Request for Proposal

Data Management Services

Dated: August 18, 2023
## Summary

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1. DNDi Overview

Neglected tropical diseases (NTDs) continue to cause significant morbidity and mortality in lower and middle income countries. Yet, of the 1,556 new drugs approved between 1975 and 2004, only 21 (1.3%) were specifically developed for tropical diseases and tuberculosis, even though these diseases account for 11.4% of the global disease burden.

Founded in 2003 to address the needs of patients with the most neglected diseases, DNDi is a collaborative, patient’s needs driven, not-for-profit drug R&D organization. DNDi bridges existing R&D gaps in essential drugs for these diseases by initiating and coordinating drug R&D projects in collaboration with the international research community, the public sector, the pharmaceutical industry, and other relevant partners.

DNDi’s primary focus has been the development of drugs for the most neglected diseases, such as Human African Trypanosomiasis (HAT, or sleeping sickness), visceral leishmaniasis (kala-azar), and Chagas disease, while considering engagement in R&D projects for other neglected diseases to address unmet needs that others are unable or unwilling to address. Since the start of the COVID-19 pandemic DNDi has engaged a rapid response, coordinating a major clinical trial initiative in Africa, Asia and South America (ANTICOV) as well as engaging in major repurposing and novel anti-viral discovery approaches.

In doing this, DNDi has two further objectives:

- Use and strengthen existing capacities in disease-endemic countries via project implementation.
- Raise awareness about the need to develop new drugs for neglected diseases and advocate for increased public responsibility.

With 350 employees of 37 nationalities located in nine offices on four continents (Switzerland, Kenya, DR Congo, Rio, New Delhi, Kuala Lumpur, New York, Tokyo, South Africa. DNDi is committed to diversity, equity, and inclusion as essential parts of our culture and key drivers of our success.

DNDi is not a medicine authorization holder for any of the medicines it develops and does not engage significantly in post-approval pharmacovigilance activity.

For more information, please visit DNDi website: http://www.dndi.org/
2. Purpose
In the aim of ensuring long term Relevance and Sustainability, DNDi has launched the ORCHESTRA project which will be aligning leadership in collective understanding of changes happening in the External environment as they have direct impact on Organization Operating Model that should evolve to remain fit for purpose.

DNDi has Further stated the action Plan, objectives, and Milestones that they aim to achieve in the ORCHESTRA project. Among the Milestones, is the need to Consolidate data storage, data entry and avoid duplication of input and location for relevant information, integrate One reporting place (one information). DNDi is aiming at resolving the below matters as immediate needs for the ‘One information Source Agenda.’

- Advise and deploy sustainable and scalable data warehouse solution aligning to organization operations.
- Improve and Sustain data quality management through Data Cleaning, mapping, and standardization.
- Analyse and document DNDi current business processes, data catalog and enterprise architecture
- Design, implement and sustain a robust architecture framework, streamline processes for managing our data assets, documenting our business processes, and optimizing our enterprise architecture.

DNDi is planning to slip the project in 6 phases:

- Assessment of current processes, technologies, and gaps.
- Recommendation and presentation of best tools, practices, architecture, and best practices.
- Trial Period setup, testing and Piloting.
- Deployment and training.
- Documentation of processes, user guides and procedures.
- Regular maintenance, troubleshoot, upgrades and monitoring.

Expert identification and expertise

Execution if the recurring/ mundane tasks in a cost-effective manner.

The contract period is for 2 years.

2.1. Requirements
The Data management services has three major requirements in one.
We highly advocate for a company that can offer solution for all the requirements, but we are open for companies that will bid for specific requirement based on their expertise.

2.1.1. Design, Implement and Maintain Data Hub for DNDi

Data architecture and design

- Design the data architecture, including the conceptual, logical, and physical models for the data warehouse.
- Define the data integration strategy, including data extraction, transformation, and loading (ETL) processes.
- Developing a scalable and robust data storage indexing mechanisms to optimize query performance.
- Define data security, access controls, and data governance policies for the data warehouse.
- Implement data cleansing, data validation, and data enrichment techniques during the ETL process.
- Perform data profiling and quality checks to ensure data integrity and accuracy.
- Ensure regular maintenance, support, monitoring and timely updates.

As stated, we are working on Microsoft based architecture and will only be interested in a Microsoft related solution.

2.1.2. Business Process Management, Enterprise Architecture and Data Governance

Data Governance

- Establish processes for data stewardship, including data issue resolution, data change management, and data governance workflow.
- Establish processes for monitoring and detecting data breaches and incidents, along with incident response and remediation procedures.

Business Process Management and Architecture

- Document and map the current state processes, including inputs, outputs, activities, roles, and decision points.
- Design and implement automated workflows that integrate with existing systems and support seamless data flow.
Data Catalog

- Update and maintain the data catalog architecture based on DNDi’s requirements, Processes, and available data sources. (Using Data Galaxy)
- Define the data catalog’s data model, including entities, attributes, relationships, and metadata.
- Implement versioning and change management mechanisms to track and manage updates to data assets and metadata (confidential, GDPR, source, owner...).

2.1.3. Data Operations Service Desk

- **Data Quality Assurance:** Implementing processes and practices to ensure data quality and integrity. This may include data profiling, data cleansing, data validation, and enforcing data quality standards.

- **User Support and Training:** Assisting users with data-related queries, providing guidance on data operations processes, and offering training resources to enhance users’ understanding and utilization of data tools and systems.

- **Collaboration and Coordination:** Collaborating with other teams such as data engineering, data analytics, and IT support to address complex data-related issues, coordinate data system maintenance activities, and implement improvements.
2.1.4. Data Warehouse Visual Presentation
2.1.5. Visual of Data Management Services Requirements

1. Design the data architecture, including the conceptual, logical, and physical models for the data warehouse.
2. Identify and define the dimensions, measures, and hierarchies for the data warehouse.
3. Develop and implement the ETL processes based on the design specifications.
4. Implement security measures to protect the data warehouse and ensure data privacy.
5. Conduct thorough testing of the data warehouse to ensure data integrity and accuracy.
6. Establish procedures for ongoing data warehouse maintenance and support.

1. Document and map the current state processes, including inputs, outputs, activities, roles, and decision points.
2. Develop data governance documentation, such as data dictionaries, metadata standards, and data classification frameworks.
3. Implement data quality monitoring processes to identify and resolve data quality issues.
4. Conduct periodic data governance audits and assessments to identify areas for improvement.
5. Implement versioning and change management mechanisms to track and manage updates to data assets and metadata (confidential, GDPR, source, owner).

1. Receive and process user requests related to operational data.
2. Implementing processes and practices to ensure data quality and integrity. This may include data profiling, data cleansing, data validation, and enforcing data quality standards.
3. Collaborating with other teams such as data engineering, data analytics, and IT support to address complex data-related issues.
4. Regularly review service desk processes, workflows, and documentation to identify areas for improvement.
2.2. **Expectation**
Following the demand mentioned above, DNDi’s expectation is to receive relevant information about the services, as you can see below:

- Detailed presentation of the solution with features adherent to requirements.
- Cost breakdown considering estimated monthly charges.
- Which modules and systems can be integrated, i.e., new P2P systems.
- Implementation timeline.
- Background project and clients.
- Number of FTE’s needed for implementation, considering previous projects.
- Demonstrate recurrent costs – training, licenses, roll out, maintenance, etc.
- Type of supporting and SLA’s.

3. **RFP Instructions**

3.1. **General Information**
   a. DNDi invites you as a Service Provider to submit a proposal in regards of this RFP for Clinical Safety Services.

   b. This entire RFP and all the related discussions, meetings, information exchanges and subsequent negotiations that may occur are subject to the confidentiality terms and conditions of the Intent to Participate attached as Annex 1.

   c. All bidders are required to complete and send in return the Intent to Participate letter signed.

   d. The issuance of this current Request for Proposal in no way commits DNDi to make an award. DNDi is under no obligation to justify the reasons of its service provider’s choice following the competitive bidding. DNDi could choose not to justify its business decision to the participants of the RFP.

   e. DNDI reserves the right to:
      - Reject any proposal without any obligation or liability to the potential service provider.
• Withdraw this RFP at any time before or after the submission of bids without any advance notice, explanation or reasons.
• Modify the evaluation procedure described in this RFP.
• Accept other proposal than the lowest one.
• Award a contract based on initial proposals received without discussions for best and final offers.
• Award all services to only one supplier or allocate them to different suppliers according to what DNDi will consider necessary.
• Confirm the award after the results of the qualification GCP audit.

f. DNDi and the selected service provider will be required to adhere to DNDi’s donor’s requirements including:
• Frequency and format of financial and technical reporting.
• Access to financial records and audits.
• DNDi to own the resultant intellectual property.
• Confidentiality obligations surviving termination/expiry.

g. Late submission of proposals is subject to rejection.

h. DNDi reserves the right to request additional data, information, discussions, or presentations to support the proposal. All bidders must be available to discuss about details of their proposal during the RFP process.

i. All offers should be submitted in an electronic format and in English.

j. A proposed time plan set out below indicates the process DNDi intends to follow. If there are changes to these timelines, DNDi will notify you in writing.

### 3.2. Timeline

<table>
<thead>
<tr>
<th>Process steps</th>
<th>Responsible party</th>
<th>Timelines</th>
</tr>
</thead>
<tbody>
<tr>
<td>Launch RFP</td>
<td>DNDi</td>
<td>August 21&lt;sup&gt;st&lt;/sup&gt; 2023</td>
</tr>
<tr>
<td>Send back signed Letter of Intent</td>
<td>Service Provider</td>
<td>August 25&lt;sup&gt;th&lt;/sup&gt; 2023</td>
</tr>
<tr>
<td>Questions send to DNDi</td>
<td>Service Provider</td>
<td>August 25&lt;sup&gt;th&lt;/sup&gt; 2023</td>
</tr>
<tr>
<td>DNDi responses to Q&amp;A</td>
<td>DNDi</td>
<td>September 6&lt;sup&gt;th&lt;/sup&gt; 2023</td>
</tr>
<tr>
<td>Send the Proposal</td>
<td>Service Provider</td>
<td>September 21&lt;sup&gt;st&lt;/sup&gt; 2023</td>
</tr>
<tr>
<td>Bid defense meetings w/ demo</td>
<td>DNDi &amp; Service Provider</td>
<td>4&lt;sup&gt;th&lt;/sup&gt; week September &amp; 1&lt;sup&gt;st&lt;/sup&gt; week October</td>
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3.3. RFP Processes and contact information

3.3.1. Instructions
All bidders may request further clarifications in regards of this current RFP, by addressing questions in writing to the dedicated key contacts identified below in English. These questions should be submitted to DNDi at the date mentioned in the section 3.2. of the RFP.

In order to keep a fair bidding process, all the questions will only be answered in a document shared with all the bidders on the date indicated in section 3.2 of the RFP.

To submit your questions, please use the form attached as Annex 2.

3.3.2. Confirmation of intent
Please transmit your intent to participate by using and signing the document attached in Annex 1.

Each bidder is required to provide DNDi with a written confirmation of intent or decline to participate by the date as indicated in the section 3.2.

Please, note that the "intent to participate letter" is a standard document which DNDi cannot afford negotiating due to project priorities, time and resources dedication. This template is based on several years of experience working with suppliers and contains widely acceptable terms in RFPs.

Confirmations of intent should be sent by email to Bruno Discini (contacts details below).

<table>
<thead>
<tr>
<th>Questions types</th>
<th>Contact person</th>
<th>Title</th>
<th>Contact information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Procurement</td>
<td>Bruno Discini</td>
<td>Procurement Manager</td>
<td>Email: <a href="mailto:bdiscini@dndi.org">bdiscini@dndi.org</a></td>
</tr>
<tr>
<td>Governance</td>
<td>Olivier Thomas</td>
<td>Senior IST Manager</td>
<td>Email: <a href="mailto:othomas@dndi.org">othomas@dndi.org</a></td>
</tr>
<tr>
<td>Technical Aspects</td>
<td>Teresiah Kamatu</td>
<td>IST officer</td>
<td>Email: <a href="mailto:tkamatu@dndi.org">tkamatu@dndi.org</a></td>
</tr>
</tbody>
</table>

3.4. Format and content of the proposal
Responses to this RFP must be in English and should contain the following information:
A cover letter including:
- Name and address of the service provider.
- Name, title, phone number and email address of the person authorized to commit contractually the service provider.
- Name, title, phone number and email address of the person to be contacted in regards of the content of the proposal, if different from above.
- Signature of this letter done by a duly authorized representative of the company.
- Acceptance of the consultation principles as detailed in section 3.1.

A technical proposal
- Detailed proposal explaining how your company approach will enable DNDi team to meet project timelines and ensure quality results.
- Proposed vendor team composition with the CVs of the key staff.

A financial proposal
- Budget with a detailed cost break down for each activity (with unit cost) to be performed.
- All costs expected to occur shall be clearly indicated and even the taxes if applicable for DNDi/NGOs.
- Pass-through costs shall be quoted and indicated in a very clear way.

Administrative information
- Business Company information: directors and officers, creation date, corporate headquarters, locations, business turnover of the past 3 years (global and in the field of service provided), headcounts (global and in the field of service provided), general services provided, customer’s reference, pricing strategy for NGO.
- Any other relevant information enabling DNDi to assess the opportunity of contracting with your company.

3.5. Conflict of Interest
The Company shall disclose any actual or potential conflicts of interest in the Intent to Participate letter.

4. Criteria for selecting service providers
The decision to award any contract as a result of this RFP process will be based on Service Providers’ responses, subsequent negotiations or discussions and a successful audit. The decision-making process will consider the ability of each service provider to fulfil DNDi’s requirements as outlined within this RFP and the cost of the offer.
Proposals will be assessed against the main following criteria but not limited to:

4.1. **Technical criteria**
- Project approach, methodology and planning.
- Experiences/skills, level of company representatives assigned to this project.
- Quality and applicability of proposal presentation.
- Customer references.
- Data privacy protection measures in place in accordance with EU regulations.

4.2. **Capacity to deliver**
- Reasonable timelines.
- Project management capabilities.
- Experience with similar work.
- Profile of staff involved.

4.3. **Financial criteria**
- Realistic costing of the proposal with NGO rates when possible.
- All activities listed above to be quoted with detailed costing provided.

5. **Annexes**
   Annex 1: Intent to Participate letter
   Annex 2: Question Form