Learning Management System ActionAid UK

Request for Proposal/Quote

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1   Copyright Information

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2   Document History

[Complete the items below as to authorship and necessary Glossary]

Version	Date	History	Name
1	6th February 2023		

3   Glossary

AA	ActionAid
AAUK	ActionAid UK
LMS	Learning Management System

4   Organization Information

ActionAid works for a world where the most vulnerable and forgotten can become valued and powerful.

Our top priority is to end the inequality that keeps women and girls locked in poverty, and to restore the rights denied them from birth.

We want to see women and girls out of danger, out of poverty and on track to create the future they want.

We work across Africa, Asia and Latin America, every day, all year round.

We listen to, learn from and work in partnership with 15 million of the world's poorest and excluded people.

More information on the organisation will be made available upon request or can be accessed through our website www.actionaid.org and www.actionaid.org.uk

5   Current Situation Overview

ActionAid UK is part of the ActionAid Federation, and as such plays a key role in global fundraising. ActionAid UK is dependent on systems and technology to deliver the key strategic objectives and the out-sourcing partner will play a key role in supporting our ambitions laid out in our strategy.

One of our strategic objectives over the next 2 years is to improve AAUK's organisational, financial, environmental, and technological sustainability and support AAUK's development as a decolonial, feminist, anti-discriminatory (with immediate focus on anti-racism and trans-inclusion), sustainable and climate just organisation. As part of this work we are looking to optimize the use of existing HR systems and where possible, integrate systems to create efficiency and capacity within the HR team to focus on more value added activities.

Within Learning and Development specifically, one of the biggest efficiency gains we have identified is investment in a Learning Management System.

Currently, training records are updated manually and sit within an excel spreadsheet overseen by one individual. Disparate pockets of training sit in different areas of the organisation, each with their own processes for notifying new starters, monitoring compliance etc. There is no way for colleagues or managers to check what training they/their team have completed – this has do be done via consultation with the Senior L&D Specialist. Similarly, there is no reporting function to check compliance across mandated training.

Learning content is available via a Good Practice online toolkit. This offers a wide selection of bitesize learning resources accessible to all staff. We also have the ability to upload our own content to the toolkit where this is simple text and a PDF file. Any content containing a live link has to be done via our Customer Success Manager at Good Practice. There is no traditional 'e-learning' available on the Good Practice toolkit.

ActionAid UK is made up of approximately 220 employees.

6 Project Purpose & Scope

This request for proposal (RFP) is established on behalf of ActionAid UK to implement a Learning Management System (LMS).

Programme Objectives
We are looking for a LMS which will provide the following:

- A robust, centralized tool for managing training records, assigning learning content, evidencing and reporting on compliance.
- Relevant learning content which supports a blended learning approach and meets learning needs of AAUK staff. Content should also support AAUK's development as a decolonial, feminist, anti-discriminatory (with immediate focus on anti-racism and trans-inclusion), sustainable and climate just organisation.

7 Requirements Detail

Training records/administration

- A robust and centralised tool for managing training records
- Ability to define and assign 'learner journeys' of curated learning content to specific groups/individuals
- Evidence of completion of training esp. around mandatory topics
- Reporting functionality to check completion rates
- Automated reminders to be sent to users/managers where training is due/overdue
- System which syncs with our existing HR Information System so new starters are automatically uploaded into the system (reducing duplication of work)
- System whereby colleagues can view and book onto appropriate training from the workshops available and be automatically sent relevant calendar invites.
- Training records which are attributed to individuals and accessible to them to view and to upload certificates e.g. for external training

Training resources/content

- Relevant learning content in formats which support a blended learning approach e.g. e-learning; videos; workbooks; factsheets; infographics which is easily accessible and meets learning needs of AAUK staff. Content should also support AAUK's development as a decolonial, feminist, anti-discriminatory (with immediate focus on anti-racism and trans-inclusion), sustainable and climate just organisation.
- Learning content available in accessible formats e.g. closed captions on videos; ability to change font size
- Ability to upload our own training materials
- Customisable and personalised system which can be 'on brand' for AAUK.
- User friendly platform i.e. easy to navigate and download content. Mobile responsive.
- Single Sign on for Office 365
- Multiple administrators so training owners can add their own content

IT/Data Security
- Cyber Essentials Certified
- Compatibility with Sage HR database
- Fully GDPR compliant

8	**Vendor Instructions**

Please provide a detailed proposal as specified below.

We are seeking a system which meets the requirements set out in section 7. We ask therefore that your proposal sets out:
- Full details of your system, addressing how it will meet our requirements set out in section 7.
- Cost of system for a 1, 2 and 3 year contract length. Costing should include a clear break down of any additional one off costs related to implementation or optional add-ons which may be available.
- A proposed timeframe for how soon the system could be implemented and steps involved.
- Customer support which we can expect throughout implementation and beyond.
- Your experience across sectors, preferably to include the not for profit sector

8.1 Schedule for Evaluation Process

The expected timeline for the evaluation and decision-making process is as follows:

Process step	Date
RFP & Tender documents distributed to vendors	w/c 13th February 2023
Opportunity for vendor meetings with ActionAid UK staff	n/a
Deadline for RFP responses	2 weeks from distribution date
Vendor interviews	Early March 2023
Selection of vendor/contract negotiation	Mid/End March 2023
Contract begins	April/May 2023

8.2 Proposal Submission & Contact Information

Please submit electronic copy of your proposal, including all supporting documentation to:

Name	Jo Armah-Kinson
Company	ActionAid
Address	33-39 Bowling Green Lane, London, EC1R OBJ
Phone	02013 122 0561
E-mail	CommercialUK@actionaid.org

Contact Person(s) for any questions about the RFP by email only.

Cat Greenwood, Senior Learning & Development Specialist	Catherine.greenwood@actionaid.org

For any questions needing two-way discussion, we would consider offering a 30 minute meeting. Please email Cat in the first instance to arrange this.

8.3   Proposal Format

A vendor's internal template for responses to RFP will be accepted. The New Supplier Questionnaire provided herewith has to be answered and attached along with the proposal.

8.4   Notifications

Vendors will be notified regarding requests for additional information, formal presentations and the outcome of the selection process through email.

9   Basis of Award

All proposals become the property of ActionAid UK and will be evaluated by the IT RFP Review Team.

Evaluation and selection of vendors to provide products and services as defined in this RFP to ActionAid UK will be based on the following criteria, which are given in no specific order.

- Price
- Learning Content
- System Functionality
- Cultural fit
- Company history and stability
- Robustness of project systems and processes in place
- Depth of overall experience
- Quality assurance offered
- References provided
- Proposed solution and support terms
- Expertise of proposed team
- Information as provided by vendors or as available through other sources
- Other various business compliance issues as referred or contained herein.
- Timely and complete response to RFP
- Time taken to have a working solution in place

Weighting to scoring will be determined along these areas:

Price	Learning Content	System Functionality
40%	30%	30%

The RFP Review Team reserves the right to accept or reject any or all RFPs received.

The RFP review team is comprised of Jo Armah-Kinson (Contracts and Procurement Manager ActionAid UK); Cat Greenwood (Senior L&D Specialist) and Elaine Burrell (Interim Head of HR).

The RFP Review Team reserves the right to negotiate with respondents to this RFP, within the requirements of the RFP, to best serve the interests of ActionAid UK. However, vendors **must not assume** an opportunity to negotiate and are cautioned to submit their proposals on a best and final basis since an award or decision is likely to be made without further negotiation based on pricing and terms of the original submittals. Accordingly, all requirements must be included with your initial offer.

All proposals submitted will be considered to be proprietary by ActionAid UK and will not be released to any outside party, in part or in total unless required by law. Neither the transmission of this RFP to a prospective bidder nor the acceptance of a reply shall imply any obligation or commitment on the part of ActionAid UK.

If vendor needs to take exception to anything under the RFP, these exceptions must be clearly identified on the RFP response.

All prices and conditions must be shown.