

Wordsworth Trust Full Business Review - Q&A			
	Date added	Question	Answer
1	13.12.23	I noted that our response should be limited to eight pages. Would it be possible to include CVs of team members and project examples as an Appendix outside of the page limit please?	Yes it is fine to include CVs of team members and project examples as an appendix.
2	13.12.23	Was the R&D new product development project internal, or performed by external consultants?	The new product development project was internally led but supported by the NLHF funded Steps to Sustainability Programme.
3	13.12.23	If we are able to complete the project sooner than October (as per brief timeframe), would that be agreeable to the client?	Completion of the project earlier than October would be acceptable to us.
4	14.12.23	What databases are available, in general, for us to use as part of stakeholder engagement? Specifically what databases are available on visitors and individual supporters? Size of database would be helpful	We have a fundraising database (Donorflex) with 1,250 active records. We don't have a general CRM system
5	14.12.23	Have you commissioned or do you have research that defines the relationship people have with Wordsworth?	Some research was commissioned as part of our Reimagining Wordsworth project but this dates back to 2016/17
6	14.12.23	In your tender you put 'Community Panel' under stakeholder engagement. Please can you let us know what this means? Do you manage a community panel that you would like us to engage with or do you require us to build one?	We have an existing Community Panel made up of representatives of groups that we engage with through our educational and outreach activities.
7	14.12.23	Can we have a copy of your organisational structure/chart for 2023?	Uploaded as a separate document
8	14.12.23	Please can you let us know more about the visitor research available should we win the contract. A list will help us at this stage	We have research on visitors to Wordsworth Grasmere (Audience Finder) up to 2022/3 and surveys of those who have taken part in our events and activities (Impact and Insight
9	18.12.23	Have you undertaken post-pandemic research into non-visitors/barriers to visiting	No we haven't. We envisaged that this is something the appointed consultant would carry out under the market appraisal section of the brief.