

Invitation to Quote

Instructions & Requirements Document

NHS England Commercial

National Competency Framework for Data Professionals – Beta

1. Purpose

This document sets out the process for obtaining quotations for the specified services **up to £100,000**.

2. Introduction

This Invitation to Quote (ITQ) has been prepared by NHS England and NHS Improvement (the 'Authority'). The Authority is looking for a Supplier for the provision of technical expertise, in the evaluation of user research evidence to deliver on: the revision and extension of the National Competency Framework (Project Management/Leadership Skills/Behaviors), the development digital product specification, and the development of a national implementation plan.

A full description of the requirement is found in section 2

This procurement exercise is being carried out as an Invitation to Quote.

The Authority has taken reasonable care to ensure that the information provided is accurate in all material respects. However, the Bidders attention is drawn to the fact that no representation, warranty or undertaking is given by The Authority in respect of the information provided in respect of this transaction and/or any related transaction.

The Authority does not accept any responsibility for the accuracy or completeness of the information provided and shall not be liable for any loss or damage arising directly or indirectly as a result of reliance on this ITT or any subsequent communication.

No warranties or opinions as to the accuracy of any information provided in this ITQ Pack shall be given at any stage by The Authority.

Any person considering making a decision to enter into contractual relationships with The Authority or any other person on the basis of the information provided should make their own investigations and form their own opinion of The Authority. The attention of Bidders is drawn to the fact that, by issuing this ITQ, The Authority is in no way committed to awarding any contract and that all costs incurred by Bidder in relation to any stage of the Tender process are for the account of the relevant Bidder only.

In accordance with The Authority's internal financial instructions and general principles applicable to public procurement, The Authority seeks best value for money in terms of the Contract reached with the successful Bidder.

The Authority has endeavored, therefore, to express as clearly as possible in this ITQ the terms on which it would propose to contract with the successful Bidder and in particular the obligations, risks and liabilities which it expects to become the responsibility of the successful Bidder.

This document contains the following sections:

➤ **1. Instructions**

- Project Team Details
- Timeline
- Supplier Clarification Question process
- Evaluation Criteria
- Scoring

➤ **2. The Requirement:**

- Background Information
- Standards and Service Specification
- Essential Skills Deliverables
- Deliverables
- Proposed Terms and Conditions

➤ **3. Responding to the ITQ**

- Bidders Details
- Further Bidder Information
- Bidders Response

1. Instructions

Project Team Details and Contract Lead

Name of Team	Data Analytics Research Team
Name and Title of Contract Lead	Sarah Blundell Lead for Analytical Development

Timeline

Item	Date
ITQ Release Date & Issue on Contract Finder*	14 th November 2022
ITQ Clarification Deadline	18 th November 2022 by 5pm
ITQ Closing Date	28 th November 2022 by 12 noon
Estimated Award Date	w/c 5 th December 2022
Estimated Contract Commencement Date	3 rd January 2023

The timeline is indicative and may be subject to change.

*min 2 weeks on Contracts Finder for complex requirements, otherwise a minimum of 1 week

Supplier Clarification Question Process

All clarification questions relating to this ITQ must be submitted via the procurement portal route (Atamis) in-line with date proposed at the timetable. Clarification questions received after this time will not be responded to. All Clarification questions will be responded to within 2 working days of the date received.

All clarification questions received via other routes will not be reviewed and responded to.

Please Note: - To ensure an open and fair process is followed, all bidders will receive a copy of the question(s) and answer(s).

Evaluation Criteria

The purpose of evaluation in the procurement process is to establish which supplier(s) have submitted the best quotation; ensuring that the assessment of quotes is undertaken in a transparent, fair and consistent manner so that an effective comparison can be made.

The Authority, reserves the right to accept or reject all or any part of the quotation if you have failed to provide the information requested in this quotation or you have submitted any modification or any qualification to the terms and conditions of contract.

The Authority does not bind itself to accept the lowest priced, or any quotation, nor guarantee any value or volume and shall not be liable to accept any costs you have incurred in the production of your quotation.

The Authority will check each quotation and submission for completeness and compliance with the requirements in this Invitation to Quote document, thus, you should ensure that you carefully examine this document in full.

Quotes will be evaluated on the following Quality and Costs basis;

Section	Weighting (%)
Technical/Quality Including Sustainability and Social Value	70
Commercial	30

A weighted scoring system will be applied to the response, the high-level evaluation criteria are given below:

Question	Weighting (%)
1- Team and Implementation: Please provide CVs or Pen profiles of the team who will deliver this work Please make clear what expertise the identified team member will bring to this project.	10%
2 – Approach & Methodology: Please describe your proposed approach and methodology for this work, including your approach for evaluating and including the data captured during onsite user testing. Your response should include a description of how you will apply your expertise to the outcomes detailed in the specification.	15%
3 – Quality Assurance: Please outline how you will ensure high quality of service and outputs.	10%
4 - Project Management and Delivery: Please describe your proposed approach to project management and delivery. Your response should include a high-level timeline (identifying key milestones) confirming proposed timescales for the delivery of this work, including any assumptions, and a high-level stakeholder engagement plan.	10%
5 - Previous Relevant Experience: Please provide 3 short case studies which demonstrate previous relevant experience, and how you will apply the learnings and experience from them to this project.	15%
6 - Social Value: Please outline how your proposal will contribute to social value in the delivery of this work, in line with the NHS's Social Value Model and Policy.	10%

Scoring

Bidder information

The 'Bidders Detail' will be 'For Information Only' and not scored.

The 'Further Bidder Information', will be given either a 'Pass/Fail' for each section.

Quality

The Authorities evaluation system is based on the familiar “weighted scoring approach”, in which the officer scores responses to the quality questions according to a pre-agreed scoring system 0-4 (see table below). The scores for the sections are then added together to give a total quality score for the quotation response.

Score	Interpretation
4 Excellent	The Tenderer’s response provides full confidence that the Tenderer understands and can deliver the Requirements well and addresses all of the requirements set out in the question.
3 Good	The Tenderer’s response provides a good level of confidence that the Tenderer understands and can deliver the services and the Tenderer’s response addresses all or most of the requirements set out in the question.
2 Satisfactory	The Tenderer’s response provides a satisfactory level of confidence that the Tenderer understands and can deliver the services and the Tenderer’s response addresses at least some of the requirements set out in the question. However, the response is lacking in some areas.
1 Poor	There are weaknesses (or inconsistency) in the Tenderer’s understanding of the services and/or Tenderer’s response fails to address some or all of the requirements set out in the question.
0 Unacceptable	No response and/or information provided is deemed inadequate to merit a score.

Scoring Cost

The financial weighted score is calculated by using the following formula:

$$\text{Tenderers Price Weighted Score} = \frac{\text{Lowest Total Cost offered}}{\text{Tenderer Total Cost}} \times (30\% \text{ weighting})$$

(Lowest Total Cost divided by Tender Total Cost multiplied by 30)

The financial score will be calculated to two decimals places.

Therefore the bidder who submits the lowest compliant bid (based on the pricing model created for evaluation purposes) will receive the full 30% available.

2. The Requirement

The Requirement is detailed below which provides background to the project/business need, the standards or specification required alongside the essential supplier skills and the objectives of the requirement.

Background Information:

Central to recruiting and retaining a highly skilled data science and analytical workforce is the development of a competency framework to support the standardised recruitment and development of this workforce. This was a specific recommendation in the DHSC Data Saves Lives Data Strategy (2022).

Work was commissioned from the Association of professional healthcare analysts (AphA) in 2020/21 to carry out a landscape review of existing competency frameworks being used across Health and Care. This review comprised on a desktop review, semi structure interviews, and a survey of the analytical workforce. It was found that there was not an existing framework that could work across Health and Care but that there was general support within the data community for a national framework to be developed.

Work was then commissioned from AphA to proceed with the development of an Alpha stage national competency framework (NCF), based on the Government Analytical Framework, with roles mappable to the DDAT Framework. The framework was created in collaboration with system partners and went through two rounds of testing. On completion of this Alpha stage development there were a number of recommendations made to take the framework to the next stage of development.

There were 7 recommendations for the Beta phase of development:

1. Undertake a review and revision of the Data Science and Data Engineering core competencies in partnership with expert user groups for both specialisms
2. Develop the strategic requirements needed for national roll out of the framework through extensive testing of the framework in 40+ organisation, with a focus on what good looks like in application to Recruitment, Staff Development and Professional Registration
3. Develop competencies for Leadership, Project Management & Soft Skills in our framework structure that align with professional standards from relevant professional bodies
4. Undertake a national consultation on the framework in partnership with the Digital Readiness Programme

5. Develop a Digital Management Toolkit using the user testing requirements gathered in the on-site testing phase, that would enable the usability, and longevity of the framework
6. Appoint a national curator for the framework, who would retain responsibility for maintaining community engagement, system ownership and ongoing maintenance of the framework and associated digital management toolkit
7. Develop a national campaign in partnership with the appointed curator to raise awareness of the competency framework across all health and care organisations across England and support the roll out.

Work on the first recommendation was undertaken in spring 2022. Through a series of workshops held with specialist focus groups, the Data Science and Data Engineering competency frameworks were reviewed and revised. This Beta Version of the National Competency Framework was produced to be used for further testing as per the second recommendation.

Onsite testing in 44 organisations was undertaken between September/October 2022. Sites were engaged to test the frameworks real world application to:

- Recruitment
- Personal Development
- Professional Registration

Analysis of weekly survey and exit interviews is ongoing, with an evaluation report due for publication towards the end of November 2022.

The purpose of this project is to progress recommendations 3, 5 & 7

To use the data captured as part of onsite testing to:

- Expand the framework
- Develop detailed product specifications for supporting resources
- Create a draft national implementation plan

This work is to begin early January 2023 and should be completed by end of March 2023.

Standards and Service Specification:

Project governance / stakeholder management

- Timely and accurate regular highlight reports detailing status, progress against timeline, dependencies, risks, issues and tracking against budget
- Maintenance of roadmap and detailed workplan
- Regular show and tell sessions (minimum 4 across the course of the project, including a final presentation) in line with an agile approach

Collaboration

- Working collaboratively with the DART team and other relevant stakeholders through regular communications and workshops to ensure co-design and sharing of expertise and knowledge
- Participation at regular stand ups
- Participation in update meetings with team leadership

IP

- Any code created under this contract must be published under an open-source license on the NHS Github repository
- All material and artefacts developed as part of this contract is the property of NHS England and shall be transferred to the DART team prior to the end of the contract.

Data Sharing

- Data collected as part of user research will be shared with the supplier, as consent was obtained from all test participants for the data to be used for research purposes. It will be anonymized before any data is shared, with all PID information relating to the individual testers removed. This data set will be retained by the supplier only for the duration of the project, all working files will be returned to DART team along with confirmation of data deletion.

Essential Skills Deliverables:

The chosen supplier will need to demonstrate:

- Significant experience in handling user experience data (Quant & Qual) and the ability to develop, evolve and link future product development to this evidence base.
- Excellent stakeholder management skills, the success of the framework so far has been down to working the in open and in a collaborative manner with stakeholders across Health and Care, fosters a sense of collective ownership of the framework
- Experience of the health and social care sector
- Experience of effective user research practice
- Experience of effective research skills
- Ability to work remotely at pace and bring good organisation, communication and project management while retaining an exploratory/flexible approach to as-yet unknown aspects of this problem which may be uncovered during the process

Deliverables:

Desktop review of the user research captured as part of onsite testing to identify evidence to support:

- Changes to the framework
- Blockers/Challenges for national implementation
- Support products/resources required to promote usability of the framework

Expansion of the NCF by drafting the required changes to ensure completeness of skills for core data roles and testing these proposed changes with stakeholder audience. E.g. Expansion of framework to include modular competencies for Leadership/Management/Project Management/Behaviours and any additions as identified in the desktop review of user research.

Creation of product specifications for user resources/products needed to promote the usability of the framework, with a prioritization of product development to fit in with the national implementation plan.

Creation of a National Implementation plan for roll out of the NCF across Health and Care, including stakeholder management plan for key groups (HR, Non Data Managers, CDAO's etc)

Payment Method:

The payment method of this fixed price contract is via BACS

Full payment due upon successful completion of specified deliverables and milestones as approved by the Authority's representative.

Proposed 25% payment at first milestone completion, then remaining 25% on the second with the final 50% to be paid on submission and full acceptance by the Authority's representative of the final Report.

Proposed Terms and Conditions

The proposed terms and conditions for this engagement are the NHS Standard Terms and Conditions for the supply of services: Purchase Order Version.

No amendments shall be considered or accepted in relation to the Terms and Conditions. Failure to accept the terms will result in disqualification.

There are available to view on <https://www.gov.uk/government/publications/nhs-standard-terms-and-conditions-of-contract-for-the-purchase-of-goods-and-supply-of-services>.

The Purchase Order will serve as the contract.

3. Responding to ITQ

When responding to this ITQ, Bidders must ensure that their Tender covers all the information required. Bidders must complete their Tenders on Appendix A "Supplier Response Form" and upload at the portal. Failure to do so may render the response non-compliant and it may be rejected.

In evaluating Tenders, the Authority will only consider information provided in the Supplier Response Form.

Bidders should not assume that the Authority has any prior knowledge of the Bidder, its practice or reputation, or its involvement in existing services, projects or procurements.

If there are any questions that do not apply to a Bidder, please answer with a N/A and explanation where appropriate.

Where any section of the ITQ indicates a word limit, any response will be reviewed to that word limit and any additional information beyond that word limit will not be considered. Bidders must provide a word count for each question response.

The Authority may at its own absolute discretion extend the Deadline for receipt of Tenders specified in the timetable. Any extension to the Deadline granted under this paragraph will apply to all Bidders.

Tenders must be submitted via the Authorities procurement portal (Atamis) no later than the ITQ submission Deadline specified in 'Timetable'. Tenders may be submitted at any time before the Deadline.

Tenders received before this Deadline will be retained unopened until the opening date. The Tender and any documents accompanying it must be formatted in Word or Excel as appropriate and be in the English language.

Price and any financial data provided must be submitted in or converted into pounds sterling. Where official documents include financial data in a foreign currency, a sterling equivalent must be provided. Tender pricing must be provided excluding Value Added Tax (VAT).

End.