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Planning

Research Consultation Tender

Nursing and Midwifery Council

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-028158

Procurement identifier (OCID): ocds-h6vhtk-02f56b

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Section I: Contracting authority

I.1) Name and addresses

Nursing and Midwifery Council

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London

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Contact

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Email

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Country

United Kingdom

NUTS code

UKI - London

Internet address(es)

Main address

<https://www.nmc.org.uk/>

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

Healthcare Regulator

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Research Consultation Tender

II.1.2) Main CPV code

- 73110000 - Research services

II.1.3) Type of contract

Services

II.1.4) Short description

We are looking to appoint two suppliers to host, design and run our consultations , and collect, undertake analysis of and report on responses that present results clearly to our key stakeholders. Different consultations will have different levels of responsibility – for

example in some cases the NMC may have more capacity to support on aspects such as setup, whereas in others it will be expected that the supplier will take full responsibility for this – such points would be discussed and agreed ahead of the start of each consultation. Depending on resourcing and anticipated size of the consultation, we undertake some in-house or use the services of an external research agency . Our consultations range in size from relatively small (less than two hundred respondents) to much larger (more than 4,500 respondents). The appointed suppliers would then be on reserve/stand-by for any need for consultation work as part of this contract.

II.1.5) Estimated total value

Value excluding VAT: £300,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 73110000 - Research services
- 73210000 - Research consultancy services

II.2.3) Place of performance

NUTS codes

- UKI - London

Main site or place of performance

London

II.2.4) Description of the procurement

Suppliers will be required to fulfil certain responsibilities with every consultation on which they support the NMC. This includes: Providing advice and expertise to the NMC on the most appropriate and effective approaches to take to achieve our desired outcomes for each consultation. • Offering support in translating our consultation requirements into accessible and methodologically robust approaches and techniques Providing advice and expertise on effective recruitment approaches for reaching our target audiences and engaging meaningfully with them Communicating outputs clearly, ensuring these are accessible to non-specialist audiences and can be used across various platforms We would expect the successful supplier to fulfil the following requirements for the duration of

the contract: Provide advice on the approaches we should take to consultations. This includes:

- o best approaches for recruitment to reach our intended audiences
- best approaches for engaging with these audiences, providing rationales of why a certain approach is better suited for the given consultation/audience

Provide advice on the questions we need to ask in our consultations (where this is requested by the NMC), including:

- o advice on how best to frame questions, based on the objectives of the consultation

A track record of experience in meaningfully engaging with stakeholder audiences

An ability and willingness to communicate research results and outputs clearly to non-specialist audiences including both producing high quality written reports and presenting these clearly to these audiences

Suppliers also must have access to / ownership of high quality research software (e.g. survey software), as well as the skills needed to use these tools effectively. Any platforms used must be secure, GDPR-compliant and fully accessible. On occasion, the NMC may host a survey independently using Snap survey software but still require an analysis of free-text responses from the supplier. As such, it would be preferable if suppliers have Snap-accommodating systems they can use for analysis.

Audiences we look to engage as part of our consultations can include:

- o Professionals we regulate (nurses and midwives across the UK and nursing associates in England)
- o Students on our approved courses
- o Educators at our approved educational institutions
- o Members of the public and people who use health and social care services across the UK and including those who are seldom heard
- o People and organisations that employ the professions we regulate and run/operate health and social care services
- o Other regulators in health and social care
- o Stakeholders including professional associations and trade unions
- o Senior stakeholders including politicians, parliamentarians and decision-makers at local, regional and national levels

When engaging these audiences, the supplier must ensure their approaches are fully accessible and inclusive, including ensuring we are hearing from those within these audiences with protected characteristics, and who are seldom-heard.

Methodologies and approaches

The NMC's policy and research staff will usually develop an initial series of consultation questions and response options (either a six-point Likert agreement scale, or in some cases a three-point equivalent). Questions take the form such as 'Do you agree with our proposal to implement x...'. After each of these quantifiable questions, they are often followed by an open-ended (qualitative) question asking respondents to expand on/explain their viewpoint. Consultation questions will be supplemented by a relatively standard set of demographic and organisation questions covering individuals and organisational respondents respectively. For instance, demographic questions ask for the age and gender of individuals. Organisational respondents are asked about what type of organisation they work for and so forth. Response options provided allow for quantification of responses.

II.3) Estimated date of publication of contract notice

10 December 2021

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

Section VI. Complementary information

VI.3) Additional information

Fieldwork respondents/recruitment It is important that our suppliers are able to provide robust samples of participants to take part in our consultations. Ideally, these should be sourced from our suppliers' own networks and contacts amongst our key audiences, including (but not limited to): Students on our approved courses Employers of the professions we regulate across different sectors and settings People who use health and social care services including those from seldom-heard groups Nurses, midwives and nursing associates that we regulate Other stakeholders and partners across health and social care While the NMC has its own channels for engaging these groups, suppliers should be in a position to recruit participants primarily using their own networks, and not be reliant on the NMC to recruit. Suppliers need to ensure that our consultations reach diverse and representative samples of these audiences. The NMC is committed to being an inclusive organisation, and so it is imperative that our suppliers have a good understanding of how to ensure the research and fieldwork methods they use are accessible for participants with a range of needs, and coming from diverse backgrounds. This extends to the inclusion of those with protected characteristics including age, gender, gender identity, ethnicity, disability, religion or belief and sexual orientation, in our research. Participants from all backgrounds should feel comfortable in taking part in our consultations, and confident that their views are being listened to and respected. We would like bidders to demonstrate how they would ensure accessibility and inclusivity in their approaches to running research for NMC consultations. Analysis We want the assigned supplier to provide regular updates on the number who have responded and response patterns during the live consultation. This is likely to be on a weekly basis. This would at a minimum include the number of individuals and organisations who have responded (including organisational names). We also need to get a feel for the strength of views from the response patterns, so also expect to receive outputs from your chosen survey software (rather than any detailed cuts of the data). This would present the frequency and percentage for each response option for each consultation question. There may be occasions where we want to track respondent numbers in relation to social media campaigns. Please specify how these updates can be provided to the NMC. Please also specify how you would deal with the content of emailed/mailed letters in terms of its integration with the responses received from the online survey, for subsequent analysis.

Reporting We require expertise in producing thematic analysis from our suppliers, and reporting outputs should present insights in plain English and in a way that is accessible to non-specialist audiences. Deliverables should also help to bring the ‘so what?’ of any research to light, with analysis going beyond simply reportage of data and instead including what the broader implications for the NMC may be of a particular insight, and recommendations for how the NMC might act as a result of this.

Deliverables Depending on the project requirements, the exact deliverables will be agreed for each project separately, however as a minimum they include:

- a) Draft research materials for the NMC to review – e.g. survey questions; interview discussion guides – in advance of fieldwork commencing
- b) A final report (including an executive summary of no more than two pages) to review, that addresses the specific objectives of the consultation

The report should include differences by audience group; geographical differences; differences by diversity characteristics (such as age or ethnic group) and other factors agree with the supplier on a consultation-by-consultation basis. It should also include sample information, including any gaps by audience group, four-country coverage, diversity characteristics,