

Q1- Could you please confirm the number of email addresses you envisage being uploaded into the system?

The minimum amount is 5000,000 being uploaded to the platform.

Q2- Please can I ask you to confirm the budget is correct? The budget allocated seems very disproportionate to the number of subscribers you have outlined

The budget is correct, the NMRN will not exclude suppliers if bids are over the advertised budget. Please submit your proposal and costs based upon our scope of requirement.

Q3- Could I confirm how many staff will be expecting/needing access to the chosen platform and can you confirm who/how many will need full time / part time access

We would like a minimum of 10 access to be based on levels as opposed to time based.

Q4- While our company is interested in submitting a bid for this project, I am looking for subcontracting the project. Can it be subcontracted to an UK registered company whose resources are working remotely from India

The NMRN will conduct due diligence on all suppliers submitting to ensure that the NMRN are satisfied with relevant GDPR and Data Protection policies. The NMRN would require you to disclose who your potential subcontractor would be in your tender submission.

The NMRN would require to understand the limit of guarantee with the sub-contractor and how long they will be working with them.

Q5- Does the budget include licensing for the solution, or is this just the implementation and support cost for the duration of the project?

Yes, your costings should include licensing and support costs.

Q6- As the NMRN are a non-profit organisation does that mean that you're able to take advantage of the discounted pricing of Microsoft Dynamics products if the license cost is included in the total

Yes, we are eligible for Microsoft's non-profit licenses so could take advantage of any discounts.

Q6- Is there are incumbent supplier for the email solution, and is there an incumbent supplier for the Dynamics part.

Yes, there is a current incumbent supplier for the email solution, the winning bidder for this tender are expected take over from them once implemented and the incumbents contract finishes.

There is no incumbent for the dynamics piece as the NMRN hosts this on own Microsoft 365 tenant and it is managed internally.

Q7- The tender description mentions "the provision of a social media listening platform." However, there is no reference to this in the detailed tender documents, which primarily focus on the email sending platform. Could you kindly confirm whether the social media listening platform is part of the scope for this tender?

This is an error, and should be disregarded.

Q8- Would this service be responsible for data changes within D365? For example, a new field.

The NMRN would change in D365 but if a new field needs to be created and mapped from this to the ESP they would need to be able to fulfil this change

Q9- Could you please provide a further description, with an example use case so I can better understand the below:

An unlimited number of feeds that can be customised by each user to display.

- This can be removed however it can be each user can only see certain areas of the platform, e.g. campaign managers can see the sites that links to them

Content moderation tools.

- AI to better frame content
- Drag and drop HTML creation
- Able to have certain items hidden for different emails dependant on marketing list

An in-built link shortener with the option to add a custom vanity URLs of our choice.

- Similar to bitly, easy links that can be personalised.

An integrated calendar and/or planner feature that can tag thematic posts for easy reference (i.e. Tagging within the software for user visibility, not tagging within posts for public visibility).

- A calendar to see when emails will be sent which can be filtered by tags etc
- Effectively a content planner
- Also, suggestions on best times to send

Q10- Is there was a preferred file type for attaching the pricing information. If you do have a template of this I could follow, that would be ideal.

- We do not have a preferred file type or template for pricing, please supply your own. But it must provide a clear breakdown of your fees, including a total cost of the duration of the contract which must be ex-VAT. As this will form the Price Quality Score.

Deadline for Clarification Questions for Response is Friday 8th December 2023,

these are to be sent to tenders@nmrn.org.uk