

Report

Report to:	Clyde Valley Learning and Development Joint Committee
Date of Meeting:	11 June 2018
Report by:	Chair of Clyde Valley Learning and Development Project Implementation Steering Group

Subject:	Clyde Valley Learning and Development Project – Contract Extension for e-Learning Service (Learning Management System)
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ advise the Joint Committee of the decision to activate the extension option to the contract for the continued provision of an e-learning service on behalf of the Clyde Valley Learning and Development Group (CVLDG)

2. Recommendation(s)

2.1. The Joint Committee is asked to approve the following recommendation(s):-

- (1) that it be noted that the existing contract to provide e-learning services to the CVLDG reaches the end of its four year term on 31 July 2018;
- (2) that it be noted that it is the intention of the CVLDG to activate the option to extend the contract with Brightwave Ltd for a period of up to three years from 1 August 2018; and
- (3) that it be noted that the discount offered by the contract continues to incentivise other councils to join the contract to the mutual benefit of all.

3. Background

- 3.1. Brightwave Ltd has been the preferred supplier of e-learning services to the Councils within the CVLDG since August 2009. During this period, two contracts have been let following competitive tendering processes. The current contract was awarded in June 2014 and came into operation on 1 August 2014.
- 3.2. South Lanarkshire Council, on behalf of the CVLDG, awarded Brightwave Ltd the contract to provide an integrated e-learning service for a period of four years. The award has an option to extend the contract for up to a further three years.

4. Current Position

- 4.1. Over a period of nine years and, in particular, during the past four year of the current contract, Brightwave has demonstrated a level of reliability and consistently high level of customer support.
- 4.2. As a result, the supplier has achieved almost 100% availability of access 24 hours a day every day, since the contract began. As demand for access to e-learning continues to grow, this reliability has become the critical factor in delivering the

required service to each Council within the CVLDG. The track record of service delivery is therefore established, during which time the number of Clyde Valley Member and Associate Members participating in the contract has increased to 22.

- 4.3. This performance level is reflected in each year's annual contract appraisal since the contract was awarded, where Brightwave's appraisal level has not dropped below 83%. This level of consistency has been demonstrated across all Councils purchasing the service.
- 4.4. The extension offer from Brightwave continues to provide good value for money based on a shared discount for the participating organisations. Councils are however at liberty to take unilateral decisions regarding their choice of learning platform, and are not bound to accept the majority decision of the CVLDG to stay with the current supplier.
- 4.5. The changing financial climate, together with individual local priorities have also influenced the decisions that each Council has taken in relation to the contract extension. As a result, some Councils have indicated that they are choosing to opt out of the contract extension. Those who are choosing to opt in have chosen periods varying between one and three years.
- 4.6. The contract pricing and discount structure is based on the number of Councils purchasing the Brightwave platforms. Based on signed proforma returns received from participating Councils, the overall discount on base price during the extension period is projected to be as follows:
 - ◆ Year one 32.5% (based on 17 councils opting in)
 - ◆ Year two 32.5% (based on 16 councils opting in)
 - ◆ Year three 30% (based on 14 councils opting in)
- 4.7. In addition to the continued discounts based on economies of scale, Brightwave has added further value to the Learning Management System choices in two ways. Councils can either continue with their existing system (Launch and Track) in which case a further discount will be available. This will vary between 2.5%, 6% and 10% of the module price, depending on whether the commitment is for one, two or three years.
- 4.8. The alternative offer is for similar functionality with a more modern learner interface (Tessello Go). This added value product is further incentivised through a sliding scale of discounts for the installation fee.
- 4.9. Six of the CVLDG Full Member Councils have indicated that it is their intention to continue to use Brightwave as the supplier of e-learning services. These Councils are:-
 - ◆ East Dunbartonshire
 - ◆ East Renfrewshire
 - ◆ Glasgow City
 - ◆ Inverclyde (pending approval from Corporate Management Team)
 - ◆ Renfrewshire
 - ◆ South Lanarkshire
- 4.10. Two of the CVLDG Full Member Councils have indicated that it is their intention to withdraw from the contract on 31 July 2018. These Councils are:-

- ◆ North Lanarkshire
- ◆ West Dunbartonshire

5. Conclusion

- 5.1. Some 17 organisations (16 councils and the SLA Improvement Service), have confirmed their satisfaction with the Brightwave range of products and their desire and commitment to continue accessing the CVLDG contract. Each of these organisations is reliant on the contract being extended, and shares a common dependency on maintaining a reliable e-learning service for its learners.
- 5.2. Based on the continued and growing strategic importance of e-learning delivery for the CVLDG, the consistently high service levels, the range of functionality and the competitive pricing model provided by this contract, the contract extension option will be activated with effect from 1 August 2018.

6. Employee Implications

- 6.1. As the contract extension applies to the incumbent provider, an uninterrupted service will be available for all employees of the participating Clyde Valley Councils. Some preparatory work will be required for those Councils choosing to leave the contract.

7. Financial Implications

- 7.1. The new contract is incentivised to provide an increasing discount based on the number of councils participating. The discount available therefore benefits all purchasing councils whether they buy one, some or all modules.

8. Other Implications

- 8.1. Clarity regarding roles and responsibilities of members is essential to ensure the project operates efficiently.
- 8.2. The provision of e-learning continues to contribute to the sustainability agenda through the reduction in travelling to class based training events and the resultant environmental benefits.

9. Equality Impact Assessment and Consultation Arrangements

- 9.1. Consultation has taken place with all interested parties including Clyde Valley Members, Associate Members, other local authorities and the SLG Improvement Service.
- 9.2. An equality impact assessment will be completed once the extension to the contract is activated.

Gill Bhatti

Chair, Clyde Valley Learning and Development Project Implementation Steering Group

17 May 2018

Previous References

- ◆ 9 June 2014 – Item 6 – Procurement of an e-Learning Service (Learning Management System)

List of Background Papers

- ◆ Clyde Valley Learning and Development Joint Committee Minute of Agreement

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

Gill Bhatti, Chair, Clyde Valley Learning and Development Project Implementation Steering Group

Ext: 5604 (Tel: 01698 455604)

E-mail: gill.bhatti@southlanarkshire.gov.uk