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**SHOPIFY SERVICES**

**Deadline for submission of proposals:**

**12 NOON fRIDAY 10 jANUARY 2020**

**CLARIFICATION QUESTIONS AND RESPONSES**

The National Archives has received some clarification questions. Those questions and their associated responses are detailed below.

Q1. **What is the current POS / in store (till) solution in the physical store at Kew?**

A1. The PoS system is Microsoft RMS – Retail management System which also does stock control and order fulfilment

Q2. **Can you please share the 'detailed review' referred to in 2.1 that led to Shopify being selected as the destination Ecommerce platform?**

A2. We are not obliged to share this review and what led us to select Shopify as our platform. It has been jointly agreed internally by all of the parties affected.

Q3. **Can you confirm that Shopify+ has been selected rather than (standard) Shopify?**

A3. We believe that Shopify + is the correct version we require but we are looking to discuss and verify this with the partner we select, due to difference in costing between the versions.

Q4. **The shopify team have expressed previously that their platform is not setup for events and although you can sell digital products (which could be a ticket) there is no barcode style management of those as they are just products. There’s not even a robust Shopify app for this either. I would be concerned trying to fit in this type of system into Shopify as it is not what Shopify has built in and you may find it is not going to be right. What are your thoughts on this?**

A4. Looking in the Shopify catalogue of add ins, a simple search shows several potential solutions – see file attached. These appears to meet most of the requirements noted, but we agree we need more experienced advice about this. It is our desire to deploy a single retail solution, or a well-integrated and tested solution, for the retail shop (POS and online) and event sales.   We are very keen to understand what the shortcomings are in Shopify and why you are suggesting it will not meet our needs.  If you feel the single Shopify solution will not work, we are interested in what your fully costed recommendation is.

Q.5 **Finally, for the image library do you have details of how the images and data against them will be supplied?**

A.5 The current process with the Image Library is that the master images are held as tiffs on our server, and these are uploaded every few hours onto the Image library site, converted into compressed jpegs at around 1MB each. There are approx. 80,000 images on the server.   Descriptive data is part of each filename, and is transferred across onto the site, auto-filling searchable fields for reference number, description and date.  Ideally, the new process should mirror this approach, with the added benefit of being able to deliver the master file to the customer, rather than the compressed jpeg, which in many cases is not large enough for the customer’s needs.