

Request for Information

Learning Management System and Authoring tool

Date of Publication: 06 Jan 2023

Responses by: 20 Jan 2023



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1. Invitation

We would like to notify you of upcoming discovery works, and by doing so we are keen to understand where the market stands in terms of our potential requirement below.

This Request for Information (RFI) seeks information relating to the potential use of a Learning Management System (LMS) and e-learning authoring tool (authoring tool) by Companies House.

Please note the following general conditions:

- This RFI will help us to understand whether an LMS and authoring tool is suitable for use by Companies House
- This RFI will help us to define any internal recommendations and business cases required to seek spend approval to move forwards with a solution
- This RFI will help us to refine the requirements of any potential procurement
- No down-selection of Potential Providers will take place as a consequence of any responses or interactions relating to this RFI.
- We expect that all responses to this RFI will be provided by Potential Providers in good faith to the best of their ability in the light of information available at the time of their response.
- No information provided by a Potential Provider in response to this RFI will be carried forward, used, or acknowledged in any way for the purpose of evaluating the Potential Provider in any subsequent formal procurement process.
- Any and all costs associated with the production of such a response to a RFI must be borne by the Supplier. We will not contribute in any way to meeting production costs of any response.

Companies House would like to invite suppliers with the relevant experience to deliver responses to the questions below in writing.

Please email **Kate Turner** at kturner@companieshouse.gov.uk

Should further information be required in order to proceed to market we reserve the option of inviting all interested suppliers to meetings to discuss their response.



2. Background to the Requirement

Draft Requirements

Companies House are considering the use of an LMS and authoring tool. The purpose of this RFI is to understand whether this will be a suitable solution for our problem.

Should this RFI identify that an LMS and authoring tool be determined as a solution Companies House would wish to introduce, the responses to this RFI would inform the necessary internal recommendation papers. The RFI responses will also be utilised to develop any requirements to support eventual tender documents

This activity would be undertaken, without prejudice, in accordance with PCR 2015 Regulation 18 The Public Contracts Regulations 2015 ([legislation.gov.uk](https://www.legislation.gov.uk)) which states that no competition shall be considered to be artificially narrowed where the design of the procurement is made with the intention of unduly favouring or disadvantaging certain economic operators.

The services provided in the delivery of any eventual contract will enable Companies House to address our need for a learning platform which consolidates all Companies House learning, development and skills systems in one 'go to' learning space and have the ability to integrate with multiple other systems as required (Outlook, SharePoint etc). The solution would need to provide accurate and reliable data management reports including completion of statutory learning and allow internally curated content to be uploaded into the system for learners. In addition to this, the product is required to provide a solution which facilitates knowledge transfer between Companies House and third parties such as specialist suppliers, improving the learning and development experience for all, ensuring that learners have access to blended and relevant learning content to the point of need.

Mandatory Requirements:

Enable a central Digital Learning Academy which is integrated with our HR System (currently iTrent). This will include Check-ins, Professions/ skills assessments as well as integrate with other learning systems:

- Teams calls/ outlook appointments
- Civil Service Learning
- Other e-learning sites
- Produce accurate and reliable statutory learning reporting and monitoring reducing risk on statutory audits and reputational damage. Such topics will include, for example, GDPR/ Information Governance, Health and Safety etc.
- Built in blended learning library (teams virtual learning, digital/ e-learning, reports/ assignments and projects etc.) which enables self-directed learning which is also linked to other third-party libraries i.e., via SCORM files
- E-learning authoring tool to enable in-house curation of learning by L&D teams or SMEs, ensuring learning is relevant and tailored to our needs i.e., legislative reform/ transformation/ data etc.



- All employees, contractors based in the UK to be able to access the system via Single sign on
- Mapped out development paths which can be tailored for teams within the organisation dependant on need
- Allow the L&D team to lock down visibly based on user profile
- Accessible on various devices – Companies House devices and personal devices
- Reminders and notifications for users to remind them of learning and completion dates
- Provide learning data and reports/ learning analytics – linked to BI reports
- Hierarchy of assess levels - Management data/ Heads of Professions/ SMEs to be able to access data for their teams
- Learner records/ personal development plans – linked to staff records on HR System
- Learning evaluation – in-the moment reviews/ feedback to support L&D reporting, data management
- E-learning authoring tool - System simulation to replicate work systems used for technical training
- Stream-lining administration and ways of working

Glossary of Terms

For the avoidance of doubt, key terms and acronyms used by Companies House and contained within this specification are detailed below.

Term	Definition
LMS	Learning Management System
Authoring tool	E-learning authoring tool
L&D	Learning and Development
CH	Companies House
SCORM	Shareable Content Object Reference Model
SME	Subject Matter Expert



Estimate of Requirements

Companies House have 1,200 staff members and that looks likely to increase year on year. The solution would need to be easily scalable up and down dependant on staff numbers and to accommodate differing levels of access.



3. About Companies House

Companies House employ around 1,100 staff in our UK offices. Company registrations for England and Wales are carried out in Cardiff. Registrations for Scotland and Northern Ireland are carried out in Edinburgh and Belfast. The London office (which is currently closed) provides search services, and documents can be delivered here.

"We drive confidence in the economy and make the UK a great place to start and run a business. The data on our registers informs business decisions, supports growth and combats economic crime."

Companies House is the register of companies in the UK. We incorporate and dissolve limited companies. We register company information and make it available to the public.

More than 4.8 million limited companies are registered in the UK. Over 600,000 new companies are incorporated each year.

Our purpose is to drive confidence in the UK economy. We do this by primarily collecting and presenting data on UK companies that benefits the public good and the wider economy. The information on the register is searched billions of times a year to support the making of millions of business decisions and is also used every day by UK and overseas law enforcement, by civil society, and by citizens.

We are committed to carrying out our statutory and commercial business with fairness, openness, and honesty. We have policies and procedures to prevent bribery.

Our Responsibilities

Our main responsibilities are to:

- incorporate and dissolve limited companies
- examine and store company information
- make information available to the public

Our Priorities

Our priorities are to:

- provide excellence in company registration and search
- make the register as complete and accurate as possible
- build a high-performance culture

Companies House has a target to increase the number of underrepresented (Ethnic minority, disabled and LGBTQ+) appointments made year on year by 10% and exceeds that target every year.



Transformation

In 2020, Companies House embarked on a 5-year transformation programme setting out the future direction of the organisation to meet 6 strategic goals, with the aim to become the most innovative, open, and trusted register in the world. Our Transformation programme began with an engagement strategy that took a critical view of long-standing culture. Over 600 colleagues participated in workshops to provide feedback, whilst bringing a clear perspective for shaping future aspirations and taking ownership to create an employee led change movement who are trusted to deliver. We refreshed our values by discussing and agreeing how it feels to be part of the organisation, embedding the concepts of 'Working as One, Excellent Behaviours and Standards and Every Achievement Counts.' We shaped our behaviours, pledging to develop our skills for the future by being adaptable, bold, and curious (ABC).

Companies House has heavily invested in development for performance and wellbeing with diversity and inclusion becoming a central aim in all areas of the organization as the strategy, with Executive Board sponsorship, ensures everyone feels comfortable and confident being themselves at work. Recognising and establishing an identity has been key for us to evidence that our people are the unique force that binds us together and sets us apart from other organisations. We cherish the very best of our long-standing culture balanced with new ways of working and expect our people not to just embrace the change, but to be the change. A colleague led change movement has established its position as the true experts who take accountability, challenge with confidence, have the freedom to try new things and be supported through some inevitable failures along the way.

Acting on ideas and supporting the delivery of passion projects has been the basis on which our 23 colleague led Networks evolved. These networks support, educate and drive change. With over 40% colleague participation this inclusive trusting environment enables people voice, engagement, connection, and influence in the things that matter. 10 networks are dedicated to diversity, with FACE (Faith, Allyship, Culture & Ethnicity) and Working Families Network created in last 12 months. This outlook is supported by our People Survey results, with 86% of colleagues feeling that Companies House is inclusive and fair, and 91% understanding our objectives and purpose.

As part of our transformation, one of our goals is to deliver value through efficient use of resources, we have aligned ourselves with the Government Property Agencies (GPA) Smarter Working Programme; empowering all colleagues to make the right decisions about where, when, and how we work; with outputs as the focus, technology as the driver and work life balance as the enabling ethos.



Equality and Diversity

Within Companies House Corporate Strategy, we state our commitment of, *'Inclusion being the golden thread that runs through all Companies House activity'*.

We launched our Equality Diversity and Inclusion Strategy in 2021 and see the strategy as providing an opportunity for us to celebrate our successes but also focus on the key levers for change to help us deliver our strategic goal of, *'our culture enabling our brilliant people to flourish and drive high performance'*

Companies House is required to meet the statutory requirements of the Public Sector Equality Duty (PSED), as set out in section 149 of the Equality Act 2010. This duty also applies to organisations carrying out a public function. It therefore includes private companies or voluntary sector organisations that have been contracted to carry out public functions on behalf of a public authority. The duty only applies in respect of the public function being carried out and not the wider business of the contracted body.



4. Delivery Timescales

RFI Timetable

Timetable	
Publication of RFI	06 th January 2023
Deadline for Supplier Responses	20 th January 2023
CH Review Supplier Responses	23 rd to 27 th January 2023
Supplier Feedback Issued by CH via email	3 rd February 2023



5. INFORMATION REQUIRED

Companies House have prepared a simple table of questions for suppliers to complete. Please use the space provided for your response. [Please add too or remove items from this list as necessary]

Supplier Name:

No.	Topic:	Questions:
1	About Your Organisation	Provide a summary of your organisation
2	Learning Management System/ e-learning authoring tool	Provide an overview of your Learning Management System/ Authoring tool. Do you have any experience working with other government departments with this solution?
3	LMS/ authoring tool	Does the product include both LMS and authoring tool in one solution or are they separate? If so, can they be easily integrated?
4	Cloud Hosting	We require any solution to be cloud based and securely hosted by the provider. Does your solution comply with that requirement?
4	Requirements	Review the requirements listed in section 3 of this RFI. Where possible please explain how/where your organisation could address these?
5	Requirements	Review the requirements listed in section 3 of this RFI. Do you have any general feedback or concerns regarding the requirements outlined in section 3? What additional information would be beneficial to support a formal response, in the event Companies House were to issue a tender?
6	Requirements	Do you have any general feedback or concerns regarding the requirements outlined in section 3?
7	Requirements	Please confirm whether you would be interested in bidding for this work in any upcoming tender? Please could you briefly explain which factors you considered when making your decision.
8	Requirements	Based on your experience of delivering similar contracts, are the estimates of our requirements sufficient to deliver the required outcomes? -
9	Requirements	Are there any critical factors/emerging technologies/changes in legislation/ that we should include or consider adding to our ITT that we have missed?
10	Data Security	Data Security Where is personal data hosted, stored, and managed?



		<p>Is your organisation certified to ISO 27001 and/or Cyber Essentials?</p> <p>Please see the Companies House Statement of Assurance (appendices) which is a mandatory requirement for suppliers.</p>
11	Onboarding	<p>How long from point of contract award does it typically take for your service to be fully deployed and live for a customer?</p>
12	Onboarding	<p>Provide details about how you typically look to work with customers to onboard them and integrate with your product?</p>
13	Commercial Arrangements	<p>What is the charging model associated with your service? For example:</p> <ul style="list-style-type: none">- Are you able to provide any indicative costs for each user license?- Are you able to provide any indicative costs for the onboarding and integration process?- Are you able to provide any indicative costs for any additional charges to integrate the system with other systems/ platforms and Microsoft Outlook?- Are you able to provide any indicative costs for any additional charges to arrange feedback/ evaluation analytics?- Are there any ongoing support costs, please provide indicative figures
14	Commercial Arrangements	<p>What routes to market are available to procure your services?</p>
15	Commercial Arrangements	<p>Companies House recognises that the deployment of a Learning Management System will require significant changes to our internal systems and services. We are aware that this integration work could be carried out by an integration partner, independent of the solution provider. For example, Companies House could procure a solution from a supplier, and then work with a separate supplier to conduct integration activities.</p> <p>We would like to understand the markets appetite to the above, and how this approach could be optimally adopted?</p> <p>How much time and resource should Companies House provision to support config of an LMS?</p> <p>What level of time and resource should Companies House provision for the ongoing management of an LMS?</p>



6. Terms and Conditions of the Request

The Authority will not reimburse any costs incurred in connection with the preparation and / or submission of the supplier RFI response.

Notice to Suppliers

This RFI and any related documents referred to have been prepared by the Authority for the pre-market test to gather information.

Whilst prepared in good faith, the RFI documents are intended only as a preliminary background explanation of the Authority's activities and plans. Therefore, it isn't intended to form the basis of any decision on whether to enter into any contractual relationship with the Authority.

The RFI documents do not purport to be all inclusive or to contain all of the information that a supplier may require.

Nothing in the RFI documents is, or should be, relied upon as a promise or a representation as to the Authority's ultimate decisions in relation to the RFI.

The publication of the RFI documents in no way commits the Authority to award any contract.

Confidentiality

Subject to specific exceptions detailed within this RFI, the contents of the RFI are being made available by the authority on the conditions that the supplier:

- Treats the RFI as confidential at all times, unless the information is already in the public domain;
- Does not disclose, copy, reproduce, distribute, or pass any of the Information to any other person at any time or allow any of these things to happen, except where, and to the extent that, the Information has been publicised in accordance with paragraph 9 Freedom of Information Act 2000 (FOIA);
- Only uses the Information for the purposes of preparing a response (or deciding whether to respond); and
- Does not undertake any promotional or similar activity related to this RFI within any section of the media.

The supplier may disclose, distribute, or pass any of the Information to its members of its Group of Economic Operators (if acting as a Lead Contact), Sub-Contractors, advisers or to any other person provided that:

- This is done for the sole purpose of enabling the supplier to submit its response and the person receiving the information undertakes in writing (such written undertaking to be made available to the Authority on the Authority's request) to keep the information confidential.



- It obtains the Authority's prior written consent in relation to such disclosure, distribution or passing of Information; or
- The disclosure is made for the sole purpose of obtaining legal advice from external lawyers in relation to this RFI;
- The supplier is legally required to make such a disclosure; or
- The information has been published in accordance with paragraph 9 Freedom of Information (FOIA).
- The Authority may disclose information submitted by suppliers during this RFI to its officers, employees, agents or advisers or other government departments who are stakeholders in this RFI.

Freedom Of Information

In accordance with the obligations and duties placed upon public authorities by the Freedom of Information Act 2000 (the 'FoIA'), the Authority may, acting in accordance with the Secretary of State's Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the said Act, be required to disclose information submitted by the supplier to the Authority.

In respect of any information submitted by a supplier that it considers to be commercially sensitive and therefore confidential; the supplier should:

- clearly identify such information as commercially sensitive and confidential; and
- explain the potential implications of disclosure of such information and why it considers exemption under FoIA or Environmental Information Regulations (EIR) would apply; and
- provide an estimate of the period of time during which the supplier believes that such information will remain commercially sensitive.

Where a supplier identifies information as commercially sensitive and confidential, the Authority will use reasonable endeavours to maintain confidentiality. Suppliers should note, however, that, even where information is identified as commercially sensitive or confidential, the Authority may be required to disclose such information in accordance with the FoIA or the EIR. In particular, the Authority is required to form an independent judgment concerning whether the information is exempt from disclosure under the FoIA or the EIR and whether the public interest favours disclosure or not. Accordingly, the Authority cannot guarantee that any information marked "commercially sensitive" or "confidential" will not be disclosed.

Where a supplier receives a request for information under the FoIA or the EIR during the RFI process, this must be passed on to the Authority immediately and without any delay and the supplier shall not attempt to answer the request without first consulting with the Authority.



Suppliers should note that the information disclosed pursuant to a FOI or EIR request may include, but is not limited to, the disclosure of its RFI response (including any attachments or embedded documents).



7. CONTACT INFORMATION

Procurement Lead:

Kate Turner

Contact Email:

Kturner@Companieshouse.gov.uk



8. APPENDICES

1. Companies House Learning & Development Strategy



ch-0188-L&D-strategy_v5a.pdf

2. Companies House Statement of Assurance

Companies House requires all new providers to complete a Statement of Assurance upon contract award. A copy of the 2021-2022 requirement is included below.



Statement of Assurance 2021-22.xl



Companies House

gov.uk/companieshouse

Registrar of Companies
(Northern Ireland)

Companies House
Second Floor, The Linehall,
32-38 Linehall Street,
Belfast
BT2 8BG

Registrar of Companies
(England and Wales)

Companies House
Crown Way,
Cardiff
CF14 3UZ

Registrar of Companies
(Scotland)

Companies House
Fourth Floor, Edinburgh Quay 2
139 Fountainbridge,
Edinburgh
EH3 9FF

London office
and information
centre

Companies House
Ground Floor, 80 Petty France,
Westminster,
London
SW1H 9EX

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Companies House is an executive agency of the Department for Business, Energy & Industrial Strategy.



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We invest in people **Platinum**

Rydym yn buddsoddi mewn pobl **Platinwm**