Background

We are a business that attracts talented people and enables them to flourish whilst ensuring we have the right people, with the right skills, in the right place. We develop and enhance the professional skills needed to support our delivery or the future capabilities that will sustain our success. We take pride in the long-term retention of our people, helping them to progress their careers through development and promotion is key to us retaining our talent and building capability.

Therefore, we are looking to invest in technology to support our leaning ambitions.

Objective

The objective of this exercise is to understand how the use of a learning experience platform (LXP), replacing our current LMS platform could support National Highways in its desire to offer a truly engaging and high-impact learning experience for our people.

We require a solution that can:

- Replace our existing LMS platform, so that all learning and associated functionality runs off one LXP platform

- Plan, certify and assess individual learning towards career progression

- Allow users to discover content relevant to their learning style and roles

- Provide discoverable learning pathways

- Provide an intuitive user interface to enhance learning journey and experience

- Offers users a range of blended/microlearning and gamification options

- Utilise social learning features

- Track performance and engagement

- Provide Insights and actionable dashboards

- Allows content creations and LMS functionality

- Integrate with internal / external platforms 'out of the box'

- Provide analytics, MI, and survey/evaluations to support our return on investment and inform future L&D strategy

- Assess and develop the required professional and technical capabilities for our people, aligned to the available capability of our supply chain. Support individual career planning

Desired outcomes

We would like to invite suppliers of Learning Experience Platforms to demonstrate how their solutions can support us in achieving the following outcomes:

- Support colleagues in achieving their personal and professional development through identifying areas of development and offering a range of solutions

- Promote alternative learning opportunities to funded courses or non-funded courses/resources

- Support line managers in identifying solutions to their team development opportunities thus maximising 70:20:10 learning approach

- Maximise the uptake of mandatory courses before their deadline is reached

- Move away from paper-based training material to digital without incurring significant expense, and utilise the internal knowledge, skills and capabilities that we have

- Share knowledge and best practice with others

- Recommend material to others with restrictions on what can be shared

- Identify and remedy capability gaps (both their own and their teams) in addition to working through career/learning pathways

- Make use of free, readily available training material

- Support the attraction of future talent

- Bridge the gap between job appointment and start date as part of pre- onboarding process

- Effective management information and data analytics to tell us how we are performing against mandatory courses and inform future L&D strategies

- Provide training material to our supply chain and monitor progress

- Intuitive admin (back-end) functionality. In addition, how this would work with our existing managed service provider (external) who will administer on our behalf

- Integrate with our HR data so that learning can be effectively mapped and kept up to date with new and existing requirements

Constraints

Any solution must:

- Include the full corporate learning stack including Learning Management System (LMS) and Learning Records Store (LRS).

- Be able to federate with National Highways Azure AD

- Must be able to integrate with a range of internal/external platforms including Oracle Cloud (Human Capital Management)

- Work with our current external manager service provider

Supporting information

From this exercise we would like to understand:

1. How the solution can support the above outcomes

2. What enabling information and data would the system need from National Highways to make use of the capabilities (for e.g. what HR data would be required)

3. How long (and at what cost) would the deployment take (inc. transition from current LMS system)

4. What is an effective roll-out plan/approaches and what are the key risks

5. How long (and at what cost) is a typical deployment and can the deployment of an LXP and LMS be separated to enable phased roll-out

Please can you answer the following:

- In your experience what implementation approaches should be adopted and what is the likely timeframe and cost (assume 7,500 learners)

- Can/should the deployment of the LMS capabilities be separated out from the LXP and what is an indicative time and cost to deliver this component

- What are the main considerations, risks, issues and constraints that we should be aware of during implementation of an LXP platform and how would you mitigate them

- What are the considerations around our existing LMS platform and migration of data

- What are the options around hosting and what are the associated licencing and hosting costs

- How can access control be maintained when providing access to external (non-NH) personnel

- What is your roadmap for the future

- What key performance indicators (KPI's) have you used to measure learning outcome and satisfaction improvement, and what recommendations would you make in this regard

*core LMS functionality to include (not limited to) the following:

- Full course content

- Access is managed and system administered

- Automated data feed from HR system

- Archived training history

- Management Information (MI) reporting

- Historical training data

- Booking forms (individual and group) and standard day to day operations

- Migration of existing course to group mapping

- Migration of accreditations / relevant training dates

- Catalogue categories

Market Engagement Event

We intend to hold a virtual market engagement event in the week(s) commencing 14 November, 2022.