

**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.

**Q6- How many social media accounts do you require for each network?**

- Currently 31 platforms with 22 in active use, we will be looking to reduce this to 17.

**Q7- We were made aware of this tender opportunity by email, out of curiosity why was this?**

- The NMRN appreciate that not every potential bidder monitors websites such as Contracts Finder Gov.UK. Therefore, we communicate the opportunity to those we believe would be interested and make them aware if they wish to make a submission.

**Q8- Are you able to disclose other bidders that have registered interest in this tender process?**

- The NMRN will not disclose this information.

**Q9- What are you looking for from a partner, or more specifically, what do vendors need to have for your company to even consider working with them?**

- To fulfil the scope of requirement set out within the tender documentation and completion of the tender documentation in full as set out within the ITT to ensure it is compliant.

**Q10- What are your goals for the project, and how do they align with the goals of your company/organization?**

- The relevant information relating to this project would be found within the scope of requirement. As should have sufficient detail in relation to what the NMRN require.

**Q11- Tell us about how the new solution will integrate with existing systems at NMRN?**

- Currently there is no integration with other systems, there may be future scope to integrate with Dynamics CRM. But does not form part of this tender.

**Q12- What are the critical dates for each milestone of the RFP process? (e.g., "know-by" date, "submission" date, "decision" date, "contract signature", "go-live" date).**

- These are within the ITT documentation, which are as follows;

No	Event	Date
1	Issue of ITT	Friday 28 <sup>th</sup> April 2023
2	Final date for ClarificationQuestions/Requests for additional information	Midday (1200) Monday 22 <sup>nd</sup> May 2023
3	Submission Deadline for Return of Tenders	Midday (1200) Tuesday 6 <sup>th</sup> June 2023
4	Desktop Evaluation of tenders	Week Commencing 5 <sup>th</sup> June 2023
5	Post-Submission Interviews	Week Commencing 12 <sup>th</sup> June 2023
6	Award notice issues	Estimated Week Commencing 12 <sup>th</sup> June 2023
7	Commencement of contract (after 10-day mandatory standstill)	Earliest Week Commencing 26 <sup>th</sup> June 2023

- It is important these are envisaged dates, and the NMRN reserve the right to amend these dates if required. These will be communicated to all interested parties when these occur.

**Submission Deadline is Tuesday 6<sup>th</sup> June 2023 at Midday (1200) to [tenders@nmrn.org.uk](mailto:tenders@nmrn.org.uk)**