

Service Definition Document

Service Name

Managed Moodle Learning Platform
and Learning Content Services

Provider

adaptiVLE Ltd

Service Type

Lot 2b: Cloud Software (SaaS)
Lot 3: Cloud Support

1. Service Overview

adaptiVLE Ltd provides a fully managed Moodle-based Learning Management System (LMS) delivered as a secure Software as a Service (SaaS), alongside optional cloud support services for learning content design, development, and enhancement.

The service is designed for UK Public Sector organisations that require a compliant, accessible, and scalable digital learning platform, with the option to procure expert support for the creation and maintenance of high-quality learning content. The Moodle platform is hosted and managed by adaptiVLE in UK data centres and is actively maintained, secured, and supported throughout the contract term.

All services are delivered in line with Crown Commercial Service (CCS) guidance and G-Cloud framework requirements.

2. Lot 2b Cloud Software (SaaS): Managed Moodle Learning Platform

Service Description

The Managed Moodle Learning Platform is a high-availability, cloud-hosted LMS built on the Moodle open-source core. adaptiVLE provides end-to-end management of the platform, including hosting, configuration, monitoring, security patching, and technical support.

The service is accessibility-first, meeting WCAG 2.1 AA standards, and supports integration with existing buyer systems using Single Sign-On (SSO) and REST APIs.

Key Features

- Course creation, delivery, enrolment, and learner management
- Assessments, certifications, and automated completion tracking
- Reporting, analytics, and audit logging
- Role-based access control and permissions
- REST API and Moodle plugin support
- Responsive user interface for desktop, tablet, and mobile devices

Hosting and Security

- Hosting in UK-based data centres only
- Dedicated or logically segregated environments per customer
- TLS 1.2+ encryption for data in transit
- Encryption of data at rest
- Multi-factor authentication for administrative access
- Regular vulnerability scanning and penetration testing
- Secure backup, disaster recovery, and restoration processes

Service Availability

- Target availability of 99.9% per calendar month
- Proactive monitoring and incident management
- Defined escalation and support procedures

Support and Onboarding

- UK-based 24/7 email support desk
- Ticket prioritisation by severity
- Optional onboarding, administrator training, and platform consultancy

3. Lot 3 Cloud Support: Learning Content and Consultancy Services

Service Description

adaptiVLE provides optional cloud support services to script, design, develop, enhance, and maintain digital learning content for delivery through the Moodle platform or other compatible learning environments available via a variety of different authoring tools.

These services are modular and can be procured independently or alongside the Managed Moodle Learning Platform.

Content Development and Enhancement

- Design and build of learning packages using tools such as Articulate 360 (Rise and Storyline), and H5P
- Creation of bite-sized modules through to multi-hour, scenario-based learning programmes
- Development of multi-platform, multi-device, and accessible learning content
- Enhancement, rebranding, updating, or extension of existing learning materials (subject to availability of source files), including support with their translation
- Support for scripting, either as consultancy or full script development (subject to SME availability)

Asset Creation

- Development of supporting assets, including video, imagery, diagrams, and interactive elements
- Optional use of presenters and voiceover
- Publication of learning materials into industry-standard SCORM formats, where applicable, for use on Learning Management Systems

Consultancy and Project Support

- Instructional design consultancy is available at all stages of learning package design and production
- Project management services to coordinate end-to-end delivery of learning packages
- Moodle administrator training to support ongoing management of learning content

Delivery Dependencies

- Delivery timelines for all cloud support services are dependent on the timely availability of Buyer Subject Matter Experts (SMEs), content approvals, and required inputs.

4. Data Management and Exit

- Buyers retain full ownership of their data and learning content
- Data and reports can be exported in standard formats during or at the end of the contract
- Secure data deletion is performed in line with internal sanitisation procedures following contract termination

5. Service Access

- Access via modern web browsers: Chrome, Edge, Firefox, Safari
- No local installation required

6. Compliance and Standards

- ISO/IEC 27001 certified Information Security Management System (scope as published)
- ISO 9001 certified Quality Management System
- ISO 14001 certified Environmental Management System
- Cyber Essentials certified
- WCAG 2.1 AA accessibility compliance

7. Contact Details

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