

**SSRO-C-146 Stakeholder Survey 2025**

Appendix 2: Response to Tender Questions

[Name of bidder]

This document sets out the questions that the SSRO requires to be addressed as part of its assessment of the Quality/Technical element of the bid. The total Quality/Technical element carries a maximum overall weighting of 70%.

The SSRO encourages tenderers to provide innovative methods of service delivery that will add value to the services. Such proposals are likely to attract higher scores. Responses will be scored in accordance with the methodology set out in the Invitation to Tender document. This section sets out six questions relating to the Quality/Technical element of the evaluation and their respective weightings.

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| **Quality 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 section 3 of the specification and in particular at sections 3.2 and 3.6. 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 section 3.2 of the specification. 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. Also detail how you would make best use of significance testing, sub-group analysis, and comparability of results between survey years, and consider whether the sample size of any sub-groups of respondents needs to be boosted in order to obtain sufficient numbers of respondents to key survey questions. | 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 section 3.11 of the specification and the manager, as detailed in section 3.12 of the specification. | 5% |
| **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). Other than Cyber Essentials accreditation and accreditation / compliance with the ISO 27000 family (which are mandatory), please detail any further accreditations for/compliance with any industry recognised security and data handling schemes (section 3.9 of the specification refers).Please also provide details of the mitigations you have in place to prevent the survey invite, and any other relevant emails, being treated as SPAM when they are sent to the designated recipients. | 10% |
| **5** | **Ensuring delivery and accessibility of communications**: Please explain what mitigations you have in place to ensure (as best you can) that your emails (including the survey invite) to designated recipients are not treated as SPAM (section 3.10 of the specification refers). | 5% |
| **6** | **Conflicts of interest:** Please provide your approach to dealing with any conflicts of interest that may exist or arise owing to your organisation’s existing relationship with any of the SSRO’s stakeholders to be surveyed, consistent with clause 30 of the Terms and Conditions (Appendix 4). You may also include (and refer to) a copy of your relevant policy if that would be helpful. | 5% |