

SurveyOptic Consultation and Engagement Platform

SurveyOptic is in use as a Consultation and Engagement platform across the public sector and can be found on Lot 2 of G-Cloud. It can be used as a self-service platform, but where additional assistance is required, SocialOptic are able to supply this, either through the SFIA rate card or through this Lot 3 offering, through our UK-based services team.

Professional services

Consultation builds

Consultations are often designed by a policy team, however where support with question design and consultation structure is required SocialOptic will work with you to design and develop a survey to meet your needs. In addition, where resource or expertise constraints require, we are also able to build your consultation in the platform ready for testing. The cost will depend on the size and complexity of the consultation, at £800/day

Survey testing and review

The SocialOptic team can provide cognitive review, accessibility testing, language analysis and design reviews for consultations. £400

Reporting and Custom Reporting

A standard set of reports and full data export are included in the platform subscription and can be accessed on a self-service basis. We are also able to run these reports on your behalf where resource is constrained and in particular for popular, large response set consultations. Custom report templates and live dashboards can also be produced and designed by SocialOptic at rate card rates. Cost to be scoped with the size and complexity of the project.

Theming and Redaction

Theming and redaction of open questions can be done from within the tool, but for large consultations or where a large number of open text questions have been asked, SocialOptic can also offer this as a service. The cost will depend on the number of question being treated and size of the response set, at £800/day

Integrations

SocialOptic can support integration into a range of third-party platforms via the SurveyOptic APIs, including building sophisticated workflows, approvals processes and payment integrations. Examples of our integrations include:

Gov.pay	Take payments for applications securely using established payment gateway
Gov.notify	Send invitation and response emails and SMS in GOV.UK format.
Jira	Provide a fully accessible front end to Jira processes and ticketing
Dynamics	Integrate responses with CRM workflows
Salesforce	Create surveys from Salesforce data, or provide accessible interface
HRIS systems	Import and export employee and contractor data.
LMS systems	Create learning paths and feedback mechanisms for courses.

Please ask about other integration needs

Onboarding

Optionally, SocialOptic can import all your existing consultations and response data from any standard file format at rate card rates.

Offboarding

There is no charge for exporting your data. This is a self-service action.

Training

SocialOptic also offer training. Initial user training is undertaken on contract commencement, and an annual update session is available to all trained users. Where training is required in addition to this for advanced skills or new users, this can be arranged. The cost of the training is:

£600/group for an online course
£1,600/group for an onsite course

For onsite courses, travel costs are payable at the standard T&S rates.

Maximum of 12 participants per class.

SocialOptic also offer a training subscription, which gives access to an on-line training course per quarter for training module of your choice, whether this is initial user training for new users, or advanced training from the suite of SurveyOptic training courses. The cost of this is £1,200/year.