

**Stakeholder Survey**

Appendix 2: Response to Tender Questions

[Name of bidder]

This section sets out the questions that the SSRO requires to be addressed for its assessment of the Quality/Technical element of the bid. This section carries a maximum overall weighting of 70 per cent. The SSRO encourages tenderers to present innovative ways of delivering the services. Such proposals are likely to attract the highest scores. Responses will be scored in accordance with the methodology set out in the Invitation to Tender document.

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| **Quality/Technical Requirement (70%)** |
| **1** | **Suitability of methodology within timescales:** Please provide a proposal detailing how you will undertake the stakeholder survey, and how this meets the SSRO’s requirements as set out in Appendix 1 to the specification and at sections 3.2 and 3.6. This should include details of how you will ensure browser compatibility and that 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 (Appendix 1, section 3.2a refers). You may make reference to other organisations for whom you have delivered similar work, if that would be helpful.  | 20% |
| **2** | **Analysis and presentation of results:** Please demonstrate how your interim and final report will provide the SSRO with a concise and clearly understandable product, that sets out the analysed and benchmarked results with commentary, which will be designed to help the SSRO understand the views of stakeholders in accordance with Appendix 1, section 3.2. Provide details of how you will reduce large volumes of complex data to their core messages, and how your reports will provide more than simple narrative descriptions of data, incorporating insights and comparative information that puts the results into context.  | 25% |
| **3** | **Expertise of team:** Please detail the academic / professional qualifications and relevant experience of the team who will undertake the survey and prepare the report, as detailed in Appendix 1, section 3.5, and the manager, as detailed in Appendix 1, section 3.6. | 10% |
| **4** | **Security and data handling**: Please detail how you will comply with the SSRO data protection requirements, as specified in Schedule 1 of the Terms and Conditions (Appendix 4). Please detail any holding of/compliance with any industry recognised security and data handling schemes/accreditations / certificates such as ISO security standards and Cyber Essentials/Cyber Essentials Plus, as detailed in Appendix 1, section 3.3 and 3.4. | 10% |
| **5** | **Conflicts of interest:** Please provide your approach to dealing with any conflicts of interest that may exist or arise with any of the stakeholders to be surveyed, including providing a copy of the relevant policy. | 5% |