**National Army Museum**

**Website Development Programme, 2022-25**

**Clarifications log**

Q1. We are Joomla, Magento and WordPress experts, as such is it worthwhile us applying?

A1. We are specifically looking for a partner with expertise in Drupal.

Q2. In 4.3 of your tender document, you make reference to a CRM. Could I ask whether you have a CRM in place and the name of this? Or are you anticipating that the delivery of a new CRM is included within this requirement?

A2. We use Salesforce for CRM.

Q3. Will there be another update to the brief document soon as the roadmap and priorities are not organised at this time?

A3. No, there will be no further updates to the brief. We envisage the prioritised phasing of the roadmap to happen in tandem with the delivery of Phase 1.

Q4. Should we plan and submit the project plan based on the requirement of 4.3 - Developing the paid offer - with regards to revenue generation for Year 1?

A4. We are not expecting a fully formed delivery plan at this stage as we have not provided a detailed specification. What we would like to see is an outline of the methodology/approach you would use to help us consolidate our requirements and realise our ambitions. This can focus on the Phase 1 priority area (4.3).

Q5. Will planning for these (options to achieve 4.3) also come under the scope of the tender, or will NAM provide exactly what facilities are needed to achieve?

A5. Further planning will be necessary as part of the scope of works once the contract commences.

Q6. Can you please share the release dates as well, if anything is planned for during Year 1?

A6. Release dates will be established as part of the detailed project planning once the contract commences.

Q7. What is the situation and requirement with the hosting? Will it be provided by the NAM team?

A7. Hosting costs/provision will be covered separately by NAM.

Last updated: 7 July 2022