Alumni Digital Platform RFI Clarification Responses

Question	Response
What CRM is currently in use?	Currently the processes are managed through a combination of Workday and spreadsheet databases, we will be building a new CRM system, however this is still in its early stages of requirements gathering.
Can you provide any further detail on the central employee identifier system?	This is an ongoing project across the Cabinet Office and again in its early stages or requirements gathering. The CEI aspect is currently understood to consist of a central "staff number" that allows employees across government to transfer records, learning, skills matrices, as they move from department to department as these are currently held locally and staff members change staff number each time they move to a new department.
Required response is noted as a short written submission, up to max three slides in 12 font - can images be included within the response?	Yes
What platform is used to advertise jobs on i.e. is there a job board, is there a government website etc.? This is to help us consider integration	Jobs generally are advertised 99% on the Civil Service Jobs websites. We would not be looking to recreate this, just link to it. Some departments have internal expression of interests or short term placements that are sent around on an ad hoc basis.
Can I confirm that you are seeking commercial off the shelf solutions only ?	No. At this stage we are open to suggestion, but would be looking for value for money.
The RFI mentions (Section 3 - Purpose) collaboration via a messaging system. Can we confirm that you expect the portal to have that messaging capability, our assumption being that there is no	Yes, there is currently no cross-departmental messaging structure, although staff within departments are able to IM internally. Our understanding of the messaging system would just be that it would allow anyone signed up to that platform to message anyone else on

existing x-departmental messaging infrastructure	that platform.
The RFI mentions (Section 3 - Purpose) that integration with a CRM is a requirement; can you share details of what that CRM is ?	Currently our data processes are managed through a combination of Workday and spreadsheet databases; we are in the early stages of requirements gathering for a new CRM system. The understanding is that the finalised CRM will be able to hold data on all Fast Streamers currently on scheme including their security clearance, department email addresses, learning record, job title, grade etc, throughout the course of the scheme. Our understanding of the integration element would be that upon completion of the scheme the graduates can opt into the alumni portal and we would be able to link data from and to the CRM, specifically in terms of performance tracking. For example to report what happens to our Fast Streamers after they graduate - promotion/department change/leave the Civil Service etc..
Can you share any more details of the range of systems that the portal would need to integrate with and the vendor technologies they are built on ?	The Alumni portal will need to integrate with our CRM as/when it is built. However, at present we have not made any decisions regarding particular technology or platform.
The RFI mentions (Section 3 - Purpose) that the portal will provide a space for individual professions; can you bring 'profession' to life in the context of Fast Stream alumni (I am aware of the different Fast Stream general and specialist schemes but profession must mean something more extensive)	Each Fast Stream scheme (Stats, Commercial etc) is linked to a government profession. If you are a member of a profession you fall under that category and are able to take advantage of specific career frameworks, learning, and qualifications that that profession provides, so it is being used here as a general term. The Fast Stream have points of contact in each profession who facilitate profession-specific learning for each scheme (so for example our HR contact point would ensure that the graduates are completing their HR qualification and take responsibility for all the learning associated with that, they'd also

	make sure that HR have access to speakers and senior leaders in HR to understand what's going on across government in that profession). Most of our profession contacts also have an alumni element where they provide learning after the Fast Stream to ensure engagement with the profession is maintained beyond the scheme and bring the alumni back to talk to current Fast Streamers. Our plan would be to integrate all of these separate profession branches of alumni activity and link it together with a central thread on our platform. We would expect the Alumni platform to have a page for each profession where we can update their content pages for them. Typically this would have links to their ongoing L&D, talks, events, contacts, or specific requests for attenedance at conferences / events etc.
Is there a specific CRM that you would want to integrate to? The reason for asking is that our Portal solution comes with its own very powerful CRM, which is used to provide a personalised user experience, maintain membership data, manage events, CPD etc. I'm wondering whether that would replace, or compliment your existing CRM, if there is one. We would obviously expect to integrate with the central employee identifier system.	We are currently in requirements gathering and scoping on the CRM. But we would ensure the CRM will be able to integrate with any Alumni product we take forward. Our understanding of the integration element would be that upon completion of the scheme the graduates can opt into the alumni portal and we would be able to transfer that data over from the CRM.