Request for quotation for

Equality, Diversity, and Inclusion e-learning

Introduction

The National Institute for Health and Care Excellence (NICE) provides national guidance and advice to improve health and social care. NICE's role is to improve outcomes for people using the NHS and other public health and social care services.

We do this by:

* Producing evidence-based guidance and advice for health, public health, and social care practitioners.
* Developing quality standards and performance metrics for those providing and commissioning health, public health, and social care services.
* Providing a range of information services for commissioners, practitioners, and managers across the spectrum of health and social care.

Further information describing the methods and process employed by NICE are available from NICE’s website ([www.nice.org.uk](http://www.nice.org.uk)).

# The requirement

NICE recognises the importance of creating a culture in which talent, creativity and innovation can thrive and grow. We are committed to treating everyone fairly, we respect, value, and celebrate the diversity of our staff and all other people we work with.

Responding positively to different needs and circumstances is imperative so that every staff member at NICE can achieve their full potential.

In 2021, we launched our Workforce Equality Objectives for 21-25. The objectives represent where the biggest improvements need to be made according to our workforce data. We have specific objectives focused on the following areas:

* Improving the quality of our equality data
* Creating a more diverse workforce
* Creating a more diverse leadership cadre
* Creating a culture of belonging
* Creating a culture where there is equality of opportunity for all

Each year we publish an equality, diversity, and inclusion action plan to progress these objectives in a meaningful way. We measure the impact of our actions through our annual equality report, declaration rates, workforce data, engagement with staff networks, and staff pulse survey data.

A foundational element of the workforce equality action plan is ensuring that all staff are provided with adequate training and development on equality, diversity, and inclusion. This will include a mandatory e-learning module for all new starters to complete and will be repeated on an annual basis.

In previous years, we have accessed an e-learning module which is used widely across the NHS (Equality, Diversity, and Inclusion Level 1). However the content and scenarios used are focused on NHS staff operating within a clinical environment, which is not applicable to NICE staff who are office based, hybrid working or working remotely.

NICE are looking for a provider who will create a bespoke equality, diversity, and inclusion e-learning module to host on NICE’s Learning Management System.

# Requirement specification

The objective of the invitation to quote is to contract with a provider that would support NICE with:

* 1. Planning, designing, and delivering an equality, diversity, and inclusion e-learning module to be offered as part of NICE’s mandatory induction training for new starters and repeated by all staff annually.
  2. Providing a module that is in SCORM 1.2 format and compatible with our Learning Management System- Electronic Staff Record (ESR), to allow for completion tracking and competency reporting.
  3. The module content must include: -
  4. Definitions and importance between Equality, Diversity, and Inclusion
  5. Overview of anti- discrimination legislation incorporated in the Equality Act 2010
  6. An overview of protected characteristics covered in the Equality Act 2010
  7. The NHS Constitution and NICE’s role as a public sector organisation, with reference to the Public Sector Equality Duty
  8. Importance of having an inclusive culture so everyone can bring their “authentic” selves to work
  9. How to create an inclusive workplace
  10. Reasonable adjustments- different types and legal risks if failing to consider/make adjustments
  11. Definition and examples of discrimination and how this can take place in the workplace (direct, indirect, harassment, victimisation, associative and perceptive discrimination).
  12. How to challenge discrimination, prejudice, and unfairness and the various reporting mechanisms
  13. Microaggressions and where they occur in the workplace and how these should be addressed
  14. An introduction to intersectionality
  15. An introduction to the importance of listening to ‘lived experiences,’ with specific reference to the contribution of Staff Networks
  16. An introduction to health inequalities, and how a consideration of these needs to build into our workplace practices and how we develop and implement our products and services (e.g. NICE Guidance)
  17. Interactive case studies and real-life workplace examples embedded throughout the module to bring the content to life
  18. Reference to evolving ED&I terminology and current practice at NICE i.e.., NICE use **Black, Asian and minority ethnic** when referencing diverse ethnic and cultural groups
  19. A final assessment or knowledge check for users to complete
  20. Provide an engaging learner experience with a mix of content, quizzes, knowledge checks, case studies, and scenarios
  21. Work collaboratively with the Learning and Development team to input to the content, including the look and feel of the module to ensure its in aligned to NICE’s corporate messaging and branding
  22. Provide meaningful engagement opportunities for NICE’s 3 staff networks, including opportunity to input and feedback on the module content. Our 3 staff networks include: -
      1. Race Equality Network (REN)
      2. Disability Advocacy and Wellbeing Network (DAWN)
      3. NICE and Proud (NAP)

# Milestones (proposed minimum):

Please send your responses to [learninganddevelopment@nice.org.uk](mailto:learninganddevelopment@nice.org.uk) by no later than **23rd November 2022.**

If you have any questions, please email [learninganddevelopment@nice.org.uk](mailto:learninganddevelopment@nice.org.uk), by no later than 15th November 2022 all questions and answers will then be sent to all interested parties.

# 3. Responses

In your responses please address the following points in the number order given:

## Experience and Expertise

* 1. Please provide an overview of your previous experience designing and developing equality, diversity, and inclusion e-learning content together with 2 examples or case studies demonstrating this experience.
  2. Please provide detail of how you will design, develop, and deliver the equality, diversity, and inclusion e-learning module for NICE.
  3. Please outline how you will work collaboratively with the staff networks on the design and delivery of the e-learning module.
  4. Please outline how you will ensure an engaging learning experience for NICE’s users.
  5. Please confirm the module will be in a SCORM 1.2. format to allow tracking of completions and competencies through our Learning Management System ESR.
  6. Please detail any wrap around support provided to the Learning and Development team to help resolve any technical issues with the module.
  7. Please outline the process and options for the Learning and Development team, should they wish to make changes or update the content.
  8. Please include the Terms and conditions you would seek for this supply, and note that NICE expects to have free use of the modules commissioned (ownership or an unlimited licence to use would be acceptable).
  9. Please detail the top 3 risks to this work and your mitigation to them.

## Timescales and flexibility

* 1. Please provide your timescales for the design and delivery of the e-learning module.

## Costs

3.8 Please provide your costs including VAT

3.9 Please provide a declaration (if applicable) of all current projects with clients or partners that your department/group/organisation is currently working with which could be seen as being detrimental or ethically opposed to the health aims promoted by NICE.

4 If your organisation (whole organisation including parent, group, or subsidiary) has a turnover of £36 million pounds or greater then please provide a Modern Slavery Act Transparency Statement: this should set out the steps you have taken to ensure there is no modern slavery in your own organisation/business and that of your supply chain. If your organisation has taken no steps to ensure there is no modern slavery in your own organisation, then your statement should say so. [Please note: a parent org/ group statement is acceptable; this is compliance with the Modern Slavery Act 2015.]

# 5. Transparency requirements

5.1 Please indicate which sections, if any, of your offer response are regarded as ‘Commercial in Confidence’ or ‘subject to the non-disclosure clauses’ of the Freedom of Information Act or the Data Protection Act and which exemption(s) apply to the indicated sections.

5.2 The proposal must be titled ‘NICE Equality, Diversity and Inclusion eLearning’ and the bidder must answer all questions as accurately and concisely as possible in the same order as the questions are presented. Where a question is not relevant to the Bidders organisation, this must be indicated, with an explanation.

5.3 The Bidder must be explicit and comprehensive in their proposals as this will be the single source of information on which their response will be evaluated.

5.4 The Bidder is advised neither to make any assumptions about their past or current Bidder relationships with NICE nor to assume that such prior business relationships will be considered in the evaluation procedure.

5.5 Failure to comply with these instructions may result in your offer being rejected.

# 6. Selection Criteria

The selection criteria and weighting that will be applied to the bids are:

|  |  |
| --- | --- |
| **Criteria** | **Weighting** |
| Experience and Expertise | 30 |
| Flexibility and timescales | 20 |
| Project cost | 50 |

For transparency, NICE is providing the formula that will be used for the cost evaluation aspect and the scoring guide.

Cost Evaluation

The cost will be evaluated using the following formula:

Lowest Bidder’s Price / Bidder’s Price X 50 (the weighting)

Criteria and Scoring Guide

Each evaluator will independently evaluate each offer submitted using the following guide to score each criteria, the scores of all evaluators per criteria are then averaged and the criteria weighting is then applied to give an adjusted score.

|  |  |
| --- | --- |
| Scoring Note |  |
| -5 | The point is omitted |
| 0 | The point is not explained/ repeat of specification |
| 1 | The point is not acceptable |
| 2 | The point is possibly acceptable |
| 3 | The point is acceptable |
| 4 | The point is well made and acceptable |
| 5 | The point exceeds expectations/ excellent |

# 8. Timeline

|  |  |
| --- | --- |
| Issue request for quotation | 1 November 2022 |
| Deadline for questions | 15 November 2022 |
| Answers sent out | 17 November 2022 |
| Deadline for submission of quotation | 23 November 2022 |
| Selection of successful company and issue of quotations outcome | 1 December 2022 |
| Contract meeting with successful company | w/c 5 December 2022 |

# 9. Non-compliance

NICE expressly reserves the right to reject any proposal that: -

1. does not follow the instruction to offer guidance
2. is incomplete, for example where answers are not provided to any questions, or a reasonable explanation given as to why an answer has been omitted
3. refuses to adhere to, or makes significant unacceptable changes to the Terms and Conditions of Contract
4. has not responded to any mandatory elements, including failing to provide requested documents (i.e. the offer is non-compliant)