**Frequently Asked Questions (FAQs)**

**RAISEonline replacement service accreditation**

FAQs published 9 December 2016:

1. **Can accredited suppliers use the term “Accredited by DfE” on their company literature/websites?**

No.  Accreditation is a tool to enable privileged early access to data only and should not be used as DfE’s endorsement of suppliers’ services.

1. **Will the RAISEonline replacement service have a new name?**

The project is currently in discussion with the Government Digital Service to fully understand the naming criteria which will support this decision.

1. **Will the Ofsted Inspection Dashboard be available through the RAISEonline replacement service?**

Yes, current plans are that the new service will host the dashboard on behalf of Ofsted.

1. **Are there any constraints on the type of analysis an accredited supplier can offer?**

No, as long as it is clear which measures are DFE recognised measures (and the supplier’s product presents these entirely consistently with DfE’s definitions) and which ones are not.

1. **Will Local Authorities be given privileged early access to data?** *(updated 16/12/16)*

Under current arrangements Local Authorities (LA) will not be given this access. Accreditation is for organisations who can create solutions that support schools and others across the country in analysing performance data. If an LA wants to develop a service that is usable nationwide, with appropriate security levels etc., then an accreditation application is legitimate.

1. **What data will Accredited suppliers be given access to and will this be anonymised?**

Accredited suppliers will be given privileged early access to National, school and pupil level data. On accreditation, suppliers will be asked to select which data files they require to support their products and whether or not data is required to be anonymised.

1. **Does everyone have to apply for accreditation?**Those who wish to use early access to RAISE data to develop products require accreditation. If you do not need early access and you currently receive data via the National Pupil Database or directly from the schools you work with, there is no reason why these arrangements cannot continue, subject to their own processes.
2. **How many schools have you engaged with as part of your user research?**

Our research is continuing throughout the build of the new system.  As of the end November 2016, we have engaged in detail with almost 50 head teachers, assistant head teachers, deputy head teachers, vice head teachers and data managers at schools.  Additionally, we have spoken to a wide range of School governors, Multi-academy trusts, Local Authorities, HMIs, Ofsted Data Analysts, Regional Schools Commissions and Education Advisors.

1. **Can we see the emerging design of the new replacement service?**

Several potential suppliers have expressed an interest; we are planning demonstrations in February/March 2017.  We will announce these on Contracts Finder so those who register will receive notifications.

1. **What type of reports will be provided by the new service**? *(updated 13-01-2017)*

For April 2017 (MVP), we are concentrating on a set of reports covering key metrics at KS1,2 and 4, including the facility to explore data further through filterable reports at group level down to individual pupil records, for users with appropriate access. We will be delivering further reports, including Question Level Analysis, in subsequent deliveries post April 2017.

1. **Will 'trend' data reporting be available in the new service?**

We do not anticipate trend data being available in the new service. Going forward as data becomes available we will include some trend data.

1. **Does the new service provide a facility for schools to upload their own data?**

Current expectation is that the facility for schools to upload their own data will not form part of the new service.

1. **How will data be presented in the new service e.g. will it be aggregated?**

Both pupil level and aggregated data will be available in the new service.

1. **Will suppliers have access to a testing environment so they can familiarise themselves with the new service before it goes live?**

The Department will consider whether it will be feasible to create dummy accounts to enable suppliers to test the new service.

1. **Can the Department confirm what type of service desk arrangements will be in place for the new service?**

We are currently scoping the service desk arrangements. These will be confirmed with accredited suppliers at a later date.

1. **Will historical data be available to accredited suppliers of the new service?**

No. Accredited suppliers will only have early access to data held on the RAISEonline replacement service.

1. **Currently, RAISEonline reports highlight areas of concern for school, will this reporting function be available in the new service?**

Statistical significant testing areas of concern is not something we are intending to build into the initial release in April, however it may be included in future developments of the service.

1. **What is the rationale behind the evaluation criteria?**

The aim is to open the market and encourage suppliers to provide innovative services to the schools who wish to procure them.

1. **How will schools be able to validate incorrect data in the new service**?

This will form part of the service management arrangements. The process for validating incorrect data will be confirmed once the service management arrangements have been developed.

1. **What type of data will be used to populate the Beta version of the new service?**

The Department aims to use published 2016 data, subject to security assurance, within the Beta version of the new service.

1. **Will accredited suppliers be able to carry out their own analysis and produce their own performance measures for use by schools?**

Yes. Any additional performance measure produced by accredited suppliers will need to be clearly labelled to show it is not a DfE performance measure.

1. **Will raw and validated data be available in the new service?**

Yes, both sets of data will be available to accredited suppliers.

1. **Will dummy schools be available for training purposes?**

This will be considered as part of our planning.

1. **Will DfE supply guidance on user data permissions (access rights)?**

Yes, the Department is planning to provide guidance.

FAQs added 16 December 2016:

1. **Can suppliers obtain a list of all the suppliers that have expressed an interest in becoming accredited for early access to data via the new service?**

We are unable to share the list of suppliers. However, with your permission we can pass on your details to the other suppliers and ask that they contact you directly if they wish to collaborate.

1. **What day of the week are the updated FAQs published?**

We plan to upload a revised FAQ list to Contracts Finder each Friday. If you register and select “Watch this notice” you will receive a notification when the Notice is updated or changed.

1. **Will the DfE cap the number of data files any one user can access?**

Whilst we are working through this level of detail in the design, we anticipate users will have access to the right amount of data to meet their legitimate need.

1. **Can accredited suppliers approach Ofsted to offer data services?**

Ofsted are happy to be contacted via the following e-mail address: rebecca.driffield@ofsted.gov.uk.

FAQs added 23 December 2016:

1. **Will you be considering applications on an ongoing basis or is this a one-off opportunity?** *(Amended 20/01/2017)*

Yes, new expressions of interest will be invited from the market on an annual basis.

The arrangements for the 2018 invitation will be confirmed later this year.

1. **Question 2 of the specification document states "Do you comply with the all the Departmental Security Standards detailed in Schedule 3 of the Accreditation Agreement? If not, will you meet and be able to evidence compliance by 31/03/17?" Can the Department supply copies of the relevant documentation that bidders have to confirm compliance with in this area?**

The Departmental Security standards referred to are listed on pages 30 to 34 of the Accreditation Agreement.  Applicants are required to confirm compliance with each of the clauses listed. Some clauses refer to a security standard the details of which can be found on the internet. Further evidence is required only where there are gaps in compliance at the time of application.  In these cases, applicants would be required to evidence non-compliance by 31/03/17 should they be successful in the award process.

1. **Can the Department confirm the latest date that clarification questions can be submitted from bidders?**

The Accreditation helpdesk mailbox will not accept any clarifications/queries about the accreditation process from 19/01/17. This will enable us to respond and publish all outstanding queries so that interested parties have the same information available to them before submitting their applications. The helpdesk however, will remain open for receipt of applications up to 12pm on 25/01/17 as per the invitation to apply for accreditation.

1. **What sorts of organisations currently have this access to the data and what they use it for?**

RAISE online is largely aimed at schools, Local Authorities and Academies; providing key target setting and school performance evaluation information using curriculum and accountability measures. The list of users is here: <https://www.raiseonline.org/forgotPassword.aspx>. RAISEonline is available free to users. Many users also purchase value –added services which go further in terms of analytics, reporting and predictive work than the RAISEonline solution.

1. **Who do the ISO standards apply to? Is it the applicant or rather the applicant’s data centre? Typically, similar tenders refer to the data centre being ISO compliant, but the phrasing here is ambiguous and appears to refer to the applicant but not the data centre.**

Security experts have advised that ISO27001 compliance is not limited to data centres only. All services provided by the applicant should be included within the scope of their ISO27001 certification.

FAQs added 13 January 2017:

1. **What format will the early data come in?**

We plan to make the files available in csv, xls and xlsx formats.

1. **Would it be possible to 'pick' the schools or areas we receive data for, or will it involve a download of the entire country's data for suppliers to then filter?**

For privileged early access to data in 2017, the bulk download is likely to include all schools across the country.

FAQs added 20 January 2017:

1. **What is the definition of ‘Term of Birth’ as listed in the Accreditation Agreement, Schedule 1 – 3.2.4 (Document 5)?**

RAISEonline defines the ‘Term of Birth’ as:

* Pupils born in January, February, March or April are categorised as ‘Spring’.
* Pupils born in May, June, July or August are categorised as ‘Summer’.
* Pupils born in September, October, November or December are categorised as ‘Autumn’.