Questions and Answers

No.	Question	Answer
1.	Are we able to discuss the requirements of this tender with UKCES prior to submitting our proposal?	UKCES will not discuss forthcoming or live tenders with individual suppliers as this could result in unintentionally giving them an unfair advantage. We would be pleased to receive, in writing, any questions which you may have.
2.	Can we be placed on a list to be notified of future opportunities of this type?	To be notified of new tenders posted please register on Contracts Finder and subscribe to the RSS / data feed. All suppliers are welcome to bid for our work but we do not operate any kind of preferred supplier list. Each tender is open to all who can fulfil the requirements; simply read the tender documents for any opportunity and respond with the information requested, details of the evaluation criteria and scoring systems are included with each Invitation to Tender.
3.	What is the e-mail size limit for submissions?	E-mails should be no greater than 10MB in size. Any emails which are bordering on the 10MB size limit MAY NOT reach tenders@ukces.org.uk and therefore cannot be considered. All submissions which reach the Tenders inbox will trigger an automated email response confirming receipt. If you do not receive this automated email response your submission has NOT been received and you should contact tenders immediately. Late submissions will not be considered whatever the cause of the delay.
4.	Will UKCES pay for the preparation of our proposal and for expenses for attending an interview?	No – UKCES will not reimburse any costs of preparing any application or for attending an interview.
5.	Can you provide more information about the type of data which needs to be stored in CRM and the amount of data to be stored against each organisation.	Everything is stored against the organisation. If not on the organisation the majority of the data will be on an entity linked to an organisation. Records number in the tens of thousands ranging into 100,000+. There are also SharePoint Documents. We would need further clarification on what you mean by types of data before being able to answer this in full.

6.	Give more details on the nature of the "customer journey", the number of steps in the workflow that require different screens, the way users will be interacting with CRM when they complete this assessment journey etc.	See Question 13/7 – similar sort of question. As mentioned in response to question 10, tentatively about 2-3 potential new sections, maybe at a stretch one new screen/entity. The interaction with CRM for the new journey assessment will be similar to how it is now in terms of lead->opportunity->project. Further details would be confirmed on choice of provider.
7.	Can you provide documentation on the current customer journey, to enable us to analyse the reporting that needs to be done against the current customer journey?	The current standard (customer journey) can be downloaded from the Contracts Finder website along with the ITT. Please note some slight tweaks have been made to certain fields following phase 3, which is still being implemented. This document will give you a view of the number of stages and fields contained within them for each type of Investors in People Journey for the current framework.
8.	What integration, if any, with Qlikview should be considered as part of this bid? Will the supplier need to work with the Qlikview partner to implement their solution?	Qlikview was implemented as part of a previous phase (phase 2) and whilst our preference would be to continue to develop this, we are open to suggestion of other reporting tools that may be more suitable. We would expect the supplier appointed to conduct a full review of our reporting requirements and suggest the best approach here.
9.	With regard to the review and clarification of all definitions, provide an indication of the extent of these definitions and the workflow to be reviewed.	This could be sizable depending on the approach taken, the IIP schema is tens of pages long. All workflows would need to be reviewed for dependencies.
10.	Section 3.3 Key Deliverables/Outputs : question 2 lists amendments to CRM screens and creation of CRM screens; please give an indication of the number of screens which need to be modified and the number of new screens which need to be created.	Something like 2-3 new 'sections' on our existing journey entities (opportunity/project). Basically all the screens will need to have modification in some way at a customisation level at least. There is no firm figure as the requirements for this have not been finalised.
	3.3 Key Deliverables/Outputs: 2.d mentions "new data capture requirements", have these been formerly documented beyond what is included in the tender?	Not in a formal manner, there are notes from the various workshops we have held on what fields are getting added to which entities in CRM. The most complex data capture could be the around integration between website and the survey.

11.	Please give more details about the Online Assessment Survey and the integration with CRM that is required ie which screens display the information.	The integration is possible on either the Opportunity entity display or the Project entity display. A web service would be required with push/pull capabilities.
12.	If reporting requirements have now been defined please provide these.	We have a broad idea of the reporting requirements but will work with the successful bidder to design and implement.
13.	Can UKCES provide any information on the new customer journey?	The new customer journey will be covered through an on boarding process with the successful bidder.
14.	What is the deadline for questions about this tender?	The deadline for questions was noon on 1 June 2015 and has now passed. Therefore, no further questions will be answered.