



SurveyMind: G-Cloud 15 Service Document

SurveyMind is the state of the art platform that allows researchers to quickly analyse consultation responses. It leverages advanced AI technology to quickly develop coding frameworks and code responses. It aims to revolutionise the consultation process, significantly reducing the cost and time required to conduct a public consultation.

SurveyMind has successfully been used to conduct consultation for the Equality and Human Rights Commission (EHRC), Department for Transport (DfT) and a host of universities and other companies.

Our company was founded by former public sector researchers based in the UK, who envisioned a faster way to make sense of your research.

Data Management and Disaster Recovery

SurveyMind implements a rigorous data backup strategy, ensuring that user data is backed up daily. In the event of data loss, users can request a data restore, which SurveyMind aims to complete within 24 hours.

Our disaster recovery plan is designed to minimise downtime and data loss in the event of a catastrophic failure. This includes redundant systems and data mirroring across different locations to ensure business operations can continue with minimal interruption.

Onboarding and Offboarding Support

Onboarding: Documentation and tailored support are provided within the platform to help users get started. We also provide additional free training to Enterprise Account



holders. Any further training can be provided based on an individual's needs (at extra cost).

Offboarding: Should the agreement come to an end, we will, at the request of the Customer, either return or erase the Customer's Personal Data. Additionally, we will eliminate any copies of this data in our possession, unless we are obligated to keep the Customer Personal Data in compliance with relevant UK legislation.

Service Constraints

Regular maintenance is scheduled outside of peak usage times and users are notified in advance. Expect maintenance windows primarily during weekends.

Service Levels

SurveyMind aims for 99.9% uptime, excluding planned maintenance. Our infrastructure is designed to scale with demand to ensure consistent performance. Customer support is available during business hours (9 AM to 5 PM, Monday to Friday, GMT).

After Sales Support

We provide continuous access to updates and improvements as well as a dedicated account manager for premium users. Support can be accessed by email or phone. We aim to respond to all issues - both simple or requiring technical support - within 24 hours.

Technical Requirements

Users require a stable internet connection and we support the latest versions of Chrome, Firefox, Safari, Edge and Opera.

Outage and Maintenance Management



Our Outage and Maintenance Management approach is designed to ensure the utmost reliability and performance of our systems through a comprehensive and proactive strategy. We employ advanced monitoring techniques to continuously oversee the health and performance of our systems, enabling us to identify and address potential issues before they escalate into significant outages. In the event of an unexpected system outage, we ensure that stakeholders are promptly informed with notifications sent directly via email, minimising any potential disruption and allowing for swift mitigation actions. Following any significant incidents, we conduct thorough analyses to produce detailed post-mortem reports.

Hosting Options and Locations

Our data hosting services are anchored in the highest standards of security and compliance, as evidenced by our hosting in data centres that are certified under ISO 27001. Our facilities adhere to stringent security protocols and best practices for information security management.

Furthermore, we are committed to the principle that no data ever crosses international borders; all user data is securely stored and managed within the UK. This commitment underscores our dedication to data sovereignty, providing our users with the assurance that their information remains within the legal jurisdiction of the United Kingdom, thereby safeguarding their privacy and compliance with UK data protection regulations.

Access to Data (Upon Exit)

In the event that you decide to transition away from our service, we have put in place a robust system to facilitate a smooth and efficient data retrieval process.

Security

Our commitment to safeguarding your data is unwavering, manifesting through our adoption of rigorous security measures. We prioritise the protection of your information by implementing end-to-end encryption for all data transmissions. This ensures that



your data remains secure and inaccessible to unauthorised parties from the moment it leaves your device until it reaches its intended destination within our network.

Furthermore, we conduct regular security audits and compliance checks to ensure our practices are in alignment with industry standards. These audits are crucial for identifying potential vulnerabilities and ensuring that our security measures are not only current but also effective against evolving threats.

To complement these strategies, we enforce strict access controls. Access to sensitive data is strictly limited to authorised personnel, ensuring that only those with a legitimate need can access your information. This layered approach to security, combining encryption, regular audits, and stringent access controls, demonstrates our comprehensive commitment to protecting your data and maintaining your trust.



SurveyMind: Pricing

SurveyMind is a bespoke platform. Each project is priced differently depending on scope, number of questions, number of responses, delivery speed and level of quality assurance required.

Reference pricing can be seen below.

Volume & Questions	Scope of Work	Cost (excl. VAT)
15 questions 20,000 responses per question = 300,000 datapoints	• Categorisation • Coding • Thematic Analysis • Standard QA	£30,000
16 questions 50,000 responses per question = 800,000 datapoints	<i>As above</i>	£45,000
20 questions 100,000 responses per question = 2,000,000 datapoints	<i>As above, plus:</i> • Accelerated Delivery	£96,000

Additional Qual Research or Technical Support

£200 per hour (exclusive of VAT)