



PRINT ON DEMAND SERVICES - EXPRESSIONS OF INTEREST STAGE

PLEASE RESPOND BY 5PM, 30TH April 2021

PLEASE NOTE: At this stage the information below is for your information only. If this may be an opportunity of interest to you, please note that you need only submit an Expression of Interest to procurement@nationalarchives.gov.uk by 5pm, 30th April 2021. There is no standard or set form for such Expressions of Interest and a simple email, with your supporting information (please see below), will suffice.

The National Archives (TNA) is the official archive and publisher for the UK government, and for England and Wales. We are the guardians of some of our most iconic national documents, dating back over 1,000 years. We are an accredited archive service.

Our 21st-century role is to collect and secure the future of the government record, both digital and physical, to preserve it for generations to come, and to make it as accessible and available as possible.

The National Archives has an online shop and a small on-site retail outlet at its premises at Kew. Both operations carry a wide range of books, gifts and greetings cards related to family, British and military history. During 2020 we relaunched our online business under the Shopify platform and it has gone from strength to strength. Fuelled by increased demand for online shopping in 2020, the shop took over three times as much from its 2020 Christmas offer as it did in 2019 and is a service much appreciated by our customers. The shop positions itself alongside other heritage retail businesses such as The British Library, V&A and Science Museum.

The shop is marketed as part of The National Archives audience offer via dedicated mailers, regular placements in our newsletter to a database of 280,000 and a vibrant social media presence.

Our next step in development is to add in a Print on Demand service providing art prints from a curated selection within our own collection through our own [The National Archives Online Shop](#). We are seeking a partner organisation to help us fulfil this goal. The Print on Demand feature will open up our rich collection of images to a wider consumer audience. This is commonly offered across the heritage and culture sector. As far as possible this must be a

white label service so from the customers point of view they will be dealing with The National Archives, but the fulfilment is contracted out.

Requirements

In your response you need to be able to:

- demonstrate **experience in providing a Print on Demand service** for products including but not necessarily limited to art prints, both framed and unframed;
- **work from Hi-res images provided in lossless tiff format;**
- demonstrate **a proven track record dealing with other museums, galleries or other organisation in the heritage sector** and provide **examples of customers;**
- demonstrate that you can provide **a Print on Demand service which integrates with Shopify online platform;**
- demonstrate **a robust complaints handling process;**
- demonstrate that you have adopted the following **recognised standards for information security: ISO 27001 and Cyber Essentials Plus.**

Please also ensure your response includes the following:

- **range of products (catalogue)**, clearly indicating which range from the framed/unframed products would be made available to TNA. Please note, no samples are required at this stage;
- **pricing model/price list for products**, clearly indicating if it has an agreed RRP to which TNA would need to adhere, or if you would let TNA set up its own retail price. Please note, your submitted pricing must include any and all duties and levies (except UK VAT, which should be excluded) which may be payable on your proposed solution as submitted. If some or all of your proposed solution includes goods or services which are sourced from outside the UK, you must tell us (a) which goods/services are sourced from outside the UK, (b) the associated duties and levies payable and (c) confirmation that your contract price includes all such duties and levies (except UK VAT). For the avoidance of doubt, your pricing should reflect the equivalent of Incoterm DDP (Delivery Duty Paid) and therefore the full cost to the end customer/TNA;
- **indicative shipping costs (UK and International);**
- An initial estimate of your **set up costs and timescale for setup, including integration into Shopify;**
- your **Service Level Agreement (SLA)** that will apply throughout the contract period, both to TNA and the end customer.

Following evaluation of the Expressions of Interest Stage, we envisage asking a maximum of six potential suppliers to receive the full Invitation to Tender, which will include a demonstration of their solution and supply of samples. Please do not supply samples at this stage.

The decision as to which suppliers are taken forward to the next stage of the process will be based on the information received, and our evaluation of your experience demonstrated as well as how the other information supports the values and upholds the reputation of The National Archives.

We are looking for the contract to start as soon as practicable, but no later than end June 2021.

There will be no guaranteed minimum order quantity commitment from The National Archives.