DASH Vendor Questionnaire Template (Digital & AI Suppliers)

1. Introduction

This questionnaire helps housing providers evaluate digital and AI suppliers against best practice in governance, security, and compliance.

It has been developed using:
- Responsible AI Institute (RAI) Supplier Assessment Framework
- Risk Management Framework for AI Procurement (aligned with NIST AI RMF & ISO 42001)
- AI Policy Template (RAI) – for clear governance guardrails
- Public Sector Best Practice – UK Gov Procurement Policy Notes on AI, GovAI Coalition templates, and international procurement toolkits

The questionnaire balances:
- Mandatory standards (security, GDPR, regulation)
- Quality measures (fairness, sustainability, support)
- A traffic-light dashboard for leadership assurance

This questionnaire is designed to help housing providers evaluate digital and AI suppliers quickly and consistently. Mandatory elements must be passed to proceed. Evidence should be provided for all responses.

2. Scoring System

Each question should be scored as follows:
- 0 = No evidence / not compliant
- 1 = Partial evidence / developing
- 2 = Strong evidence / fully compliant

Overall assessment:
- Green: ≥80%
- Amber: 60–79%
- Red: <60% OR any mandatory fail

3. Full Questionnaire

Section	Question	Mandatory (Yes/No)	Suggested Evidence Required	Score (0–2)
Supplier Profile & Governance	Do you have named Board/Exec accountability for digital/AI governance?	Yes	Org chart/role description	
Supplier Profile & Governance	Which certifications do you hold? (ISO 27001, Cyber Essentials Plus, ISO 42001)	No	Certificates	
Use of AI / Digital	Do you disclose AI/automation use, including third-party tools?	Yes	Documentation / contracts	
Use of AI / Digital	Do you provide human oversight where AI makes decisions?	No	Process documentation	
Reliability & Safety	What testing/assurance do you use (internal/independent)?	No	Test reports / audits	
Reliability & Safety	Do you have an incident response and redress process?	No	Policy / SLA	
Fairness, Bias & Transparency	Have you conducted bias/accessibility reviews?	Yes	Audit report / Equality Act review	
Fairness, Bias & Transparency	Do you provide plain-English documentation for clients/residents?	No	Guides / manuals	
Data Integrity, Privacy & Security	Are you certified (Cyber Essentials Plus or ISO 27001)?	Yes	Certificates	

Data Integrity, Privacy & Security	Is client data stored in UK/EU and not reused for training without consent?	Yes	Policy / contracts	
Data Integrity, Privacy & Security	Do you comply with UK GDPR (e.g., DPIAs, subject rights)?	Yes	Policies, DPIAs	
Risk Mgmt & Compliance	Do you perform lifecycle risk assessments (design → deployment → monitoring)?	Yes	Risk logs	
Risk Mgmt & Compliance	How does your solution align with housing regulations (SHRA 2023, Awaab's Law, Consumer Standards)?	Yes	Policy/compliance mapping	
Sustainability & Ethics	Do you measure/manage the environmental impact of your digital/AI systems?	No	ESG reports	
Sustainability & Ethics	Do you conduct tenant/resident impact assessments?	No	Impact assessment report/case study	
Support & Exit Strategy	Do you provide SLAs for uptime/response?	No	SLA documentation	
Support & Exit Strategy	Do you provide an exit strategy (data portability, avoiding lock-in)?	No	Contract clauses	

4. Supplier Copy (to Send Out)

Vendor Questionnaire – Digital & AI Supplier Assessment

Dear Supplier,

As part of our procurement process, please complete this questionnaire and provide supporting evidence where possible. Mandatory elements are highlighted and must be passed.

Section	Question	Mandatory (Yes/No)	Evidence Required
Supplier Profile & Governance	Do you have named Board/Exec accountability for digital/AI governance?	Yes	Org chart/role description
Supplier Profile & Governance	Which certifications do you hold? (ISO 27001, Cyber Essentials Plus, ISO 42001)	No	Certificates
Use of AI / Digital	Do you disclose AI/automation use, including third-party tools?	Yes	Documentation/contracts
Use of AI / Digital	Do you provide human oversight where AI makes decisions?	No	Process documentation
Reliability & Safety	What testing/assurance do you use (internal/independent)?	No	Test reports / audits
Reliability & Safety	Do you have an incident response and redress process?	No	Policy / SLA
Fairness, Bias & Transparency	Have you conducted bias/accessibility reviews?	Yes	Audit report / Equality Act review
Fairness, Bias & Transparency	Do you provide plain-English documentation for clients/residents?	No	Guides / manuals

Data Integrity, Privacy & Security	Are you certified (Cyber Essentials Plus or ISO 27001)?	Yes	Certificates
Data Integrity, Privacy & Security	Is client data stored in UK/EU and not reused for training without consent?	Yes	Policy / contracts
Data Integrity, Privacy & Security	Do you comply with UK GDPR (e.g., DPIAs, subject rights)?	Yes	Policies, DPIAs
Risk Mgmt & Compliance	Do you perform lifecycle risk assessments (design → deployment → monitoring)?	Yes	Risk logs
Risk Mgmt & Compliance	How does your solution align with housing regulations (SHRA 2023, Awaab's Law, Consumer Standards)?	Yes	Policy/compliance mapping
Sustainability & Ethics	Do you measure/manage the environmental impact of your digital/AI systems?	No	ESG reports
Sustainability & Ethics	Do you conduct tenant/resident impact assessments?	No	Impact assessment report/case study
Support & Exit Strategy	Do you provide SLAs for uptime/response?	No	SLA documentation
Support & Exit Strategy	Do you provide an exit strategy (data portability, avoiding lock-in)?	No	Contract clauses