

Our Future Health

Researcher Billing Service

Procurement - Requirements

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1 Overview

Our Future Health requires a system where researchers will pay for their own cloud storage and compute when working in our Trusted Research Environment (TRE), to allow them to scale up their work and access resources as required. Once Our Future Health have their new cloud infrastructure and TRE live, the following outcomes will be required:

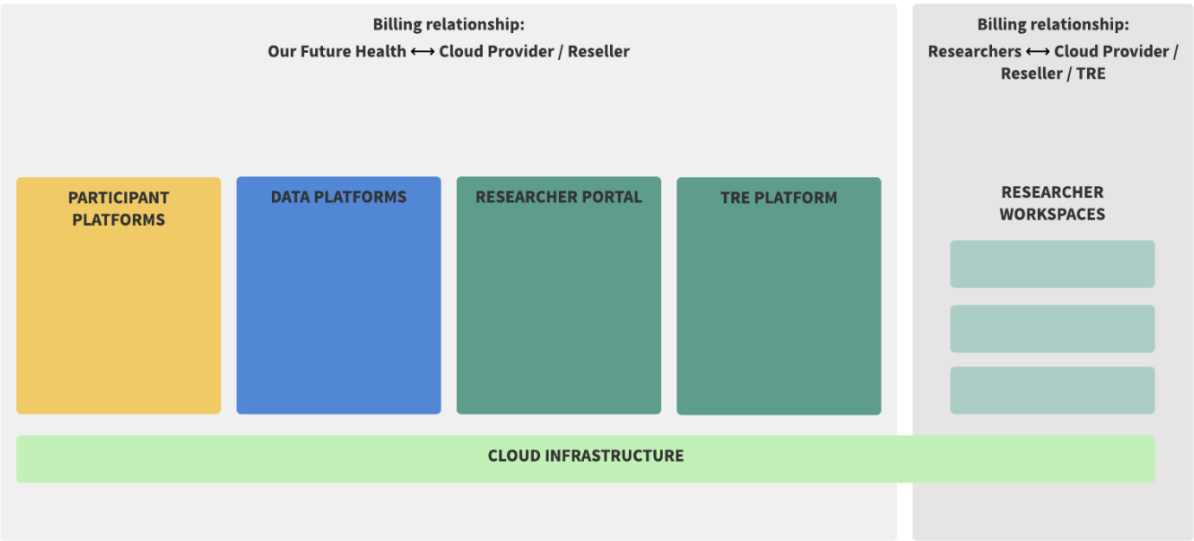
- Billing of researchers and collection of payments to be handled by a supplier or partner, not by Our Future Health.
- Our Future Health shall not be liable for the costs of researchers’ compute and storage within the TRE.
- Our Future Health shall not incur data transfer charges between the primary data store and the TRE.
- Cloud pricing shall be uniform for both Our Future Health's usage and researcher usage.
- Researchers shall receive credits for their initial cloud usage, funded by the Cloud Supplier.

Researchers may be affiliated with commercial organisations large or small, charities, universities, public or private sector organisations in many countries.

The Supplier must indicate whether they are using a Sub-Contracted Payment Provider to collect payment from the researchers or if they will be providing the service directly.

2 Billing models

We are aware that there are a variety of possible billing models, and that the solution depends on the specific Cloud Supplier (for Lot 1) and potential cloud reseller or partner. The diagram below illustrates the different billing relationships.



We understand that the successful bidder of our Researcher Billing Service could also be the successful bidder for our public cloud infrastructure procurement, or the successful bidder for our TRE procurement, or the successful bidder for all three lots. We therefore require Suppliers to

specify the billing models they would prefer to run and the models that they can work with, and to specify clearly if there are specific cloud or TRE Suppliers that they can or cannot work with.

We are aware of three different billing models and Suppliers may propose others:

- Researchers bring their existing cloud billing account to use within the TRE.
- Researchers are billed via a cloud reseller or partner. In this model, the reseller pays cloud charges and then is responsible to collect corresponding fees from researchers.
- Researchers are billed via the TRE Supplier.

Researchers' institutions or their employers may already have negotiated cloud pricing and have existing accounts from previous projects. A nice to have requirement would be that researchers can use existing accounts and billing.

3 Computation and storage costs

Suppliers are referred to the Cross Lot Requirements Document for estimates of scaling of storage and computation scenarios, and hence for the expected volume of billing, and scenarios for researcher numbers, whose usage of computation and storage we do not have estimates for at present.

4 Integration

As separate lots within this procurement we will be looking for a public cloud Supplier (Lot 1) and a Trusted Research Environment (TRE) supplier (Lot 2). The Researcher Billing System must handle the billing of researchers for their cloud usage within the selected TRE running on the selected cloud. We therefore require our billing partner to integrate with the selected cloud Supplier and TRE such that:

- Our billing Supplier must work with the cloud and TRE Suppliers to track the cloud costs and usage of researchers in our TRE
- Our billing Supplier must work with the cloud and TRE Suppliers to manage billing accounts for researchers, collect any monies owed and settle any cloud costs they incur

We require that any one-off or ongoing integration costs the billing Supplier incurs to create this billing relationship are included in the quoted pricing.

5 Pricing

It is a requirement that researchers do not pay higher rates for their cloud usage than Our Future Health.

As stated in the requirements for our public cloud infrastructure procurement (Lot 1 Requirements document), researchers working in our TRE should receive a saving on their compute list costs and storage list costs from our Cloud Supplier. We will consider different pricing models for our Researcher Billing Service and we expect suppliers to specify their preferred model. For example, they could add a markup to the cloud costs that they in turn are charged, as long as the

requirement above is maintained. Alternatively, they could offer to provide their service for free, funded by a cloud Supplier, or to charge Our Future Health a fee.

6 Ease of use

6.1 Account management

The lead registered researcher associated with an approved study will become the account holder for the workspace. This means that they are responsible for paying all the cloud activities in the workspace, which includes incurring cloud costs of collaborators within the workspace. We therefore expect account holders to be able to monitor jobs with their cloud costs incurred within the workspace.

We expect that the account holder will have the option to set thresholds by providing a maximum financial cost per month. The account holder should also have the option to set different caps for different users or have a blanket cap for all. The collaborators within the workspace should have some way of knowing how much allowance they have remaining.

In the case that no threshold is set by the account holder, account holders should be notified of any activity (e.g., analysis, downloading summary data) on the platform that would be deemed as excessive. In this case, we expect the account holder to be able to stop such activity.

Additional features that enable better cloud cost management such as estimating cloud costs prior to running large scale analysis would allow researchers to be aware of what the costs of executing that run would be. Furthermore, collaborators should be provided with estimated egress or ingress costs prior to downloading or uploading results or data.

6.2 Transactions

The account holder should be provided with monthly downloadable invoices. Account holders should be able to view their billing history and breakdown of usage by line item, with the ability to query a bill at any specific point in time. Furthermore, account holders should have the option for the invoice to be emailed to their designated email address each month. Lastly account holders should be able to see a cloud bill trend in order to help monitor and track costs over longer periods of time such as a year.

6.3 Payment methods

Since the person responsible for billing varies depending on the institution, we expect researchers to be offered different payment methods. Examples include, but are not limited to, debit card, credit card, direct debit and electronic bank transfer.

For card payments, the environment provided (such as a billing user, payment portal or service) and associated third party payment providers and gateways must be PCI-DSS compliant. An Attestation of Compliance (AOC), that covers all services and any third parties, must be in place that is updated on an annual basis and a copy provided to Our Future Health on request.

It is the supplier's responsibility to ensure that the current version of the PCI-DSS standard is applied, and upcoming changes from version 4 of the standard are applied as they become available. Where there may be instances when Our Future Health comes in scope for any shared

responsibilities to meet requirements, these should be communicated and agreed as soon as they are identified.

6.4 Users and experience

There will be a variety of different user types/personas that will be interacting and managing the platform billing. However, we consider the main two are:

1. Researchers (e.g., department lead, principal investigator)
2. Finance department of institution

It is important that the billing service provides a simple and intuitive user experience for each of the personas.

The Supplier shall ensure that all web-based interfaces for researchers are tested for accessibility using standards such as the Web Content Accessibility Guidelines (WCAG). Our Future Health aims to maintain an AA rating across all services.

7 Future-proofing and portability

As we are running a very long-term health research programme that may last decades, we must consider that all components of our technology stack will be replaced over time. We will be interested to hear proposals from billing suppliers around the interoperability and portability of their system in the future, should we decide to work with alternative cloud or TRE suppliers or migrate to new Suppliers of a researcher billing service.

7.1 Improvements and new features

As Our Future Health will be a long-term project, we are keen to ensure that the billing service is iterated and improved to maintain the service as a market leading platform for research as more participants, data and researchers use the platform scale. We would seek commitments from Suppliers for continual product development based on user feedback with new releases at least twice a year.

8 Payment responsibilities

Our Future Health will not be responsible for payment of any researcher cloud charges and will not be liable for any unpaid sums in relation to Researcher Billing.

If the service is provided by the Lot 2 Supplier, the Lot 2 Supplier shall establish how the money is paid over to the Lot 1 Supplier and at which frequency via the Collaboration Agreement.

The Supplier, or the chosen Sub-Contracted Payment Provider, will have a way of processing the Refunds and Chargebacks to the payment account

9 Compliance

9.1 Financial Conduct Authority

The Supplier shall be registered and authorised by the Financial Conduct Authority (FCA) to provide the services for Researcher Billing.

The Supplier shall provide evidence of their registration or authorisation prior to the Contract Start Date, and on each anniversary of the Contract Start Date.

If the Supplier is using a Sub-Contracted Payment Provider to deliver the Researcher Billing Service, the Supplier shall ensure that the Sub-Contracted Payment Provider is registered with and authorised by the FCA prior to Contract Start Date and shall provide evidence of that to Our Future Health.

9.2 Personal Data

In accordance with PCI-DSS, all payment and transaction data processed for, and on behalf of, the researchers and the Supplier shall be held and processed according to GDPR legislation as updated from time to time.

10 Project sequencing

During the Beta period it will be possible for the Supplier to provide a more limited set of functionality if it is not possible for the full solution to be available in time. For this MVP version the Supplier must ensure that researchers are billed for their cloud usage, explained above and repeated here:

- Our billing Supplier must work with the cloud and TRE Suppliers to track the cloud costs and usage of researchers in our TRE
- Our billing Supplier must work with the cloud and TRE Supplier to manage billing accounts for researchers, collect any monies owed and settle any cloud costs they incur

The Supplier must provide a proposal about any Minimum Viable Product (MVP) version and how functionality will be released over time as part of their implementation plan. As an example, if necessary, the Supplier can substitute a manual service for any web user interface self-service components such as registration of payment methods, viewing invoices and so on. We anticipate a smaller number of researchers during the Beta period.