



Service Definition

G-Cloud 15

Learning Management System (LMS) Market Analysis and Selection

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We are Jumping Bean Training

Jumping Bean Training is an independent learning consultancy based in Scotland, now in our 20th year. We support organisations across a wide range of sectors, delivering learning strategy, content, and learning technology services. We combine deep learning design expertise with practical, vendor-agnostic technology delivery to create solutions that are secure, scalable, and fit real ways of working. The result is learning that is easy to find at the point of need, quick to consume, and designed to help people perform at their best.

What Do We Do?

Jumping Bean Training provides independent learning consultancy services across strategy, learning technology, content, and managed learning operations. We help organisations design and run learning ecosystems that are secure, scalable, and easy to use - enabling learners to access what they need at the point of need.

We work across a wide range of sectors, including global organisations with complex operating models and high expectations around governance, security, and delivery quality

Our services include:

Learning Strategy and Consultancy

We work with clients to align learning with business objectives and performance needs. We assess learning maturity and culture, agree appropriate learning operating models (governance, ownership, processes, and measures), and create pragmatic roadmaps covering technology, content, and adoption.

LMS Selection

We guide organisations through a structured, vendor-agnostic LMS selection process. This includes requirements definition, market review and shortlisting, vendor demos, evaluation and scoring, stakeholder alignment, and commercial validation to support a confident final decision.

Learning Technology Implementation and Integration

We support the delivery of learning platforms and connected tools, working with client IT teams and vendors to ensure solutions are configured correctly and operate reliably. This includes platform configuration, roles and permissions, reporting design, identity and access alignment, and integrations with wider enterprise systems such as HR, collaboration tools, content libraries, data / BI platforms, and other business applications - creating a seamless learner experience and giving L&D leaders the management information they need to drive performance and adoption. We can also act as your project manager, coordinating delivery with the vendor to keep the implementation on track, on time, and within budget.

Learning Content Design and Development

We design and develop world-class blended learning experiences - classroom, virtual and digital - built around learning by doing, so people stay engaged, build confidence fast, and perform in the real world.

Outsourced Managed Learning Services

We provide end-to-end managed learning services, acting as an extension of your organisation - or fully outsourcing learning operations where required. We take care of the day-to-day running of learning platforms and services, alongside continuous improvement, so clients can deliver a consistently high-quality learning experience without building or managing large internal teams.

Who We Work With

Jumping Bean Training supports organisations that take capability seriously - typically leaders in their sectors with complex operating environments and high expectations of quality, governance, and delivery. Our clients range from global brands to fast-growing businesses, often operating across multiple regions, systems, and stakeholder groups.

We work with learning, HR and business leaders who need an independent partner to help shape learning strategy, deliver learning technology, and run learning services end-to-end - ensuring learning is effective, scalable, and adopted.



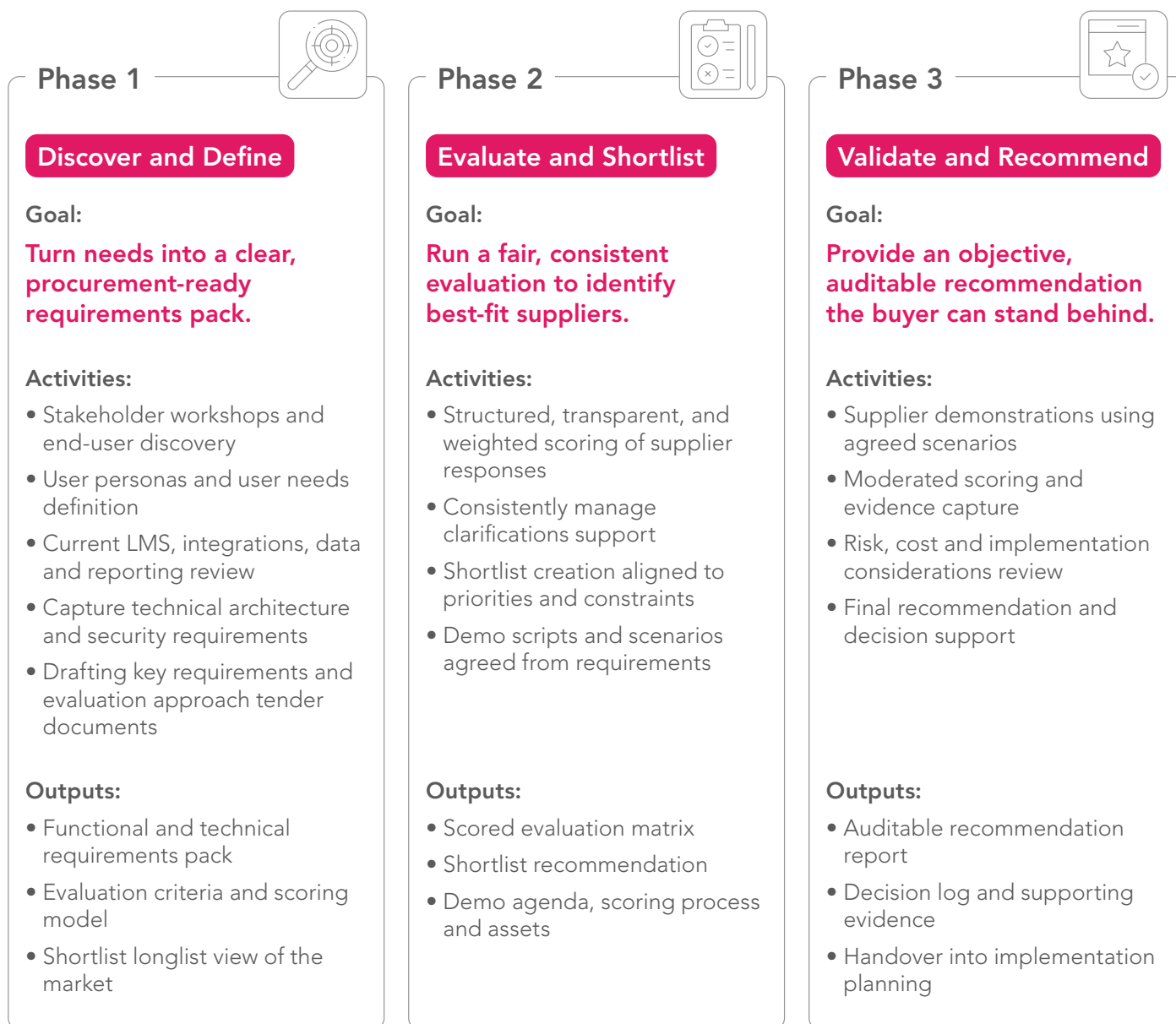
Service Overview

This service provides an independent, vendor-agnostic LMS analysis and selection process, grounded in a clear understanding of organisational requirements and operating context. We help clients define success, assess the LMS market objectively, and evaluate shortlisted platforms using transparent criteria and weighted scoring.

We support public sector buyers to run a compliant procurement process (including further competition under an appropriate framework where applicable). We help define requirements, prepare procurement-ready documentation, and provide structured evaluation support and an auditable decision trail. The contracting authority retains ownership of the procurement process and award decision.

This service is available on a fixed-price basis by tier.

How We Support LMS Procurement



Vendor-agnostic • Transparent scoring • Clear audit trail • Buyer retains decision-making authority

Service Features

Service features vary by tier; typical features include:

- Procurement approach support (route to market / further competition planning)
- Requirements discovery workshops with key stakeholders and end users
- Definition of user personas to properly surface all requirements
- Current LMS review, including integrations, data, and reports
- Technical Architecture sessions to ensure all integration needs are surfaced
- Drafting procurement-ready documentation (requirements pack, schedules, evaluation criteria)
- Supplier clarification question management support (captured and tracked consistently)
- Market analysis across relevant LMS and learning platforms
- Vendor shortlist creation aligned to priorities and constraints
- Moderation support for scoring workshops and evidence capture
- Evaluation criteria and transparent weighted scoring model design
- Expert support through structured vendor demonstrations to support selection decisions
- Audit trail documentation (decision log, scoring rationale, evaluation summary)
- Support through governance approvals and internal sign-off checkpoints

Service Tiers

Jumping Bean Training offers three tiers of LMS Analysis and Selection support. Each tier provides a structured, vendor-agnostic approach aligned to public sector governance expectations, including transparent scoring and an auditable decision trail. The contracting authority retains ownership of the procurement process and final award decision.

Bronze

Procurement-ready essentials for straightforward needs

Best suited for organisations with a small stakeholder group, limited integration complexity, and a clear view of the core requirements.

Includes:

- Rapid requirements definition and prioritisation (functional and high-level technical)
- Light-touch user persona validation using a standard set (adapted to context)
- Market scan to identify suitable suppliers and agree on a shortlist approach
- Basic evaluation criteria and weighted scoring model
- Support through structured supplier demonstrations using agreed scenarios
- Recommendation summary and next-step guidance

Typical caps (included within fixed scope):

- Up to **2** stakeholder workshops
- Evaluation of up to **3** suppliers
- Up to **1** structured demo round
- Up to **1** clarification cycle

Outcome: a fast, structured route to a defensible platform decision, suitable for smaller or simpler procurements.

Silver

Full tender support for most organisations

Best suited for organisations that need a robust, governance-ready procurement support package, with stakeholder input and clear evaluation evidence.

Includes:

- Requirements discovery workshops with key stakeholders and end users
- User personas and user needs definition (light-to-moderate depth)
- Current LMS review, including key pain points, reporting needs and integration constraints
- Technical architecture sessions to confirm integration and data requirements
- Market scan and vendor shortlist creation aligned to priorities and constraints
- Evaluation criteria, scoring guidance and transparent weighted scoring model design
- Support through supplier demonstrations using consistent scenarios and moderated scoring
- Evidence-based recommendation, decision log and auditable evaluation summary

Typical caps (included within fixed scope):

- Up to **4** stakeholder workshops
- Evaluation of up to **4** suppliers
- Up to **1** structured demo round
- Up to **2** clarification cycles

Outcome: a procurement-ready evaluation process with clear evidence, strong stakeholder alignment, and a recommendation suitable for governance approval.

Gold

Discovery-led selection for complex environments

Best suited for organisations with complex operating models, higher integration risk, multiple stakeholder groups, or a need for increased assurance and auditability.

Includes everything in Silver, plus:

- Enhanced discovery to surface detailed requirements (interviews, questionnaires and / or surveys)
- Focus groups with end users and operational teams (where appropriate)
- Deeper technical architecture mapping and integration validation support
- Stronger evidence pack and decision rationale to support formal governance and assurance
- Optional deeper dives with shortlisted suppliers (e.g., security, reporting, integrations)
- Handover support into implementation planning to reduce delivery risk

Typical caps (included within fixed scope):

- Up to **6** stakeholder workshops
- Evaluation of up to **5** suppliers
- Up to **2** structured demo / deep-dive sessions (per supplier, as agreed)
- Up to **3** clarification cycles

Outcome: maximum confidence in selection, reduced downstream delivery risk, and a fully auditable recommendation for complex procurement environments.

Additional Activity (All Tiers)

Where additional support is required beyond the caps above (e.g., additional suppliers, workshops, demo rounds, or extended procurement timelines), this can be provided as an agreed add-on and charged at published day rates or a fixed additional fee.

Typical Timescales

Timescales vary depending on route to market, stakeholder availability, supplier response periods, and internal governance. Typical delivery ranges are shown below as calendar time.

- Bronze: 4 - 6 weeks
- Silver: 6 - 10 weeks
- Gold: 10 - 16 weeks

Where a full open tender is required, timelines are typically longer and will be confirmed during mobilisation.

We can accelerate delivery where clients have a fixed deadline, subject to stakeholder availability and agreed procurement timelines.

All prices are detailed in our pricing document.

Service Benefits

- Reduces internal time and effort through a structured selection process
- Improves requirement quality, reducing rework and procurement ambiguity
- Supports selection of an LMS aligned to needs and outcomes
- Reduces commercial and delivery risk and avoids costly platform mistakes
- Improves stakeholder alignment and decision confidence
- Ensures integration fit with HR, identity, and content systems
- Improves reporting, compliance tracking, and audit readiness
- Gains transparent comparison across vendors using consistent scoring
- Provides evidence-based recommendation suitable for approvals and governance
- Delivers procurement ready documentation, saving time for tender preparation

Service Prerequisites

To help ensure project success we will require the following:

- Access to key stakeholders for workshops, interviews and regular check-ins
- A basic list of requirements / problems being solved (even if high-level)
- A named service owner and procurement lead (with authority to make decisions and secure approvals)
- Confirmation of the intended route to market (e.g., framework / further competition) and any internal procurement policies that must be followed
- Target timeline including key governance checkpoints, approval dates and any renewal deadlines
- Availability of the evaluation panel for scoring sessions, vendor demonstrations and decision meetings
- Access to the existing LMS (or equivalent demo access) to understand current pain points and constraints
- Details of any existing surveys, questionnaires or feedback on the current learning experience
- Relevant technical and security requirements (e.g., SSO / identity, data residency, hosting preferences, reporting needs, integrations)
- Access to relevant documentation where available (e.g., current contracts, renewal dates, existing specifications)
- An agreed approach for managing supplier communications and clarifications to support a fair and auditable process

Where some of the above information is not yet available (for example SSO / identity approach, integration requirements, reporting needs, or security constraints), Jumping Bean Training can work with your internal teams to identify and confirm these requirements during the discovery phase. We will help you document them in a clear, procurement-ready format to support a fair and auditable evaluation process.

Deliverables

Jumping Bean Training provides a structured, vendor-agnostic LMS analysis and selection service designed to support a transparent and auditable procurement process. Deliverables vary by tier; all tiers include a core set of outputs to support decision-making and governance. The contracting authority retains ownership of the procurement process and final award decision.

Core Deliverables (All Tiers)

All tiers include:

1) Requirements and evaluation foundation

- Prioritised requirements pack (functional and non-functional requirements)
- High-level technical requirements and integration considerations (as applicable)
- Definition of success criteria and decision principles (what 'good' looks like)

2) Market and shortlist support

- Market scan / options appraisal across relevant LMS and learning platforms
- Shortlist approach aligned to requirements, priorities and constraints

3) Evaluation framework

- Evaluation criteria and weighted scoring model
- Scoring guidance to support consistent and fair evaluation

4) Structured supplier demonstrations

- Demo scripts and scenarios aligned to agreed requirements
- Facilitated supplier demonstration sessions (within tier caps)
- Moderated scoring capture and consolidation

5) Evidence pack and recommendation

- Vendor comparison summary (scoring + key strengths/risks)
- Governance-ready recommendation summary with supporting rationale
- Decision log / audit trail summary capturing key evaluation evidence and outcomes

6) Handover

- Handover pack including requirements, evaluation outputs and recommendation
- Knowledge transfer / Q&A session with client stakeholders

Bronze

Bronze includes the core deliverables, with a lighter-touch approach suitable for straightforward needs:

- Rapid requirements definition and prioritisation using a standard template
- Basic evaluation criteria and scoring model appropriate for smaller procurements
- Recommendation summary focused on key decision factors and next steps

Silver

Silver includes everything in Bronze, plus:

- Requirements discovery workshops with key stakeholders and end users
- Light-to-moderate persona / user needs definition to improve requirement quality
- Current LMS review (as-is pain points, reporting needs, and key constraints)
- Technical architecture sessions to confirm integration and data requirements
- Full evaluation framework including scoring guidance and moderated scoring approach
- Governance-ready recommendation pack suitable for internal approvals

Gold

Gold includes everything in Silver, plus:

- Enhanced discovery activity (interviews, questionnaires and/or surveys)
- Focus groups with end users and operational teams (where appropriate)
- Deeper technical architecture mapping and integration validation support
- Expanded evidence pack (including deeper supplier deep-dive sessions where required)
- Stronger risk and implementation considerations to reduce downstream delivery risk
- Mobilisation handover support into implementation planning (optional)

Delivery Approach

Delivery for Bronze and Silver tiers is typically remote, with on-site support available by agreement. Travel and expenses will be charged where applicable.

Additional Activity (All Tiers)

Where additional support is required beyond the tier caps (e.g., additional suppliers, workshops, demo rounds, clarification cycles, or extended procurement timelines), this can be provided as an agreed add-on and charged at published day rates or a fixed additional fee.

What's Not Included

To keep the service focused on LMS analysis and selection, the following activities are not included unless agreed separately:

- Creation of learning content (classroom, virtual or digital)
- Configuration or build work within the LMS platform
- Development of integrations, reports, dashboards, or custom functionality
- Delivery of the LMS implementation project (setup, testing, rollout, and adoption)
- Ongoing LMS administration and operational managed service delivery
- Contract negotiation and legal review
- Running the procurement process on behalf of the authority (e.g., issuing the tender, receiving bids, and managing the e-tendering portal)
- Acting as the contracting authority or making the award decision

Jumping Bean Training offers a separate LMS Implementation Consultancy service, which can be commissioned to deliver configuration, integration, testing and rollout once a platform has been selected.

Support

Support for this service is provided through the assigned Jumping Bean Training consultant(s) and is focused on ensuring delivery stays on track and stakeholders have timely access to expertise.

Support includes:

- A named consultant and clear points of contact
- Regular check-ins (weekly by default, or as agreed)
- Email and Microsoft Teams support during UK business hours
- Workshop facilitation and meeting attendance as required
- Review of vendor materials and responses to client questions
- Clear documentation of actions, decisions, and outputs
- Support for evaluation workshops, scoring moderation, and capturing procurement evidence

We support fair and transparent evaluation by using consistent scoring methods, agreed scenarios, and documented evidence. We help clients maintain an audit trail suitable for internal governance and procurement assurance.

The contracting authority retains ownership of the procurement process and final award decision.

Service Hours

Support is available Monday to Friday, 09:00-17:00 (UK time), excluding public holidays.

Issue and Risk Management

We manage delivery using standard project controls, including:

- A simple RAID log (Risks, Assumptions, Issues, Dependencies)
- Clear ownership of actions and next steps
- Escalation routes agreed at project kick-off
- Progress tracking against milestones and deliverables
- Procurement timeline and dependency tracking (e.g., stakeholder availability, supplier responses, governance gates)

Data Handling

We may process limited business information and stakeholder input (e.g., requirements, survey responses, and platform usage information) for the purposes of delivering the service. Information is stored securely with access restricted to the project team and retained only for the duration required to deliver the engagement, unless otherwise agreed.

Where personal data is processed, we will act as a processor on the customer's instructions, and a Data Processing Agreement (UK GDPR Article 28) will be put in place before processing begins.