**National Army Museum Ticketing Project**

Brief for the implementation, hosting and support of a new Ticketing and Event Booking System or Service for the National Army Museum

Clarifications 1

October 26th 2016

|  |  |
| --- | --- |
| **Item** | **Description** |
| 1 | How many licenses you require for this project. There seems to be a requirement for 3 work stations, but does that also include back of house booking functionality? |
|  | NAM require:   * 2 x fixed POS at Welcome desk in NAM reception area * Each POS terminal should include 1 x computer terminal. 1 x ticket printer, 1 x integrated credit/debit card reader, 1 cash drawer * 2 x mobile scanners to verify tickets for access control * 1 x mobile ticketing solution to support sales away from fixed POS   Any licensing should address these requirements plus any additional software and hardware required to support Back Office administration for your particularly offer. |
| 2 | Could you confirm exactly who we should be contacting, as there seems to be 3 contacts mentioned. |
|  | A new version of the Ticketing Brief has been posted on the Contracts Finder website, which clarifies that the Point of Contact during the bid phase should be Nic Snape |
| 3 | Could you also confirm whether the numbers for hardware outlined in the cost document are the correct, as they don’t correspond exactly to the Ticketing Requirements excel doc? |
|  | An error was made in the Pricing Spreadsheet. A new copy of the Pricing Spreadsheet will be posted on Contracts Finder, which is consistent with the Requirements document. |
| 4 | What type of printers are required to be costed? Receipt printers or industry BOCA ticket printers? |
|  | Please provide pricing and options for both including comparative running costs. |
| 5 | As section 6.5 states the deadline in November 4th, can we assume the date in section 6.2 is a mistake? |
|  | The deadline for proposal submission is November 4th. Section 6.2 is a mistake. This has now been corrected in the new Tender brief. |
| 6 | Can I just check are the NAM expecting the provider of the system to provision all the hardware? Looking at the requirements we would source the ticket printers and scanners, but everything else they could arrange cheaper themselves. And the card readers would just be part of the credit card solution. |
|  | We would prefer that the tender includes provision of all hardware. We will then select the preferred supplier on that basis, but expect final decisions on hardware provision to be made during the contract. |
| 7 | Can you please confirm if you are looking for a (SaaS) Software as a Service solution, or as per section 5 Scope of works – Licensing or subscription costs of the solution for 3 years. (On premise or hosted or Cloud)? |
|  | NAMs preference is for a multi-user web or app based software service. Whether this is hosted in the Cloud (e.g. AWS, Azure, Rackspace), hosted by the supplier or hosted at NAM is up to the individual supplier. |