



Crown Commercial Service

Managed Learning Service (RM3822)

Start Date: 4/7/2017

End Date: 3/7/2021

Framework Manager Name: Tony Griffiths

What category does this framework belong to?

L&D, People Services Team, People Pillar

Who are the key customers?

Civil Service Learning

Ministerial Departments (including Ministry of Defence, Department for Work and Pensions, Cabinet Office, Foreign and Commonwealth Office, Department for Transport)

HM Revenue and Customs

NHS England

NB: The intention is to grow the framework in the Wider Public Sector, especially with Local Authorities.

Who are the suppliers on the framework?

This is a single supplier framework with Capita (Knowledgepool) – Knowledgepool is a subsidiary of Capita responsible for their L&D offering.

What is the framework structure?

The framework is structured into 4 tiers. The tiers can be used altogether as a whole managed service, or just one tier can be used, or a bespoke combination of services

can be used. The pricing associated with each tier can be found on the e-sourcing portal (instructions on MLS web page), and the pricing structure is set up in a 'pay for what you use' arrangement.

The 4 tiers are:

Tier 1: Learning Portal and Catalogue

Tier 2: Sourcing Services

Tier 3: Administration and Support Services

Tier 4: Contract Management Services

What sort of learning requirements does the framework cover?

The framework is designed to cover all learning requirements, regardless of size. Core learning requirements will most likely be covered by Knowledgepool's own catalogue of courses (tier 1). More unique requirements can be outsourced via Knowledgepool's own pool of best-in-class providers (tier 2).

Do I need to use the whole managed service option?

No. You can use all tiers as a full managed service, or you can use just one tier. You can also use a bespoke combination of services. The framework is designed to have the flexibility to tailor to any need.

Central Government have a sign off process, what is this?

All Central Government bodies who are customers of Civil Service Learning need to go through the triage process:

1. Check with your own L&D team whether your department is a customer of CSL.
2. If so, check whether any training available through the CSL portal will fulfil your requirement.
3. If not, you will need to go through the CSL triage process. Begin by filling out a Triage Request Form (copies can be found [here](#)).
4. CSL will determine which of their L&D contracts is most suitable for your requirement, or whether it will be more appropriate for you to source your requirements locally.
5. If one of the contracts is appropriate, you will be able to get in touch with that supplier directly. If the MLS contract is the most suitable, email help@knowledgepool.com with your statement of requirements.
6. If none of the contracts suits your requirement, you will be advised to run your own procurement.

For more information on the CSL Triage Process click [here](#).

What is the process for Wider Public Sector organisations?

WPS organisations, and CG departments who are not customers of CSL, do not have to go through the triage process. You can contact the supplier directly at help@knowledgepool.com with your statement of requirements.

What is the specific management levy percentage charged to suppliers?

1% built into price.

What was the evaluation criteria ratio?

60% quality 40% price.

What is the contract length?

The framework length is 4 years (3+1 year extension). Call-off contracts can have a duration of anything up to 4 years, including the extension. The last possible call-off date is 2/7/2020. A call-off contract can run up to 4 years (including extension) after the framework expiry date.

Can I direct award?

Yes, the framework is single supplier so direct award only. Further competitions cannot be run through this framework.

How can pricing details be obtained?

Pricing can be found through the e-sourcing portal. There are instructions on the MLS web page for how to access this.

I am struggling to find the pricing on the e-sourcing suite?

Any problems with the e-sourcing suite need to be raised with eenablement@crownccommercial.gov.uk

Who are Knowledgepool's key subcontractors?

Knowledgepool has a very large, dynamic pool of suppliers who they have subcontracting relationships with, and so it is not possible to provide a comprehensive list. If you have specific suppliers you would prefer to subcontract with, please

communicate this in your statement of requirements. Please be aware they may not be the cheapest or most suitable suppliers in the market.

Is this the only L&D framework CCS have?

This is the only L&D framework CCS manages. CSL also have contracts with KPMG for Central Government core learning, and with Korn Ferry Hay Group for SCS learning. MLS covers wider learning for Central Government, and all learning for WPS.

Can you advise on how to bring existing call-off contracts in line with GDPR?

CCS cannot offer legal advice on GDPR. We will make variations to our frameworks, but as individual call-off contracts are between the supplier and the customer, CCS cannot advise. We suggest you seek your own legal advice in this matter.

I am having issues with the Contracting, Purchasing and Finance (CP&F) tool at the MoD?

This is an MOD tool, and as such neither CCS nor Knowledgepool are able to assist. The Defence Business Services (dbscs-ecfinanceteam@mod.uk) or your local Commercial Officer should be contacted to provide assistance.

All other general MoD enquiries to use the email below;

Defence.account@knowledgepool.com