**STANDARD SELECTION QUESTIONNAIRE**

**Ticket System Solution (2024)**

**Competitive Dialogue**

Reference: 231614

The National Museum of the Royal Navy

HMS Naval Base (PP66)

Portsmouth

PO1 3NH

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Section 1

Service Overview

* The Selection Questionnaire is the first phase of the projects 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:

1. 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.
2. Allow the sale of recommended upsells through online webstores and POS systems
3. 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
4. An inventory management system for retail and catering stock that will forecast, track, manage and report on inventory levels and values.
5. Access control to meet the complex requirements of multi-site, multi-attraction, variable duration ticketing.
6. Membership and CRM functionality providing appropriate data capture and relationship management tools.
7. Management of the different VAT rates applicable within individual products.
8. 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.
9. 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
10. 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.
11. 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.
12. A secure and compliant solution.
13. The solution must be able to integrate with Microsoft Dynamics 365 as it is critical to the CRM. .

NMRN Locations

|  |  |
| --- | --- |
| **Fleet Air Arm Museum**  Yeovilton, Somerset  Welcomes 85,000 visitors per year |  |
| N**MRN Hartlepool**  County Durham  Welcomes 50,000 visitors per year |
| **HMS Caroline**  Belfast, Northern Ireland  Welcomes 33,800 (pre-pandemic) per year |
| **Portsmouth Historic Dockyard (PHD)**  Portsmouth and Gosport, Hampshire  Welcomes 750,000 visitors per year |
| **Portsmouth Historic Dockyard is operated by PHD Operations**  Established in 2020 as a partnership between National Museum of the Royal Navy and Mary Rose Trust.  50:50 Decision, making, shared costs and responsibilities  Joint Activity:   * Marketing * Visitor Centre Operations * Ticketing * Elements of collaborative programming and learning activity * Back of house reporting and processing |

NMRN Sites and Current Ticketing Models

|  |  |  |
| --- | --- | --- |
| **Fleet Air Arm Museum**  Yeovilton, Somerset | Booked timeslots every 30 minutes free flow when inside   * Annual Tickets * Retail and café offering * Public programming offer * Paid event offerings * Free events with partners * Paid events with partners | |
| N**MRN Hartlepool**  County Durham | Booked day slots, free flow inside.   * Annual Tickets * Retail and café offering * Public programming offer * Paid event offerings * Separate ticketing offer for Museum of Hartlepool | |
| **HMS Caroline**  Belfast, Northern Ireland | Booked timeslots, during shoulder season guided tours. Free flow in mid – high season.   * Annual Tickets * Retail and café offering * Public programming offer * Paid event offerings | |
| **Portsmouth Historic Dockyard (PHD)**  Portsmouth and Gosport, Hampshire | Booked day slots, free flow once on site.  Multiple ticket structure   * 1 Attraction (day ticket) * 3 Attraction (annual ticket) * Ultimate Explorer (annual ticket) * Retail offering * Public programming offer * Paid events * Free events with partners * Gosport Attractions have their own Catering Offering | |
|  |  |  |

* For full information we can share the Market Engagement Day presentation that was talked through by the Project Team during the Prior Information (PIN) phase,
* Please email [tenders@nmrn.org.uk](mailto:tenders@nmrn.org.uk) to send this over to you.

Tender Process

* Ticket System Project procurement began with a Prior Information Notice (PIN) on 5th February 2024
* This is followed by a Competitive Dialogue procurement procedure, this will have a minimum of 3 phases to it.
* The intention is to advertise the first phase the Selection Questionnaire (SQ) week commencing 18th March 2024

Selection Questionnaire (SQ)

* Selection Questionnaire (SQ) anticipated to be issued week commencing in Mid-March 2024
* Contains the scope of requirement outline, procurement timeline and how to apply.
* The Questionnaire will follow the Cabinet Office mandatory supplier questionnaire, with further additions added that are relevant to the project.
* Submissions will be evaluated by the project team.
* The top submission of a pre-determined number will be shortlisted will be issued Invitation to Participate phase.
* **IMPORTANT- At this stage we do not wish to see your ticket system.**

Invitation to Participate (ITP)

* The shortlisted bidders will be issued with the ITP documentation in the form of an Invitation to Tender (ITT) to propose their Initial Outline Solution (IOS).
* Initial opportunity to host dialogue sessions with each supplier to demonstrate their ticketing system.
* The submissions will be evaluated- any submissions that are overall poor of unacceptable will not be taken forward.
* If the project panel do not require further iterative phases it will progress to the Final Detail Submission (FDS)

Final Detail Submission (FDS)

* The Final Detail Submission (FDS) is the penultimate round for this project, the contract award will follow this.
* It is likely (but not confirmed) that the NMRN will shortlist to a final number of bidders for this stage, but this will be established at the ITP phase.
* The tender documentation will be refined based upon the ITP/IOS phase submissions.
* The evaluation criteria will be split down into sub-criteria to provide further succinct responses.
* Submissions are followed by a round of post-submission interviews to go through the bid section by section to ensure the evaluating panel to question and clarify the bid further.
* The final evaluation will be completed by the panel, and award notice will be issued.

Contract Award

* Upon award notice being issued the mandatory 10-day standstill will begin.
* Once End of Standstill has concluded then the project team will begin discussions with the winning bidder to begin onboarding and planning the next steps.
* The NMRN will issue the contract, unless agreed (on review) to accept the winning bidders on contract.
* The NMRN will issue KPIs to ensure the contract management meets our requirements.
* Contract is expected to be for **5 Years-** with option to extend for further **2 years**

*This is indicative at time of writing, the ITP & FDS phases will be influenced by the NMRN’s process and understanding from the bids from the shortlisted bids.*

Section 2

Purpose of the Selection Questionnaire (SQ)

2.1 This Selection Questionnaire (SQ) sets out the information which is required by the NMRN in order to assess the suitability of potential Suppliers in terms of its technical knowledge and experience, capability/capacity, organisational and financial standing to meet the requirement.

2.2 During the selection stage, the intention is to arrive at a shortlist of ten (10) qualified providers for formal Invitation To Participate (‘ITP’) against the requirement as advertised on Contracts Finder Gov.UK and MyTenders (including FTS) with reference 231614 dated **20th March 2024**

2.3 Please note that the general information requested under Part 1 for ‘Organisation Details’ and ‘Organisation Structure’ is unlikely to be requested during later stages of this tender. However, if there are major changes in the financial stability and/ or material adverse publicity with respect to the performance of your company (including the loss of customer contracts of a similar or greater value, complexity and/or scope) it is incumbent upon your organisation to notify the National Museum of the Royal Navy (NMRN).

2.4 Your completed response should be submitted by the due date and time required:

Date: Friday 19th April 2024

Time: 1200 Midday

Responses should be submitted in an electronic format addressed to: [tenders@nmrn.org.uk](mailto:tenders@nmrn.org.uk).

Please ensure your submission has been received by keeping a copy of the automatically generated read receipt from the mailbox. If a submission is undeliverable for any reason, you will need to supply evidence in order that submissions can be considered.

PLEASE NOTE THIS EMAIL IS DIFFERENT TO THE CLARIFICATIONS AND CORRESPONDENCE EMAIL DURING THE TENDER PROCESS.

2.3.3 It is the sole responsibility of the Tenderer to deliver their response as specified and to ensure that their response has been received. It is suggested that this may achieved by setting either a Delivery Receipt or a Read Receipt.

2.3.4 The NMRN takes no responsibility for identifying any clerical errors or misunderstanding in any tenders submitted. Tenderers must therefore ensure that the content of any Tender submitted is complete and accurate.

2.3.6 All tender submissions that are made by email must be DKIM compliant (<http://www.dkim.org>), otherwise the NMRN IT Security settings may potentially block emails or submissions if they are not compliant.

2.3.7 If you have received no response from the NMRN regarding your tender submission after 1-2 days (excluding weekends) please email [procurement@nmrn.org.uk](mailto:procurement@nmrn.org.uk) or call; *02392891370 Ext: 2042* to speak to the Procurement Officer. Please leave a voicemail if the call is unable to be answered.

2.3.8 Late responses will not be accepted

Section 3

Instructions for the Completion of the Selection Questionnaire

3.1 Timetable

Please find below an indicative timetable:

|  |  |  |
| --- | --- | --- |
| **No** | **Event** | **Date** |
| 1 | Issue of Selection Questionnaire | Wednesday 20th March 2024 |
| 2 | Clarification Period Ends | Midday (1200)  Tuesday 9th April 2024 |
| **3** | **Deadline for Submissions of SQs** | **Midday (1200)**  **Friday 19th April 2024** |
| 4 | Evaluation of SQ submissions | Week Commencing  22nd April 2025 |
| 5 | Notices Issued to Successful & Unsuccessful Suppliers | Week Commencing  22nd April 2024  or 29th April 2024 |

3.2 General

3.2.1 Please answer all questions in full and in the same order as they were provided.

3.2.2 Please number any supporting documentation that is requested as part of this tender phase. Please complete and return the declaration at Annex B.

3.2.4 Please answer the questions specifically for your company, not for the group if you are part of a group of companies.

3.2.5 Please include, where appropriate, continuation sheets and any supporting documents.

3.2.6 At this stage we do not require any price proposals for your proposed system, as we are not evaluating this, as at this stage we wish to assess you as a supplier.

3.3 Point of Contact

The panel for this project is made up of the NMRN, Mary Rose Museum (as join operators of Portsmouth Historic Dockyard Operations), and appointed consultants from IZR Consulting and DCE Ltd may also be involved.

Procurement Team

The National Museum of the Royal Navy

HMS Naval Base (PP66)

Portsmouth

PO1 3NH

Email: [tenders@nmrn.org.uk](mailto:tenders@nmrn.org.uk)

Phone 02392 891370 ext.2042

No other persons are authorised to discuss the content of this document or the substance of the tender on behalf of the NMRN.

Section 4

Selection Questionnaire Evaluation

4.1 Introduction

4.1.1 The NMRN will evaluate responses on the basis of the economic and financial standing, and technical or professional ability of potential Suppliers. Any Supplier invited to tender based upon information provided in a SQ does not imply any acceptance by the NMRN as to the Supplier’s economic or financial standing, technical or professional ability to carry out the subject of the contract.

4.1.2 If successful at this stage they will then be invited to submit a tender according to the timescales in the SQ document. The number of Suppliers invited to tender will be restricted to five where possible.

4.1.3 References will be requested from Suppliers’ current clients and their absence may have a critical influence in the selection process as will any other missing information.

4.1.4 For advice and guidance regarding the completion of the Selection and Evaluation sections of this SQ, please refer to our “NMRN Guidance and FAQs for Suppliers [SQ]” document which accompanies this SQ.

4.2 Evaluation of Tenders (Selection)

4.2.1 The NMRN will evaluate Suppliers on the following aspects of their responses to the standard Supplier Questionnaire in Annex A.

|  |  |  |
| --- | --- | --- |
| **Section** | | **Scoring** |
| **1** | **Supplier Information** | *Required Data* |
| **2** | **Grounds for mandatory exclusion** | *Pass / Fail* |
| **3** | **Mandatory and discretionary grounds relating to the payment of taxes and social security contributions** | *Pass / Fail* |
| **4** | **Grounds For Discretionary exclusion** | *Pass / Fail* |
| **5** | **Economic and Financial Standing** | *Pass / Fail* |
| **6** | **Technical and Professional Ability** | *Scored under 4.3 criteria* |
| **6.2-6.13** | **See Below on 4.2.2** |
| **7.1** | **Insurance** | *Pass / Fail* |
| **7.2** | **Data protection** | *Pass / Fail* |
| **7.3** | **Health and Safety** | *Pass / Fail* |
| **7.4** | **Payment in Contracts Above £5m per annum (Central Government Contracts)** | *Pass / Fail* |
| **7.5** | **Requirement under the**  **Public Contracts Regulations 2015 (Regulation 113)** | *Pass / Fail* |
| **7.6** | **6Tackling Modern Slavery in Supply Chains** | *Pass / Fail* |
| **8.1** | **Credit Rating** | *Pass / Fail* |
| **8.2** | **Audit and Information Security** | *Pass / Fail* |
| **8.3** | **Quality & Environmental Management** | *Pass / Fail* |

*Shortlisted bidders will have their credit rating checked by the NMRN Finance Team prior to issued notice*

4.2.2 Only information provided as a direct response to the questionnaires will be evaluated. Information and details which forms part of general company literature or promotional brochures etc. will not form part of the evaluation process. All questions must be answered.

4.2.3 Please note that the NMRN may require clarification of the answers provided or ask for additional information.

4.2.4 The response should be submitted by an individual of the organisation, company or partnership who has the authority to answer on behalf of that organisation, company or partnership.

4.2.5 Should the response be found to be erroneous or in any other way incorrect, the NMRN reserves the right to disqualify the candidate from the tender.

4.2.6 Each of the above Selection stage aspects will be evaluated separately, with a mark of Pass or Fail. Suppliers will be required to pass all aspects in order to achieve an overall Pass for the Selection stage and therefore have their tender further assessed in the final evaluation phase which covers price.

4.3 Technical and Professional Ability

4.3.1 Where the NMRN includes any additional SQ questions related to the Technical and Professional Ability of Suppliers, they will be scored using the scoring model given in the table below:

|  |  |
| --- | --- |
| Points | Interpretation |
| 10 | **Excellent -** The response shows: • Very good understanding of the requirement • Considerable competence demonstrated through relevant experience • Considerable insight into the relevant issues The response is also likely to propose additional value in several respects above that expected |
| 7 | **Good -** The response shows: • Good understanding of the requirements • Sufficient competence demonstrated through relevant experience • Some insight demonstrated into the relevant issues |
| 5 | **Adequate** - The response shows: • Basic understanding of the requirements • Sufficient competence demonstrated through relevant experience • Some areas of concern that require attention |
| 3 | **Poor** – The response does not demonstrate that the bidder meets the requirement in one or more areas. There are reservations because of one or all of the following: • There is at least one significant issue needing considerable attention • There is insufficient evidence to demonstrate competence or understanding • The response is light and unconvincing |
| 0 | **Unacceptable** - The response is non-compliant with the requirements of the ITT and/or no response has been provided because of one or all of the following: • The response indicates a significant lack of understanding • The response fails to meet the requirement |

Method of Selection Questionnaire

Below are three types of responses for this Selection Questionnaire, these are;

| **1.1.1** | **Question Here A-B-B** | *Only a written response to question goes here* | | |
| --- | --- | --- | --- | --- |
| **1.1.2** | **Question Here A-B-B** |  | Yes  No | Within Own Solution  Bespoke  Sub-Contractor Integrated |
| **1.1.3** | **Question Here A-B-B** | *Response to go here, with tick box required to add context* | | Within Own Solution  Bespoke  Sub-Contractor Integrated |

1. There is a response only question (1.1.1 above), these types of questions will be marked using the scoring criteria stated within the ITT.
2. The greyed-out boxes such as in example 1.1.2 do not require any form of written response, it is simply a tick box for yes/no response to the question, or further tick boxes for further detail. These are not scored, it is for our information to help understand all the bidder’s capabilities and help us form the Invitation to Participate documentation and assessment. There are some questions whereby a no to a tick box response will result in a ZERO score.
3. The example in 1.1.3 is whereby we require a written response to the question, as well as further information to whether the response is within your own standard solution, it is bespoke from scratch or it is an integrated module/software etc from a sub-contractor. These types of questions will be marked using the scoring criteria stated within the ITT.

**Selection Stages**

* In Section 6, a simple scoring mechanism will be used for evaluating written responses only, with objective responses (tick boxes) being for information purposes.
* From the Selection Questionnaire phase the highest scoring 10 bidders will be required to pass all aspects in order to achieve an overall Pass for the Selection stage and therefore move to the Competitive Dialogue phase.
* The highest scoring **ten (10**) Suppliers will be required to pass all aspects in order to achieve an overall Pass for the Selection stage and therefore move to the Competitive Dialogue phase.
* The shortlisted number for the FDS phase will only be available to those invited to the Competitive Dialogue ITP phase.

Annex A

Supplier Selection Questionnaire

**Ticket System Solution (2024)**

**231614**

**COMPETITIVE DIALOGUE**

**Notes for completion**

1. The “authority” means the contracting authority, or anyone acting on behalf of the contracting authority, that is seeking to invite suitable candidates to participate in this procurement process.
2. “You” / “Your” refers to the potential supplier completing this standard Selection Questionnaire i.e. the legal entity responsible for the information provided. The term “potential supplier” is intended to cover any economic operator as defined by the Public Contracts Regulations 2015 (referred to as the “regulations”) and could be a registered company; the lead contact for a group of economic operators; charitable organisation; Voluntary Community and Social Enterprise (VCSE); Special Purpose Vehicle; or other form of entity.
3. Please ensure that all questions are completed in full, and in the format requested. If the question does not apply to you, please state ‘N/A’. Should you need to provide additional information in response to the questions, please submit a clearly identified annex.
4. The authority recognises that arrangements set out in section 1.2 of the standard Selection Questionnaire, in relation to a group of economic operators (for example, a consortium) and/or use of sub-contractors, may be subject to change and will, therefore, not be finalised until a later date. The lead contact should notify the authority immediately of any change in the proposed arrangements and ensure a completed Part 1 and Part 2 is submitted for any new organisation relied on to meet the selection criteria. The authority will make a revised assessment of the submission based on the updated information.
5. For Part 1 and Part 2 every organisation that is being relied on to meet the selection must complete and submit the self-declaration.
6. **Note for Contracting Authorities: The following paragraph is optional for inclusion if a decision has been made to request a self-declaration of the exclusion grounds from sub-contractors.** *All sub-contractors are required to complete Part 1 and Part 21.*
7. For answers to Part 3 - If you are bidding on behalf of a group, for example, a consortium, or you intend to use sub-contractors, you should complete all of the questions on behalf of the consortium and/ or any sub-contractors, providing one composite response and declaration.

The authority confirms that it will keep confidential and will not disclose to any third parties any information obtained from a named customer contact, other than to the Cabinet Office and/or contracting authorities defined by the regulations, or pursuant to an order of the court or demand made by any competent authority or body where the authority is under a legal or regulatory obligation to make such a disclosure

1 See PCR 2015 regulations 71 (8)-(

|  |  |  |
| --- | --- | --- |
| **Part 1 – Potential supplier information** | | |
| Please answer the following questions in full. Note that every organisation that is being relied on to meet the selection must complete and submit the Part 1 and Part 2 self-declaration. | | |
| **Section 1** | **Potential Supplier Information** | |
| **Question no.** | **Question** | **Response** |
| **1.1 (a)** | Full name of the potential supplier submitting the information |  |
| **1.1 (b) – (i)** | Registered office address (if applicable) |  |
| **1.1 (b) – (ii)** | Registered website address (if applicable) |  |
| **1.1 (c)** | Trading Status:   1. public limited company 2. limited company 3. limited liability partnership 4. other partnership 5. sole trader 6. third sector 7. other (please specify your trading status) |  |
| **1.1 (d)** | Date of registration in country of origin |  |
| **1.1 (e)** | Company registration number (if applicable) |  |
| **1.1 (f)** | Charity registration number (if applicable) |  |
| **1.1 (g)** | Head office DUNS number (if applicable) |  |
| **1.1 (h)** | Registered VAT number |  |
| **1.1 (i) - (i)** | If applicable, is your organisation registered with the appropriate professional or trade register(s) in the member state where it is established? | Yes  No  N/A |
| **1.1 (i) - (ii)** | If you responded yes to 1.1(i) - (i), please provide the relevant details, including the registration number(s). |  |
| **1.1 (j) - (i)** | Is it a legal requirement in the state where you are established for you to possess a particular authorisation, or be a member of a particular organisation in order to provide the services specified in this procurement? | Yes  No  N/A |
| **1.1 (j) - (ii)** | If you responded yes to 1.1(j) - (i), please provide additional details of what is required and confirmation that you have complied with this. |  |
| **1.1 (k)** | Trading name(s) that will be used if successful in this procurement |  |
| **1.1 (l)** | Relevant classifications (state whether you fall within one of these, and if so which one)   1. Voluntary Community Social Enterprise (VCSE) 2. Sheltered Workshop 3. Public service mutual |  |
| **1.1 (m)** | Are you a Small, Medium or Micro Enterprise (SME)? | Yes  No |
| **1.1 (n)** | Details of Persons of Significant Control (PSC), where appropriate:   * Name; * Date of birth; * Nationality; * Country, state or part of the UK where the PSC usually lives; * Service address; * The date he or she became a PSC in relation to the company (for existing companies 6 April 2016 should be used); * Which conditions for being a PSC are met; * Over 25% up to (and including) 50%, * More than 50% and less than 75%, * 75% or more.   (Please enter N/A if not applicable) |  |
| **1.1 (o)** | Details of immediate parent company:   * Full name of the immediate parent company * Registered office address (if applicable) * Registration number (if applicable) * Head office DUNS number (if applicable) * Head office VAT number (if applicable)   (Please enter N/A if not applicable) |  |
| **1.1 (p)** | Details of ultimate parent company:   * Full name of the ultimate parent company * Registered office address (if applicable) * Registration number (if applicable) * Head office DUNS number (if applicable) * Head office VAT number (if applicable)   (Please enter N/A if not applicable) |  |
| **Please note: A criminal record check for relevant convictions may be undertaken for the preferred suppliers and the persons of significant in control of them.** | | |

|  |  |  |
| --- | --- | --- |
| Please provide the following information about your approach to this procurement: | | |
| **Section 1** | **Bidding model** | |
| **Question no.** | **Question** | **Response** |
| **1.2 (a) - (i)** | Are you bidding as the lead contact for a group of economic operators? | Yes  No  If yes, please provide details listed in questions 1.2(a) (ii), (a) (iii) and to 1.2(b) (i), (b) (ii), 1.3, Section 2 and 3.  If no, and you are a supporting tenderer please provide the name of your group at 1.2(a) (ii) for reference purposes, and complete 1.3, Section 2 and 3. |
| **1.2 (a) - (ii)** | Name of group of economic operators (if applicable) |  |
| **1.2 (a) - (iii)** | Proposed legal structure if the group of economic operators intends to form a named single legal entity prior to signing a contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure. |  |
| **1.2 (b) - (i)** | Are you or, if applicable, the group of economic operators proposing to use sub-contractors? | Yes  No |
| **1.2 (b) - (ii)** | If you responded yes to 1.2(b)-(i) please provide additional details for each sub-contractor in the following table: we may ask them to complete this form as well.   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | Name |  |  |  |  |  | | Registered address |  |  |  |  |  | | Trading status |  |  |  |  |  | | Company registration number |  |  |  |  |  | | Head Office DUNS number (if applicable) |  |  |  |  |  | | Registered VAT number |  |  |  |  |  | | Type of organisation |  |  |  |  |  | | SME (Yes/No) |  |  |  |  |  | | The role each sub-contractor will take in providing the works and /or supplies e.g. key deliverables |  |  |  |  |  | | The approximate % of contractual obligations assigned to each sub-contractor |  |  |  |  |  | | |
| ***If required you are welcome to expand the above table onto a separate attached document to your tender submission. Please ensure to retain the same level of detail for our information.*** | | |

|  |  |  |
| --- | --- | --- |
| **Contact details and declaration**  I declare that to the best of my knowledge the answers submitted and information contained in this document are correct and accurate.  I declare that, upon request and without delay I will provide the certificates or documentary evidence referred to in this document.  I understand that the information will be used in the selection process to assess my organisation’s suitability to be invited to participate further in this procurement.  I understand that the NMRN may reject this submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content is provided in any section.  I am aware of the consequences of serious misrepresentation. | | |
| **Section 1** | **Contact details and declaration** | |
| **Question no.** | **Question** | **Response** |
| **1.3 (a)** | Contact name |  |
| **1.3 (b)** | Name of organisation |  |
| **1.3 (c)** | Role in organisation |  |
| **1.3 (d)** | Phone number |  |
| **1.3 (e)** | E-mail address |  |
| **1.3 (f)** | Postal address |  |
| **1.3 (g)** | Signature (electronic is acceptable) |  |
| **1.3 (h)** | Date |  |

|  |  |  |
| --- | --- | --- |
| **Part 2: Exclusion Grounds** | | |
| Please answer the following questions in full. Note: every organisation that is being relied on to meet the selection must complete and submit the Part 1 and Part 2 self-declaration. | | |
| **Section 2** | **Grounds for mandatory exclusion** | |
| **Question no.** | **Question** | **Response** |
| **2.1(a)** | **Regulations 57(1) and (2)**  The detailed grounds for mandatory exclusion of an organisation are set out on this [webpage](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf), which should be referred to before completing these questions.  Please indicate if, within the past five years you, your organisation or any other person who has powers of representation, decision or control in the organisation have been convicted anywhere in the world of any of the offences within the summary below and listed on the [webpage](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf). | |
|  | Participation in a criminal organisation. | Yes  No  If Yes please provide details at 2.1(b) |
| Corruption. | Yes  No  If Yes please provide details at 2.1(b) |
| Fraud. | Yes  No  If Yes please provide details at 2.1(b |
| Terrorist offences or offences linked to terrorist activities | Yes  No  If Yes please provide details at 2.1(b |
| Money laundering or terrorist financing | Yes  No  If Yes please provide details at 2.1(b |
| Child labour and other forms of trafficking in human beings | Yes  No  If Yes please provide details at 2.1(b |
| **2.1(b)** | If you have answered yes to question 2.1(a), please provide further details.  Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction,  Identity of who has been convicted  If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents. |  |
| **2.2** | If you have answered Yes to any of the points above have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Self Cleaning) | Yes  No |
| **2.3(a)** | **Regulation 57(3)**  Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisation is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions? | Yes  No |
| **2.3(b)** | If you have answered yes to question 2.3(a), please provide further details. Please also confirm you have paid, or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines. |  |
| **Please Note: The NMRN reserves the right to use its discretion to exclude a potential supplier where it can demonstrate by any appropriate means that the potential supplier is in breach of its obligations relating to the non-payment of taxes or social security contributions** | | |

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| **Section 3** | **Grounds for discretionary exclusion** | |
| **Question no.** | **Question** | **Response** |
| **3.1** | **Regulation 57 (8)**  The detailed grounds for discretionary exclusion of an organisation are set out on this [webpage](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf), which should be referred to before completing these questions.  Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation. | |
| **3.1(a)** | Breach of environmental obligations? | Yes  No  If Yes please provide details at 3.2 |
| **3.1 (b)** | Breach of social obligations? | Yes  No  If Yes please provide details at 3.2 |
| **3.1 (c)** | Breach of labour law obligations? | Yes  No  If Yes please provide details at 3.2 |
| **3.1(d)** | Bankrupt or is the subject of insolvency or winding-up proceedings, where the organisation’s assets are being administered by a liquidator or by the court, where it is in an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any State? | Yes  No  If Yes please provide details at 3.2 |
| **3.1(e)** | Guilty of grave professional misconduct? | Yes  No  If Yes please provide details at 3.2 |
| **3.1(f)** | Entered into agreements with other economic operators aimed at distorting competition? | Yes  No  If Yes please provide details at 3.2 |
| **3.1(g)** | Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure? | Yes  No  If Yes please provide details at 3.2 |
| **3.1(h)** | Been involved in the preparation of the procurement procedure? | Yes  No  If Yes please provide details at 3.2 |
| **3.1(i)** | Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions? | Yes  No  If Yes please provide details at 3.2 |
| **3.1(j)**  **3.1(j) - (i)** | Please answer the following statements  The organisation is guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria. | Yes  No  If Yes please provide details at 3.2 |
| **3.1(j) - (ii)** | The organisation has withheld such information. | Yes  No  If Yes please provide details at 3.2 |
| **3.1(j) –(iii)** | The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulations 2015. | Yes  No  If Yes please provide details at 3.2 |
| **3.1(j)-(iv)** | The organisation has influenced the decision-making process of the NMRN to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure, or to have negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award. | Yes  No  If Yes please provide details at 3.2 |
| **3.2** | If you have answered Yes to any of the above, explain what measures have been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Self Cleaning) |  |

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| **Part 3: Selection Questions** |

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| **Section 4** | **Economic and Financial Standing** | |
| **Question no.** | **Question** | **Response** |
| **4.1** | **Please confirm which of the following, as applicable to your organisation, you would be able to provide if requested?**   1. **Organisations Trading for 3 Years Or More**   Full copies of the two or three most recent sets of approved and signed audited accounts that cover the last three years of trading, including:   * A balance sheet * A detailed profit and loss or income & expenditure account * All other reports and notes to the accounts.  1. **Organisations Trading for Between 2 and 3 Years**   A full copy of the two most recent sets of approved and signed audited accounts, including:   * A balance sheet * A detailed profit and loss or income & expenditure account * All other reports and notes to the accounts.  1. **Organisations Trading for Between 1 and 2 Years**   A full copy of the approved and signed audited accounts for the first year of trading including:   * A balance sheet * Detailed profit and loss or income & expenditure account * All other reports and notes to the accounts. * A current balance sheet (no less than 3 months old) * A detailed profit & loss projection or income & expenditure projection for the current year, to include actuals to date, together with any relevant documentation to support the projection.  1. **Organisations Trading for Less Than 1 Year**  * A current balance sheet (no more than 3 months old) * A detailed profit & loss projection or income & expenditure projection for the current year, to include actuals to date, together with any relevant documentation to support the projection.  1. **Organisations who cannot supply option (a) – (d)**  * Provide details of alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank etc.). Please also clarify why options (a) – (d) are not applicable.   **Please note: On request the tenderer will be required to provide, the documents/information detailed above** | Provide details |
| **4.2** | Where we have specified a minimum level of economic and financial standing and/ or a minimum financial threshold within the evaluation criteria for this procurement, please self-certify by answering ‘Yes’ or ‘No’ that you meet the requirements set out. | Yes  No |
| * [See Action Note 8/16 Updated Standard Selection Questionnaire](https://www.gov.uk/government/collections/procurement-policy-notes) | | |

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| **Section 5** | **Economic and Financial Standing (Parent Companies and Guarantees)** | | |
| If you have indicated in the Selection Questionnaire question 1.2 that you are part of a wider group, please provide further details below: | | | |
| Name of organisation | |  | |
| Relationship to the Supplier completing these questions | |  | |
| **Question no.** | **Question** | | **Response** |
| **5.1** | Are you able to provide parent company accounts if requested to at a later stage? | | Yes  No |
| **5.2** | If yes, would the parent company be willing to provide a guarantee if necessary? | | Yes  No |
| **5.3** | If no, would you be able to obtain a guarantee elsewhere (e.g. from a bank)? | | Yes  No |

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| **Section 6** | **Technical and Professional Ability** | |
| **6.1** | **Relevant experience and contract examples**  Please provide details of up to three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past five years.  The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below.  Consortia bids should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).  Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or sub-contractor(s) who will deliver the contract.  If you cannot provide examples see question 6.3  **NOTE- The NMRN are not data processors as per the GDPR Regulations, if you wish to withhold emails then please do so but should be provided upon request if the NMRN requires this. The contract examples should be relevant either in Museum/Heritage settings or of large footfall/complex attractions.**  **Failure to complete this section will count as a zero mark.** | |
| **Contract 1** | | |
| Name of customer organisation | |  |
| Point of contact in the organisation | |  |
| Position in the organisation | |  |
| E-mail address | |  |
| Description of contract | |  |
| Contract start date | |  |
| Contract completion date | |  |
| Estimated contract value | |  |
| **Contract 2** | | |
| Name of customer organisation | |  |
| Point of contact in the organisation | |  |
| Position in the organisation | |  |
| E-mail address | |  |
| Description of contract | |  |
| Contract start date | |  |
| Contract completion date | |  |
| Estimated contract value | |  |
| **Contract 3** | | |
| Name of customer organisation | |  |
| Point of contact in the organisation | |  |
| Position in the organisation | |  |
| E-mail address | |  |
| Description of contract | |  |
| Contract start date | |  |
| Contract completion date | |  |
| Estimated contract value | |  |
| **6.2** | Where you intend to sub-contract a proportion of the contract, please demonstrate how you have previously maintained healthy supply chains with your sub-contractor(s)  Evidence should include, but is not limited to, details of your supply chain management tracking systems to ensure performance of the contract and including prompt payment or membership of the UK Prompt Payment Code (or equivalent schemes in other countries) | |
|  | |
| **6.3** | If you cannot provide at least one example for question 6.1, in no more than 500 words please provide an explanation for this e.g. your organisation is a new start-up or you have provided services in the past but not under a contract. | |
|  | |

| **Section 6.2-6.13**  The responses below will be marked in accordance with the Scoring Criteria set out within this SQ documentation.  Greyed out response boxes are not to be filled in with a response, only exception is to name particular file in your tender submission pack i.e.’ See Appendix 2’ as it is for reference, these sections are not marked.  Contract reference in relation to Table 1 in Paragraph 6.1. above description- **no more than 250 words for each response unless stated otherwise.**  You are welcome within your response add or link to the following;   * Imagery such as screenshots/GANTT charts/diagrams * Links to Videos or Demonstrations of your system * If you are providing links or separate attachments please ensure these are within your tender submission pack and are able to be opened.   If you tick the ‘sub-contractor integrated’ tick box please state within Section 1 of the SQ the name of this sub-contractor and their role within your submission, you are welcome to (if required) submit a list of named sub-contractors outside of Section 1. 1.2 (b) - (ii) | | | | | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 6.2 | **POS System** |  | | | | |  | | | |  | |
|  | Question | **Response** | | | | | **Please tick the appropriate box.** | | | | **Please tick the appropriate box.** | |
| 6.2.1 | Please confirm where you have used an existing ticket solution for a client where it was required to capture customer details such as but not limited to name, email and phone number |  | | | | | Yes  No | | | | Within Own Solution  Bespoke  Sub-Contractor Integrated | |
| 6.2.2 | Did the solution have capability to force users to enter correct details before proceeding, to ensure accuracy in details based on clients’ preferences. |  | | | | | Yes  No | | | | Within Own Solution  Bespoke  Sub-Contractor Integrated | |
| 6.2.3 | Did the solution allow Gift Aid functionality  ***A no response will result in a zero score for 6.2.4*** |  | | | | | Yes  No | | | |  | |
| 6.2.4 | If yes, Please confirm where you have previously provided in your solution, the ability to enable the capture of gift aid?  How did your solution enable this?  Examples such as screenshots are encouraged and should be provide in a separate attachment. |  | | | | | | | | | | |
| 6.2.5 | Have you previously provided your clients with the ability to implement processing of vouchers and 3rd party ticket redemptions? |  | | | | | Yes  No | | | | Within Own Solution  Bespoke  Sub-Contractor Integrated | |
| 6.2.6 | Portsmouth Historic Dockyard can have over 3,000 visitors a day during super-peak seasons. Has your system been able to handle a similarly high level of demand on the POS system itself?  Please provide an example |  | | | | | | | | | | |
| 6.2.7 | Please describe when your system provided an improvement to the ticket admissions process for staff and visitors at the respective attraction, including positive reduction in queue times during peak times without loss of key commercial focus in Gift Aid and Upselling. |  | | | | | | | | | | |
| 6.2.8 | Please provide an example of how your ticketing system has been able to manage discounts and how has been applied?   * E.g. has purchased a ticket with a discount? Is this clear on the ticket either on a printed ticket or on ticket confirmation when sold through a web ticket site. * How is this displayed? |  | | | | | | | | | Within Own Solution  Bespoke  Sub-Contractor Integrated | |
| 6.2.9 | Have you previously worked with a client where there are a number of ticket options and have provided the option to able to upgrade tickets?  ***This is a key upselling feature of the PHD site.*** |  | | | | | Yes  No | | | | Within Own Solution  Bespoke  Sub-Contractor Integrated | |
| 6.2.10 | Please describe where you have worked with clients to adapt tickets which are printed and distributed to different groups, such as school groups and large cruise ship visits. |  | | | | | | | | | | |
| 6.2.11 | Within these levels are there levels of permissions for till users such as Administrators, Managers, Supervisors and Team Members? |  | | | | | Yes  No | | | | Within Own Solution  Bespoke  Sub-Contractor Integrated | |
| 6.2.12 | Does your system allow:   * Direct Management of creating new users, their permission levels and login details * Reset Passwords, and security expiry limits on them to avoid unauthorised use. * Lock users out of the system where appropriate. |  | | | | | Yes  No | | | | | |
| 6.2.13 | Please explain and provide an example of where you have enabled mobile POS for sales or ticket scanning validation if required? |  | | | | | | | | | Within Own Solution  Bespoke  Sub-Contractor Integrated | |
| 6.2.14 | Does your system allow tracked/monitored access control of individual tickets for validation at each entry point?  Please share an example such as a screenshot of your systems admission control/counting system either on a POS or Mobile POS. |  | | | | | Yes  No | | | | Within Own Solution  Bespoke  Sub-Contractor Integrated | |
| 6.2.15 | It is vital as part of our CRM to view how visitors are engaging with the site to understand their dwell time around the site and the visitor journeys.  Please describe whether your system has been able to identify individual visitor ticket usage? |  | | | | | Yes  No | | | |  | |
| 6.2.16 | Please describe when you’ve had to provide a solution with the ability to handle different ticket access requirements similar to the Historic Dockyard’s 3-attraction ticket which assigns a visit to an attraction upon scanning, but only at 3 attractions. Then allow them to visit these again for a fixed 1-year basis. |  | | | | | | | | | Within Own Solution  Bespoke  Sub-Contractor Integrated | |
| 6.3 | **Customer Relationship Management** |  | | | | | **Response** | | | |  | |
|  |  |  | | | | | **Please tick appropriate box.** | | | | **Please tick appropriate box.** | |
| 6.3.1 | Have you previously implemented your proposed system with Dynamic 365?  This will need to be both ticketing detail, transaction history, ticket usage, links to shopping data.  **Yes/No -** ***A no response will be given a zero score for this section.*** |  | | | | | Yes  No | | | |  | |
| 6.3.2 | If yes, please demonstrate how have you implemented this with previous clients? |  | | | | | | | | | Within Own Solution  Bespoke  Sub-Contractor Integrated | |
| 6.4 | **Payment Solution** |  | | | | |  | | | |  | |
|  | Question | **Response** | | | | |  | | | | **Please tick appropriate box.** | |
| 6.4.1 | Please detail your preferred supplier(s) for payment solutions for your system, and how long your association has been with them. | **This is to be included within Section 1 of the SQ documentation** | | | | |  | | | |  | |
| 6.4.2 | Please describe where you have implemented the following payment solutions;   * all payment for cards * Refund functionality with an appropriate authorisation process. * including contactless payments from cards/phones/smartwatches. * The process to take payment over the phone when required. * Offline solution for payments in case of internet/system outage |  | | | | | | | | | | |
| 6.4.3 | Please confirm that your current payment solution provider can integrate with the ticket/retail webstore? |  | | | | | Yes  No | | | | Within Own Solution  Bespoke  Sub-Contractor Integrated | |
| 6.5 | **Digital Transformation** |  | | | | |  | | | |  | |
|  | Question | **Response- This has a 500-word limit.** | | | | | | | | | | |
| 6.5.1 | Please provide an example of where you have provided/worked with a client to provide a digital transformation of their previous ticketing offering, such as those with mainly printed paper tickets.  This should include the circumstances and how this was planned/implemented.  What were the main outcomes and benefits to your client and them using these digital solutions?   * The type of ticket scanning proposed * What methods were looked at such as scanning barcode/QR, or RFID- open to other ideas.   This should consider scanning from phones or tablets either through PDFs/Wallet tickets. |  | | | | | | | | | | |
| 6.6 | **Webstore Functionality** | **Response** | | | | |  | | | |  | |
|  | Please detail and confirm/respond that your proposed system is capable of the following as a standard solution; |  | | | | | **Please tick appropriate box.** | | | | **Please tick appropriate box.** | |
| 6.6.1 | Has your current solution provided thematic website skins, with the ability to create and implement directly different skins/themes. |  | | | | | Yes  No | | | |  | |
| 6.6.2 | Please confirm if you’ve previously been able to create unique URLs for individual sites. |  | | | | | Yes  No | | | |  | |
| 6.6.3 | Have you previously provided your clients with opportunities to add functionality within the webstore to upsell and recommend to customers related products or commonly purchased items? |  | | | | | Yes  No | | | | Within Own Solution  Bespoke  Sub-Contractor Integrated | |
| 6.6.4 | Please provide at least TWO examples of different website stores you have built that have either offered multi-different ticket options and/or multi-site operations. |  | | | | |  | | | |  | |
| 6.6.5 | How does your current webstore solution manage discounts online, either through voucher codes or other applicable methods? |  | | | | |  | | | |  | |
| 6.6.6 | Please provide examples of when your solution has provided the ability to facilitate unique event and commercial opportunities such as laser quest parties which include both event hire, party bags and food. |  | | | | | Yes  No | | | | Within Own Solution  Bespoke  Sub-Contractor Integrated | |
| 6.7 | **Event Management** | **Response** | | | | |  | | | |  | |
|  |  | **Response- This has a 500-word limit.** | | | | | **Please tick appropriate box** | | | | **Please tick appropriate box.** | |
| 6.7.1 | Describe where you have delivered systems that have provided an event/booking system event which enabled the client to manage bookings on their site(s),  This should include the option to turn on/off timed entry slots to help manage capacity of the site/attraction/catering offering.  Including custom functionality if your client extended their management to new opportunities.  Please show this through either screenshots or linked videos of the proposed system |  | | | | | | | | | | |
| 6.8 | **Inventory/Stock Management** | **Response** | | | | |  | | | |  | |
|  |  |  | | | | | **Please tick appropriate box.** | | | | **Please tick appropriate box.** | |
| 6.8.1 | Describe where you have delivered a project for a client to have an integrated inventory management for stock for retail/catering outlets? |  | | | | | Yes  No | | | | Within Own Solution  Bespoke  Sub-Contractor Integrated | |
| 6.8.2 | Did the system integrate with the online store? |  | | | | | Yes  No | | | | Within Own Solution  Bespoke  Sub-Contractor Integrated | |
| 6.8.3 | If so, was it able to be managed on a live or regularly basis to update to the stock levels based on this? What was the reconcile time for stock to refresh between online/in stock? |  | | | | | Yes  No | | | | Within Own Solution  Bespoke  Sub-Contractor Integrated | |
| 6.8.4 | Please confirm if you have worked with a supplier to implement ‘Menu Bursting’ to help with costing per product for their catering outlets? |  | | | | | Yes  No | | | |  | |
| 6.8.5 | Additionally, was the system provided to the client able to distinguish between common barcode SKUs for stock take per site where multiple sites are using your system, for example branded products such as popular confectionary or soft drinks |  | | | | | Yes  No | | | |  | |
| 6.8.6 | **Please confirm your stock take solution- this should be included within Section 1. 1.2 (b) - (ii) of the SQ documentation** | | | | | |  | | | |  | |
| 6.9 | **Reporting within the System** | | |  | | | | **Response** | | | |  | | | |
| 6.9.1 | Please provide examples of where your solution has provided reporting in real time for information on sales or stock levels post-sales, | | |  | | | | | | | | Within Own Solution  Bespoke  Sub-Contractor Integrated | | | |
| 6.9.2 | Please give examples of existing systems or how current clients have been able to keep track to influence sales, with the ability to add raw data if required to supplement this? | | |  | | | | | | | | | | | |
| 6.9.3 | Please provide the following as a separate appendix either as a screenshot or video a single example of a report of the following areas;   * Ticket Sales/Admissions * Retail Sales * Catering Sales * Online Sales | | |  | | | |  | | | |  | | | |
| 6.9.4 | Does your solution allow in-house teams to write reports? | | |  | | | | Yes  No | | | |  | | | |
| 6.10 | **Financial Accounting Functionality and Reporting** | | |  | | | | **Response** | | | |  | | | |
|  |  | | | **500- word response for the response to question 6.10.1 only.** | | | |  | | | |  | | | |
| 6.10.1 | Please provide two examples of where you have had to provide a client with either tickets or retail/catering options where multiple disbursements are required. These should include;   * Whereby payments are made from a total sale are then split such as with where multi-partners/stakeholders or vendors are present. A screenshot example of a disbursement should be encouraged. * Disbursements within tickets. * Able to handle different VAT rates within that i.e. if a partner/vendor has 0% VAT * Gift Aid within tickets * 3rd Party or Multiple Partner Ticketing split shares. | | |  | | | | | | | | | | | |
| 6.10.2 | Please detail how your system has enabled and generated reports on gift aid for other clients. | | |  | | | | | | | | | | | |
| 6.11 | **Service Levels Agreements & Response Times** | | | **Response** | |  | | | |  | | | | |
|  |  | | |  | | | | | | | | | | |
| 6.11.1 | Please share your current Service Level Agreements either within this response or as a separate document? | | |  | | | | | | | | | | |
| 6.11.2 | What kind of Support Team have you previously provided to clients to manage your support services?   1. In House    1. The size of your team and roles 2. Sub-Contractor   Please state within your response the name of this company and size of their team | | |  | | | | | | | | | | |
| 6.12 | **Implementation & Development** | | **Response** | |  | | | |  | | | | | | |
|  |  | |  | | **Please tick appropriate box.** | | | | **Please tick the appropriate box** | | | | | | |
| 6.12.1 | Please provide an organogram for you Project Management and Site Management Organisations, identifying key personnel and skills held | | **This should be supplied as a separate attachment.** | | | | | | | | | | | | |
| 6.12.2 | Please provide an example of how you have looked to inform your client of the roadmap of development/implementation, and ensure that key milestones are achieved and clear communication is maintained throughout? | |  | | | | | | | | | | | | |
| 6.13 | **IT & Server System** | | **Response** | |  | | | |  | | | | | | |
| 6.13.1 | Describe the projects you have delivered previously that are similar to our scope of requirements, and what hardware did you use for the POS System, this should include but not limited to the following;   * Hardware specification * Card Payment Terminal * Ticket & Receipt Printer   Optional- Mobile POS System (if used) | |  | | | | | | | | | | | | |
| 6.13.2 | From previous examples listed in Section 6.1, where was your solution hosted in relation to servers;  • Your own server  • Hosted on a cloud-based server  • Or hosted on a client’s own server.  If the solution was hosted on a client’s server, please confirm the current operating system for this, such as Windows Server 2022. | |  | | | | | | | | | | | | |
| 6.13.3 | Describe the standard security set up for your clients for your system for your standard POS system, including any integrated solutions. | |  | | | | | | | | | | | | |
| 6.13.4 | Please detail examples where you have work9ed with suppliers regarding hosting the system either on your own server, a cloud based one or with the clients own internal server. | |  | | | | | | | | | | | | |

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| **Section 7** | **Modern Slavery Act 2015: Requirements under Modern Slavery Act 2015** | |
| **Question no.** | **Question** | **Response** |
| **7.1** | Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc.") of the Modern Slavery Act 2015 ("the Act")? | Yes  N/A |
| **7.2** | If you have answered yes to question 7.1 are you compliant with the annual reporting requirements contained within Section 54 of the Act 2015? | Yes  Please provide relevant the url    No  Please provide an explanation |

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| **Section 7** | **Additional Questions including Project Specific Questions** | | |
| **Question no.** | **Question** | | **Response** |
| **7.1** | **Insurance**  Please self-certify whether you already have, or can commit to obtain, **prior to the commencement of the contract at the FDS Stage**, the levels of insurance cover indicated below: | |  |
| **Employer’s (Compulsory) Liability Insurance** = £5,000,000  *Policy Expiry Date:*  *Policy Reference:* | | Yes  No |
| **Public Liability Insurance** = £2,000,000  *Policy Expiry Date:*  *Policy Reference:* | | Yes  No |
| **Professional Indemnity Insurance** = £1,000,000  *Policy Expiry Date:*  *Policy Reference:* | | Yes  No |
| **Product Liability Insurance** = £5,000,000  *Policy Expiry Date:*  *Policy Reference:* | | Yes  No |
|  | | |
| Please note the insurance cover values shall not be less than the amounts detailed above for each and every claim.  \* It is a legal requirement that all companies hold Employer’s (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders.  See the Health and Safety Executive website for more information:  <http://www.hse.gov.uk/pubns/hse39.pdf> | |  |
| **7.2** | **Data protection –** | | |
| **7.2(a)** | Please confirm that you have in place, or that you will have in place by contract award, the human and technical resources to perform the contract to ensure compliance with the General Data Protection Regulation and to ensure the protection of the rights of data subjects. | | Yes  No |
| **7.2(b)** | Please provide details of the technical facilities and measures (including systems and processes) you have in place, or will have in place by contract award, to ensure compliance with the General Data Protection Regulation and to ensure the protection of the rights of data subjects. Your response should include, but should not be limited to facilities and measures:   * to ensure ongoing confidentiality, integrity, availability and resilience of processing systems and services; * to comply with the rights of data subjects in respect of receiving privacy information, and access, rectification, deletion and portability of personal data; * to ensure that any consent based processing meets standards of active, informed consent, and that such consents are recorded and auditable; * to ensure legal safeguards are in place to legitimise transfers of personal data outside the EU (if such transfers will take place); * to maintain records of personal data processing activities; and   to regularly test, assess and evaluate the effectiveness of the above measures. | | |
|  | | |
| **7.3** | **Health and Safety**  Please describe the arrangements you have in place to manage health and safety effectively and control significant risks relevant to the requirement (including risks from the use of contractors, where relevant). **Please use no more than 500 words.** | | |
|  | | |
| **7.4** | **Payment in Contracts Above £5m per annum (Central Government Contracts)**  If you intend to use a supply chain for this contract, you must demonstrate you have effective systems in place to ensure a reliable supply chain. This question is focused on exploring your payment systems.  If your response to (a) and (b) below is **NO** and you do not intend to use a supply chain for this contract, you are not required to complete the subsequent questions | | |
| **7.4(a)** | Please confirm if you intend to use a supply chain for this contract (i.e. services that are used wholly or substantially for the purpose of performing or contributing to the performance of the whole or part of the contract) | Yes  No  If “No” you do not need to complete the rest of this section  NOT SCORED | |
| **7.4(b)** | Please confirm that you have systems in place to pay those in your supply chain promptly and effectively, i.e. within your agreed contractual terms. | Yes  No  PASS/FAIL | |
| **7.4(c)** | Please confirm you have procedures for resolving disputed invoices with those in your supply chain promptly and effectively.  This should include all situations where payments are due; not all payments involve an invoice[[1]](#footnote-1).  You should explain this in the tender documents | Yes  No  PASS/FAIL | |
| **7.5** | **Requirement under the Public Contracts Regulations 2015 (Regulation 113)**  Please confirm that for public sector contracts awarded under the Public Contract Regulations 2015 you have systems in place to include (as a minimum) 30-day payment terms in all of your supply chain contracts and require that such terms are passed down through your supply chain | Yes  No  PASS/FAIL | |
| **7.10** | **Tackling Modern Slavery in Supply Chains**  Where the supplier is a commercial organisation subject to Section 54 of the Modern Slavery Act 2015, contracting authorities should set appropriate selection criteria and methodology by which to assess compliance.  As compliance with the Modern Slavery Act is only relevant to UK bidders, criteria can be broadened to relate to non-UK bidders by asking them to provide a link to published modern slavery statements in their own jurisdiction or where these are not required, to a relevant company document containing the same type/level of information.  A pass/fail selection criterion may be set that either:   * the bidder must have complied with the requirements contained within Section 54 of the Modern Slavery Act 2015 and associated guidance including information relating to:  1. the organisation’s structure, its business and its supply chains; 2. its policies in relation to slavery and human trafficking; 3. its due diligence processes in relation to slavery and human trafficking in its business and supply chains; 4. the parts of its business and supply chains where there is a risk of slavery and human trafficking taking place, and the steps it has taken to assess and manage that risk; 5. its effectiveness in ensuring that slavery and human trafficking is not taking place in its business or supply chains, 6. measured against such performance indicators as it considers appropriate; 7. the training and capacity building about slavery and human trafficking available to its staff; or  * where the bidder is a non-UK supplier, the bidder must have provided a link to an equivalent statement or document which demonstrates information relating to a-f above.   Alternatively, if neither of the above are met, but the bidder provides a satisfactory explanation and assurances that either requirement will be met before contract award, this will be sufficient to pass the selection criterion but will be verified prior to contract award. | | |
|  | | |

|  |  |  |
| --- | --- | --- |
| **Part 5 Additional Information**  The NMRN may request additional information from suppliers in relation to the tender. | | |
| **8.1** | **Credit Rating** | |
| **Question no.** | **Question** | **Response** |
| **a.** | A minimum **Experian** credit rating of **70** is required for this contract.  Please self-certify by answering ‘Yes’ or ‘No’ that you meet the requirements set out. | Yes  No |
| If **Yes/No**, please confirm that evidence will be provided upon request. | Yes  N/A |
| **8.2** | **Audit and Information Security** | |
| **a.** | **Information Security Policies and Standards**  The Provider will be required to provide a level of information security assurance for both NMRN Information and personal data/sensitive personal data which is compliant with current data protection legislation and information security best practice.  Please explain   1. How incidents, which may affect the security of NMRN Information and personal data/sensitive data are identified, reported and managed. 2. Does your organisation hold any security related certifications and/or accreditations e.g. ISO27001   **Response:** | |
|  | |
| **b.** | **Security of data**  To aid compliance with the Data Protection Act 2018, the UK’s implementation of the General Data Protection Regulation (GDPR), the NMRN requires your organisation to protect personal information.  Please provide details about how your organisation protects data, including in your response;   1. Encryption of electronic devices; 2. Encryption of data stored on hard drives and other physical media where there is a requirement to process personal data/sensitive personal data. 3. Encryption of backups where there is a requirement to process personal data/sensitive personal data. 4. Protection and storage of paper records 5. Access to your buildings   **Response:** | |
|  | |
| **d.** | **Third Party organisation**  Where you intend to use a 3rd party e.g. subcontractors, partner organisations etc. to deliver services under this contract, please confirm how you will ensure that they will comply with these Information Security requirements.  **Response:** | |
|  |  | |
| **d.** | **Use of Artificial Intelligence**  Where you intend to use artificial intelligence to deliver services under this contract, please confirm what AI services/programs you will use, and in what capacity are they used for.  **Response:** | |
|  |  | |
| **e.** | **Contracts with suppliers from Russia/Belarus (PPN 01/22)**  Please confirm whether you have since January 2022 the following;  (i) an entity constituted or organised under the law of Russia or Belarus; or  (ii) an entity registered in the UK or with substantive business operations in the UK, or another country but controlled by an entity based in Russia or Belarus (e.g. a parent company or by ‘Persons of Significant Control’)  **Response:** | |
|  | |
| **f.** | **Government-backed Cyber Essentials or Cyber Essentials Plus**  Please confirm you have the Government-backed Cyber Essentials or Cyber Essentials Plus or equivalent. As PPN  If no please confirm you are willing to look at putting in place the Government-backed Cyber Essentials, Cyber Essentials Plus or equivalent for the contract commences if selected.  Further information is available on the Government-backed scheme:  <https://www.gov.uk/government/publications/cyber-essentials-scheme-overview> | Yes  No  Yes |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **8.3** | **Quality & Environment Management** | | | |
| **Question no.** | **Question** | | **Response** | |
| **a.** | Does your organisation have a recognised quality management certification e.g. BS/EN/ISO 9001 or equivalent?  If **yes**, please provide details: | | Yes  No | |
|  | | | |
| **b.** | Does your organisation have a written Quality policy?  If **yes**, please:  a) Confirm that a copy of your organisation’s Quality policy will be provided on request.  b) Provide details of how does your organisation communicate its quality policy to:   * Those concerned with recruitment, training and promotion * Employees, recognised trade unions or other representative groups of employees * Prospective employees   (Maximum 250 words)  If **no**, please provide details of the quality management processes and procedures your organisation uses to ensure that it is managed properly and that legal requirements are met (or explain why such processes and procedures are not in place):  (Maximum 250 words) | Yes  No  Confirmed | | |
|  | | | |
| **d.** | Do you have an Officer or Third Party responsible for your organisation’s quality?  If **yes**, please provide details including name, qualifications & experience relevant to Quality:  (Maximum 250 words) | | | Yes  No |
|  | | | |
|  | **Environmental Management** | | **Response** | |
|  | Does your organisation comply with the environmental legislation and/or regulations that apply to your organisation and its activities? | | Yes  No | |
|  |  | | | |
|  | Does your organisation/business have policy relating to the WEEE Regulations 2013, if so please provide this as part of your submission.  <https://www.gov.uk/guidance/regulations-waste-electrical-and-electronic-equipment> | | Yes  No | |
|  | If you use sub-contractors, do you have processes in place to check whether any of the above circumstances apply to these other organisations? | | Yes  No | |

Annex B

Declaration for the NMRN Ticket System Project- Competitive Dialogue SQ

I declare that to the best of my knowledge the answers submitted and information contained in this document are correct and accurate.

I declare that, upon request and without delay I will provide the certificates or documentary evidence referred to in this document.

I understand that the information will be used in the selection process to assess my organisation’s suitability to be invited to participate further in this procurement.

I understand that the authority may reject this submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content is provided in any section.

I am aware of the consequences of serious misrepresentation.

|  |  |
| --- | --- |
| **Signed** |  |
| **Name** |  |
| **Position in Organisation** |  |
| **For and behalf of** |  |
| **Date** |  |

1. See PPN 08/21 FAQs. [↑](#footnote-ref-1)