

Clarification questions – Risk and Performance System

05.08.2022

Q: For all the specification items in Appendix 5, should these be addressed in the indicated Bidding Document that we prepare, or is the intention that these are handled in the Qualitative Questions document (Appendix 1) which loosely covers the core sections highlighted?

A: We invite you to answer the qualitative questions specifically to how its written and we will not disregard duplication within the bidding document as we understand you may want to address certain points throughout the bid.

Q: Is the budget range £36,000-£54,000 to cover Year 1 subscription costs and implementation fees?

A: This is an indication of the expected figure P/A including subscription but we will consider a standalone implementation fee on top of this for year 1.

Q: Are the indicated user numbers of 50 Risk and 100 Performance mutually exclusive or is there overlap where some users use both systems? If the case, what is the overlap? Have some users been double counted as they use both systems? Our solution platform charges a licence fee by user which covers all modules and therefore we need to understand what the total number of users across both systems is without any duplication.

A: We have updated the user number info on the portal as aware there was some confusion. Please refer to the contracts finder notice for document 'UPDATED DOCUMENT 04.08.22 – Number of System users' but we have included the text below.

- There has been some confusion over previous System user figures submitted so we have revised to help clarify. Please refer to the below figures for our current system usage to base your pricing model on.
 - 75 Read/write users accessing the system
 - Of those 75 currently 41 access the risk and performance system
 - The remaining 34 access only the performance system
- There will be some read only users Community Housing would like you to price on the above model but would also like information and costing on adding additional users in future, the below is an example

10.08.2022

Q: Is ISO27001 is mandatory?

A: The team have confirmed we can accept a Yes/No to this question but would require some further information so we offer the below subsequent question;

“If no, please explain the systems / processes / alternative standards which mitigate this requirement.”