



Request for Proposal (RFP) for Project Delivery Partner

Professionals' Attitudes to Data Use

1. RFP Background & Objectives

[Understanding Patient Data](#) aims to make the use of patient data in the UK more visible, understandable and trustworthy.

We focus on data routinely collected by the NHS as part of providing health care, that can be used for research and planning without explicit consent. This data is highly useful for NHS bodies, academics and sometimes commercial organisations, but its use can be controversial.

Based at the Wellcome Trust, we work with patient groups, charities, NHS organisations and policymakers to bring transparency, accountability and public involvement to the way patient data is used.

Understanding Patient Data (UPD) and the Royal College of General Practitioners (RCGP) are collaborating on a project which proposes to undertake a series of qualitative investigations to understand:

- primary care health professionals' views on the use of health data,
- whether these views represent any barriers to appropriate and timely access to and use of high quality data both for the provision of care and for research and planning purposes,
- the impact of initiatives and interventions on these views and barriers.

The objectives of the project are as follows:

- Test the validity of the following hypothesis: *Identifying positive benefits (e.g. reduced workload, improved patient care) and minimising perceived risks (e.g. safeguarding, liability, reputation) increases primary care health professionals' willingness to advocate for and support the use of high quality health data.*
- Answer the question: *What are some actions that can be taken to encourage primary care health professionals to have trust in and support the use of health data?*
- Improve UPD and RCGP's understanding of health professionals' attitudes towards health data access, management, and use – including articulations of support, enablers, concerns, anxieties and blockers.

Key terms:

Use of health data: the use, by primary care health professionals, local and national health systems, researchers, policy makers and/or patients, of routinely collected patient health data. This includes both for individual care and for improving care and services through planning and research, and patient access to their records.

Primary care health professionals: both clinical and non-clinical staff working in primary care. Within this project the focus will be on GPs and practice administrative staff, with consideration also being given to members of Multi-Disciplinary Teams (MDTs) working in Primary Care Networks such as Clinical Pharmacists and Link Workers.



2. RFP Specification

This section sets out the specification of services for this RFP exercise. Suppliers should use this section to fully understand Wellcome's requirements and to inform their response.

The supplier will **undertake a review** to develop useful insight on use of health data by primary care health professionals.

This will culminate in a **research report** that outlines the views of primary health care professionals on use of health data, including the barriers and enablers which have impacted or arise from these views.

The project is expected to run for 12 months, though we recognise there may need to be some flexibility in light of the covid-19 pandemic. Bids should be in the region of £50,000, excluding VAT.

It is expected that there will be four main components to this work:

Activities

- Baseline assessment
- Engagement and research
- Sense-check of preliminary findings

Outputs

- written outputs, format TBD

Baseline assessment

- Inception meeting (*UPD, RCGP and Suppliers*)
- Desk research / literature review to understand the current policy landscape surrounding clinicians' data sharing views and activities (*Suppliers*)
- Workshop and/or initial informant interviews with key stakeholders (*identified by both UPD/RCGP and the Suppliers*) that will scope the research (including identifying locations/groups that are exemplars for data management and use, and those in which the data ecosystem is less developed) and identify the main clusters of concerns/issues for primary health care professionals/practices. (*Informants to mainly be provided by RCGP, Workshop/interviews to be conducted by Suppliers.*)

Engagement and research

- Conduct site visits and interviews with primary care health professionals (*Suppliers with support of RCGP*)
- Analyse results (*Suppliers*)

Sense-check of preliminary findings

- Virtual roundtable(s) (*Hosted and supported by RCGP and/or using their membership forum, conducted by Suppliers*)
- Aim: Collaboratively consider insights gained from the project, and allow peer discussion in an open, frank environment about the practical and cultural challenges of progressing more comprehensive use of health data.

Outputs, to provide insight on:

- Primary care health professionals' views on use of health data



- Any barriers to the use of health data which have impacted or arise from these views
- Potential initiatives and interventions to address these barriers
- Good practice examples in local areas
- What further research is required.

The project will require the engagement of a diverse range of staff in sites across England (or potentially the wider UK). The aim will be for the sites/interviewees to represent a representative sample of sites. The criteria include a mixture of:

- urban/rural geographies;
- deprived/affluent areas, as outlined by the English Indices of Deprivation; and,
- spread across the country and avoiding a focus on Greater London.

In addition, this should include people in a range of roles and different levels of seniority. Informant interviews should be used to help identify areas which have initiatives and approaches in place which might be compared. It is expected that the literature review and initial informant will include the whole UK, and will allow for assessment as to whether the project should be UK or England focused.

Key Indicators include:

- Production of Literature Review
- Number of engagements with key stakeholders: minimum 10
- Number of sites visited virtually: at least 8 sites
- Number of primary care health professionals interviewed: minimum 20
- Event or activity to sense-check findings with primary care health professionals
- Outputs (report or similar, format TBD)

3. RFP Timetable

#	Activity	Responsibility	Date
1	RFP issue to Suppliers	WT	02/11/2020
2	Submission of expression of interest to RFP	Supplier	Midday on 09/11/2020
3	Submission of Supplier Questions to Wellcome Contact	Supplier	Midday on 09/11/2020
4	Return of Supplier Q&A to Suppliers	WT	12/11/2020
5	Submission of RFP Response	Supplier	Midday on 23/11/2020
6	RFP Evaluation Period	WT	23/11/2020 to 09/12/2020
7	Supplier Presentations	Supplier	07/12/2020 to 09/12/2020
8	Notification of Contract Award	WT	10/12/2020 to 14/12/2020
9	Contract Negotiation	WT & Supplier	14/12/2020 to 15/01/2020 (TBC)
10	Contract Start Date	WT & Supplier	18/01/2021 to 29/01/2021 (TBC)



4. Response Format

Expression of Interest

Suppliers are asked to submit a short expression of interest by e-mail to the Wellcome Contact (Harri Weeks: h.weeks@wellcome.org) in accordance with the RFP timetable, which will contain the following points:

- Provide a high-level summary of how you would approach completing the project (Max 300 words).
- Outline how your previous experience is relevant to delivery of the project (Max 300 words).
- Your full company name and number (if you have one).
- A non-binding cost estimate as a single figure, excluding VAT, and an indication of whether you are eligible for VAT.

Suppliers who submit an expression of interest will be provided with a document which provides further background and context by reply email.

Supplier Q&A

Prior to the submission of your RFP response, Suppliers are provided the opportunity to submit any questions they have about the exercise. All questions are to be submitted to the Wellcome Contact by e-mail in accordance with the RFP timetable.

RFP Proposal

Suppliers are required to submit proposals which respond to the following sections;

RFP Questions

This section requests responses from Suppliers to specific questions in relation to this RFP exercise.

#	Question	Max Words
	Outline your methodology for delivering the key activities and objectives of this RFP. Please make sure to include: <ul style="list-style-type: none">• Stages and timeframes in which you propose to meet our requirement.• Your approach to working closely with the team at UPD and RCGP.	800
	Outline how your previous experience is relevant to the delivery of the project	300
	Outline your previous experience of delivering projects in the health and care space	200
	Outline the project team, including a brief description of their experience	300



Outline any major risks and challenges you foresee as being associated with: - running this project using a virtual/remote approach, - seeking to work with primary care professionals' during the covid-19 pandemic, and include your mitigation strategies.	400
Outline any further risks and challenges you foresee as being associated with running this project, and include your mitigation strategies.	300
Outline your approach to equality and inclusion as this relates to methodology, practice and your organisation.	300
Provide a cost proposal which details and justifies the proposed costs to meet our requirements.	300
Give contact information for a named point of contact	

Contract Feedback

This section allows Suppliers to provide specific feedback to the contractual agreement which will be used should their proposal be successful. Contract feedback is to be incorporated into your proposal as an annex and in the following format;

Clause #	Issue	Proposed Solution/Comment

Suppliers submitting proposals as a registered company should review this [document](#). Individuals submitting proposals as a sole trader (not registered) should review this [document](#).

Individuals submitting proposals through their own personal services company please highlight this to the Wellcome contact immediately (see point 7 below).

Information Governance

Suppliers are asked to complete the [TPSRA2](#) assessment (Third Party Security Risk Assessment) before the RFP submission deadline for Wellcome to assess how you handle data.

5. About Wellcome

Wellcome supports science to solve urgent health challenges facing everyone. We will achieve this vision in different ways, giving researchers the freedom to make discoveries that change the way we see the world, and using science to find solutions for three of the world's most urgent health challenges. We are a politically and financially independent foundation. Find out more about Wellcome and our work: wellcome.org.

UPD sits within the Data for Science and Health priority area (DSH), which aims to ensure trustworthy data science transforms how science solves urgent health challenges. To achieve this, DSH support projects that produce innovative tools using health data, motivate



and equip data scientists, and build trust into how data science is funded, governed and practiced. UPD is funded by Wellcome, MRC and NIHR.

6. Non-Disclosure and Confidentiality

Prospective Suppliers should be aware that inappropriate publicity could have a serious effect upon Wellcome's business. Information made available to prospective suppliers is deemed confidential and must not be disclosed without the prior written consent of Wellcome unless required by law.

7. Prospective Suppliers Personnel - IR35 and Off Payroll Working Rules

Before the RFP response deadline, Prospective Suppliers must make the Wellcome Contact aware if they are intending to submit a proposal where the services will be provided by any individuals who are engaged by the Prospective Supplier via an intermediary i.e.

- Where the Prospective Supplier is an individual contracting through their own personal services company; or
- The Prospective Supplier is providing individuals engaged through intermediaries, for the purposes of the IR35 off-payroll working rules.

8. Independent Proposal

By submission of a proposal, prospective Suppliers warrant that the prices in the proposal have been arrived at independently, without consultation, communication, agreement or understanding for the purpose of restricting competition, as to any matter relating to such prices, with any other potential supplier or with any competitor.

9. Funding

For the avoidance of doubt, the output of this RFP exercise will be funded as a **Contract** and not as a Grant.

10. Costs Incurred by Prospective Suppliers

It should be noted that this document relates to a Request for Proposal only and not a firm commitment from Wellcome to enter into a contractual agreement. In addition, Wellcome will not be held responsible for any costs associated with the production of a response to this Request for Proposal.

11. Sustainability

Wellcome is committed to procuring sustainable, ethical and responsibly sourced materials, goods and services. This means Wellcome seeks to purchase goods and services that minimise negative and enhance positive impacts on the environment and society locally, regionally and globally. To ensure Wellcome's business is conducted ethically and



sustainably, we expect our suppliers, and their supply chains, to adhere to these principles in a responsible manner.

12. Accessibility

Wellcome is committed to ensuring that our RFP exercises are accessible to everyone. If you have a disability or a chronic health condition, we can offer adjustments to the response format e.g. submitting your response in an alternate format. For support during the RFP exercise, contact the Wellcome Contact.

If, within the proposed outputs of this RFP exercise, specific adjustments are required by you or your team which incur additional cost then outline them clearly within your commercial response. Wellcome is committed to evaluating all proposals fairly and will ensure any proposed adjustment costs sit outside the commercial evaluation.

13. Diversity & Inclusion

Embracing [diversity and inclusion](#) is fundamental to delivering our mission to improve health, and we are committed to cultivating a fair and healthy environment for the people who work here and those we work with. As we learn more about barriers that disadvantage certain groups from progressing in our workplace, we will remove them.

Wellcome takes diversity and inclusion seriously, and we want to partner with suppliers who share our commitment. We may ask you questions related to D&I as part of our RFP processes.

14. Wellcome Contact Details

The single point of contact within this RFP exercise for all communications is as indicated below;

Name: Harri Weeks
Role: Partnerships and Community Manager
Email: h.weeks@wellcome.org