Request for quotation for

LGBTQ+ Awareness Training 2023

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 new Workforce Equality Objectives for 2021-25. 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 a Workforce Equality, Diversity, and Inclusion Action Plan to progress these objectives in a meaningful way. The Workforce EDI Action Plan for 2022-23 also incorporates, for the first time, the priorities of our three new Staff Networks: -

* + 1. Race Equality Network (REN)
    2. Disability Advocacy and Wellbeing Network (DAWN)
    3. NICE and Proud (NAP)

A key aspiration of the Workforce EDI Action Plan for 2022-23 is ensuring that all staff are provided with high-quality training and development on equality, diversity, and inclusion. We have not offered EDI training in any substantial way before, and to address this gap, we are planning a comprehensive suite of training and other development offers which aim to develop our workforce’s knowledge and awareness across EDI. This will include a new EDI mandatory training e-learning module, and we are also seeking to offer staff a suite of more in depth single- subject ‘awareness’ workshops.

NICE are now looking for a provider who will design and deliver a bespoke LGBTQ+ Awareness virtual workshop, suitable for all NICE staff, to help develop awareness of LGBTQ+ issues with regard to the workplace.

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

make this virtual ‘in person’ workshop available to 125 staff. The workshops will be open to all staff and attendance will be voluntary.

In addition we would like:

* 1 x virtual ‘Train the Trainer’ session for a maximum of 5 colleagues

# 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 a series of workshops on LGBTQ+ Awareness for NICE staff.
* We would like each workshop to be half a day (approx. 3hrs) and for there to be a maximum of 16 staff at each session.
* We would like sessions to be highly interactive, with opportunities for discussion and activity (e.g. polls/quizzes etc).
* The workshops should include, but not be limited to, the key content outlined below:

1. Introduction – including the NICE context and our EDI journey
2. A brief overview of the history of the LGBTQ+ community and political and societal context
3. LGBTQ+ terminology and language- for e.g. the distinction between “sex” and “gender” and best practice & correct usage of pronouns
4. The types of discrimination faced by the LGBTQ+ community, including homophobia and transphobia
5. The importance of tackling homophobic and other discriminatory behaviours and practices within the workplace
6. How and what steps can we take to address/ eliminate any discrimination against LGBTQ+ staff in the workplace
7. The types of ‘microaggressions’ that are encountered by LGBTQ+ colleagues in the workplace –including from within the LBGTQ+ community itself – what do these look like? and how should they be tackled?
8. A discussion of the link between workforce LGBTQ+ issues and NICE’s externally focused health inequalities work
9. An introduction to how good allyship can help to tackle homophobic/transphobic behaviours and raise awareness of LGBTQ+ issues
10. How do colleagues raise concerns and escalate complaints at NICE? - what are the appropriate channels at NICE?
11. ‘What more can I do? ‘– encouraging participants to make an individual commitment to action

* 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 workshops beyond April 2023. NICE cannot commit to this now but will award future requirements to it to the appointed supplier.
* Provider to produce and supply a recording the virtual session, 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.
* 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.
* Please note: We intend to organise bookings using our Electronic Staff Record system, which external providers will not have access to. The NICE EDI team would provide delegate lists prior to the sessions.

# Milestones (proposed minimum):

* Confirm contract and client meetings with EDI team
* Changes to the workshops to be advised to the EDI Team at least 2 weeks before each event.

Please send your responses to [afshan.akbar@nice.org.uk](mailto:afshan.akbar@nice.org.uk) by no later than **5pm on 22 December 2022**

If you have any questions, please email [afshan.akbar@nice.org.uk](mailto:afshan.akbar@nice.org.uk), by no later than **5pm on 13 December 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 LGBTQ+ Awareness training, together with two examples or case studies demonstrating this experience.
  2. Please provide detail of how you will design, develop, and deliver the LGBTQ+ Awareness training for NICE, including how you will agree content with the internal EDI Consultant/EDI Practitioner.
  3. Please explain how you will align the workshops and training to our organisational EDI objectives and priorities as described above.
  4. Please outline how you will facilitate virtual delivery (including platform).
  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 of our staff.
  6. Please describe how you would ensure that the sessions were accessible for staff
  7. Please propose your approach to the evaluation of the programme, including impact on both the individual participants and the organisation.
  8. 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 LGBTQ+ Awareness workshops, including the content 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.

4. Costs

4.1 Please provide your costs.

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 ‘LGBTQ+ Awareness Training 2023’ 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 | 2 December 2022 |
| Deadline for questions | 13 December 2022 |
| Answers sent out | 14 December 2022 |
| Deadline for submission of quotation | 22 December 2022 |
| Selection of successful company and issue of quotations outcome | w/c 9 January 2023 |
| Contract meeting with successful company | w/c 9 January 2023 |

# 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)