

Q1- Can you please clarify if Criterion 5 "Accessibility and ease of use of the proposed systems reporting requirements" is related to the requirements on page 32 of document "NMRN Open ITT - Social Media Management Platform 2023 - Full version" listed under the heading "A platform with comprehensive reporting, data and analytics features alongside the monitoring and engagement software"?

- Yes but also linked to criteria 1, able to demonstrate the proposed system and that it meets all of the specifications outlined.

Q2- Can you please confirm how many users will require access to the platform and if these users require the same level of access on the platform? If they require different access can you please confirm what this access would be?

- We are currently unsure on the total amount of users and this will change depending on business requirements and changes. The different access again will depend on the role and business they work for. For example, a customer engagement executive won't need access to reporting and will only need inbox and commentary access an officer will need report access.

Q3- Can you please confirm that the submission date is June 6, 2023 at midday? It is noted in one area that the submission date is June 5th.

- This is an error on a single page of the ITT, which has been rectified and re-issued on Contracts Finder Gov.UK website.

Q4- Is it £60,000 per annum or for the 3-year period?

- It's for the 3-year period billed annually

Q5- If we cannot agree to your terms and conditions due to the value of the contract, is this an automatic fail? (anything below £50k has to be on our master services agreement)

- The NMRN will consider a supplier's master services agreement, it would need to be assessed to ensure it is compliant for us to agree to. Please include this in your submission.

The Clarifications Deadline is Monday 22nd May 2023 at Midday (1200)

These should be sent to tenders@nmrn.org.uk