**Content Management: National Trails website 2024/25**

Procurement Reference: NEJH190424CMNTW

Clarification questions and responses

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| **Question:** | In the RFQ it states that the entire contract for 11 months cannot exceed £30,000 but on the gov website the amount is £25,000 can we just check which one it is? |
| **Response:** | **The total budget for this contract is £30,000 including VAT.** |

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| **Question:** | If we’re looking at the minimum 19hours per week over the 46 weeks that’s 874 hours for the full contract, this means, if we’re taking the £30K to be the correct amount, we’re not really able to charge more than £34 per hour to be able to both fulfil the time and be in budget – can you confirm this is correct? |
| **Response:** | **Based on an assessment of previous workloads, we expect the average amount of work to be approximately 19 hours per week (total of 874 hours for the duration of the contract).**  |

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| **Question:** | Equally, if we’re looking at what’s stated as the minimum of 40hours per month, that’s then 10.5 months X 40hours = 420hours in total which means we’re not able to quote more than £71 per hour – can you let me know which one is correct? |
| **Response:** | **There may be times when workloads are lower or higher from one month to the next. As this is a call-off contract, we included a minimum number of hours to be called off each month to provide extra reassurance.**  |

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| **Question:** | On the commercial response form should we be filling in the number of products for the 874hours for the contract or for the 40hours per month minimum? And should that be for the full 10.5 months? |
| **Response:** | **The Commercial Response template must be completed to provide a breakdown of the whole life costs (on the basis of a 19 hour week) against objective/key personnel used in the delivery of this requirement.****(nb also see response to the first question above).** |

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| **Question:** | In terms of the responses to the questions, the Methodology question states no more than four sides of A4 but for the personal question, there’s no criteria or word count, can we send you over a PDF of a slide deck for this question? |
| **Response:** | **Yes – that is acceptable** |

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| **Question:** | Who is responsible for providing the content from the different trails?Is there a case of people who are closer to the 16 different trails and that would be sent to the supplier for them to work with? Or are you expecting the supplier to generate all the content that is needed for your website? |
| **Response:** | **We would expect some content to be generated by the National Trail Officers and / or Natural England however, there might equally be work where we would require the supplier to generate content. That content might be based on advice and information provided from either of those sources, however, that is why, as set out in the RFQ, we would expect the supplier to have a good knowledge and understanding of this area of work (i.e. access to the outdoors and specifically the family of National Trails in England and Wales).** |

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| **Question:** | Do you already have a service management/ticketing system or would you expect suppliers to have/supply their own?*To clarify - do you have a system for logging issues raised by the (for example) public via the website - typically there are ticketing systems to track issues and resolve them (so that you can track SLAs etc). In software development, you might consider this a bug tracker, but the same systems exist for any customer facing support system.*  |
| **Response:** | **No – we don’t have a system like that. Issues and queries are simply raised with Natural England via a dedicated mailbox. Workloads will vary across the month / year and specific work will be discussed and allocated through regular weekly calls with Natural England.** |

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| **Update:** | This contract is reserved - only bidders based within the UK may apply. Please indicate the location for the delivery of these services in your response. The RFQ has now been corrected (29th April 2024). |