|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **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** | Maintenance and 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 |  |  |