The Royal Botanic Gardens, Kew, is preparing to procure a new ticketing and admissions system. As part of this process, we are conducting early market engagement to gauge the market's interest and capability to tender for the delivery of this solution.

Attached, you will find an early market engagement form along with the draft functional requirements for the new system. We have indicated which requirements are likely to be Pass/fail and which are likely to be considered “must have”. Other requirements are desirable. This is not the final list and may be updated prior to issuing the tender.

RBG Kew recently completed an internal project to transition our ticketing operations from third-party platforms to an in-house solution. This experience has given us a much better understanding of our essential requirements versus desirable ones, all outlined in the attached documentation.

The intention is to issue the tender before the end of this calendar year and aim to start delivery in April 2025.

For the avoidance of doubt:

* This notice is to conduct early market engagement and will not formally begin the procurement or constitute any commitment by RBG Kew to undertake any procurement exercise.
* This notice does not guarantee an invitation to participate in this or any future procurement that RBG Kew may conduct, nor that RBG Kew will procure any services or accepts any proposals offered. Potential bidders will not be prejudiced by any response or failure to respond to the early market engagement exercise.
* No expense in responding to this early market engagement will be reimbursed by RBG Kew.
* Any procurement by RBG Kew will be carried out strictly in line with the Public Contracts Regulations 2015.
* We will not accept any responsibility or liability for advising of any changes or additions to the information contained in this document.
* No representation, warranty or undertaking, expressed or implied is, or will be, made and no responsibility or liability will be accepted by RBG Kew as to the accuracy or completeness of the document or any other written or verbal information made available to any interested party or its advisors. Any liability however arising is expressly disclaimed.

If you feel that your organisation can contribute to this exercise, please provide the information requested below.

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| **Return information** |
| Name of requirement | RBG Kew Ticketing | Time for response | 12pm on 06/12/2024 |
| Address to return this questionnaire to | EVE@kew.org |

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| **Specification** |
| Summary of requirement | Replacement ticketing and admission system for RBG Kew |
| Requirements Specification | See attachment entitled ‘RBG Kew Ticketing Draft Functional Reqs’ |

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| **Questionnaire** |
| **Supplier Name** |
|  |
| **Contact Details** |
| Name: Email: Phone:  |
| Kew intends to issue the formal tender for this shortly. When RBG Kew progresses in procuring this opportunity, would your organisation be interested in submitting a tender?  If not, it would be helpful if you could help us to understand why not (e.g. timescales and team availability, fit for the requirements, etc) |
|  |
| Would you be able to provide a solution to meet the Specification? |
|  |
| What advice would you give to improve the clarity of the draft specification? |
|  |
| What is the name of the solution you would provide to meet the Specification? |
|  |
| What is the estimated delivery timescale from kick-off to go-live for a solution to meet the Specification? |
|  |