

INVITATION TO TENDER

For

**DEVELOPMENT OF AN INTERACTIVE DIGITAL
PLATFORM ON ETHNIC HEALTH INEQUALITIES**

Date October 2021

Contents

About the NHS Race and Health Observatory	2
Scope of the work	2
Tender submission	4
Key Dates.....	5
Instructions for the return of the tenders.....	6
Further information about this tender can be obtained from:.....	6

About the NHS Race and Health Observatory

The NHS Race and Health Observatory ('the Observatory') is a new, independent organisation, set up to explore ethnic inequalities in access to healthcare, experiences of healthcare, and health outcomes. In doing so, it assesses aspirations in these areas as outlined in national healthcare policy, including those set-out in the NHS Long Term Plan. It is a proactive investigator, providing strong recommendations that inform policymaking and facilitate change. It is evidence-driven and solution-focused.

The Observatory is supported by NHS England and NHS Improvement, and hosted by NHS Confederation, but its board and team are independent, and we dictate our own direction and areas of focus. The Observatory has three main functions:

- Facilitating new, high-quality, and innovative research and evidence.
- Making strategic policy recommendations for change.
- Supporting the practical implementation of those recommendations.

Scope of the work

The RHO is looking to develop an interactive digital platform/website to supplement our current website (<https://www.nhsrho.org/about-us/>). The primary purpose for the platform will be to help people (see target audience/users listed below) to identify actions they can take to reduce ethnic health inequalities where they exist.

This will be achieved by granting users access to:

- a) data/information/research that will help to identify areas where there are ethnic health inequalities, and the scale of the inequalities (by location and health outcome metric/indicator)
- b) benchmarks that will help to identify outliers and best performers (including international comparisons where available).
- c) actions that can be taken to reduce ethnic health inequalities.
- d) the latest available research.
- e) case studies and examples of good practice (both local and international).
- f) relevant policies and guidelines.
- g) list and contact details for people and organisations that can help.

The final product will remain the property of the RHO.

Requirements:

- 1) Target audience/users
 - Patients/Service users
 - Clinicians, Health care leaders/managers/, Commissioners of health services

- Voluntary sector, Local community leaders
- Academics/researchers/students
- Politicians, Journalists, Bloggers
- Anyone with an interest in ethnic health inequalities

2) General requirements

- The platform must work across the major web browsers on all operating systems i.e. windows, mac, ios, ipados, android, linux. Web browsers to be included but not limited to Microsoft Edge, Internet Explorer, Chrome, Opera, Firefox and Safari.
- The platform should be available on personal computers, laptops, tablets and smartphones on all operating systems as listed above.
- User friendly interface (easy to navigate, yet engaging, clear and not overwhelming).
- Quick loading times.
- Map and data dashboard functionality.
- Ability to access; photos, pdf/word documents, videos, podcasts, blogs, hyperlinks.
- Ability to download data as a csv file.
- “searchable” and “identifiable” by search engines e.g. Google.
- Search functionality including:
 - Search by location i.e. NHS region, ICS, Trust,
 - Search by disease/service/health outcome indicator

3) Content Management

- The platform must be easy to maintain and add new content to by members of the RHO team. A simple, short guide to be delivered with the final product, to help the RHO to use and update the platform once it goes ‘live’.
- The platform should allow authorised users to:
 - make amendments to existing content.
 - add new of content, including text, pdfs, videos, podcasts, photographs, surveys etc.
 - make amendments to navigational headings.
- Have an audit trail for all changes made to the platform.
- Each page on the platform must provide sufficient metadata to allow effective indexing and searching.

- 4) Social Media
 - Direct links to RHO social media handles including but not limited to YouTube, Twitter etc
 - Allow platform users to share contents on social media.

- 5) Other Information to be included on site
 - Contact Us information
 - News linked from the RHO website and any relevant news from international partners.
 - Archives (of all content that has been updated).

- 6) Technical Requirements
 - Suppliers should specify the technology environment in which the new website is to be developed.

The requirements listed above are just a guide and should be viewed as the minimum expectation.

Tender submission

Your tender submission should include the following:

Company information

- Brief outline your values, structure, size and capabilities in general
- Examples of similar tenders you have won and delivered.
- Completion of the equalities questionnaire at schedule 1 (refer to guidance provided) – please highlight or delete as applicable)

Proposal for services

- Provide a summary project plan highlighting key dates to show how long it would take you to get the platform ready.
- How much input and capacity would be required from The Observatory.
- Key personnel who will be involved in the project.
- Key risks and mitigating actions for the project.
- Explain the unique benefit you will bring to this work.
- How you propose to ensure GDPR and information guidance compliance, as appropriate
- Detail any elements of the scope that would be provided by another company/freelance staff.
- How the task would be managed and carried out.

Fee proposal

- Your tender should detail a breakdown of the timeframe and fee for each part of the tender exclusive of VAT, being:
 - Platform development cost (split into options based on levels of sophistication)
 - Maintenance cost (yearly)
 - Any other costs

Selection criteria

We will rank tenders on the basis of:

1. fit to requirements of the brief
2. your approach to the project
3. value for money
4. robust processes
5. how you will work with our host organisation's finance and HR teams
6. your approach to equality, diversity and inclusion

Key Dates

Invitation to tender published.	7 October 2021
Tender documents to be received by end of	29 October 2021
Confirmation of selection for shortlist (References will be taken up at this stage)	12 November 2021
Presentations to selection panel (Online)	19 November 2021
Organisation chosen	22 November 2021
Contract negotiations complete and sign-off	6 December 2021
Project start date	13 December 2021
Platform ready for beta testing with pilot trusts and people.	31 March 2022

Instructions for the return of the tenders

Tenders should be submitted by email to: info@nhsrho.org

Tender ref: RHO_INTERACTIVE DIGITAL PLATFORM

Tenders must be received by end of **29 October 2021**. Tenders received after this date will not be considered.

It is incumbent on tenders to ensure they have all of the information required for the preparation of their tenders.

Further information about this tender can be obtained from:

Owen Chinembiri
Senior Implementation Lead
07485303676
owen.chinembiri@nhsrho.org

Schedule 1

Equalities questionnaire

This questionnaire must be completed satisfactorily in order for any company to be considered to tender for this NHS Confederation contract. The equality legislation consists of the Race Relations Act 1976, the Sex Discrimination Act 1975, the Equal Pay Act 1970, the Disability Discrimination Act 1995, the Employment Equality (Sexual Orientation) Regulations 2003, the Employment Equality (Religion/Belief) Regulations 2003, all amendments to these Acts and all relevant regulations made under them.

1. Is it your policy as an employer and as a service provider to comply with your statutory obligations under the equality legislation, which applies to Great Britain, or equivalent legislation in the countries in which your firm employs staff?

Yes No

2. Accordingly, is it your practice not to discriminate directly or indirectly in breach of equality legislation which applies in Great Britain and legislation in the countries in which your firm employs staff:

• In relation to decisions to recruit, select, remunerate, train, transfer and promote employees?

Yes No

• In relation to delivering services?

Yes No

3. Do you have a written equality policy?

Yes No

4. Does your equality policy cover:

• Recruitment, selection, training, promotion, discipline and dismissal?

Yes No

- Victimisation, discrimination and harassment making it clear that these are disciplinary offences?

Yes No

- Identify the senior position for responsibility for the policy and its effective implementation?

Yes No

5. Is your policy on equality set out:

- In documents available and communicated to employees, managers, recognised trade unions or other representative groups?

Yes No

- In recruitment advertisements or other literature?

Yes No

- In materials promoting your services?

Yes No

Please evidence all questions.

If you answered NO to any part of questions 4 or 5 can you provide (and if so, please do) other evidence to show how you promote equalities in employment and service delivery.

6. In the last three years, have any findings of unlawful discrimination been made against your firm by the Employment Tribunal, the Employment Appeal Tribunal or any other court or in comparable proceedings in any other jurisdiction?

Yes No

7. In the last three years, has any contract with your organisation been terminated on grounds of your failure to comply with:

- Legislation prohibiting discrimination; or

Yes No

- Contract conditions relating to equality in the provision of services

Yes No

8. In the last three years, has your firm been the subject of formal investigations by the Commission for Racial Equality, the Disability Rights Commission, The Equal Opportunities Commission or a comparable body, on grounds of alleged unlawful discrimination?

Yes No

9. If the answer to question 6 and 7 is YES, or, in relation to question 8, a finding adverse to your organisation has been made, what steps have you taken as a result of that finding? Please summarise the details below and provide full details as an attachment.

10. If you are not currently subject to UK employment law, please supply details of your experience in complying with equivalent legislation that is designed to eliminate discrimination and to promote equality of opportunity. List any attached documents.

Guidance in answering the equality questionnaire

When completing the questionnaire, all companies must answer each question fully and supply any documentary evidence requested. Failure to fully answer each question or failure to submit any documentary evidence required may lead the NHS Confederation to consider the answer unsatisfactory.

Question 1 and 2

If your firm has implemented an effective equality policy, you will be able to answer yes to these questions. You will be able to confirm your answers by submitting your equality policy and supporting evidence as for as part of this section.

Question 3 and 4

You will need to submit a copy of your firm's equality policy. You will need to ensure that your policy covers:

- Recruitment, selection, training, promotion, discipline and dismissal
- Victimisation, discrimination and harassment
- Identifies the senior position responsibly for the policy

Question 5

Documents available and method of communication to staff. You will be required to submit examples of any documents, which explain your firm's policies in respect of recruitment, selection, remuneration, training and promotion outside of the equality policy asked for in Question 3 and 4.

You will also need evidence of how your firm has communicated this document to staff i.e. notice boards or issue individual employees with a copy. There is no prescribed evidence here. You will need to submit whatever documents your firm uses for these purposes.

In recruitment advertisements or other literature, you will need to submit evidence that makes public your firm's commitment to equality in employment and service delivery.

Small firms may not have detailed procedures, but you must ensure that evidence is provided which demonstrates that personnel operate in accordance with a written equality policy that includes:

- Open recruitment practices such as using job centres and local newspapers to advertise vacancies
- Instructions about how the firm ensures that all job applicants are treated fairly.

In material promoting your services This relates to how your firm provides information in materials promoting your services e.g. in different languages, making information accessible to people with hearing and visual impairment and physical access for disabled users.

Question 6

This question's concern is whether any court or industrial tribunal has found your firm guilty of unlawful discrimination in the last three years. It is important to be honest with your answers. The NHS Confederation may check your responses. If the answer is yes, you may wish to insert additional information which details the actions your firm has undertaken to prevent a repeat occurrence.

Answering yes will not automatically mean that you do not get the contract; you need to ensure that the NHS Confederation feels confident that you have sufficient measures put in place to prevent a re-occurrence.

Question 7

This question's concern is whether your firm has ever had a contract terminated for noncompliance with equality legislation or equality contract conditions. If the answer is yes, your firm may wish to submit additional information which details the actions they have taken to prevent a repeat occurrence.

Question 8

This question asks whether your firm has had any investigation carried out, whatever the outcome. The NHS Confederation can check a contractor's answer from lists that the CRE and EOC produce, so please be honest. The NHS Confederation is aware that because a firm has been investigated does not mean that it is guilty of discrimination. The result of the investigation will be taken into account when assessing your firm's answers to the questionnaire.

Question 9

If your firm has been found guilty of unlawful discrimination, you will need to provide evidence that details the steps your firm has taken to correct the situation. The Court, Industrial Tribunal or CRE will have made recommendations about steps your firm should take to eliminate the discrimination. If no action or inadequate action has been taken in this respect, only then will your firm be considered refusal onto the tender list.

Question 10

If your firm is not subject to UK employment law you must ensure that you supply details of equivalent legislation that you adhere to.