



**CLOSING DATE FOR SUBMISSIONS – 12PM (UK TIME), 10 DECEMBER 2021**  
**CLARIFICATION QUESTIONS AND RESPONSES**

The National Archives has received a number of clarification questions relating to this opportunity. Those questions, and their associated responses, can be found below.

*Q1: 1.3 – You reference 90,000 images in the library, we estimate your total storage currently is approximately 3TB. Please confirm this is an adequate amount to include in the proposal.*

A1: The TIFF files total just over 2TB of storage. The corresponding hi-res JPEG files are just under 100 GB and the low-res JPEG's and thumbnails are around 10 GB and 1 GB respectively.

*Q2: 2.4 – We note the budget for this project is £65,000, does this cover the 3-year duration or the 3+1?*

A2: The £65k is to cover the initial build costs and additional provision will be made for any annual additional costs. The combined total for build plus annual costs will be used for the purposes of the evaluation.

*Q3: 3.2.9 – We note a requirement to link to the Shopify portal and in 1.4 it mentions payments are taken via Worldpay, could you clarify whether or not the requirement is for a self-contained Ecommerce platform i.e. making a purchase within the image library platform or pushing transactions to a Shopify portal.*

A3: The requirement is to link to Shopify for transactions. If that is not possible and a self-contained platform is the only option, it will be evaluated accordingly.

*Q4: 3.2.10 – Does TNA require any web design services?*

A4: The online image library will be designed by the supplier, in line with our branding requirements but broadly following a standard configuration (i.e. we don't want you to fundamentally re-design the site, simply make it work for our branding). There are no wider requirements for web design services for our own website.

Q5: 3.2.13 – *This request has been noted. Is there a requirement for the system to integrate into other third parties as part of the base price, for example CRM or Finance systems?*

A5: This requirement is based on our interest in being able to more easily integrate content on the online image library into our main website. It would be good in the future if we can surface image library images for users of our main online catalogue to enhance their experience. There is no immediate requirement to integrate with a finance system although if some form of finance reporting from the site is available (to allow for easier reconciliation of orders against income) that would be useful. This also ties into the requirement to link to shopify.

Q6: 4.2 – *Is there a limit on attachment size? We want to be sure any documentation we send is received.*

A6: 30MB

Q7: 6.1 – *Will there be an opportunity for demonstrations of the platform between stages 3 & 4?*

A7: No. As part of your submission please provide details of live online platforms that you have created so we can visit them.

Q8: Appendix 1 – Security - 1.6 – *In addition to MFA, do you have a requirement for Single Sign On (SSO) to be included in the price?*

A8: No but if you can provide it, it may increase your overall score.

Q9: Appendix 1 – Security - 1.10 – *We can see no reference to long term archiving, would TNA like pricing on this in addition to the normal disaster recovery provision within our service?*

A9: If you want to provide this as an optional extra then please do. If you include it as part of the main offer (and is therefore within the base price) it will be evaluated and scored accordingly.