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| No. | Date Q submitted | Question | Response | Date response issued |
| 1 | 18/05/22 | Before going into this in more detail could you confirm what Sustrans will or will not accept in terms of video footage being sent outside the UK and/or sent outside the EU for enumeration?  This has become very common in recent years but it is something we tend to avoid.  If you allow this it will affect the prices tendered by some other companies and there are also some that have now lost the ability to process at all in the EU with all work outsourced to India.  There are a lot of claims made of contractual compliance with GDPR which impossible to verify.  This has become one of our standard queries for tenders of this type. In some cases we chose not to bid where price is a big factor in scoring and there is little restriction on where in the world personal data can end up. | Sustrans can send data outside Europe for processing but only under specific circumstances:  1.            If the data is being processed in a country which has an “adequacy agreement” with the EU: Andorra, Argentina, Canada (commercial organisations), Faroe Islands, Guernsey, Israel, Isle of Man, Japan, Jersey, New Zealand, Republic of Korea, Switzerland , the United Kingdom under the GDPR, and Uruguay. Shopify is an example of this, where data is initially processed in Eire, but then transferred to Canada, therefore compliant.  2.            If we have standard contractual clauses within the contract, which are specific clauses which impose heightened responsibilities of the extra-EU processors  We specifically use companies within the approved list or within the EU.  If you cannot guarantee data will not be processed outside the EU, then we will need them to ensure that the standard contractual clauses are in place – or else ensure that if they use a sub-processor, the clauses are in that contract.  We would also need confirmation that sub-contractors are compliant with being a Real Living Wage Employer. | 19/05/22 |
| 2 | 19/05/22 | Might it be possible to include a 5th Lot for Innovation, where new approaches could be outlined? This would enable Sustrans to include a wider range of organisations and take account of new approaches that may become mainstream over the lifetime of this Framework. | At this time we are only using the framework for the categories of data as listed. We will be open to trialling new and innovative technologies outside of the framework as and when possible | 20/05/2022 |
| 3 | 19/05/22 | Can you confirm that, if we were not to return the relevant documents, we would be automatically excluded from any future contracts with SUSTRANS | Sustrans will use the framework for work that falls into one of the four lots. Only under certain circumstances will the framework not be used but we will be required to justify reasons and still be required to prove value for money, quality and pass due diligence checks. | 20/05/22 |
| 4 | 20/05/22 | Would each worker within Temple be required to be MRS-qualified, or would it suffice that Temple itself is signed up to the MRS Code of Conduct and those specifically conducting the interviews are MRS trained? | We would expect survey coordination leads and people who run qualitative data collection (lot 4) and household surveys (lot 3) for us should be MRS qualified; fieldworkers on e.g. RUISs (lot 1) need not be MRS qualified (but good if they are MRS trained). | 26/05/22 |
| 5 | 25/05/22 | If bidding for 2 lots, do we need to submit the whole tender twice, or just include scenario pricing for both? | Just the scenario pricing will need to be submitted twice. | 26/05/22 |
| 6 | 25/05/22 | In the scenario pricing template, are the notes scored in any way? | The notes are not scored, they are for additional information only. | 26/05/22 |
| 7 | 25/05/22 | In the technical questions at 9.1 can you give any further explanation / clarity about what should be covered at bullet point (i) relating to local government consultancy? | We are looking for evidence of experience of working with local authorities. | 26/05/22 |
| 8 | 25/05/22 | At technical question 9.5 can you clarify what this means in the context of delivering qualitative contracts under Lot 4? | We want to know how the suppliers would prepare material from qualitative work – how they turn it from notes or audio recordings to digital format, what quality assurance measures would be in place (to eliminate errors), and how they would deal with any problems arising with the data (e.g. unclear notes or recordings, etc). | 26/05/22 |
| 9 | 25/05/22 | As a micro-SME we are exempt from needing our accounts to be audited, is it okay to provide a copy of our unaudited accounts? | Yes | 26/05/22 |
| 10 |  |  | We will accept applications from organisations who do not hold Market Research Society (or equivalent) membership only on Lot 4 - qualitative work. We would still like to know if organisations do have anyone with this membership but they will not be excluded from the selection process if not. | 26/05/22 |
|  | 30/05/2022 | *Unless otherwise agreed in writing by Sustrans, the Rates are inclusive of every cost and expense incurred by the Supplier in connection with the performance of the Services.*  Please could you confirm whether this is indeed the case, for example, incentives given to focus group participants can not be identified as a separate item? | We expect this will depend on each individual call-off contract. We will amend this clause. | 01/06/22 |
|  | 30/05/2022 | whether briefs in Lot 4 will be focused on data collection, or whether there will be opportunities for projects requiring more strategic analysis and guidance too? | Lot 4 will be a mix, we are looking at expanding this area of our data collection and analysis and are likely to need strategic analysis and guidance for some projects | 06/06/22 |
|  | 30/05/2022 | 1. Does Sustrans have an estimated, relative breakdown of budget across the 4 Lots? 2. The ITT has prescribed data collection methods - will Sustrans be open to more automated data collection methods? 3. Why does Lot 2 specify that traffic speed and volume survey data will only be collected at one location? 4. How has Sustrans identified the one location for Lot 2 traffic speed and volume surveys? 5. How has Sustrans selected the location of surveys in each Lot? | 1. We do not have an available budget breakdown of the individual lots. 2. Yes, definitely open to other methods, though in Lot 1 there are more restrictions. Proposing and costing an alternative approach which would give us the same data that we need would be welcome 3. Assuming this is referring to the scenario, this is just to allow us to get one priced example to compare suppliers 4. The scenario is just generic, if it helps to specific some assumptions about the location do the pricing that is fine. Through the framework there will be a lot of different locations at which we will need speed and volume surveys over the years 5. We have not yet selected the locations, these will depend on projects. As an example there are over 100 different locations across the UK where data collection under lot 1 or 2 might occur over the coming years. | 06/06/22 |
|  |  |  | We have amended the submission deadline to Thursday 9th June 12 Noon. | 07/06/22 |
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