**ITT Clarification Questions and Answers 21/10/2021**

**General**

1. How many providers/partners have you taken through the ITT stage?

**16 providers were successful at the SQ stage.**

1. Can UK Sport confirm that this tender is being evaluated on its individual merit? As per the stated Evaluation Criteria? If additional tenders and potential merging of solutions from other procurements are being considered, how does this influence the integrity of the evaluation criteria?

**Tenders submitted for the UK Sport Knowledge Management Solution will be evaluated in line with the evaluation criteria as outlined within the ITT.**

1. Is there a preference for a "Train the trainer" based approach or would you wish the proposing bodies to suggest a full managed rollout - the approach taken will impact costs? If UK Sport prefer one over the other, it would be useful to understand.

**No preference, both options are of interest.**

1. The response parameters have relatively concise word limits requested for each section. In some cases where more detail is available online, is it acceptable to post links to additional information (e.g., security credentials of the platform).

**This is acceptable for standard publicly available general information.**

1. With regards to the appendix 2 questionnaire, are only "yes/no" answers permitted. Can bidding parties add additional data to the response when it provides more context to UK Sport? Within the ITT do you require an overview of the solution proposed and how it meets the requirements or is a simple yes/no against requirements box required?

**Yes/No answers only please. Contextual responses will not be evaluated or scored.**

1. Is there a preference for a solution that will allow UK Sport to perform alternations to layouts, automations, and formats themselves, with a simple click/drag interface when updating?

**Yes.**

1. What is the expected level of customisations VS OOTB capabilities? (Usually customisations are for UI/UX improvements or interfaces).

**We would expect to be able to perform simple alterations.**

1. Has UK Sport undertaken a preliminary prioritisation for the required capabilities, if so, which requirements should be prioritised for the work plan being proposed? Or does UK Sport expect requirements to be prioritized according to the vendor’s best practice?

**UK Sport will work with the appointed supplier to prioritise requirements based on those scoped and the supplier’s best practice and previous experience.**

1. You answered ‘Yes’ to the question - Will external users such as sports, partners and the wider stakeholders need access to the KMS? Is this a ‘View’ only permission, or will external users need access to advanced features (e.g., filling online forms, sharing files, working collaboratively on files)?

**Correct, external users will require access to those limited advanced features listed.**

1. Section 21.1 Can you provide example materials representing the majority of the content and knowledge you would like to manage?

**The high-level specification is detailed within the ITT, no further materials are being made available at this time.**

1. The detailed deliverables are focused on the design and development of the technology solution. Does the vendor scope need to include the required operational aspects that will ensure sustainability for the solution, or will UK Sport manage this? For example, defining a governance model with roles and responsibilities that can support the operation of the sites and the content life cycle? (i.e. - who is the owner for each content area; who is responsible for providing answers to feedback and in what SLA?)

**We will work with the appointed supplier to build a detailed project plan for delivery, this will include a UK Sport project manager, a governance structure and content owners from across the business.**

1. We recommend a 'Define' phase that will focus on the specified content Taxonomy and structure to enable a good search experience and increase findability. Is this also an activity that will be included in the project scope and be delivered by the chosen vendor?

**UK Sport will work with the appointed supplier and share the appropriate information governance resources.**

1. Will there be a pilot phase before going-live more broadly?

**Yes.**

1. Implementation and communication plan – what would be the scope of the implementation plan? Is the vendor responsible for creating the materials? What kind of materials are expected? Is the vendor responsible for facilitating implementation workshops?

**UK Sport will work with the appointed supplier to develop the implementation and communication plan; however, the expectation is that the appointed supplier will lead on the creation of materials and facilitating implementation workshops based on their specialist knowledge and experience in this space.**

1. Will change management activities be carried out by an internal change team or is this also an effort to be considered in the deliverables?

**Change Management will be led by an internal working group; however, they will work hand in glove with the appointed supplier to benefit from their specialist knowledge and experience in this space.**

1. Is a physical presence required throughout the project or will it be possible to deliver work virtually?

**This is dependent on the prevailing COVID-19 restrictions at the time, however we would anticipate a mix of face-to-face and virtual working.**

1. Pricing – does the £100k budget for support and licensing per annum apply from day one of the project, or from the end of the 3-year implementation period?

**The estimated £100k budget for support and licencing applies from the point in the project when licences are required.**

1. What kind of reports do you need in the system?

**Examples include but not limited to:**

**Full Stakeholder lists per National Governing Body (NGB) or Partner organisation.**

**Contacts added/removed from Stakeholder lists.**

**Overview of a stakeholder relationship with an NGB or Partner, recent engagements, funding awards, amendments to contacts, conditions added etc.**

**Recent updates made to a NGB or Partner record.**

1. What kind of templates do you require in the system?

**Assets including but not limited to, newsletters and forms which have a look and feel consistent with the UK Sport branding.**

1. What CRM system are you currently using?

**UK Sport doesn’t currently have a CRM system.**

**Technology**

1. Are you able to provide a current systems architecture diagram?

**No**

1. What ERP systems will the KMS need to interact/integrate with? - We will need to build APIs to connect your various systems together. What technologies are already in play? Are there any integration dependencies that we need to consider? Can you provide a list of systems and infrastructures that the KM solution should integrate with? Are there any other internal systems you would want to integrate with?

**UK Sport doesn’t currently have an ERP system. System integrations and dependencies have not been fully identified yet for this solution. UK Sport will work with the appointed supplier to develop this properly once we understand the proposed technology solution.**

1. Content Migration – Is the migration of existing content part of the scope or will it be handled by UK Sport teams?

**UK Sport will work with the appointed supplier to migrate content.**

1. Are you looking to deprecate any existing items/systems as part of this project?

**No**

1. Are there preferred technology vendors being considered and any Commercial Off the Shelf solutions that have been identified as potential fit for UK Sport?

**No.**

1. What technical documentation do you already have, so I can make sense of what is in play and what solution to build? - Can I have these please.

**No technical documentation has been developed yet for this solution. UK Sport will work with the appointed supplier to develop this.**

1. Where will data be migrated from into the new solution? What data sources/types need aggregating? Currently is there any data migration to consider from other systems

**Data sources have not been identified yet for this solution. UK Sport will work with the appointed supplier to develop this.**

1. Have you done any UX work to ascertain what your users want the UI/Frontend to do and look like? - If so, can you share the designs please?

**No user experience work has taken place however the front end would need to have a look and feel consistent with the UK Sport branding.**

1. UX - Need to know the journey of each stakeholder in the system?

**UK Sport will work with the appointed supplier on the user journeys.**

1. Will it be possible to access the internal UK Sport systems outside the organisation, including by vendors located outside of the UK?

**No.**

1. Requirements table:

Section 21 – how do you connect today with the Nielsen Gracenote services?

Section 24 – how do you connect today with the doodle poll tool?

**They are currently used in isolation.**

1. Since the solution includes external users access, should the scope also include external users access management (i.e., password creation/recovery), or will these be based on the 365 OOTB capabilities?

**AAD SSO integration.**

1. What level of post go-live support is needed by the vendor?

**Onboarding & rollout during each phase.**

1. If the solution looks to use Microsoft technology, will we need to provide licence costs or are you procuring through your agreement?

**We can procure through our existing EA, we will require guidance on specific licencing required to support the proposed solution.**

1. Do you require data mining?

**No.**

**Users and Access**

1. How many users are in each team, both internal and external?

**Approximate user numbers:**

**Y1 – 50-70 internal staff / 50-100 external partners**

**Y2 – 70-100 internal staff / 100-200 external partners**

**Y3 – 100-150 internal staff / 200-250 external partners**

1. How many (active) contacts exist in the solution?

**Approximate numbers listed above.**

1. How many Marketable contacts do you currently have? This is to understanding licensing implications for marketing solutions.

**UK Sport distributes several newsletters to its stakeholders and partners, the number of contacts receiving these products is as follows:**

**National Governing Body contacts – 517**

**Partner organisation contacts – 225**

**Athlete Futures newsletter database - 1500**

**Expected Project Deliverables/Items/Systems**

1. We have identified several applications that may be required as part of this project. Can you confirm that you are looking for?

A CRM Solution for managing interactions with Individuals and Organisations

A Mass Communications tool such as an email marketing system

A Content Management solution with both internal (user) access and external (non- licenced user) access

**Yes, to all.**

1. If these are the expected components to be used how does this impact the current use of Microsoft SharePoint and Intranet in place?

**Both SharePoint (document management) and the Intranet (staff engagement) will remain in place, the solution will potentially link to both.**

1. Has a proposed timeline for the delivery of each technology been identified (priority status of each requirement?).

**We will work with the appointed supplier to build a project plan for delivery however we expect each component to be developed simultaneously.**

1. Can you provide details on the recently procured intranet system and who this was procured from?

**It is not possible to share this information currently.**

1. *Present a UK Sport jargon buster to help colleagues understand acronyms. Can the solution integrate link to UK Sport Intranet?*

Question: What is the current intranet built on and is the expectation that the new Content part of the solution leverages this same technology (E.g., content management using SharePoint?)

**The current intranet is built on SharePoint. We are currently going through our procurement process for a new Intranet (staff engagement) solution.**

1. Comms scheduling calendar

*Colleagues know when mailouts are scheduled for greater transparency and to avoid bombarding stakeholders. Does the solution have the functionality to provide a calendar function for all?*

Question: Is the scheduling already done using technology, if so, what? Or is a mass comms tool also required (E.g., DotDigital or Microsoft Dynamics 365 for Marketing)?

**There is no technology currently in place for comms scheduling.**

1. Contextual information capture

*Can the solution capture face to face meeting points/read outs via various functions – text via a mobile app, desktop and Siri translates into text?*

Question: Is the Siri translate a must have requirement and which users/individuals would be interacting with this assistant?

**The ability to capture information via various functions is a requirement. Internal UK Sport staff will use this functionality.**

1. NGB/Partner contacts database

*To know the contacts, we have within our stakeholder network. Is there the functionality for users to export contact lists for mail outs and communications?*

Question: Is the expectation that a Marketing/Comms tool will be provided as part of this project or just the ability to segment contacts and export the relevant details to a “list”?

**Both.**

1. The ability for key EIS staff members to access the platform

*As some teams are made up of people from both organisations, can the platform by accessed by EIS staff (i.e., non UKS domain users)?*

Question: Non licenced users will need to access information through an extranet or portal application, is this needed as a point of access for these users or does a facility already exist for EIS users to interact with data?

**We would expect relevant EIS staff to be (licensed) and able access the solution directly, similarly to NGBs or Partners (external users), possibly with greater access.**

**Insurance**

1. Paragraph 1 of the Certificate Relating to Public Liability / Third Party Insurance states “... covered throughout the term of the contract…’. We renew all our liability covers on an annual basis and hence would not be able to obtain this confirmation from our insurers (i.e., multi-year).

Would a statement from the Directors of the business committing to sufficient liability cover be sufficient as an alternative and if no, what alternative would be acceptable?

**A statement from the Directors is sufficient at this stage. The contract would include a term requiring insurance being in place.**

1. Typically, in the tender process, we provide a copy of our certificate of insurance covering all aspects required as part of tenders. Is it a requirement to have specific broker signed documents in this response or will a certificate outlining employer/public/cyber insurance levels suffice?

**A certificate is fine.**