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| **Requirement** | **Product Requirement** | | **Pass / Fail** | **Cost**  **Year 1 (£)** | **Cost**  **Year 2 (£)** |
| **2.2.1** | One year subscription | Vovici / Verint EFM Subscription   * Workgroup (x1) * Survey Author (x5) * Annual Completes (up to 100,000) * Unlimited Surveys | Pass / Fail |  |  |
| **2.2.2** | Maintenanceand Support | Support Coverage: Mon-Fri, 9am-5.30pm (excluding bank holidays)  Contact Options: Telephone / Email | Pass / Fail |  |  |
| **2.2.3** | Refresher Training | Onsite refresher training - for up to 3 people per year | Pass / Fail |  |  |