

**SSRO-C-127 Digital Board Software**

Appendix 2: Response to Tender Questions

[Name of bidder]

**Introduction**

This document sets out the questions that the SSRO requires to be addressed as part of its assessment of the tender requirement for the Quality section. Quality carries a maximum overall weighting of 70 per cent. The SSRO encourages bidders to present innovative methods of service delivery that will add value to the services. Such proposals are likely to attract the highest scores. Responses (other than to question 6) will be scored in accordance with the methodology set out in the Invitation to Tender document.

Bidders should note that question 6 (Sustainability) is not scored or weighted, but that a response must still be provided.

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| **Quality Requirement (70%)** | | |
| **Software requirements** | | **50%** |
| **1** | Please describe your proposed Digital Board Software solution and how it meets the SSRO’s requirements as set out in section 3 of the Specification and the Key Performance Indicators (Annex 1 of the Specification). You may make reference to other organisations for whom you are or have provided a similar solution, if that would be helpful.  Maximum 2000 words | 35% |
| **2** | Please explain how you will set up and implement the software requirements in accordance with Section 5 of the Specification, in order to achieve service commencement by 23 March 2024. A project implementation plan (which is excluded from the wordcount) can be used to support the answer provided.  Maximum 500 words | 10% |
| **3** | Please describe how your organisation will deliver initial training needs within the implementation timescales, and the ongoing training requirements as per section 6 of the Specification.  Maximum 500 words | 5% |

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| **Information and security** | | **20%** |
| **4** | Consistent with section 4 of the Specification and the contract terms, please describe the technical architecture details and description of your proposed system(s), including physical location of data centres, connectivity, data at rest and in transit protection, and user identification and authentication.  Please also provide details of any software, hardware, configuration or network requirements for the SSRO and confirm compatibility with the SSRO’s systems. You may include relevant supporting documentation and diagrams (which shall be excluded from the wordcount).  Maximum 1000 words | 10% |
| **5** | Please provide details of your IT system management processes, including incident and change management, performance, availability and security management. This must include details of your business continuity and disaster recovery arrangements that would apply to this contract.  Please provide details of your processes and policies that will apply to the handling of data classified as Official with the handling caveat of Sensitive in relation to this contract (defined as Sensitive Information in Schedule 1 of the contract). This must include reference to your Information Handling/Security policies that would apply to this contract (which must also be submitted with your Tender).  You may include relevant supporting documentation and diagrams (which shall be excluded from the wordcount).  Maximum 1000 words | 10% |

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| **Sustainability** | |  |
| **6** | Please provide details of your organisation’s policies in the following areas:   * Sustainability; and * Equality, Diversity, and Inclusion. | **Not scored or weighted** |