Date	ID	Question	Response
29/03/2018	1	What is the expected contract length?	3 to 5 years
29/03/2018	2	Is the budget value assigned on contract finders of between £30 - £85k, the total contract value or just licences or annual costs?	The budget on Contracts Finder is for the work required in the set up, migration and implementation of the new system. It does not include ongoing costs, but ongoing costs do need to be detailed in Document C: Pricing Matrix and will be scored.
02/04/2018	3	Are you using or plan to use SAP ERP?	We are not currently using SAP ERP. Enterprise resource planning is not in scope of this project.
02/04/2018	4	What are the exact qualification/eligibility criteria?	Please see RFP documents A (1), A (2) and B.
02/04/2018	5	Could you please send me the detailed tender?	The detailed tender documents can be found as attachments on the contracts finder notice: https://www.contractsfinder.service.gov.uk/Notice/2d86571b-727c-483e-91cb-cd74870b7769
03/04/2018	6	Can you clarify the number of users required for expenses where you have indicated that you need 1,500? It would be useful to know to what extent all these users would use the system and whether that number is realistic.	Users in the case of the expense system are the expense claimants. They will NOT have full access to the finance system and ledgers. The only access they will have will be limited to log in to submit their claim which will involve the upload of supporting documents. They will be able to receive notifications of the progress of their claim. They will be able to access reports of their submitted claims. Most claimants and volunteers rather than staff and some claimants will only claim once in a year.
05/04/2018	7	You have stated that you need 35 budget holders needing access to the purchasing and expenses module and reports and then a further 50 administrators who will need access to the purchasing module. Is an overlap of these users or do you in reality need 85 people needing access to the purchasing module?	The function of the budget holders will be to authorise purchase orders, there may also be occasions where they create a purchase order. The function of the administrators will be to create purchase orders only. There may be limited crossover between the two user groups but they will largely be separate. For costing purposes assume 85 users for the purchasing module and provide details of the cost per user.
05/04/2018	8	Are you already using Optical Character Recognition (OCR) with your Exchequer system?	No we do not currently use OCR.
05/04/2018	9	Would a tender that is significantly over budget be automatically excluded?	Please refer to question 2 on what the budget covers. If your response was significantly over budget we would need to understand what was driving the cost. Cost scoring is weighted as 20% of total score.
05/04/2018	10	We notice that there is a total of around 3500 claims per year which only equates to just over 2 per user which would indicate that either some users rarely submit claims, or that the functionality will only be used very occasionally by most users. In order to contain costs, are there some key users that submit more claims that can be included as users of the core system, with an alternative claims process adopted by all other users? If so please can you indicate the split that could be applied?	It is correct that many expense claimants may only submit a small number of claims per year. Expense claims will largely be made by external volunteers who do not require access to the core system. We estimate this to be approximately 95% of claimants.

05/04/2018	11	Within the functional requirements, OCR capability is referenced in two sections. In the Data Input section (questions 29&30) OCR is listed as a Primary requirement, however in the Purchase Ledger section (question 94) it is a Secondary requirement for the same functionality. Please can you clarify whether OCR is a Primary or Secondary requirement?	Apologies this is a duplication error. OCR is a primary requirement. If this has significant cost implications for your bid please detail the OCR costs separately under *Other costs* in Document C: Pricing Matrix.
05/04/2018	12	Your response to question 2 implies that the budget declaration on the contracts finder is purely for services, there is no mention of software costs needing to be included in this figure. I would be grateful if this could be clarified.	The project budget stated on Contracts Finder should cover all items under *Design and Build* and *Implementation* in Document C: Pricing Matrix. Costs for software licencing, hosting and support should be provided and will be scored but will come from a separate budget, in addition to the project budget.
09/04/2018	13	You have indicated that you require licenses for 1500 expenses only users and also 35 budget holders that also need access to expenses. Are the 35 in addition to the 1500, effectively meaning you need 1535 in total?	1500 includes the budget holders, however the budget holders require access to other parts of the system in addition to expense claims.
09/04/2018	14	Also is there a preferred option for this system to be cloud based? The questions asked would allude to the fact that this is the preferred option but there is a question regarding hardware which would indicate that on premises is also being considered.	The preference is for a cloud based system but we will consider responses recommending on premise or hybrid solutions.
11/04/2018	15	In one of the recent clarification responses, you confirmed that the 35 budget holders are included in the 1500 expenses claimant users, but that they need additional system access. Is this also the case for the 10 Finance users and the 50 Administration staff?	Yes
11/04/2018	16	Please can you confirm the annual revenue for the organisation?	For the year ended 30th June 2017 the consolidated income as per the financial statements (which are available on the College website) was £13.6 million.
13/04/2018	17	Given the high number of Expenses Claims users, we would like to look into the option of concurrent user licensing. With the total number of claims annually being only 3,500 (circa 70 per week) we assume that the concurrent usage will be quite low. Please can you confirm what number of concurrent licences we should allow for?	Please allow for 10 concurrent users in your pricing.
16/04/2018	18	What functionality will the software need to provide in order to meet the level 2 NHS Information Governance guidelines?	More information on NHS Information Governance guidelines is available here: https://www.igt.hscic.gov.uk/requirementsorganisation.aspx?tk=432054076322478&cb=3c2917ad-f7fa-400c-a350-19d59750e46d&lnv=2&clnav=YES. As this system will not hold or process NHS data, compliance with level 2 of NHS Information Governance guidelines is not a must have. Compliance with GDPR is a must have.