

	Question	Response
	For all queries re: KTNs general T&Cs	We have received a number of queries re: KTN's T&Cs. We cannot commit to responding to each specific request for amends. We are open to discussions around these with the successful applicant.
1	Where is the current solution hosted (or what are the key constraints of the host system)?	There is an i3P members only section on the i3P website / portal. We are open to alternative solutions. Our contract ends with the current provider in Nov 23. You can research the current functionality by signing up as an associate member.
2	Does “experiment with technology” include any implementation of technology with evaluation of user experience, or is this limited to an experimental setting?	We are not looking to procure and implement a solution under this contract.
3	Would KTN/i3P consider a solution to include features beyond the platform product - for example, proposing changes to the membership structure?	We are agnostic as to the solution.
4	Presumably, this would be onsite delivery and if so, what would the location be?	We didn't envisage this as onsite delivery. We are open to your suggestions as to the most effective delivery arrangements as part of our extended i3P team.
5	It's set out as a 6-month timeline; are there any expectations of what that would look like i.e., 5 days/week etc.?	We don't have an expectation as to how many days per week this might entail. Submissions should outline a plan of work, itemised costs and day rates of resources to be used.
6	Can you provide more detail on the drivers behind this bid? Is it focussed on reduced engagement through the existing portal, or does it have a wider scope to look at how i3P engages with stakeholders in general?	We want our user experience and user interface to be improved. The proposal should outline how you will develop choices and a preferred way forward to engage our audiences. The outputs of this activity should include market options for a proposed way forward & if a portal is to remain part of our offer, that there is a clear improvement plan including finance and total resource requirements to make any shift sustainable.
7	Could you provide more details on the type and extent of existing data available for this project? This would help us understand the starting point for the data-driven approach. We would like to understand what types of engagement activities or tools you have focussed on and how you have measured engagement and use of these tools previously? Are there any specific challenges with the current portal and approach you have found?	We will make a range of outputs and feedback available to the successful applicant. For example, recent Supply Chain surveys; Client member collaboration survey; Portal user group workshop outputs; UX feedback on the current offer; ideas offered at a recent Forum meeting by members
8	Stakeholder Engagement: Is there a commitment from your stakeholder group to be involved in user testing and trials? Do you see any risks here, particularly around time commitments? Is there any feedback from i3P members, or specific needs they have expressed, that could inform our approach to improving engagement and the user experience?	We will support the successful applicant to engage with our stakeholders. There is an exciting group of volunteers that last met about 6 months ago.
9	Does the scope primarily focus on the existing portal and online offerings (e.g., enhancing portal functionality and testing content), or is there also interest in exploring broader innovation initiatives around knowledge sharing, connecting, and collaborating, such as through workshops, events, and tools (e.g., innovation playbooks)?	We are agnostic to the proposed solution, so please feel free to suggest options within your proposal.
10	Learning from Other Industries: You mentioned learning from other industries as a potential option. Are there specific industries or examples that you're interested in?	Please feel free to suggest within your proposal.
11	Success Metrics: How would i3P and KTN measure the success of this project? Knowing the specific KPIs or success metrics would enable us to align our approach accordingly. Are there any more general KPIs in i3P you would like this project to drive?	We would like to increase membership engagement and collaboration in innovation projects. Also to increase the scale of innovation across i3P & increase the levels of £'s invested; social impacts created. Our balanced scorecard will be shared with the successful applicant
12	Specific Limitations: Are there any specific technological, budgetary, or time-related limitations or constraints that we should be aware of beyond those stated in the proposal? As this proposal is for the product management exercise, what is the expected implementation budget and timeframe?	No. The future budget is not yet determined and will be influenced by the findings of this activity.
13	Project Management: What are the expectations from the project review scheduled in October 2023? What specific deliverables, findings, or progress updates would you like to see at this stage? Are there any interim goals or targets you would like to meet or any key dates we should be aware of (e.g., in-person network meetings)?	The headline deliverables are as set out in the ITT. You may suggest necessary milestones and dates within your proposal.
14	Financial: We note that you have asked for day rates. Are you expecting a fixed price bid or to work on a time, materials, and expenses basis with the £80k as a limit? Could you give an indication of any expected travel for us to ensure this is included in the bid?	We are looking to ascertain the level and type of resources that your proposed service proposition would entail. No expectations of travel, but please include in your costings for what you feel is needed. We have offices in London and access to offices in most English cities via our members. The £80k is maximum and VAT inclusive.
15	Bid Response: Are there any specific constraints or requirements around the bid response (e.g., length, format etc.)?	No
16	What services are offered - and are these all managed and accessed through the website?	Please register on the portal to explore the current offer which we wish to evolve.
17	Are you looking to increase engagement through community sign up? What metrics are you using to measure this - ie. number of members, or number of projects?	Yes. We have developed a balanced scorecard which will be shared with the successful applicant. Our metrics include number of members, number of co-investments made, value of co-investments, adoption of innovations.
18	What metrics are you looking to improve with regards to platform engagement?	We want i3P to provide a useful source of added value to members. Data on the way members currently interact with the portal will be shared with the successful applicant. We want to create a 'go-to' place that is the first place our members explore when they think about collaborating with others.
19	Are there any specific member types that should be prioritised?	No. We have 3 categories of members; Infrastructure clients, Tier 1 Supply Chain Members, Associates - typically SME's
20	What's the process for signing up to i3P? What can users do from the portal?	Please register for free and explore our current offer for your research
21	How does a project / partnership work?	Unsure as to the specifics of the question. Assume it is related to how the membership work together - usually via an agreed 'project initiation document' and via collaborative project