

	Question	Response
1	The RCGP objectives include to be able to 'improve member experience' and 'personalise the member journey'. Are there any specific metrics / KPI's that quantify what objectives could be achieved?	<p>Membership Experience strategy has the following objectives. By 2020 we aim to:</p> <ul style="list-style-type: none"> - increase retention to 97% from the current 95% - Grow membership by 13k to 64,000 members - Have a 90% market share of the available UK GP establishment - Increase membership income to over £22 m from £15m in 2015 - Empower users, equipping them effectively to utilise the system, ensuring the correct protocols, procedures and relevant documentation are in place. <p>In terms of improving the member experience/personalisation - we would like to start to segment and personalise contact (web), email etc. This would be by for example, member grade, region, career status (eg retired), events attended, specialisms/interests etc.</p>
2	The digital transformation team (pg. 8) is mostly made up of technology orientated people. It is crucial to have representatives from the organisation on the CRM project team. Silverbear will provide recommendations for RCGP's programme team / steering group roles, however is there any further information RCGP could provide to us in this area in advance of the response deadline?	The list on page 8 is the Digital Transformation Board and not the full project team. In regards to the project team, this would be made up of various staff across the business, and not necessarily technical specialists. For example staff from Member Services would be involved and we are planning to backfill where necessary.
3	In the proposed system architecture are there any plans to move to Microsoft Office365 for Exchange server / outlook?	The College is currently looking at Google Apps and Office 365 - so there is a 50% chance of either, hence both being included in the recommendations document..
4	What are the expected number of platform users?	The college has around 250 staff. It is the intention that all have access to data.
4a	Also is there any information currently as to the level of access required? i.e. Administration, Read-Write, Read-Only.	Not as yet, but to give some guidance, we would expect a small number <10 admin, <100 read write, TBC
5	Do RCGP have an existing/established product catalogue that would be built into the new CRM solution?	I think this depends on your definition of a "product". Our Shop has a list of products, as well as events/ courses. We maintain a list of Membership plans that tailor to membership type and also member status. These regulate the charges we put on a members record and are used in the back end of Integra for existing members
6	Are RCGP looking to replace their current payment gateway 'Bucks.net' (BNSpayments.uk)?	This is currently under discussion and potentially yes, but not in scope of this project. However we welcome alternative solutions to bucks.net.
7	Anonymous donors. Do they need to have their profile protected internally from different levels of RCGP users?	Most of our donors (anon or not) are members. Therefore we feel that if the anon donor is a current member (ie subscription and grade) their details should be accessed by all relevant staff (permissions permitted). But not the donation/s
8	Geographical reporting. Does this need to be physically depicted on a map, or is the output to be in a report/list format?	Both. We upload into google maps at the moment to see where membership by grade, for example, are distributed.
9	Data validation and quality – will there be an de-dupe / clean-up exercise prior to data migration?	Yes resource permitted. We welcome additional support from suppliers to assist with Data de-dupe/clean/ migration. However the Member Services team at least twice a year clean the data especially in time for renewals.
10	A1072: Are ADDACS, AUDDIS and ARRUDS files from BACS currently imported into their existing solution automatically	No. This is a very manual process. We download these files from PT-X and amend each record manually in Integra, includes activity log, bank detail and charges. A manual search is then performed to generate a specific comms.
11	E1011: Do RCGP currently use a fulfilment/shipping supplier that we should integrate to?	We currently use a fulfilment supplier, NBNi (http://distribution.nbni.co.uk/). Sitecore generates an xml orders file which is sent to them daily via ftp.
12	A1026-Record a member's faculty according to their postcode automatically by rules - There are a number of ways to achieve this e.g. by distance, by defining the faculty postcode areas and sectors etc. Do you have a preferred method?	At the moment faculties are based on a specified region of postcodes. We would like to keep the functionality as editable as possible as faculty boarders may change/evolve over time.
13	Is this based on the person's home address or work address?	We would expect the member to have at least one address, and with more, one being their main address (work or home). So we would expect this to be the default (main) address and be able to select this default from home or work etc.
14	A1046-On a communication record, link to any associated document (letter) or email - Is this to cater for a situation when a communication sent to a person results in sending different communication to another person.	The main point is to gather a full understanding of what's been communicated and how. This may include reference to a particular document or email
15	A1052-Enable 'cherry picking' of particular records who either should or should not receive this particular mailing - Is this to be able to review the records selected and manually remove or add records manually.	Yes and then to be able to communicate with the picked list

16	A1058-Supports the ability to automatically create membership and events cost calculations dependant on a variety of factors and fields (salary, qualification, payment method, etc) - When refereeing to Salary do you mean salary bands and is this for membership fees	Yes to salary bands (membership fees are based on this plus other factors e.g. membership of a specific Royal College). At the moment it is only membership fee rates based on salary. However we would expect event rates to be based on other factors if possible, or have the ability to determine rates on all factors if possible.
17	When refereeing to qualifications is the MRCPG qualifications to decide the membership type and fees.	Yes to membership type. We have a different exam process for our International MRCGP members. Fees however are based on membership type, professional status (e.g. retired) and/or salary. However we would like the flexibility should our pricing model and structure change (i.e future proof).
18	When referring to payment method is this to charge different fees for cash/credit cards and direct debit to recover the admin cost.	Yes, we do charge different rates, especially for membership fees for DD payments etc. However this is what we do now and would like the flexibility to discount etc where appropriate for membership and events.
19	E1009-Fundamental Stock Management so that, for each item of stock, RCGP can record that they have x copies, that total is reduced by one when a sale is made, they can see the current stock level - What type of products need to be managed. Is this required for publications sales?	Yes, we have an online bookshop (books and merchandise). We also sell these at events.
20	G1028-The system must be able to control users' abilities to view/edit/delete records according to a user's 'security group/access' - Is this rule based or function based i.e. a user can only delete records belongs to their department or cannot delete records.	Both - for example The whole of Finance can only view but one person can edit specific tables/pages etc due to their unique role within the department/team.
21	A1105-Ability to input data in different languages (e.g. Welsh) - Is this so documents can be sent to a members in their preferred language	Yes, as long as it doesn't require an overly complicated solution. You could categorise this as a "nice to have".
22	Ability to change field labels/text on forms to a different language (e.g. Welsh) - Is this to provide multi language user interface or is to personalise the web.	Same as above answer.
23	RCGPRFP_Nov_16_V3 (3) - 1.2. Mandatory Requirements / Constraints - Techwave+Bpmonline can meet this criteria?	For you to decide?
24	Schedule-1-RequirementsDocumentandSupplierResponse - Question 2.2.1 - Detailed system view required	As attached
25	Schedule-1-RequirementsDocumentandSupplierResponse - Question 2.2.1 - What is the technology platform planned for ESB? Do we need to recommend it?	There is no planned ESB architecture. There is desire to simplify overall Applications Architecture domain utilising modern architectural standards that are fit for cloud hosting (auto-scaling, high availability, fault tolerance, etc...). When thinking about integration with other College systems we are considering de-coupling workloads, asynchronous processes, service oriented architecture, etc... hence ESB, API, Notification Services however, it is up to the supplier with their solution in mind to provide recommendations on best architecture.
26	Schedule-1-RequirementsDocumentandSupplierResponse - Question 2.3.1 - Please outline in detail how your system solution may receive data from and sends data to the following systems: How data is currently exchagned with the systems Trainee ePortfolio, Fry (exams), Moodle (online eLearning), Sitecore (CMS), Great Plains (Finance), Cascade (HR), Active Directory system and Office Applications (e.g Microsoft and/or Google)? Are data formats available?	The heterogeneous applications landscape has grown organically over the years. With increasing demand for integration and interoperability, the in-house development team has developed different solutions utilising a range of technologies. Currently data flows across systems using any of the following methods: Data Services, Web Services, FTP, SQL Jobs, Windows Scheduled Tasks, Access DB, .NET executables...
27	Schedule-1-RequirementsDocumentandSupplierResponse - Question 2.3.2 - What is the data currently exchanged to/from data warehouse? What are all the external sources to be considered? Can we get more details about the data set currently exchanged?	Currently there is no data warehouse solution in place. We have a number of reporting methods that rely on bespoke reports; often these reports are developed in isolation and therefore it is difficult and labour intensive to extract any intelligence out of them. These requirements are an opportunity to tell us how your solution will align to the College Business Intellingece and Big Data aspiration.
28	Schedule-1-RequirementsDocumentandSupplierResponse - Question 2.3.1 - How is the master data for all the applications to be managed? As the CMS and CRM system are going to be the core application for the proposed architecture, do they need to also maintain it?	The technical aspect of Digital Transformation demands a single view of our members (and non-members). The College CMS application has been used to provide key pieces of functionality that our current CRM could not deliver. As such, some of this functionality will need to be brought back into the CRM solution. The challenge here is to understand what solution delivers the desired business outcome. The product (CRM or CMS) is irrelevant, however a certain degree of collaboration will be required amongst RCGP and CRM and CMS suppliers to come up with the best solution.
29	Schedule-1-RequirementsDocumentandSupplierResponse - Question 2.3.1 - Will there be a separate workflow system to manage the flow of data/activities across the systems?	This depends on the supplier's solution... Currently we do not have a separate workflow system... Workflows are sometimes embedded in application code, t-sql, etc...
30	Schedule-1-RequirementsDocumentandSupplierResponse - Question 2.3.1 - How is the upgradation and migration of the existing surrounding satellite applications will be managed?	This will be a collective effort amongst RCGP and involved suppliers. There is enough expertise at RCGP to answer all your questions.

31	Schedule-1-RequirementsDocumentandSupplierResponse - Question 2.8.1 - Please advise on this requirement in more detail?	We need to make sure the system is compliant and accessible to all (disabilites etc.) Please refer to the act for more information. W3C compliance basically means that the HTML and CSS code that a website is built with is fully compliant with the standards set by the World Wide Web Consortium (W3C for short). Please refer to the W3C standards.
32	Schedule-1-Appendix 1-RequirementsDocument - A1066 - Do RCGP have the software to print membership cards or do we need to develop it or identify a COTS and integrate our solution with it.	We currently print membership cards in house.
33	Schedule-1-Appendix 1-RequirementsDocument - A1070, A1071 - Do RCGP have an arrangement with the Bank for direct debits? Will RCGP provide the formats for it?	Yes, these will need to be in csv. (UK) and xls. (Ireland)
34	Schedule-1-Appendix 1-RequirementsDocument - A1090 - Format is required.	We run data from a set of provided Crystal reports. These are extracted to Excel and finance use this to send. Also there is a sub system in INtegra that controls the status of each claim and when the money has been received adds details to each members records and also creates financial records to import into Great Plains (Although these may be journaled out as Finance put them in directly). Again we would welcome an alternative solution/process as part of the overall solution. We would like to move away from convoluted processing as mucvh as possible and towards automation.
35	Schedule-1-Appendix 1-RequirementsDocument - E1007, E1008, E1009, E1010, E1011, E1013, E1032, E1033 - Do RCGP havce the Ecommerce solution? Do we need to integrate the CRM solution with it or do we need to develop the Ecommerce portal and interface it with CRM?	We currently use bucks.net as our payment portal, whilst using a bespoke sitecore for ecommerce. We would like to ensure the new system allows either an 'off the shelf' solution. We are not looking for another bespoke system. If you currently integrate with product/s or have a single solution we would be interested.
36	Schedule-1-Appendix 1-RequirementsDocument - E1015, E1014, E1012, A1059, E1006, E1016, E1017, E1018 - Do we need to develop Customer self service portal and interface it with CRM?	We currently use Sitecore for our member portal. Again if there is a solution your prodcut brings we would be interested. We are aware that there are 'off the shelf' member portals that some systems already have, which we would be intersted in too.
37	Schedule-1-RequirementsDocumentandSupplierResponse - Question 2.9.4 - Please identify the Payment Gateway Solution	At the moment it is bucks.net, but as stated, although out of scope, we would be interested in understanding what payment gateways your system integrate/connects with.
38	Schedule-1-Appendix 1-RequirementsDocument - A1059, A1069, E1001, E1002, E1003, E1004, E1007, E1005 - As above	As above
39	Question 5.6.1 Licensing Model - - Based on the, number of users what type of licensing model that you feel would best suit our: a) Central Office (circa 160 staff) b) Faculties (circa 90 staff) Please ask about the: Number of marketing users; Number of contact center users; Number of sales users; Number of contacts in the database;	Although our current organisational structure does not support the areas you have highlighted, please see below a potential breakdown of user types: Our aim is for all staff to have acces to data - this system being a single view of our customers/membership data and activitiy across the various systems. Number of editable users: 100 (this will be at 30 Euston Sqaure and faculties) Number of super user/admin: <10 The number of records can be found in the Schedule-1-RequirementsDocumentandSupplierResponse.docx section 2.5
40	A1016 - M - Provide or Integrate with PAF validation Software - Can you expand on your requirements here please, do you have a platform already, or would require recommendations?	We do use a third party postcode validation software (AFD) for input into our database as well as finding bank details for setting up new direct debits. One is called Bank Finder,the other is just called Post Code . Bank Finder is embedded in Integra and Post Code is only used by Membership via a Citrix app. The Bank Finder one is only used for Manual set up of DD's the majority are set up via Bucks Net. It is the intention to use a PAF via our webforms, but also we would like to ensure any manual input of addresses by staff into the database uses a PAF to ensure consistency, reduce duplication and ensure data is correct. We would accept integration or replacement recommendations.
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