

## ITT Clarifications

Tender Reference: FLOWmark Digital App

Issued: 20/12/2024

Q1	Can offshore companies bid for this opportunity?
A1	This opportunity is open to any bidder who can meet the requirements of the ITT and the technical brief. This includes offshore companies i.e. those not in the United Kingdom.
Q2	With regards to the presentation on 14th March 2025, is there any flexibility with this date?
A3	The 14 <sup>th</sup> of March is the deadline for presenting the product at our office in Hayle. We will accept alternative dates in the weeks commencing 3/3/24 or 10/3/24 if the 14 <sup>th</sup> is not possible for you.
Q3	Is the requirement to demonstrate two previous projects pass/fail in the scoring?
A3	This requirement isn't pass fail. The quality of the two previous projects will be assessed and this will account for 10% of the scoring. Please see the scoring methodology in the ITT documents.
Q4	What level of support will the CSP provide for validating career pathways from employers, educational providers, and workers?
A4	During development of the product CSP will be available to support validation and we will facilitate introductions where possible.
Q5	Is Cornwall Opportunities the sole data source for live job opportunities data, or will other sources be considered? Will the CSP support API access for live data?
A5	We want to see Cornwall Opportunities featured in the live opportunities, but additional sources can also be considered.
Q6	Is the application expected to track and update itself periodically to accommodate changes in various data sources?
A6	The live job data should be capable of reflecting the current data from other sources, so it will need to update itself.
Q7	What level of participation is expected from the Supplier Consultancy for brand development, promotion workshops and digital marketing?
A7	We are looking for the supplier take the lead on this. For detail please refer to the section headed 'Design' in the technical brief.
Q8	Are there any restrictions or preferences regarding the collection of participant information (e.g., email, phone, etc.)?
A8	We would like to be able to ask users for their consent to follow-up communications in order to collect destination data at a later date. This process will need to be compliant with all relevant GDPR and data regulations. Phone or email will be considered.

Q9	Will additional features be added during the support period? If so, how will they be managed?
A9	We are not intending to commission additional features in the support period.
Q10	Is a mix of UK and offshore resourcing allowed?
A10	We will score the team based on capability to deliver the project. The team can include resource from UK and offshore as long as it meets the requirements of the ITT.
Q11	Are you expecting 9-to-5 support for the project?
A11	During the contract period we expect reliable and timely contact with the supplier.
Q12	Will you be able to share the full session notes of the user research as well as the key learnings document?
A12	During the project kick-off meeting we will be bale to share the findings of the user research to date.
Q13	Will the hosting infrastructure costs be covered by the CSP?
A13	The ongoing operational hosting costs will be covered once the project is complete and commissioned.
Q14	For the initial end user research, will CSP facilitate contact with young people?
A14	CSP has relevant contacts in the area and can play a role in facilitating this, but the engagement must be managed by the supplier.
Q15	Does the solution need integration with a CRM system for future contacts? If yes, which CRM system would you want it to link to?
A15	No, this does not need to be considered.
Q16	The system will need to be GDPR compliant in how it handles personal data. Will the supplier be provided with your data processing policies that are relevant for this purpose, or does the supplier need to include within their tender budget for appropriate legal advice?
A16	We will provide guidance on our policies during the development. There does not need to be allocation of budget for appropriate legal advice.
Q17	The videos and other engaging content to showcase the day-to-day of an occupation is not part of the provided data sources. Are you expecting the supplier to create this content bespoke and branded for CSP? Or are you expecting the supplier to research and find existing content available from third party sources?
A17	We will accept either of these as long as the result is of a good standard and has the intended impact.
Q18	Would you prefer our response to be (a) within the stated budget but for a reduced scope minimum viable product as best we see fit for the intended purpose, (b) above the stated budget with all requested functionality, or (c) broken down into groups of functionality to allow CSP to pick and choose which elements to commission as a minimum viable product?

A18	Responses must be within the stated budget. We will score responses using the published scoring methodology. Please submit the maximum scope you can deliver for the budget and include your rationale in the narrative.
Q19	What is your anticipated budget for further development over the next 2-3 years?
A19	We do not have an anticipated budget. Further development in the coming years will be to add functionality and value to the product and will depend on decisions made in the future.
Q20	The data scraping from existing web sources could require significant effort. To enable us to exclude this cost from our proposal, can you confirm that all required data is already in the Jupyter Notebook? Can we gain access to this to see what format the data is currently in, and what is included/excluded within the existing Jupyter Notebook?
A20	We have prototype versions of how to retrieve this data. These prototypes will need to be developed into robust scraping methods as part of this work. We expect the supplier to undertake this development.
Q21	The ITT states a budget of £40,000. Is this only for the initial implementation and deployment – or does this budget also include hosting and maintenance cost for year 1 of the contract?
A21	The hosting should be covered within the budget for one year from the launch of the platform. We expect a fixed hourly rate for bug fixes and maintenance valid for one year. Budget does not need to be allocated for this.
Q22	What metrics are going to be used to measure the impact of the platform?
A22	Quantitative user engagement statistics, qualitative feedback from users through surveying, and destination data (in the longer term).
Q23	Is there anything that is restricting the project timeline to 11 weeks?
A23	Yes. This is the deadline in place for the project.