Please complete the applicable sections of the following form so that the Trustworthy Research Environment service team can conduct a Supplier Assessment against your organisation. Part A is for setting up new suppliers. Part B is for existing suppliers. Part A *Section 1* must be completed by all suppliers. Part A *Section 2* is only to be completed by suppliers of critical assets. You will have been informed by the TRE Service Team if you are a supplier of critical assets.

Completed forms will be stored securely within the University’s supplier record system, and it will not be shared with any 3rd parties.

|  |  |
| --- | --- |
| **Name of Company or University department** |  |
| **Postal Address** |  |
| **Name of contact** |  |
| **Phone number of contact** |  |
| **Email address of contact** |  |
| **Number of employees** |  |

**A: New Supplier Information Security Questionnaire**

**Section 1 – To be completed by all Suppliers**

|  |  |  |
| --- | --- | --- |
| **ID** | **Question** | **Response** |
| **Customer Support** | | |
| A1 | Have you previously supplied the University of Manchester with the same or a similar asset or service? | Yes / No |
| A2 | If the answer to A1 is ‘yes’ please provide more details here |  |
| A3 | Can provide a support contract that includes product maintenance and repair? | Yes / No |
| **Quality and Information Security Management** | | |
| A4 | Do you have procedures for handling information security incidents that relate to services you are providing customers? | Yes / No |
| A5 | Are you audited by a 3rd party to monitor the quality of the service you provide to your customers? | Yes / No |
| A6 | If the answer to A5 is ‘yes’ please provide details and state whether you are willing to share your audit results with us? |  |

**Section 2 - To be completed by Suppliers of Critical Assets only.**

|  |  |  |
| --- | --- | --- |
| **ID** | **Question** | **Response** |
| **Customer Support** | | |
| A7 | Does your support contract include a Service Level Agreement? | Yes / No |
| A8 | What are the working hours of your customer services team? |  |
| **Quality and Information Security Management** | | |
| A9 | Does your company have an ISO 9001 certified quality management system (QMS)? | Yes / No |
| A10 | Does your company have an ISO 27001 certified information security management system (ISMS)? | Yes / No |
| A11 | If the answer to A9 or A10 is ‘yes’ please provide details of any certification awarded to the relevant management system in recognition of meeting a widely recognised standard |  |
| A12 | Separate to the ISO9001/27001 standards, are you audited by a 3rd party to monitor the quality of the service you provide to your customers? | Yes / No |
| A13 | If the answer to A12 is ‘yes’ please provide details and state whether you are willing to share your audit results with us? |  |
| A14 | Can you provide evidence to confirm that your staff are qualified to provide the asset or service requested? |  |
| A15 | Do you have a business and/or information security continuity plan which includes a disaster recovery plan that you can share with us? |  |
| A16 | Do you have a relevant product road map that you can shared with us? | Yes / No |
| A17 | Please provide a brief statement to demonstrate continual improvement for the asset or service you provide your customers |  |

**B: Existing Supplier Information Security Questionnaire**

Responses only to be provided for an existing supplier of critical assets.

|  |  |  |
| --- | --- | --- |
| **ID** | **Question** | **Response** |
| B1 | If your postal address will be changing within the next 12 months, please provide it here |  |
| B2 | Have you reported a breach of information security to the Information Commissioner’s Office (ICO) within the past 12 months? |  |
| B3 | Has your company experienced any major organisational changes in the past 12 months, e.g. has it merged or been purchased by another company? |  |
| B4 | If the answer to B3 is ‘yes’ please provide details of these changes |  |
| B5 | Has your company experienced any organisational changes that will directly impact the quality of service you provide us? |  |
| B6 | If the answer to B5 is ‘yes’ please provide describe how this will impact the service/asset you provide over the next 12 months |  |
| B7 | For awards or certification you have previously gained in recognition of quality and/or information security: have any been revoked, expired or newly attained |  |
| B8 | If the answer to B7 is ‘yes’ please provide details of any new, revoked or expired awards or certification |  |