

Reporting Issues Management Process Digitisation

Appendix 2: Response to Quote 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%, which is allocated to the questions below.

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.

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| **Quality/Technical Requirement (70%)** | | |
| **Service requirements** | | **70%** |
| **1** | **Service Approach and Delivery [sections 2 and 3 of the Specification]**  (i) Please provide details of the organisation’s experience, with examples, relevant to the services and any relevant certifications **[paras 2.1 – 2.7 of the Specification**] **(20%)**; and  (ii) Please provide the CVs of the individuals that will be assigned to the contract and any certifications the individuals hold **[paras 2.8 and 3.1 of the Specification]** **(20%)**; and  (iii) Please provide your intended approach to the requirements set out, including estimated number of contractor days and indicative project plan, adding information that will help the SSRO understand your approach to service delivery **[paras 2.1 -2.13 of the Specification] (20%).** This should include:   * confirmation that you consider the work as set out in the Specification to be achievable and that resources are available to complete the work within the contract timeframe, by 12 March 2021. | 60% |
| **2** | **Conflict of Interest Management and Security Arrangements**  **Conflict of Interest Management** (**5%**) **[section 4 of the Specification and clause 30 of the Terms and Conditions)**  The SSRO is aware that contractors with relevant experience and expertise may encounter conflicts of interest due to working with, or having worked with, defence contractors who are subject to regulation by the SSRO.  Please provide details of:   * your organisation’s effective and efficient processes and procedures for assessing and managing conflicts of interest; and * how you will deal with conflicts of interest that exist on entering into the contract, or may arise during the period of the contract.   **Security Arrangements** (**5%**) **[Section 5 of the Specification and Schedule 1 of the Terms and Conditions)**  Delivering this service will require processing confidential or commercially sensitive information.  Please set out your intended approach to handling and storing sensitive information securely in accordance with Schedule 1 of the SSRO’s Terms and Conditions of contract included as part of the tender documentation. | 10% |