National Museum of The Royal Navy Ticketing System (PIN)

Overview

The purpose of this Prior Information Notice is to give early engagement to the future procurement to review the requirements of ticketing and secondary revenue systems at Portsmouth Historic Dockyard (PHD) and the other 5 National Museum of the Royal Navy (NMRN) sites against the financial, commercial, and operational needs of the organisation. Subsequently, to secure the best solution, either through retention of the incumbent or appointment of a new vendor and implementation of a new solution. This procurement is being conducted by NMRN Operations, the operating subsidiary of the NMRN.

The term 'ticketing' can be broadly considered to include all receipting functions for a National Museum, including channel admission ticket sales, retail and F&B sales and stock management, e-commerce, access control, card payments, donations, hires, data capture to support CRM and all system reporting, including VAT and gift aid, as well as meeting PHD's financial requirements in relation to the disbursement of ticketing revenues.

The Public Contracts Regulation 2015 require the NMRN to retender contracts over the value of £25,000 every five years. Following a period of exceptional annual review during the COVID pandemic, the 5 yearly review regulation is now invoked in relation to the contract with the current vendor, Gateway Ticketing Systems (supplier of Galaxy) which expires in March 2024.

Scope of Work

The NMRN is seeking a new ticketing and payment processing platform solution which will work across multiple sites, be able to disburse incoming payments and allow access control. It is also seeking a new payment processing platform.

Requirements to include:

The core deliverables of the project are a ticketing system and payment processing platform that meets the requirements identified in the discovery phase. Subject to reassessment during discovery, the key deliverables for the NMRN operation are as follows:

i. Intuitive, thematically integrated webstore able to present and process PHD's complex multi-site web product offering, discounts, vouchers and gift cards with high completion rates. With functionality for additional adaptive/dynamic pricing where applicable.

ii. Allow the sale of recommended upsells through online webstores and POS systems

iii. Intuitive and user-friendly POS system allowing short transaction times, high user accuracy and fully supporting ticketing, 3rd party arrivals, group and schools' check-ins, discounts, gift aid, etc

iv. An inventory management system for retail and catering stock that will forecast, track, manage and report on inventory levels and values.

v. Access control to meet the complex requirements of multi-site, multi-attraction, variable duration ticketing.

vi. Membership and CRM functionality providing appropriate data capture and relationship management tools.

vii. Management of the different VAT rates applicable within individual products.

viii. Management Information including full financial and operational reporting requirements including a strong aspiration for real-time dashboard style data to support management and operational decision-making.

ix. Full vendor support and assurance on areas including account management, helpdesk and 2nd/3rd line support with escalation routes, data security, training with acceptable SLAs around infrastructure and general system availability

x. Open to exploring alternative operating models for the delivery of ticket sales which may offer improved customer experience or business efficiencies including but not limited to self-service checkouts, new

payment systems and technologies, multiple physical ticket purchase points, mobile sales points, etc. This to include the ability to issue paper or digital tickets dependant on customer preference.

xi.   An integrated payment processing platform offering the ability to take card payments onsite and via mobile sales points and our websites. It manages merchant verification and security checks, deals with currency conversion and connects to our ticketing and finance systems to provide records of sales.

xii.   A secure and compliant solution.

These requirements may change in scope, so this is currently indicative of at the time of writing.

Tender Process

Once the PIN period has ended the NMRN will engage in a Competitive Dialogue procedure for the ticketing system procurement, the proposal will consist of the following stages;

1. **Selection Questionnaire (SQ)-** Open to all bidders, evaluation of the SQs will be down selected to a pre-determined* ranked number of suppliers to take forward into the Competitive Dialogue.
2. **Invitation to Participate (ITP)-** Only those selected from the evaluation will be invited to participate, whereby bidders will be asked to submit their proposed system, which will include interviews and demonstrations of the proposed system.
3. **Final Detail Submission (FDS)-** When the NMRN is satisfied the scope of requirement by the selected suppliers are sufficiently being met the FDS will be issued, this is the final stage to award the contract.

*This is to be confirmed.

The Prior Information Notice is to be issued in February 2024, with the Competitive Dialogue looking to take place in March 2024. The contract award is expected in Autumn 2024, the NMRN reserves the right to amend the timetable of the procedure.

How to Apply?

Suppliers interested in participating should register their interest by Midday of 27th February 2024, during this time we can engage in dialogue with interested suppliers. The NMRN may ask its appointed consultants from IZR Consultants (Ticketing System Consultant) and DCE Ltd (Procurement Consultant) respectively to engage with suppliers on behalf of the organisation. The Mary Rose Trust will also be involved in this tender as joint partners in PHD Operations.

Experience working in Historic/Heritage settings would be preferred for suppliers applying.

Please send an email expressing your interest to; tenders@nmrn.org.uk

The NMRN Procurement Team will hold your expression of interest to communicate further updates

Useful Links;

NMRN - https://www.nmrn.org.uk/

PHD- https://historicdockyard.co.uk/