

**Stakeholder Survey Contract – clarification questions and answers**

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| **Ref** | **Question** | **Answer** |
| Q1 | Do you have any similar organisations in mind that we could use for drawing comparisons on performance and perceptions? | We are interested in benchmarking performance and perception against organisations with similar regulatory functions, and/or of a similar size, predominantly (but not required to be exclusively) within the public sector. |
| Q2 | Would SSRO be able to email stakeholders the link to the online survey themselves? | The SSRO can email the link to the online survey to our stakeholders. |
| Q3 | We assume SSRO will contact stakeholders prior to the survey to inform that it’s happening and that they will be approached about taking part – is this correct? | The SSRO will make stakeholders aware of the survey in a number of ways before it takes place. In addition, only stakeholder organisations who have consented to take part will be sent the link to the online survey. |
| Q4 | What are the word limits for the answers in the Response to Tender? | There is no word limit for the answers in the Response to Tender but keeping responses as concise as possible will aid the SSRO’s review of all responses. |
| Q5 | Appendix 1 paragraph 2.7 reads “Our key stakeholders, who will be included in the survey, are within the MOD and the defence industry and up to 1500 stakeholders will be invited to complete the survey. Of these, approximately 1200 are predominantly users of DefCARS, and approximately 300 are stakeholders with whom we have contact across our work and the single source regime.” Are you able to provide any more information on the breakdown of stakeholders or of the different stakeholder groups/types within the 1500?  | Appendix 1 paragraphs 2.8 and 2.9 provide information about our key stakeholders. We have also included information in Append 1 paragraph 2.10 about stakeholders who we engage with less frequently and who will not be included in the survey. |
| Q6 | Appendix 1 paragraph 3.2a reads “Consideration should be given to browser compatibility and ensuring the online part of the survey is accessible to stakeholders on corporate networks who may have security measures in place restricting the nature of the internet sites users can access.” Did the 2018 research see stakeholders struggle to receive or access the survey due to such security/IT measures? If so, were any lessons learned to minimise this in future? | Some stakeholders had difficulty accessing the online survey. We undertook a lessons learned exercise after the 2018 survey and we believe we have identified the issues involved and how to address them if necessary.  |
| Q7 | Appendix 1 paragraph 3.2b reads “SSRO requires the successful bidder to undertake an initial online survey […] of up to 1500 named stakeholders (provided by the SSRO) […]. In the 2018 survey there was a stakeholder pool of 271 people, of whom 92 responded to the initial online survey.” Why was the number of stakeholders invited to the 2018 survey less than the number who will be invited to the 2020 survey? Was 2018 regarded as a pilot study, or have lists improved since 2018? Or have we misunderstood? | The number of stakeholders invited to participate in the 2018 survey simply reflected the smaller size of our stakeholder population at that time. The SSRO was fully established only in 2015 and our stakeholder population has grown in number since the 2018 survey. |
| Q8 | Appendix 1 paragraph 3.2c details that service requirements include “Analysis of the data gathered in respect of every question asked, and production of two reports detailing the survey findings.” Will any in-person presentations of the results be required? If so, how many and where? | We would expect to discuss the findings and the results at a working level with the project team, and this can be in-person or by phone/video conference, but no in-person formal presentations of the survey findings to our Board or executive will be required. |
| Q9 | Appendix 1 paragraph 3.2c reads “The analysed results should include benchmarking against the results of the 2018 survey (this data will be supplied by the SSRO), and benchmarking against other UK regulators and/or comparable organisations where possible.” The questionnaire at present does not seem to include reference to comparator organisations. Is the SSRO willing to include questions to allow comparison with comparable organisations – or is this benchmarking expected to come from external sources and/or desk research? | We would expect to be able to benchmark against other organisations (preferably some of whom should be named) using data either from external sources, desk research or from the findings of other survey’s undertaken by the successful bidder. |