**Order Schedule 20 (Order Specification)**

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyers under this Order Contract

**Statement of Requirement**

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**1 INTRODUCTION**

a. The Defence Infrastructure Organisation (DIO) Service Delivery Accommodation – has a requirement for a Customer Satisfaction Tracker Survey, the purpose of which is to measure satisfaction with the provision of Service Family Accommodation (SFA) in the UK.

**2 PURPOSE**

a. As part of the ongoing transformation of Housing Services for Service Personnel and their families, it is important that customer satisfaction continues to be gauged. A representative and definitive assessment will allow key issues to be identified and allow improvement initiatives to be properly directed. In addition, it will provide a clear and accurate record of customer satisfaction in the quality of the housing service for the wider Ministry of Defence (MOD) and other interested parties such as the House of Commons Defence Committee.

**3 BACKGROUND TO THE AUTHORITY**

DIO Accommodation is a part of the MOD and is responsible for the allocation and maintenance of some 50,000 SFA in the United Kingdom.

**4 BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT**

A three-year tracker survey is required, with an option to extend for up to an additional twelve months, to be carried out by telephone on a monthly basis for the utilising questions which have been developed using the HouseMark [[1]](#footnote-1)STAR (Guide to Running Perception Surveys) methodology. Surveys will be taken from a randomly selected group of occupants (750 per month), provided by client, and the results presented at the month end. A quarterly report is also to be produced detailing, but not restricted to:

* + Survey Methodology and Response
  + Interpretation of Data
  + Summary of Main Findings
  + Main Conclusions and Recommendations
  + Areas of High Performance
  + Areas for Consideration
  + Satisfaction Comparison
  + Dissatisfaction Comparison
  + Main Findings
  + Tables and Figures for the above.
  + Complaints data

There is also a requirement for the Supplier to provide a monthly report, confirming who, from the list provided, has been successfully surveyed.

**5 SCOPE OF REQUIREMENT**

a. Each month for 36 months, DIO Accommodation will provide the Contractor with a list of approximately 2500 randomly selected telephone numbers/email addresses and licence holder names of SFA occupants in the UK. The Contractor shall contact occupants between 10am and 6pm Monday to Friday and having introduced themselves and explained the nature of the survey, the questions listed below in Table 1 shall be asked. Each month, the Contractor shall work through the list provided until 750 surveys have been completed. It is anticipated that in the majority of cases, the person answering the request for survey is likely to be the spouse of the Service Person, holding the licence to occupy, but a facility shall also be made available for the survey to be completed by means of a return telephone call, should the occupant wish to do so.

b. Only the licence holder or spouse of the licence holder is eligible to complete the survey.

**Table 1:** **CUSTOMER SURVEY QUESTIONS**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Question** | **Response Options** | | | | |
| 1 | How satisfied or dissatisfied are you with the service provided by DIO Accommodation and its Contractors? | Very Satisfied | Fairly Satisfied | Neither | Fairly Dissatisfied | Very Dissatisfied |
| 2 | How satisfied or dissatisfied are you with the rules that govern your entitlement to SFA? | Very Satisfied | Fairly Satisfied | Neither | Fairly Dissatisfied | Very Dissatisfied |
| 3 | How satisfied or dissatisfied are you with the overall quality of your home? | Very Satisfied | Fairly Satisfied | Neither | Fairly Dissatisfied | Very Dissatisfied |
| 4 | How satisfied or dissatisfied are you with your SFA estate as a place to live? | Very Satisfied | Fairly Satisfied | Neither | Fairly Dissatisfied | Very Dissatisfied |
| 5 | How satisfied or dissatisfied are you with the upkeep of communal areas, including grounds maintenance? | Very Satisfied | Fairly Satisfied | Neither | Fairly Dissatisfied | Very Dissatisfied |
| 6 | How satisfied or dissatisfied are you that your daily occupancy charges provide value for money? | Very Satisfied | Fairly Satisfied | Neither | Fairly Dissatisfied | Very Dissatisfied |
| 7 | How satisfied or dissatisfied are you with the arrangements for allocating SFA to you? | Very Satisfied | Fairly Satisfied | Neither | Fairly Dissatisfied | Very Dissatisfied |
| 8 | How satisfied or dissatisfied are you with the way your Move In was dealt with? | Very Satisfied | Fairly Satisfied | Neither | Fairly Dissatisfied | Very Dissatisfied |
| 9 | How satisfied or dissatisfied are you with the way your Move Out was dealt with? | Very Satisfied | Fairly Satisfied | Neither | Fairly Dissatisfied | Very Dissatisfied |
| 10 | How satisfied or dissatisfied are you with the way you can contact the contractor for repairs and maintenance? | Very Satisfied | Fairly Satisfied | Neither | Fairly Dissatisfied | Very Dissatisfied |
| 11 | How satisfied or dissatisfied are you with the way the contractor deals with repairs and maintenance issues? | Very Satisfied | Fairly Satisfied | Neither | Fairly Dissatisfied | Very Dissatisfied |
| 12 | How satisfied or dissatisfied are you that DIO Accommodation listens to your views and acts upon them? | Very Satisfied | Fairly Satisfied | Neither | Fairly Dissatisfied | Very Dissatisfied |
| 13 | Associated with any Service Family Home what do you consider to be the most important factor? | Free text |  |  |  |  |
| 14 | If you had a choice what would you ask to be improved in your home? | Free text |  |  |  |  |

1. **PROGRESS MEETINGS AND REPORTS**
2. Contract Start-up Meeting. A contract start-up meeting will be required between the Authority and the Contractor within 14 (fourteen) Calendar Days of the contract commencement date, or such other mutually agreed period following contract award.
3. Performance Meetings. Starting 5 months after the commencement of the contract, 3 monthly progress meetings will be required between the Authority and the Contractor to monitor performance against Key Performance Indicators. The Contractor is to schedule. Depending on on-going results there may be a requirement to adjust questions 14 and 15 to adapt to any identified issues to enable more focused questioning.

c. Survey Report Requirement:

* The Authority will provide details of those occupants to be surveyed by the 10th (tenth) Calendar Day of each month. The Contractor will complete the survey by the end of that month and present the survey results by the 10th (tenth) Calendar Day of the following month. Survey results shall be presented electronically, normally through a ‘Dashboard’ format to the DIO Project Manager named in box 2 of Annex A (DEFFORM 111) and shall include graphical representation of the responses along with trend analysis. This may include, for coherence purposes, the results of previous surveys carried out by a previous Contractor. The Contractor will need to return to the Buyer, by the 10th (tenth) Calendar Day of the following month, a list of occupants who have been successfully surveyed.
* A Quarterly Summary Report:
  + A quarterly summary report is also to be provided, normally by the 20th (twentieth) Calendar Day of the month after the end of the quarter.
  + PDF Accessibility Requirements **-** All quarterly survey reports are published on the GOV.UK website in Portable Document Format (PDF). All reports produced by the research contractor need to be made available as PDFs, meeting [Web Content Accessibility Guidelines (WCAG) 2.1](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.w3.org%2FTR%2FWCAG21%2F&data=04%7C01%7CJayne.Smith943%40mod.gov.uk%7C29071f2ce976414effd908d9bfb67beb%7Cbe7760ed5953484bae95d0a16dfa09e5%7C0%7C0%7C637751612748648217%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=JXJ13uKciVyj9WxGMD4BpE32Zhy0h%2BGc3F%2Bk9gq7wyE%3D&reserved=0). All PDFs must pass the full check for WCAG Level AA without any warnings. The reports are published on this section of the GOV.UK website:

[DIO accommodation customer satisfaction tracker survey: index - GOV.UK (www.gov.uk)](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.gov.uk%2Fgovernment%2Fcollections%2Fdio-accommodation-customer-satisfaction-tracker-survey-index&data=04%7C01%7CJayne.Smith943%40mod.gov.uk%7C29071f2ce976414effd908d9bfb67beb%7Cbe7760ed5953484bae95d0a16dfa09e5%7C0%7C0%7C637751612748804455%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=gqsU%2BvqYBERDAjJ1AaHMhM%2Fe2ppJs%2BznIrplqrbzCvo%3D&reserved=0)

* + The contractor should use suitable professional PDF creation software - such as Adobe Acrobat Pro or Kofax Power PDF - to check the final reports and ensure full accessibility compliance is met.
  + PDFs must contain all appropriate Alternative Text, Tags and have Bookmarks for key sections/chapters/annexes. Further guidance is available in the attached PDF Accessibility Guide.
* The Contractor shall make proposals for the optimum way to present levels of customer satisfaction. This is currently presented through percentages, but the Authority would like to explore the potential for other options, such as the Net Promoter Score.

**7 SERVICE LEVELS AND PERFORMANCE**

a. The Authority will measure the Contractor’s service level by the following Key Performance Indicators:

* Monthly Reports to be provided by 10th (tenth) calendar day of the month following the survey month (eg January survey data to be provided by 10 February).
* Quarterly Reports to be provided by 20th(twentieth) calendar day of the month following the quarter end.
* Quality of the Quarterly Report, full detail to be agreed at Initial Contract Start Up Meeting.
* The Quarterly Report is provided in the correct PDF format as stated in para 6c

The Authority will also carry out ad-hoc assurance of the service provided to ensure that it meets fully the contractual requirements. In addition, it may request any management information it deems necessary for the effective provision of the service.

b. Surveys are to be monitored on a regular basis by supervisors so that a 10% check of each interviewer’s quota of calls shall be undertaken each month. All interviewers are to be fully trained in this field of work and should receive a comprehensive briefing prior to the commencement of the fieldwork so they are fully aware of the requirement. Telephone calls shall be made in line with industry standards, and codified through the contractual arrangement

**8 LOCATION**

Surveys will be carried out by telephone with respondents located throughout the United Kingdom.

**9 SECURITY REQUIREMENTS**

a. The level of Cyber Risk Outcome for this requirement has been assessed as Low following the Cyber Risk Assessment utilising the online tool at <https://suppliercyberprotection.service.xgov.uk/>. This generated a unique Risk Assessment Reference (RAR) of 272499433.

b.DEFCON 658 (Cyber Security) shall be a mandatory condition of the contract. In accordance with the Defence Cyber Protection Partnership Cyber Security Model for Low risk contracts, Suppliers are required to hold valid Cyber Essentials certification by the contract commencement date, which must be renewed annually.

c. The Supplier awarded the contract shall be required to conform to DEFCON 658 and undertake a renewed SAQ annually.

1. https://bloom-digital.s3.eu-west-2.amazonaws.com/housemark/wp-content/uploads/2021/06/09165456/Housemark-STAR-guide-to-running-perception-surveys\_new-brandfinal.pdf [↑](#footnote-ref-1)