**Invitation to Tender**

**Design and development of LawtechUK's online hub and training platform**

Tech Nation

Issue Date: **23 July 2020**

**Section 1: Background**

**About LawtechUK**

The UK Government has recognised the imperative for 'digital transformation' of the legal sector and appointed [Tech Nation](#)[1] to work with the [Lawtech Delivery Panel](#)[2] to deliver on a clear purpose, through LawtechUK:

*To support the digital transformation of the UK legal services sector to deliver what society and the economy need from legal services, and to create a climate to support the development and use of lawtech, including through considering changes in the legislative and regulatory framework.*

LawtechUK is a government-backed initiative, providing leadership, tools and a targeted work programme.  For more information, please see [www.technation.io/lawtechuk](http://www.technation.io/lawtechuk)

**About the Online Hub and Training Centre**

As part of its programme of work, LawtechUK is developing a lawtech online hub and training centre (the '**LawtechUK Hub**') to provide lawyers and technologists (both terms broadly defined) with a single point of reliable, free and accessible education, training and information.  Supporting '*transformation through education*,' the LawtechUK Hub will provide the constituent elements of the legal services sector with a world-class standard of education and awareness, demystifying law for technologists and technology for lawyers.

Drawing on the UK's wide range of multi-disciplinary legal and technological experts, the LawtechUK Hub will provide the legal services sector with a suite of substantive and skills-based education, training and information.  It is critical that this content is interactive, easy to use and provides learners with practical support that can be applied in the workplace.  Subject matter content will be provided by experts in the relevant field (and subject to LawtechUK editorial review).

The LawtechUK Hub will adopt an iterative approach to content development, releasing a small suite of initial modules on launch (estimated at 8-12 modules) to enable user feedback to be obtained before releasing additional modules and content.  Indicative subject matters include: leadership for innovation, cloud computing, contract automation, dispute resolution and legal process improvement.  The LawtechUK Hub is intended to provide a long-term, state of the art, sustainable resource and content will keep pace with market needs.

The purpose of the LawtechUK Hub is to address education, skills and information gaps in the market. As such, where content that meets the LawtechUK Hub's objectives already exists in the market, the LawtechUK Hub will act as a signpost to that content. Module design will therefore need to allow for links to third party materials and resources.

The key components of the LawtechUK Hub are:

- **An overarching framework for content** - enabling users to see what is available and how the constituent modules (existing or to come) fit into the whole programme and ethos.

- **Bespoke online courses/modules** – providing self-paced training in subjects and skills that are critical for the development of the sector. It is envisaged that these will be structured to allow for progressive learning and that content will be provided by third parties (following a separate RfP). The content of bespoke courses may be provided in collaboration with a project partner. Bespoke modules should use a blend of learning techniques and media to maximise the learning experience. Modules should interact with each other and the rest of the LawtechUK Hub where relevant (e.g. by linking to glossary terms or connected subjects) and users should be able to track their learning journey e.g. completion of a course. Data capture will be important for individual learners as well as to inform success and future development of the LawtechUK Hub.

- **Curated content** (including courses/modules) – there is an increasing amount of lawtech education and training in the market. Where appropriate the LawtechUK Hub will act as a bridge to that existing information, linking to or drawing from third party websites where relevant.

- **Sector information** – information about activity and development in the market, and the wider legal and lawtech community, is a key aspect of the LawtechUK Hub. This content can be bespoke or curated and will include sector data, case studies, blog posts/articles on market developments, interviews with experts and upcoming events/activities and initiatives, which in the future may facilitate networks and collaboration. This information will need to be presented in an easily navigable way and allow for regular or dynamic updates from various data sources provided by either Tech Nation or external parties, covering all parts of the UK.

- **Standards and roadmaps** – providing the community with baseline standards for lawtech education and training together with future thinking about (and potential roadmaps for) the development of the sector. It is envisaged that the roadmaps will provide challenges and opportunities for sector engagement.

**Requirements**

LawtechUK is looking for a digital learning agency to support in the design, build and delivery of the first iteration of the digital learning content for the LawtechUK Hub. We would also seek guidance on the appropriate online learning platform to achieve the LawtechUK Hub's core objectives, which must of course be accessible for all users.

Specifically, we are looking for a digital learning agency to provide user-centric, engaging, inspiring and practical digital learning content that: (a) demystifies the basics of law for technologists; (b) demystifies the basics of technology for lawyers; and (c) illustrates how technologists and lawyers can work together to provide improved end-user/client outcomes via multi-disciplinary collaboration (and provides skills-based training to support this). We plan to release the RfP for content providers at the end of September 2020, for a LawtechUK Hub launch in January 2021.

We are looking for an agency to deliver the following outputs:

1. Learner research and design - we would be interested in UX support for mapping out the learner journey to ensure that the digital learning content and user interface that is developed creates an excellent user experience, as well as helping to inform our choice in the underlying learning management platform. Please clearly specify whether your proposal includes UX support or not.

2. Module design and user interface - we are looking for an agency to recommend digital learning solutions that provide an engaging and innovative approach to module design. These should be based on strong pedagogical understandings that maximise the learner experience and provide incentives for ongoing learning. Proposals should provide for a user interface that allows for new modules to be easily added to the LawtechUK Hub. The successful agency's outputs will include storyboards for user testing and a module template for content providers.

3. Content production of up to eight modules in line with design recommendations. Subject to recommendations, it is envisaged that modules will comprise a series of smaller courses for learners to complete. The exact number of modules is to be determined following initial user research and subject to cost but likely to be in this region. Proposals should detail the cost estimate on a per module basis breaking down how that estimate has been reached, the components that impact this e.g. module functionality and specific design elements and any assumptions and variables that affect delivery and pricing.

4. Identification of platform functionality. Tech Nation will procure the platform but your support as to functionality requirements forms part of this tender.

5. Iteration of design and delivery.

6. Integration of curated content.

To confirm, substantive module content will be provided by third parties (and is not the subject of this tender) and a separate procurement process will be run for the platform (although as set out above support as to the platform functionality required is part of this tender).

**Budget**

This is an important project for the legal sector and the UK more broadly, and draws on public funds. The opportunity to partner in delivering it is significant. We are looking for competitive bids that take these factors into account. In light of the potential cost variables, we ask that responses set out flexible cost packages, detailing an overall fee estimate and how this is achieved. We can then review these estimates against the proposed deliverables and design, requesting amendments where necessary.

Nothing in this RFP shall create any obligation on the part of Tech Nation to award an agreement to any company or to award any agreement at all. We reserve the right to reject any and all proposals and/or negotiate or decline to negotiate.

**Section 2: Instructions for submitting a tender response**

**Information required for the tender response**

Any tender response must include responses to the following. If the tender is on behalf of a consortium, please provide the information for all consortium members, and advise which entity and person will be the Consortium leader and coordinator:

1. **Respondee details**
    a) Name of organisation
    b) Registered address
    c) Website address
    d) Registered company number (if applicable)
    e) Registered VAT number (if applicable)
    f) Details of person handling this RfP for the respondee
        i. Name
        ii. Job title
        iii. Telephone number/ mobile number
        iv. Email address

Please note: appropriate background checks may be undertaken on any potential supplier.

2. **Respondee background**
    What are your core business competencies and capabilities? Please provide a brief statement of what differentiates your organisation.

3. **Respondee experience and expertise**
    a) Please detail the relevant experience that relates to the work you would undertake
    b) Please detail any experience the company has of working on government backed, driven or funded projects
    c) Please detail your experience working in the development and design of online training and education, professional services education (including but not limited to the provision of CPD and continuing competence courses) and innovation training (if any)

4. **Conflict clearance**
    a) Do you currently or have you ever provided any services to any potentially competing companies or initiatives? If so, please describe the

products/services your company promoted and if/when you ended your business with them.

b) Please identify any potential conflict of interest between your company or any company currently being served by your company and LawtechUK or its collaborative parties, Tech Nation, the Lawtech Delivery Panel and the Ministry of Justice.

5. **Key people experience**

Please provide details and expertise of key people who would be involved in the provision of services and their backgrounds, taking into account diversity and inclusion.

6. **Project proposal**
   a) Set out your project proposal and plan. Please describe the approach you would take to the user research, design and development of the digital learning content, including an indicative timeline (within those set out in section 1 for the content provider RfP and LawtechUK Hub launch).
   b) Provide example module designs and user journey/ies for learners interacting with the LawtechUK Hub
   c) Describe the approach you would take to:
      a. help learners less familiar with the field to identify the modules/content that they need; and
      b. obtain and retain learners' attention in an active marketplace e.g. ensure active and ongoing engagement with the LawtechUK Hub.
   d) Please detail any assumptions or requirements.

7. **Fee quote**

Please provide a full resourcing and cost quote. Given that the number of modules that we are offering (and their detailed design) may be subject to change please provide an estimate of your fee per module, together with a break down of how that estimate has been reached.

*A reminder when putting together your cost proposal, the profile of this project and that it is being funded with public money.*

8. **References**
   a) Please provide up to two case studies relevant to our business
   b) Please provide two client references.

9. **Contracting**

We invite you to lead the way in the contracting process for how contracts can, should and will increasingly be negotiated, executed and managed. We welcome use of lawtech for this purpose, plus flexible, sensible contract terms. Any non-negotiable terms must be highlighted in your tender response.

10. **Additional Information**

Please provide any additional information to support your submission.

**Timeline for submitting a tender response**

Please submit the tender response to lawtechuk@technation.io by **7 August 2020, 5pm (UK time)**. Please see the table below for more details on the procurement timetable.

As part of the selection process we may ask bidders to give a presentation of their proposal the week of 14 August 2020. Please note that such a presentation will not be scored and must not contain information that is additional to that which was contained within the tender response, except to the extent that it provides the required clarification.

If you have any questions about this tender or its process, please email them to lawtechuk@technation.io

| Date | Stage |
|---|---|
| 23 July 2020 | Procurement notice published on mytenders |
| **7 August 2020, 5pm** | **Deadline for return of tender responses** |
| 7 - 28 August 2020 | Evaluation of tender responses |
| 14 - 21 August 2020 | Invitation to shortlisted tenderers for virtual presentations for clarifications and discussions (if necessary) |
| **28 August 2020** | **Notify tenderers of award decision** |
| **7 September 2020** | **Contract commencement** |

**Evaluation criteria and weighting**

| | Weighting | Title |
|---|---|---|
| Quality | 60% | Organisational capability, excellence and confidence in delivery. |
| | | Experience and credibility in creating engaging online learning content. |
| | | Quality (including creativity) of proposed approach, illustrative module design and user experience. |
| | | Experience and diversity of people proposed to be involved |
| Price | 30% | Value for proposed fee |
| Ease | 10% | Ease of working together e.g. processes, contracting |

Tech Nation reserves the right to take into account any other relevant considerations that, in its absolute discretion, it may deem are appropriate.

**Further instructions and information for tenderers**

- *Tenders must be submitted in accordance with these instructions and any further instructions contained in other documentation issued by Tech Nation.*
- *The Tenderer may not alter this document. Any proposed alteration is to be given in a separate letter accompanying the tender.*
- *Tenders may be rejected if any of the requested information is not supplied with the tender or if the submission fails to comply with Tech Nation's request.*
- *The date and time for return of tenders is shown in the instruction section. Tenders will be received up to the time and date stated. It is the Tenderers' responsibility to ensure that their tender is received on time. Tech Nation does not undertake to consider any tender received after that time.*
- *Tech Nation does not acknowledge receipt of tender documents and accepts no responsibility for loss or non-receipt of applications.*
- *Tech Nation expressly reserves the right not to award any contract as a result of this procurement process and it shall not be liable for any costs incurred by Tenderers. Tech Nation also reserves the right to accept all or any part of a tender.*
- *Any indication of costs (estimates at this stage) must be shown exclusive of VAT.*

- *The Tenderer must not try to obtain any information about any other party's tender or proposed tender before the contract is awarded.*
- *The Tenderer must not arrange with any other party the submission of a tender, except in the circumstances where consortia, sub-contracting and/or joint ventures are applicable.*
- *Tech Nation reserves the right, at its discretion, to request clarification in writing, or further relevant information, from any Tenderer post submission of the tender response by such Tenderer.*
- *The Tenderer must be strictly AML, ABC and GDPR compliant and will cooperate with all checks and requests for information relating to Tech Nation's due diligence processes and reporting.*
- *In submitting your proposal, you declare that to the best of your knowledge the answers submitted and information contained in this document are correct and accurate.*

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[1] *Tech Nation is the growth platform for UK tech companies and leaders, also responsible for the Fintech Delivery Panel.*

[2] *Originally established in 2018 by the Secretary of State for Justice, the Lawtech Delivery Panel brings together industry, government, academia, judiciary, regulators and technologists in a single forum, to promote, champion and shape the use of technology in the UK's legal sector and ensure the continuing strength of the UK jurisdiction.*