Request for quotation for

Soft Skills training 2022

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

In April 2021, we launched our new NICE Strategy 2021-2026: Dynamic, Collaborative, Excellent. We have a clear vision for where NICE needs to be. To deliver on our business priorities and strategic objectives, we need to ensure that our staff have continuous learning opportunities to develop their soft skills.

We have recently undertaken a culture diagnostic, and a skills gap analysis to identify key learning needs across the organisation. Following this, we launched a mandatory management development programme which all managers, including our executive team, are taking part in. This is due to complete in Spring 2023. This programme will support managers to drive collaboration and empower their teams through coaching and delegation, trusting those with the best information to make decisions. Our aim is that colleagues have autonomy to perform and deliver at pace, and feel confident to act without fear.

We are looking for an external provider to run a suite of short soft skills courses for our non-manager staff population, to empower colleagues and give them the critical skills that they need to act with autonomy.

We have a workforce of approximately 800 staff members, and would like to

make courses available to 500 staff in our non-manager population. We are not expecting that all staff will choose to attend every course.

# Requirement specification

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

* Planning, designing, preparing, organising, and delivering soft skills training for NICE staff.
* Offering a suite of (non-mandated) half-day virtual workshops covering the four topics below:

|  |  |
| --- | --- |
| 1. **Collaboration**   Our value: We believe in the power of working together, involving the right people, at the right time, in a meaningful way. | Key behaviours and skills required:  * To work effectively as part of a team and collaborate across functions * Putting common goals first * Building positive relationships across NICE and the wider system * Sharing our expertise while respecting others’ * Communicating effectively * Seeking input from others at the right time * Proactively looking for new ways to contribute to and learn from others |
| 1. **Decision making**   Our aim: Our staff will feel empowered to make decisions. Our staff will make logical, well-balanced, and reasoned decisions that are transparent and based on impact. | Key behaviours and skills required:  * Using analysis and data to support decisions * Open and honest dialogue and constructive challenge * Taking action appropriate to our roles * Having the courage to ask questions * Listening to others and responding to others in a meaningful way, even if this is uncomfortable |
| 1. **Influencing**   Our aim: Our staff need to influence the system to adopt the best possible care for people and patients, and influence research agenda. | Key behaviours and skills required:  * To help land approaches and ideas where appropriate e.g., ability to influence at a senior level in a challenging environment |
| 1. **Thinking (strategic, critical, lateral)** | Key behaviours and skills required:  * To be able to develop strategies, plans and objectives which link to organisational vision * To identify strengths and weaknesses of alternative solutions or approaches to problems * To implement lateral thinking, to support idea generation and creative approaches to solutions |

* Sessions to be delivered by the provider (ideally Tuesdays, Wednesdays, or Thursdays) before the end of March 2023. There may be more need for these courses beyond April 2023. NICE cannot commit to this now but will award future requirements to it to the appointed supplier.
* Recording the virtual sessions, for staff to access as a learning resource.
* Sharing the slides and any content used in the session delivery, in an accessible format, for staff to access as a learning resource.
* A mechanism for staff to book and amend their places, and so that other staff can re-book cancelled places. In addition, reporting bookings and attendance information to the NICE L&D Team.
* Providing meaningful management information (M.I.) to the Learning and Development team at NICE. This will include but is not limited to participant satisfaction with the workshops and content, followed by evaluation of programme impact.
* Meeting the project milestones on specified dates as set out in this document.

# Milestones (proposed minimum):

* Confirm booking details before and attendance details after the event if the provider manages bookings.
* Changes to the course to be advised to the Learning and Development Team at least 2 weeks before each event.

Please send your responses to [roxanne.moran@nice.org.uk](mailto:roxanne.moran@nice.org.uk) by no later than **5pm on 26 October 2022.**

If you have any questions, please email [roxanne.moran@nice.org.uk](mailto:roxanne.moran@nice.org.uk), by no later than **5pm on 18 October 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 delivering virtual soft skills training for the above topics, together with two examples or case studies demonstrating this experience.
  2. Please provide detail of how you will design, develop, and deliver the soft skills training for NICE, including how you will agree content with the internal L&D Consultant.
  3. Please explain how you will align the training to our organisational aims and target behaviours as described above.
  4. Please outline how you will facilitate virtual delivery (including any maximum numbers person session).
  5. Please describe how you would ensure that the sessions were inclusive to cater for staff at all levels (mixed cohorts of learners), recognising the diverse learning needs between staff.
  6. Please propose your approach to the evaluation of the programme, including impact on both the individual participants and the organisation.
  7. Please detail the top three risks to this work and your mitigation to them.

## Flexibility

* 1. Please provide your availability and available dates to offer short courses on the subjects outlined in section 1, before the 31st of March 2023. Please provide full details of your flexibility of timetabling and dates, in accordance with the requirements in Section 1 and 2.
  2. We intend to organise bookings using our Electronic Staff Record system, which external providers will not have access to. The NICE L&D team would provide delegate lists prior to the sessions. However, as an alternative, please detail what booking process / system you could provide for staff to book and amend their places, and so that other staff can re-book cancelled places.
  3. If you were to organise bookings as the provider, please explain how you would report bookings and availability of remaining spaces to the NICE L&D Team, to ensure maximum attendance per session. In addition, how would you report on attendance data following the sessions.

## 4. Costs

4.1 Please provide your costs. Our budget available is £30,000 inc VAT.

4.2 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.

4.3 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 Soft Skills Training 2022’ 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 | 20 |
| Project cost & value for money | 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 | 30/09/2022 |
| Deadline for questions | 18/10/2022 |
| Answers sent out | 21/10/2022 |
| Deadline for submission of quotation | 26/10/2022 |
| Selection of successful company and issue of quotations outcome | 07/11/2022 |
| Contract meeting with successful company | Week commencing 14/11/2022 |

# 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)