



## Health Data Research Innovation Gateway

Metadata Onboarding and Process Improvement– Request for Proposal (RFP)  
September 2019

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## Purpose of the Document

**Health Data Research UK (HDR UK) is requesting proposals for Metadata Onboarding and Process Improvement as a component of the UK Health Data Research Innovation Gateway (the Gateway).** This document is being provided only to the shortlisted bidders who have responded to the opportunity posted on the [Government Digital Marketplace](#). The Gateway is part of the UK Research and Innovation (UKRI) Industrial Strategy Challenge Fund [Digital Innovation Hubs Programme](#).

This proposal should be completed with reference to the [Gateway Portal MVP specification](#).

## Statement of works to 10 January 2020

The overall requirement was set out on the Government Digital Marketplace and this statement of work should be read in conjunction with that brief and with the supporting information provided within this document and via the links indicated.

HDR UK requires a supplier to rapidly increase the amount of metadata onboarded onto the Gateway MVP. It is requesting support to conduct, manage, support and improve the process for rapidly preparing and onboarding metadata held in multiple formats across data controllers who are members of the UK Health Data Research Alliance. The project supports the development of a national portal supporting data discovery and access.

This statement of work covers the period from 14 October 2019 to 10 January 2020, which is the planned launch of the Gateway Minimum Viable Product (MVP). The MVP is being developed in an agile way and so versions of the MVP will be available for testing from mid-October. To support user testing and ensure the MVP enables discovery and access to an order of magnitude greater than the current [Health Data Finder](#), it is essential that during this time period the resource is available to:

1. Carry out a rapid evaluation of the current landscape of Alliance and Health Data Research Hubs datasets, the metadata status, the data custodian's (or processor's) readiness for onboarding (capacity and capability), and potential investment required to develop a sustainable process for onboarding and updating metadata in a timely fashion.
2. Co-ordinate the metadata onboarding process for Alliance members and Health Data Research Hubs, working closely with the metadata catalogue supplier and providing advice and targeted support to Alliance members to complete the onboarding process.
3. Demonstrate 'proof of concept' for onboarding the metadata of at least 10 different datasets from at least two Alliance members that have not previously been involved with Health Data Finder.
4. Identify and, where possible, address opportunities to improve the efficiency and sustainability of the process for the benefit of future datasets and ensuring metadata available through the Gateway remains current.

### **1. Rapid evaluation requirement**

We require the supplier to use their understanding of the challenges of data engineering and curation, including working with different data modalities and metadata to provide an objective assessment of the current state of readiness of all data sets that current alliance members and hubs are planning to make available for research and innovation. The assessment should provide an estimate of the work required to onboard Alliance metadata of sufficient quality to the Metadata Catalogue as an initial upload and how that can be refreshed over time. It should also recommend the most appropriate method for undertaking the required work, considering the capacity and capability of the Alliance member's in-house team.

In outlining the approach to meeting this requirement, we are interested to understand what tooling and technological solutions would be used to support this work.

This task will inform a capital investment programme.

### **Timescale:**

4 weeks (2 sprints)

**Milestones:**

- Interim outputs after 2 weeks (28 October)
- Evaluation and recommendations (12 November)

**2. Co-ordinate the metadata onboarding process**

We require the supplier to demonstrate their rigorous focus on delivery, over and above client requirements and their experience influencing a range of stakeholders including data controllers to drive the pace of the onboarding process. Working with the Metadata Catalogue supplier, the bidder should be able to communicate the requirement to Alliance members and Health Data Research Hubs, agree deadlines, manage and report progress, and provide a 'helpdesk' function to resolve issues as they arise. We also expect the bidder to make resource available to conduct the onboarding for those without the required capacity or capability, with the prioritisation agreed following the rapid evaluation.

We initially expect this co-ordination to focus on the 'quick wins', working with those organisations already engaged with the Health Data Finder and with sufficiently mature in-house infrastructure and capabilities to operate at pace and with minimal support. We expect this coordination function to be established from the outset of the project and the workload to increase as the Health Data Research Hubs work towards their first major milestone at the end of December 2019 to make datasets available and discoverable through the Gateway.

This co-ordinating function should also establish the measures of success and, within the first two weeks, establish an initial trajectory for metadata onboarded against which to measure and report progress. Our expectation is for over 150 datasets from at least 10 organisations to be available at the launch of the MVP.

**Timescale:**

12 weeks during this statement of works (including 2 weeks of close down over Christmas period).

**Milestones:**

- Established function within 1 week (21 October)
- Measures of success and draft trajectory (28 October)
- Update report fortnightly (in line with MVP sprints)

**3. Demonstrate proof of concept for new Alliance members**

We require the supplier team members to have a deep current understanding of the challenges of data engineering and curation, including working with different data modalities and metadata through practical application as a 'proof of concept'. This is expected to be with an organisation that has not been involved with Health Data Finder. As part of the bidder's proposed approach we would like to understand which Alliance organisation (and datasets) is proposed to be selected as the initial 'proof of concept' and the process that would be adopted to working with the in-house team from this organisation. A second wave of 'proof of concept' delivery would also be agreed following the rapid evaluation, this may address a new data modality.

As with all aspects of the programme, we are looking for the supplier to move at pace, but also to deliver a sustainable repeatable process and to be able to take the lessons from the proof of concept and apply them to other current, as well as future, Alliance members and their metadata. We expect the bidder to demonstrate their experience in solving complex problems in creative ways and their ability to adapt to

short notice changes to plans and to give confidence that they can deliver what is required within the timescales.

**Timescale:**

12 weeks (including 2 weeks close down over Christmas period)

**Milestones:**

- Initial proof of concept completed, with metadata from at least one organisation not previously involved with Health Data Finder onboarded onto the MVP, (12 November)
- Second wave of proof of concepts completed (10 January 2020)

**4. Opportunities to improve the efficiency and sustainability of the onboarding process**

We expect the supplier to adopt a continuous improvement mindset to ensure delivery of repeatable high-quality outputs both through the period of the MVP development and for future sustainability. The launch of the MVP provides an opportunity to take stock of progress of the metadata onboarding process and prioritise efforts for Q1 2020. To support this, we require the supplier to deliver:

- A refined process, that builds in lessons from this phase, and includes tools and approaches that can be used in the next phase (e.g., automation)
- An updated evaluation that proposes the next set of metadata to onboard.

**Milestones:**

- Refined process documented and tools available (20 December)
- Updated evaluation (10 January 2020)

## Selection Process and Criteria

Following submission of skills and experience on the Digital Outcomes and Specialists framework, HDR UK is inviting bidders to submit more detailed proposals. Bidders are requested to submit a response to this RFP, using the template provided in Appendix 1. The template contains sections relating to each of the elements assessed at this stage.

HDR UK will assess applications based on the following categories:

- **Technical competence (70%) made up of:**
  - **Skills and Experience – 10%.** Bidders have already provided evidence of their skills and experience in their submission to the Digital Outcomes and Specialists framework. The scores awarded when evaluating the bidders' skills and experience are carried forward to the evaluation of this Request for Proposal (RFP)
  - **Written Delivery Proposal – 40%.** This will be addressed in the template provided in Appendix 1, which also contains details of the categories to be addressed. These involve:
    - Understanding of the requirement and your suitability
    - Approach
    - Team Structure
    - Work history
  - **Interview component – 20%.** If selected for interview, this will include a case study plus questions on the proposed approach.

- **Pricing – 20%**
- **Cultural Fit – 10%.** Assessed through interview questions.

## Delivery Proposal

This represents 40% of the total evaluation. Ensure that your proposal addresses the following questions:

1. **What is your understanding of the requirements and why are you best suited to meet them?** Your response should explain your understanding of the metadata onboarding requirement, its importance to expected users of the UK Health Data Research Innovation Gateway, data custodians (current and future members of the Alliance) and how it will support delivery of the objectives of the Digital Innovation Hubs programme. You should also set out why you are the most suitable partner to meet this requirement and represent best value for money (10%)
2. **What is your approach to delivering the statement of works?** Describe your proposed approach to meeting the requirements. Include details of proposed workstreams, milestones and measures of success, as well as your approach to ensuring quality. You should provide a 1-page summary project plan / Gantt chart and a 1-page example dashboard of how you would propose to report progress against the measures of success. Outline what you consider to be key risks and dependencies and how you would manage these. You should provide a 1-page risk register (with mitigating actions). Note that the risk register and project plan will be submitted separately and will not count towards the overall word limit. (15%)
3. **What is your proposed team structure and deployment?** Describe the team structure in terms of roles descriptions, activities and responsibilities. Include details of the estimated number of people you need in each role and the expected number of days. Provide any planning assumptions that help explain your proposed deployment and your approach for reviewing and adjusting the structure and deployment of the team as your understanding of the requirement increases as the project progresses. (5%)
4. **Who will carry out the work and what are their relevant skills and experience?** Provide a work history for all project team members showing the relevant skills and experience of each specific person. All work histories must follow this structure: Summary of key skills. Relevant experience (with dates and organisations/projects). *Your multidisciplinary team and any delivery partners will be expected to have a track record of working with and across organisations and sectors to deliver common goals and objectives.* (10%)

## Pricing

This represents 20% of the total evaluation.

Provide the total cost to deliver the statement of works and include a breakdown by activity and role, including day rates. Ensure that your total costs include expenses and are shown **excluding** VAT. Pricing should be provided on a capped time and materials basis. NB. Payments will be paid on delivery of agreed milestones in line with HDR UK requirements. Independent oversight of the final payment will be available in the event of a disagreement. (20%)

## Interview

This represents 30% of the total evaluation (further assessing technical competence plus cultural fit).

The scoring from the skills and experience submission will be combined with the assessment of the written delivery proposal and pricing and the three highest scoring bidders will be invited to interviews. The structure of the interview will be:

- Presentation of a case study and summary of proposed approach to interview panel
- Questions from the interview panel

Interview panel members will score each bidder's performance on a 5-point scale for:

- Technical competence – 20%
- Cultural Fit – 10%

## Scoring Process

The responses provided in the **Written Proposal** will be rated against the evaluation matrix below:

Score	Description
0	Not met or no evidence
1	Partially Met
2	Met
3	Exceeded

Scores will be weighted based on the percentage available for each section. HDR UK reserves the right to deem ineligible any proposals which score 0 or 1 for any section.

Price will be evaluated on a fixed quote basis, where each proposal is rated against the price of the lowest eligible proposal. This is calculated by dividing the given bidder's quote by the lowest quote available across eligible proposals, and then weighted based on the percentage available for that section.

## Proposal Process

The selection of the successful bidder will be via the Digital Outcomes and Specialists (DOS) framework administered by HDR UK on behalf of the UKRI ISCF.

The **Template Response** must be submitted as a single PDF using the template provided. This PDF must include the following Accompanying Materials: Project Plan, Example dashboard and Risk Register as appendices.

Proposals exceeding the limits given for each section will not be accepted.

A checklist ahead of submission is given below.

Proposals must be submitted by email to [procurement@hdruk.ac.uk](mailto:procurement@hdruk.ac.uk) by the deadline of **5.00pm (BST) on Tuesday 1<sup>st</sup> October 2019**. No other method of submission will be accepted. Proposals may be rejected if the complete information required is not provided at the time of submission. We reserve the right to exclude proposals received after the closing date and time.

### Written Proposal Checklist, Weightings and Response Limits

Section	Part	Limited – do not exceed	Weighting
DOS Submission	<i>Skills and Experience (Information already Provided)</i>	<i>Not required for RFP</i>	10%
Written Proposal	Understanding of requirement	800 words	10%
	Approach	1000 words	15%
	Team structure	400 words	5%
	Work histories	200 words per history	10%
	Price	See Proposal Template	20%
Accompanying material	Project Plan (e.g. Gantt chart)	1 Page	(included within approach)
	Example dashboard	1 Page	
	Risk Register	1 Page	

### Clarification Requests

During the competition period there will be an opportunity for bidders to send clarification requests. Commercially sensitive questions will be answered individually, and generic requests added to a Questions and Answers (Q&A) document. The Q&A document will be made available by Monday 30 September.

### Assessment

All responses received will be reviewed to ensure that they are compliant with the assessment criteria. All eligible responses will be assessed by a panel to enable fair, open and transparent assessment against the



criteria laid out above. Due to the tight timescales, bidders invited to interview will not be provided with feedback ahead of the interview.

## Interview

Given the tight timescales, we request that all shortlisted bidders hold the period 10:00 to 13:00 on Thursday 3<sup>rd</sup> October for potential interviews. All shortlisted bidders will be informed of the outcome of the written proposal round by midday on Wednesday 2<sup>nd</sup> October. We expect to invite up to three bidders to attend an interview. If you are invited to attend an interview, up to three people representing your proposal can attend the interview. Please ensure relevant members of the team will be available on the interview date. We are unable to reschedule slots once allocated.

The interview will be 45 minutes in length and comprised of introductions, a case study presentation and presentation of a summary of your proposed approach (15 mins). This will be followed by questions from the interview panel based on your responses to this RFP and your presentation (30 mins).

**It is anticipated that no more than 3 bidders will be invited to progress to the interview stage.**

## Timetable (all times are British Summer Time)

Date	Activity
Wednesday 25 September 2019	Issue request for proposals
Friday 27 September 2019 – 5:00pm	Deadline for submission of questions
Monday 30 September 2019	Responses to all questions provided
Tuesday 1 October 2019 – 5:00pm	Deadline for proposals
Wednesday 2 October 2019 – Midday	Notification of bidders selected for interview
Thursday 3 October 2019 – 10:00 to 13:00	Interviews
Friday 4 October 2019	Evaluation and award
Friday 11 October 2019	Finalise contract
Monday 14 October 2019	Supplier begins work

Any questions or clarifications during the procurement phase should be sent by email to: [procurement@hdruk.ac.uk](mailto:procurement@hdruk.ac.uk). Responses to questions from bidders will be issued as soon as practically possible. To ensure that bidders have sufficient time to take account of any answers given, please note that all questions must be submitted by 5.00pm (BST) on Friday 27 September 2019.

## Conditions

For the purposes of this requirement HDR UK will use the Digital Outcomes and Specialists 3 call-off contract. Any variation to these terms and conditions should be clearly identified and submitted along with your proposal. Selection as the preferred bidder is no guarantee that requested variations will be agreed.

In addition, the successful bidder should subscribe to the Health Data Research [UK Principles for Participation](#), which includes a commitment to open source, open standards and open data, and FAIR data principles.

Proposals are invited in accordance with all sections of this RFP. All bidders should read these instructions carefully before completing the remaining documentation. Failure to comply with these requirements for the completion and submission of proposals may result in the rejection of a proposal as a whole on the grounds of non-compliance.

Submission of a proposal does not commit HDR UK to award a contract. By issuing this invitation, HDR UK is not bound in any way and does not have to accept the lowest cost or any other proposal and reserves the right to accept the whole or any specified part of the proposal unless the bidder expressly states otherwise.

Each bidder assumes all risks for resource commitment and expenses in respect of preparing the proposal, and participation throughout the assessment process. Only the complete execution of a written contract by both parties will obligate HDR UK in accordance with the terms and conditions therein.

Whilst every endeavour has been made to provide an accurate description of the requirements, bidders should form their own conclusions about the methods and resources needed to meet those requirements. HDR UK will not accept responsibility for the bidders' assessment.

HDR UK reserves the right to amend the enclosed documents at any time prior to the proposal return date. Any such amendment will be numbered, dated and issued by the HDR UK Procurement Team by email. Where amendments are significant, HDR UK may at its discretion extend the deadline for receipt of proposals.

Unless otherwise stated, your initial proposal shall remain valid for 60 days from the closing date for receipt of proposals.

The preferred bidder will be notified that HDR UK wishes to enter into negotiations to finalise the terms and conditions of the proposed contract. The contract will be negotiated between both parties on the basis of the Request for Proposals (RFP), the bidder's response to the RFP and subsequent discussions and correspondence.

HDR UK reserves the right to commence negotiations with any other party should it be unable to reach mutual agreement with the initially preferred bidder by the proposed start date. Offerings and bids, as supplemented and/or modified by pre-selection negotiations may be accepted by HDR UK and become part of the final and binding contract.

All information supplied by HDR UK to bidders must be treated in confidence and not disclosed to third parties except insofar as this is necessary for the purposes of submitting the proposal. All information supplied by bidders to HDR UK will similarly be treated in confidence except for the disclosure of such information with regard to the outcome of the procurement process.

#### **Disclaimer**

These instructions are designed to ensure that all proposals are given equal and fair consideration. Therefore, it is important that bidders provide all the relevant information in the required format and order specified.

Please note that references to Health Data Research UK (HDR UK), throughout these documents means any person who is authorised to act on behalf of HDR UK in matters pertaining to the contract.

Whilst all reasonable care has been taken in compiling this document, no warranty or guarantee (expressed or implied) is given by HDR UK as to the completeness or accuracy of the document, or any information provided in connection with it.

## **Contacts**

For further information about the request for proposals, visit the HDR UK website here [www.hdruk.ac.uk](http://www.hdruk.ac.uk), or email [procurement@hdruk.ac.uk](mailto:procurement@hdruk.ac.uk). More information about the DIH Programme, and other work undertaken by HDR UK, is also available on the HDR UK website and the UK Health Data Research Alliance website <https://ukhealthdata.org/>

## Appendix 1: Proposal template

Word limits are provided for each section and exclude drawings, graphs and any attachments.

Refer to the requirements and evaluation criteria that has been included within this document and as published on the Digital Marketplace.

<b>Date</b>	
<b>Bidder's name</b>	

<b>DELIVERY PROPOSAL – 40%</b>
<b>Understanding of requirements and suitability</b>
<p>1. <b>What is your understanding of the requirements and why are you best suited to meet them?</b>          Your response should explain your understanding of the metadata onboarding requirement, its importance to expected users of the UK Health Data Research Innovation Gateway, data custodians (current and future members of the Alliance) and how it will support delivery of the objectives of the Digital Innovation Hubs programme. You should also set out why you are the most suitable partner to meet this requirement and represent best value for money. (800 words)</p>
<b>Approach</b>
<p>2. <b>What is your approach to delivering the statement of works?</b> Describe your proposed approach to meeting the requirements. Include details of proposed workstreams, milestones and measures of success, as well as your approach to ensuring quality. You should provide a 1-page summary project plan / Gantt chart. Outline what you consider to be key risks and dependencies and how you would manage these. You should provide a 1-page risk register (with mitigating actions). Note that the risk register and project plan should be submitted at appendices and will not count towards the overall word limit (1,000 words)</p>

<b>Team structure</b>
<p>3. <b>What is your proposed team structure and deployment?</b> Describe the team structure in terms of role titles and descriptions, activities, and responsibilities. Include details of the estimated number of people you need in each role and the expected number of days. Provide any planning assumptions that help explain your proposed deployment and your approach for reviewing and adjusting the structure and deployment of the team as your understanding of the requirement increases as the project progresses. (400 words)</p>
<b>Work histories</b>
<p>4. <b>Who will carry out the work and what are their relevant skills and experience?</b> Provide a work history for all project team members showing the relevant skills and experience of each specific person. All work histories must follow this structure: Name, Role on Project, Summary of key skills, Relevant experience (including dates and organisations/projects). <i>Your multidisciplinary team and any delivery partners will be expected to have a track record of working with and across organisations and sectors to deliver common goals and objectives. (200 words per work history)</i></p>

<b>PRICE – 20%</b>
Full breakdown of costs, on a capped time and materials basis. All costs should <b>exclude</b> VAT
See pricing template.