working with Amazon Web Services, HTML5, CSS, PHP, MySQL, PostgreSQL, Apache, Nginx, Ubuntu / AWS Linux, SSH.

Solution Architect - Dileeka Fernando

Dileeka is a highly experienced Solutions Architect with extensive client-side expertise, having previously worked with our client, Network Rail. She will be responsible for supporting and defining Tes' integration and migration requirements, as



well as developing the solution design document for both. Dileeka has successfully collaborated with large-scale clients at Titus, delivering solution designs for prominent businesses such as Dermalogica, Superdry, and Mondia Education.

Customer Success Lead - Meghan Diston

Meghan will collaborate with Tes during the later stages of implementation and post-launch to understand your challenges and concerns. She will provide ongoing support throughout the contract, offer strategic recommendations, and keep you updated on upcoming product roadmaps, including new features and functionalities. Furthermore, Meghan will work with Tes to develop a comprehensive success plan, aligning with both your short-term and long-term goals.

b) How your team would approach an implementation such as this

Each of our LMS delivery projects is managed in alignment with the Titus Delivery Framework, a tried and tested methodology specific to our industry and our clients. No two projects are the same and our flexible approach to the process we follow allows us to tailor each project specifically to that client. A partnership approach is the ultimate priority, because successful projects get delivered by good people working together.

We'll adapt our approach to suit Tes' needs. Our project management methodology is multifaceted and we combine PRINCE2, Waterfall and Agile methodologies dependent on your requirements.

As standard, you will be assigned a nominated Project Manager at project initiation who will act as the main point of contact and who will be responsible for the successful delivery of the project and ensure it meets all of the stated requirements.

Our project team ensures that you are up to date with the progress of the implementation and provide full visibility of the development process. We do this by splitting our projects into measurable, milestone deliverables which will require sign-off from the designated point of contact within your organisation. Also, through monthly/weekly progress meetings dependent on your requirements.

This framework enables us to deliver even large scale builds within an average timeframe of 8-14 weeks, assuming timely input from Tes at key review and feedback points. We understand that different organisations have different internal priorities, so while this is a best case scenario, individual projects may take longer depending on availability on the client side.

Phase 1: Project Initiation

Following a successful contract award, the Project Manager, Solution Architect and Implementation Manager will kick off the project and revisit the project scope with the Tes Project Lead and key stakeholders. The project and deliverables will be documented in a Statement of Work to be signed off by Tes. The Statement of Work will define the technical deliverables and quality assurance required to deliver your platform and hosting. Once the Statement of Work is signed off by Tes, we can proceed towards the Discovery and Planning phase.

Phase 2: Discovery and Planning

During the Discovery and Planning phase of the project, the Project Manager will set up the framework for effectively managing and communicating the progress of your project. This will include creating a project plan, communications plan and risk register. The Implementation Manager will also create a bespoke training plan based on your training needs. They will also be responsible for gathering your theme requirements as well as understanding your specific user journeys, ensuring that your platform can be configured to provide the best experience for Tes learners. The Solutions Architect will facilitate the creation of a Solution Design Document, which will prescribe how we migrate existing data and integrate with external systems. The outcome of this phase will present a clear view of timelines for your project and identify any user acceptance criteria.

Phase 3: Build and QA

In this phase we will build your platform and create a sandbox test environment. The domain will be set up and SSL certificate installed. The key outcome of this phase will be for Tes to review and sign off on the theme; this covers the look and feel of your Moodle site and how it behaves with your learners in mind. Feedback from Tes will be captured by the Implementation Manager and implemented with the designer or developer depending on the stage of the process and nature of the work. The work will be planned into sprints and the Project Manager will keep Tes informed via the project plan and report on which areas of work will be covered by when. This phase will also include the test migration of the data to be migrated from your existing platform to Moodle Workplace, this will take place based on the Solution Design Document which has been signed off.

Phase 4.1. Training

The first stage of this phase is to design the training plan. The training process is bespoke and tailored specifically for Tes to support your training needs. Once the training plan has been signed off, we can implement the training to designated stakeholders. During this phase we will implement the training plan for site admins to attend. We can deliver the training as instructor-led sessions, where our Implementation Manager will teach Tes site administrators who will then update the site in their own designated time. Or we can deliver in a workshop-style where the Implementation Manager teaches Tes administrators and changes are implemented during the training session with both Titus and Tes representatives present so that the site gets built as the training progresses. Once all the configuration is complete, we also conduct an internal peer review as a quality measure to ensure the site is functioning in the way your learners would expect as defined in the SOW.

Phase 4.2 Implementation

The implementation phase covers the bulk of the work around configuring your site in readiness for production. This can start once the Build has been QA'ed and signed off. It can run alongside the training. The key outputs of the implementation will be setting up notification settings, user accounts and confirming site settings. During this phase we also implement multi-factor authentication and SSO configuration, which may require some input from a technical representative at Tes. During this phase our internal QA will cover a desktop system failure test and failover to back up test. To close out this phase, we will facilitate a 'readiness for service' full launch review meeting with key Tes stakeholders to sign off before entering the launch phase. Once the above has been achieved, we'll plan a time to perform the live migration of data from your current LMS, this may require downtime of your existing platform to ensure data integrity and we'll do this at a time which works best for Tes.

Phase 5: Sign off and Launch

Following successful agreement to proceed to launch we will create a launch plan to highlight the technical activities that need to happen to enable access to users on the live production site. The launch phase completes the requirement to give learners access to your platform where we migrate from sandbox to production. It will require some configuration from a technical representative at Tes in order to transfer to production including DNS changes if required. This phase completes the solution deployment.

Phase 6: Closure

To close out the project, the Project Manager and Implementation Manager will support you during the transition to our Service Support Desk, who will manage the maintenance of your site during your contract. You will also be assigned a Customer Success Manager to support you going forward, meet with you on a regular basis and discuss any future initiatives or updates to your site. A solution deployment review meeting will be conducted to review the project phase with respect to the continued support we will provide post-project and any future development needs.

Phase 7: BAU

Post-project our Support and Technical Teams will monitor and maintain the Tes database, servers and back-ups, assisted by Event Management processes. You will be set up with an account on our helpdesk, accessed via portal, email and



telephone channels. The Customer Success Team will work with you throughout the period of the contract, as your trusted advisor and product expert, to enable you to get the most out of your platform and Titus' Services.

- c) Would you be able to support the data migration from our existing LMS system (in particular the learning content to minimise the need to recreate assets)

Yes/No/Maybe

Yes

Migration is an integral part of the services we offer, and we are fully equipped to support Tes with a successful data migration. To ensure complete transparency, additional scoping will be necessary for Titus to thoroughly understand the data that needs to be migrated and its compatible formats. We have extensive experience in supporting numerous clients with migrations from various LMS platforms, including Moodle, Totara, custom-built systems, and more.

Our migration process follows a structured approach, typically involving the following steps:

1. **Audit:** We begin by assessing your current setup, identifying the required data for migration, and determining how the data can be extracted from your existing platform.
2. **Data Gathering:** Once the extraction method is defined, we will proceed with backing up the data and formatting it for migration into Moodle Workplace.
3. **Staging and Preparation:** A staging environment is prepared, and we will conduct a test migration for user acceptance testing by Tes.
4. **Production:** After user acceptance testing, we will schedule the live migration at an optimal time to ensure the use of the most current data.
5. **Launch:** The final stage involves completing the live migration in alignment with the system launch.

To fully understand the scope of the migration and ensure its success, we propose conducting several scoping sessions during the project initiation phase with the Solutions Architect and Project Manager.

Question 5: Contractual, support and pricing

- 5) Please provide details of the outline contractual arrangements you would propose and an indication of pricing (for approximately 6000 active learners). Please include:

- a) Details of the support and maintenance offered post implementation

We understand the importance of prompt and reliable service, which is why we're proud to offer our customers 24x7x365 support for any severity 1 incident. Our commitment to excellence means that we're always available to assist you, no matter when you need us. During normal business hours (8 am - 6 pm on business days), our service levels apply to all incidents.

For any severity 1 incident outside of these hours, our on-call service is available via our out-of-hours helpline at 01133 200 346 (or such other number we notify you of from time to time). Relevant individuals at Tes will have access to log and monitor incidents, questions and changes.

Service Level Agreement

Type & Severity	Definitions and Examples	Standard		Enhanced	
		Response	Resolution	Response	Resolution
Incident Severity 1 (High)	An incident resulting in a total loss of service, or sufficient reduction in functionality resulting in significant financial or reputational damage to the customer. <i>Examples include AWS being offline or a security breach.</i>	30 Minutes	3 Hours	5 Minutes	1 Hour
Incident Severity 2 (High)	A non-critical incident which has an adverse impact on the customer's activities following the loss of key functionality or multiple features, and no workaround available. <i>Examples include: Content unavailable or reporting functionality being down.</i>	4 Business Hours	2 Business Days	2 Business Hours	1 Business Day
Incident Severity 3 (High)	An incident resulting in a minor impact on one or more users, resulting in loss of some functionality or features where workarounds are available. <i>Examples include where a user cannot log in to the platform or course progress not saving.</i>	1 Business Day	4 Business Days	4 Business Hours	2 Business Days

We also offer dedicated Customer Success throughout the lifecycle of the contract. Your Customer Success Manager (CSM) will be responsible for acting as your strategic partner and work alongside you to help you meet your organisation aims and goals, whilst also getting the most out of the platform capabilities. The CSM also represents your voice within Titus to drive forward your product requirements and needs.

Monthly Check-in

A monthly check-in to provide you with reports on our Service Level Agreements (SLAs) and platform usage statistics, ensuring that your platform is working as intended. Within this session, we'll also share best practices and review progress against work streams we are collaborating on.

Quarterly (or Bi-Annual) Strategic Business Reviews

Depending on your needs and requirements, you will have a quarterly or bi-annual business review with your dedicated CSM - this is your opportunity to share with us your upcoming goals with the platform so we can help you achieve them.

A Personalised Success Plan

As part of the strategic review, we'll work with you to create a personalised success plan. This is where you tell us your ambitions and goals with your e-learning platform. We'll review these annually to ensure we're on track to meet each of them.

**Supporting you each step of the way**

Our Customer Success Team is not just a support service, we've founded it on a principle of a true partnership. We understand that every organisation is unique, and we tailor our support to suit your specific needs and objectives.

With our team by your side, you can confidently navigate the complexities of managing your LMS, knowing that you have a trusted partner committed to your success.

b) Standard Terms and Conditions for the proposed services

Our standard Terms and Conditions have been included as part of our submission. The Order Form section has not been completed, but will be with the solution and costs once this has been defined.

c) Indicative costs (including one off costs, continuing running costs and any potential extra costs)

The indicative costs, deliverables, and recurring annual fees are outlined in the Tes Supporting Proposal.

Please note, the cost associated with the migration is indicative based on our experience, and subject to further scoping to thoroughly understand the data that needs to be migrated and its compatible formats. We are fully committed to supporting Tes with their migration requirements and will outline how to successfully migrate the current data in a solution design which will be fully documented after scoping sessions have taken place.

d) Details of any phasing to payments that could be offered or discounts for multi-year agreements

Our standard payment terms are 28 days from the date of contract signature. For multi-year contracts, invoices are issued on the anniversary of the contract and are subject to the same 28-day payment terms. However, we are open to discussing alternative payment schedules based on specific dates or milestones.

Regarding discounts for multi-year agreements, we offer a discount ranging from 5% to 15% if Tes opt to pay for future contract years upfront. The discount percentage depends on the number of years covered by the advance payment. A detailed breakdown of the commercial terms is included in the Tes Supporting Proposal..