December 5 response December 7

Are the “users” of the service/platform the London Councils’ officers (part of HR Metrics Service team)? How many?

**The users will be London Councils’ officers and officers based in the London boroughs – typically directors of HR and HR metrics officers, and possibly also a range of other HR/performance users. Please see requirement 11 for further details**

Are the “customers” of the service/platform the London Borough’s officers? How many?

**There are 33 boroughs –we do not know the figure as it has been unlimited.**

Can you please share the number of survey questions, broken down by survey, on 2017 surveys? Did it increase vs 2016?

**The surveys vary in complexity and length. Currently there are 11 surveys. One of the largest surveys has 3140 entries per borough.**

Can you please share the number of survey responses, broken down by survey, consumed in 2017? Did it increase vs 2016?

**There has been a response rate of 33 the lowest return has been 23 based on previous years there is little variance in response levels**

How will the individual boroughs be collecting the data for the survey responses?

**They will have their own HR systems for collecting data**

Can you please shed some light on the type and amount of legacy data that will need be to be migrated from current system?

**There is one survey which is seven years old. Others have been introduced over this period. Currently there are 11 and it is expected that there may be more in the future. We can not provide an answer for the number of data items but some of the surveys are large.**

Does the current contract/supplier offer functionality and services to comply with all requirements in Annex A and Annex B, or is there new requirements for 2018?

**There is one survey which is seven years old. Others have been introduced over this period. Currently there are 11 and it is expected that there may be more in the future. We can not provide an answer for the number of data items but some of the surveys are large.**

Would the supplier be expected to work directly with the HR Metrics Service in the specification of the service, or individually with each council?

**The supplier will work with London Councils which provides the overall service to the boroughs**

Would the supplier be expected to provide full managed services (create all surveys, reports, dashboards, benchmark, etc.) or handover to London Councils’ internal teams?

**Yes with input from London Councils**

Do the MS Excel outputs mentioned in the tender document refer to raw data outputs?

**Most are a compilation of Borough responses with some calculated value for averages, total etc.**

Can you clarify requirement #40 in Annex B? “Browser side aggregation of "raw" data (within each user's browser so that the original raw data is not uploaded onto the system) to provide aggregate data for reports”

**Boroughs have data sets which are large and complex and we may at time have a requirement for a summary of this data in a simple form.**

Is the current cost charged to the various Boroughs just a breakdown of the total cost? (e.g. £33,000 / 33 boroughs = £3,000 to each borough)

**The current cost per borough is £1,000 (i.e. £33k / 33 boroughs)**