**Clarification Document 2**

Below is a list of questions that have been raised by interested parties so far. Questions are in blue font with the answers being in black font.

* The Budget for this project as per ITT is £55k. However, we will be reviewing all applications with an open mind and the final decision will be based on which system best fits the business needs as opposed to which is the cheapest.

* Are you open to on premise or does it have to be fully cloud based? We are open to all ideas and will review each application separately.

         Do you have in place a system that manages the EBay and Amazon listings? Yes we currently use a web based omnichannel retail management platform

         If so will you be keeping that in place? No, we would like this integrated within the new software

         What system is in place for the Cards department – this runs under a completely different system. Please see the website [www.trolltradercards.com](http://www.trolltradercards.com) which is where all orders as placed.

         Why is this not being considered for replacement. It is not a straightforward system, the price of a single card can fluctuate on a daily (sometimes hourly) basis a bit like the stock exchange. So instead of valuing the cost as per the latest price paid it would need to be linked to a cards market matrix which pulls through live prices. It would be great if this was integrated in to the new system but we feel it is too big of an ask.

         How will that affect the finance system? – It won’t. At present the sales are recorded manually on excel and reconciled to paypal receipts. Unfortunately this manual task will have to continue.

         What payment gateway do you operate for Shopify? We use the direct payment methods through Stripe

         Will you be keeping the Shopify e commerce platform or are you looking for a replacement? If we could replace it with a new platform integrated into the new system that would be beneficial but subject to additional costs VS benefits.

         Is this largely B2B or B2C, if both could you identify the split by the various channels? The business currently operates mainly B2C (approx. 70-75%) with Ebay being the biggest platform. B2B has not been targeted as much as potential would allow because of the manual system currently in place. B2B growth is one of the targets of the business.

         How many users require internal access for the Finance system? 3

         How many users require external access for the finance system? 2

         How many users required for the remote Sales Order function? Depends. This function is desired for weekend gaming events (as opposed to salesmen out on the road). We can take up to 20 staff to events and as an estimate, half of those would be selling at any one time.

         How many operators supervisor for the WMS? 1

         How many operators HHT for the WMS? 1

         Regarding system functions have you rated these “Must have”, “important” or “would be nice” or similar grade structure? Not at present. 99% would be “must have” to justify the capital expenditure. The point re the Cards system would be classed as “would be nice”

         How many total users for system? 10 users at present. We would probably seek 15 licences with the growth expected within the first 12-18 months.

         Are you looking for supply of infrastructure or will that be in place? IT Infrastructure will be in place.

         Do you have preference for on site Server or Cloud? The scope of the system requirements suggests an on promise solution would be more likely to support the requirements an provide smarter integration between platforms. No preference. Please quote on what you believe is the best solution from your experiences.

         If cloud is requirement how will this affect the initial budget i.e.is there an ongoing budget to over support subscriptions etc? Please include on-going support costs (even if only estimates at present) so we have an idea of on-going costs post completion of this project.

         Are you looking on a subscription payment plan or traditional Capex investment? Capex investment is mandatory for a grant application.

2.3.8 -  Eliminating the need to manually search for orders – Not sure what this means. Automated system, as much as possible, reducing the need for manual tasks.

2.4.1 - Automatic updates between Ebay, Amazon, Shopify and the system including stock-holding levels, price changes and sales/return order processing. I look forward to you feedback. – Live updates or at regular intervals. Current system updates are every 15 mins.

2.5.1 – Ability to Implement updates quickly and efficiently – What updates do you mean? Any within your software that don’t cause down-time for users.

3.0 Website Development – Is the web site intended to be the Shopify in place or is replacement part of this tender? If this site can be developed so it is integrated within the new system then great. If a new site is required then a quote for that included within the tender.

3.3.7 - Automated messages to the Production Team when a manufactured product goes to zero in stock so they know what requires manufacturing (the same as minimum order stock quantities for supplier orders but with these being made in-house it is a “to produce” list as opposed to a “to-buy” list). Could you please be more specific on how you see this function working. Or you looking for trigger on certain stock levels being hit or more advanced MRP and MPS? Trigger on certain stock levels.

3.3.8.2 – Customise cyclical counts with full filtering fields.  More details would be appreciated here. In brief, counts that can be tailored any way imaginable. Filter by product/value/supplier/sales frequency/location etc.

3.3.9 – Options for tiered product filtering – going in to as much detail as possible with classes and sub-classes. More details would be appreciated here. As 3.3.8.2 above.

3.3.10 – Having multiple options in the search fields giving the system entire freedom to create the exact count you with the ability to search in to as much detail as you need More details would be appreciated here. As 3.3.8.2 above.

1. Please provide the user numbers in each of these categories:
   1. Main system concurrent user licences – 10 to start with
   2. Device user licences – 2 to start with (from a WMS point of view)

Will ERP solutions with this pricing model be considered? Yes