**INVITATION TO TENDER NO RHC-21**

**PROVISION OF EPOS & TICKETING SYSTEM FOR THE ROYAL HOSPITAL CHELSEA**

**Period 13th May 2024 to 12th May 2027**

**(With 2 x 1 Yr. Options to 12th May 2029)**



**DATE AND TIME FOR RETURN:**

**29th April 2024 - 10.00AM**



**The Values of the Royal Hospital Chelsea**

The Royal Hospital Chelsea is a unique and important national institution with a military-based culture. At the heart of its vision lie two core ambitions.

First, to ensure the RHC remains recognised as being relevant to the Nation.

Second, for it to be acknowledged as a beacon of excellence in the care of the elderly. These ambitions can only be achieved if In-Pensioners and staff alike recognise they have obligations as well as privileges. The ethos of the Royal Hospital is thus one that puts a premium on selflessness and companionship: and the values laid out in this note underpin that ethos. They apply equally to all members of our community.

**Nurture Belonging – unite through comradeship**

United in a shared purpose, we live and work together as a community. Everyone has a place in our diverse social, military, and historical traditions. We build strong relationships through trust and loyalty.

**Respect Individuals – listen and act**

We believe in the dignity and experiences of everyone. Each of us listens with humility and speaks with courage. Always acting with integrity, we treat each other with decency and care.

**Encourage Pride – commit to high standards**

We show appreciation and give people reason to take pride in what they do. We each welcome challenge and support others to improve. Together, we honour the mission of the Royal Hospital.

**Enjoy Life – make people smile**

We each enable people to lead happy, healthy, and fulfilling lives. The well-being of others is what motivates us. We delight in the difference we make within our communities and Nation.

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**TENDER DOCUMENT CHECKLIST**

Tenderers are required to provide the following in support of their tender offer:

|  |  |  |
| --- | --- | --- |
| **Ser** | **Question** | **Checklist** |
| 1 | Complete Schedule 1 Pricing Pages  |  |
| 2 | Confirm your Acceptance of Schedule 3 – Statement of Requirement and your ability to meet the requirement. |  |
| 3 | Complete the Form of Tender located at Annex B |  |
| 4 | Complete the Certificate of Bona Fide Tendering located at Annex C  |  |
| 5 | Method Statement on how the implementation will take place. |  |
| 6 | Include copies of all relevant Insurance Certificates |  |
| 7 | Include copies of all relevant accreditations/Licenses  |  |
| 8 | Your acceptance to financial checks being completed through Dunn & Bradstreet or another credit ref agency. |  |
| 9 | Include a copy of your GDPR policy. |  |
| 10 | Return signed copy of Appendix 4 – Data Protection Due Diligence Questionnaire. |  |
| 11 | Include a copy of your modern-day slavery policy (If applicable) |  |

**INVITATION TO TENDER**

**PROVISION OF EPOS & TICKETING SYSTEM FOR THE**

**ROYAL HOSPITAL CHELSEA**

|  |  |
| --- | --- |
| **TENDER NUMBER:** | **RHC - 21** |
| **DUE FOR RETURN BY:** | **1000 Hrs on 29th April 2024** |

**1. INTRODUCTION**

1.1 You are invited to Tender, in accordance with the following conditions, for the works detailed in the accompanying Invitation to Tender (ITT). **The issue of an ITT is not a commitment by the Royal Hospital Chelsea (RHC) to place an order as a result of the Tendering exercise or at a later stage. Any expenditure, work or effort undertaken prior to an offer of contract and acceptance thereof, is a matter solely for the commercial judgement of your company. The RHC reserves the right to undertake an iterative tendering process following receipt of the Tender.**

**2. THE REQUIREMENT**

The Requirement is for the provision of an EPOS & Ticketing system for the Royal Hospital Chelsea (RHC), Royal Hospital Road, London SW3 4SR on a 24/7 basis as detailed at Schedule 3.

2.1 The system should offer the following and integrate with Dupal Commerce / Exchequer Finance System / and ThankQ CRM System.

* To enable and record cash and credit / debit card payments that meet Payment Card Industry Data Security Standards (PCI DSS v4).
* To record which products are sold and at what value, enabling reconciliation with cash and credit / debit cards payments.
* To enable accurate recording of sales and inventory, enabling reorders to be identified, thus avoiding lost sales due to stock outs, and preventing over ordering of stock which ties up cash.
* To identify best and worst sellers which inform future direction of the products / ranges stocked.
* To enable tickets to be purchased onsite by the public for guided tours and other capacity limited events and to redeem tickets purchased onsite and online for guided tours and other capacity limited events.
* To enable tickets and merchandise sold online (via Drupal Commerce) to be redeemed / collected (Click and Collect) on site.

**3. THE PROGRAMME**

3.1 The proposed Programme, following the issue of this ITT, through to Contract Award is outlined below. The RHC reserves the right to amend this programme as necessary.

|  |  |
| --- | --- |
| **Date** | **Activity** |
| 29th February 2024 | ITT published on Contracts Finder |
| 25th March 2024 | Advert closes  |
| Tuesday 02nd April 2024 – Monday 15th April 2024 | Online or In-Person Demonstrations of Proposed System. |
| 19th April 2024 | Deadline for clarification questions to be submitted. |
| 29th April 2024 | ITT tender return Deadline 1000hrs. |
| **No later than 29th April 2024 10am** | **Tender Return Date** |
| 29th April 2024 | Tender Evaluation Starts  |
| 10th May 2024 | Tender Evaluation Completed |
| 13th May 2024 | Successful tenderer informed / Notice of award / Debriefs issued to unsuccessful tenders.  |
| 13th May 2024  | Contract Award - Mobilisation support, contract details agreed including KPI’s. |
| 13th May 2024  | Contract commences |

**4. DURATION OF CONTRACT**

4.1 Subject to the RHC’s rights to determine a contract and the option to extend, the Contract will commence on 13th May 2024 and end on 12th May 2027. With X 2 (1 Year Options) to 12th May 2029.

**5. PRICING**

5.1 In order to facilitate the comparison of tenders, the prices quoted for the works must be in strict accordance with the pricing pages at Schedule 1, **all prices must be in £ pounds and pence**.

5.2 Tenderers are to quote FIRM prices (i.e. not subject to variation in any respect). Tender prices shall remain extant from the date shown on the FORM OF TENDER (Annex A) to the letting of any possible future Contract.

**6. LEAD IN**

6.1 It is anticipated that the successful Tenderer will have a minimum lead-in period of 10 weeks so that full and complete responsibility for the task can be assumed by the date stated in the Contract.

**7. UNDERSTANDING THE REQUIREMENT**

7.1 Tenderers are invited to contact the Head of Procurement (Jonathan Clarke) by email to jonathan.clarke@chelsea-pensioners.org.uk to confirm your attendance for the demonstration. Please inform the RHC **no later than Monday 25th March 2024** **1000Hrs**. Detailed information for this demonstration is outlined in serial 2 of the ROR Quality questions below.

7.2 Tenderers MUST participate in the demonstration and is compulsory as part of this tender. This area will be scored in line with the ROR quality questions below.

7.3 No other dates than those provided will be available for demonstrations.

**8. TENDER PROCEDURE**

8.1 Tenders must be subject to the Terms and Conditions set out in this document. Any alterations or amendments to the Terms and/or Conditions of the ITT proposed by Tenderers shall not form part of the resultant Contract unless specifically agreed to in writing by the RHC at the time of the award of the Contract.

8.2 Tenderers must satisfy themselves about the standards of service required and ensure that they fully understand the requirements of the RHC as described in the ITT. If in any doubt about the requirements, you should contact the RHC Head of Procurement for clarification. Tenderers are reminded that during the Tender process they must have no communications in connection with this Tender with any representative of the RHC other than the RHC Head of Procurement. Failure to accept this instruction may result in the Tenderer being removed from the Tender list.

8.3 Tenderers are to note that any questions arising out of the issue of this ITT are to be communicated to the RHC Head of Procurement, at least one week before the Tender Return Due Date. This is to ensure that all Tenderers have the benefit of considering the implications of the answers to these questions within their Tender response. Only in exceptional circumstances and where the RHC permits it, will questions be allowed after this date.

**9. TENDER RETURN**

Submission of Bids

9.1 Your Tender is to be submitted electronically to jonathan.clarke@chelsea-pensioners.org.uk

9.2 The email containing your bid MUST NOT be sent before 26th April 2024. This is to allow fairness and transparency, ensuring that we do not see the bids too early. Bids must be received by 10am on the closing date.

9.3 Please use the contract number as the subject title on the email (RHC - 21)

9.4 Any request for an extension of the period for tendering must be received at least 5 working days before the due date for return, but no undertaking can be given that an extension will be granted.

9.5 No useful purpose is served by enquiring about the result of competitive tendering. Tenderers are notified as early as possible.

9.6 Any modification of the documents considered desirable by the Tenderer should be effected by striking through the original entry and inserting the alternative one adjacent to it, the alteration being initialled by the Tenderer.

**10. TENDER PROPOSALS AND EVALUATION**

Evaluation Objectives

10.1 The RHC is evaluating your responses to Identify that a bidder understands the RHC’s requirement and determine the level of service that the bidder will provide in fulfilling the requirement.

10.2 It is the intention of the RHC to award this contract to the most suitable bid, provided that bid offers no unacceptable risks to the RHC.

10.3 The evaluation will be split with the following scoring criteria: Price 30: Quality 70.

Innovative Proposals

10.4 Subject to 10.5 and 10.6 below, any innovative proposals will be treated as commercially sensitive and will only be discussed between the RHC and the originator. To facilitate consideration, where a Tenderer wishes to submit an innovative solution that does not meet the specified requirements of the ITT, the Tenderer must submit a compliant bid, with the innovative solution submitted separately. If a Tenderer fails to submit a compliant bid, the RHC reserves the right to refuse to consider any innovative bid.

10.5 To the extent that consideration of an innovative bid requires a relaxation of the RHC’s requirement as expressed in the ITT the RHC may notify the other Tenderers of the change to the requirement and invite revised bids or invite other Tenderers to alter their responses to take account.

10.6 By submitting an innovative bid that is a separate bid, a Tenderer shall be regarded as having authorised the RHC to use that innovative bid for any subsequent re-tendering of this or any other requirement.

Orders for Parts of the Tender

10.7 The RHC reserves the right, unless the Tenderer expressly stipulates to the contrary in their Tender, to order some or all of the works stated on the Statement of Requirements in the attached ITT documents.

**11. GENERAL**

11.1 Tenderers should note that the final decisions on whether to proceed with any form of works and the selection of a Contractor, will depend on the feasibility and efficiency of the proposals received as well as commercial competitiveness. The RHC reserves the right to withdraw this ITT at any time or to re-invite tenders on the same or any alternative basis. In such circumstances, and in any event, the RHC and/or its advisers shall not be liable for any cost or loss of expenses whatsoever incurred by the Tenderers or any company, agent, subsidiary or organisation who may have contributed to the proposals submitted by Tenderers in response to this ITT. All applications, responses, proposals and submissions relating to the ITT and/or the Contract are made entirely at the risk of the Tenderer.

11.2 The RHC has taken all reasonable care to ensure that the information contained in this document and any other documents/information it calls up is true and accurate in all material aspects. However, the RHC accept no responsibility for the information contained herein or in any other document or its accuracy or completeness and such persons shall not be liable or any loss or damage arising as a result of such information or any subsequent communication. Only the express terms of any written contract, as and when it is executed, shall have any contractual effect in connection with those matters to which this documentation relates.

11.3 RHC will dispose of unsuccessful tenders 7 years after commencement.

Annex A to Notice to Tenderers

**REQUIREMENT OF RESPONSE**

The RHC is evaluating your responses to Identify that a bidder understands the RHC’s requirement and determine the level of service that the bidder will provide in fulfilling the requirement.

**Pricing**

The financial scoring is carried out within an Excel spread sheet outside of the (ITT) tender document. All price bids are Scored with the following scoring methodology;

The lowest ‘Price’ will be given the maximum score 30.00 and the remaining Tenderers will receive pro-rata scores in relation to how much higher their price is when compared to the lowest.

Please note Tenderers’ scores will be rounded to two decimal places.

The example below shows the scoring methodology.

|  |  |  |
| --- | --- | --- |
| Price  | Formula = Lowest price submitted ÷ Tenderer’s price x price score | Score out of 30 |
| £100 | (100 / 100) \* 30 | 30.00 |
| £200 | (100 / 200) \* 30 | 15.00 |
| £300 | (100 / 300) \* 30 | 9.99 |

**The price scoring will then be used in conjunction with the score achieved in the ROR quality questions.**

**Quality Questions**

The response to the quality questions located at Appendix 1 to Annex A Notice to Tenderers, will be awarded a score using the below marking system; and has a maximum score of 70.00

|  |
| --- |
| **Method of Scoring** |
| **0** | Unacceptable | Does not meet the requirement. Does not comply and/or insufficient information provided to demonstrate that the Tenderer has the ability, understanding, experience, skills, resource & quality measures required to provide the supplies / services, with little or no evidence to support the response. |
| **1** | Serious reservations | Satisfies the requirement with major reservations. Considerable reservations of the Tenderer’s relevant ability, understanding, experience, skills, resource & quality measures required to provide the supplies / services, with little or no evidence to support the response. |
| **2** | Minor reservations | Satisfies the requirement with minor reservations. Some minor reservations of the Tenderer’s relevant ability, understanding, experience, skills, resource & quality measures required to provide the supplies / services, with little or no evidence to support the response. |
| **3** | Acceptable | Satisfies the requirement. Demonstration by the Tenderer of the relevant ability, understanding, experience, skills, resource & quality measures required to provide the supplies / services, with evidence to support the response. |
| **4** | Good | Satisfies the requirement with minor additional benefits. Above average demonstration by the Tenderer of the relevant ability, understanding, experience, skills, resource & quality measures required to provide the supplies / services. Response identifies factors that will offer potential added value, with evidence to support the response. |
| **5** | Excellent | Exceeds the requirement. Exceptional demonstration by the Tenderer of the relevant ability, understanding, experience, skills, resource & quality measures required to provide the supplies / services. Response identifies factors that will offer potential added value, with evidence to support the response. |

The score for each question is weighted according to its relative importance with the other questions to calculate a total score out of 70.00. This score will be used, in conjunction with the price score.

 Appendix 1 to Annex A Notice to Tenderers

**REQUIREMENT OF RESPONSE**

**QUALITY QUESTIONS**

Tenders shall be evaluated in accordance with the method of scoring and weightings below, based on their information provided under each category as specified in the below table. Detailed information for each criteria follows, and please note: the ROR questions are set out in order of importance.

|  |  |  |
| --- | --- | --- |
| **Serial** | **Description** | **Weighting** |
| 1 | Tenderer meets Statement of Requirement (SOR) | **20%** |
| 2 | Demonstration | **20%** |
| 3 | Interfaces | **10%** |
| 4 | Implementation Plan | **10%** |
| 5 | ICT, Support and Maintenance | **5%** |
| 6 | Contract Management | **5%** |
|  | **Total**  | **70%** |

| **SER** | **TITLE** | **INSTRUCTIONS** | **WEIGHTINGS** |
| --- | --- | --- | --- |
| **1** | Tenderer meets SOR | Demonstrate how your proposed solution meets the Statement of Requirement (SOR) detailed in SCHEDULE 3 of the ITT. | **20** |
| **2** | Demonstration | Provide an online or onsite demonstration of your system demonstrating how it meets our requirements and ease of use. Areas that must be covered within the demonstration:**Retail functionality:*** + Supplier setup
	+ Product setup
	+ Show how easy it is to process sales and refunds on the POS unit
	+ Purchase order raising & integration with Exchequer
	+ Purchase order receipt & integration with Exchequer
	+ Stock adjustments
	+ Sales & Inventory Management Reporting including how to customise reports and to analyse sales trends, for example by channel (online vs onsite).

**Ticketing functionality:*** Show ease to navigate the system and book a ticket on the POS unit.
	+ Setup of monthly tours/ events.
	+ Set up a new event/ reoccurring tour.
	+ Create and edit booking information which is sent to customers.
	+ Run reports for tickets sales, gift aid, customer information and tour attendance list.
	+ Find a customer and print their ticket.
	+ View/ print off a monthly calendar/ report to assist with allocation of tours for guides.
	+ Edit bookings. Refunds. Upgrades.
	+ Information on how to fix errors and what to do if the system goes down.
	+ How are customer details stored for future marketing purposes.

**Integration with Exchequer:*** Show what data is passed to Exchequer (including as noted in Retail above)
* Demonstrate how data is passed to Exchequer

**Integration with Drupal Commerce (E-commerce Website):*** Demonstrate real-time synchronisation of inventory and sales data between the EPOS system and the Drupal Commerce platform.
* Demonstrate product and pricing updates and how this is reflected on the e-commerce site (or vice versa).

**Integration with ThankQ CRM Database:*** Display how customer data, including newsletter opt-in, is captured and
 | **20** |
| **3** | Interfaces | Provide evidence of similar projects and system provisions undertaken including interfaces with Exchequer, Drupal Commerce and ThankQ CRMPlease provide up to 3 reference sites with a short statement explaining how the system your company provided is relevant to the RHC Retail and Ticketing requirement. Please provide the client contact details which RHC is able to contact if requested.  | **10** |
| **4** | Implementation plan | Outline how you will provide the deliverables to the RHC, including, but not limited to: implementation schedule with contingency built in, resources required from RHC, training for the RHC team, vendors resources* The implementation schedule should provide for confirming stakeholders needs and you recommending best fit solutions.
* Provide CV’s and accompanying Job Descriptions/Role Profiles for the Vendor’s team delivering the project and future account management.
 | **10** |
| **5** | ICT, Support and Maintenance | * Confirm satisfactory completion of the RHC Data Protection Due Diligence Questionnaire (Appendix 4)
* Please detail your support for software, hardware and licensing including response and fix times by severity and processes for software releases, fixes, and upgrades.
 | **5** |
| **6** | Contract Management | Detail your process for supporting this contract including the provision of an Account Manager and annual reviews. | **5** |

Annex B to Notice to Tenderers

**Form of Tender**

**Contract for: Provision of EPOS & Ticketing System for the Royal Hospital Chelsea**

I / We having examined the Specification do hereby offer and agree to provide the Services as described in the Specification.

I / We understand that this offer is as specified in this tender and upon your acceptance a binding contract shall exist between us. I / We undertake to enter into a formal written contract with you in a form to be determined by RHC.

If successful, I / we agree to enter into a Contract and agree to the Terms & Conditions as detailed in Schedule 2 of the invitation to tender document.

Submitted by:

...........................................................................................................…....………………

(Company Name)

Address: ……………………………………………………….…………….……..

.................................................................................…......................................................

................................................................................….......................................................

Signed:

(Authorised Signatory No. 1)...........................................(Status).......................…..

Name (Print) ..................................................................................................................

Annex C to Notice to Tenderers

**CERTIFICATE OF BONA FIDE TENDERING**

Tender No \_\_\_\_\_\_\_\_\_\_\_\_**RHC-21**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Due for Return by \_\_\_\_\_ \_\_\_\_\_\_**29th April 2024** \_\_\_\_\_\_\_\_\_\_\_

Subject **PROVISION OF EPOS & TICKETING SYSTEM FOR THE ROYAL HOSPITAL CHELSEA**

We hereby certify that the offer made in connection with the above tender is intended to be genuinely competitive. No aspect of the price has been fixed or adjusted by any arrangement with any third party, with the exception of any information attached hereto, (see \* below).

In particular,

* the offered price has not been divulged to any person,
* no arrangement has been made with any person that he should refrain from tendering,
* no arrangement with any person has been made to the effect that we will refrain from bidding on a future occasion,
* no discussion with any person has taken place concerning the details of either’s proposed price and
* no arrangement has been made with any person otherwise to limit genuine competition.

We understand that any instances of illegal cartels or market sharing arrangements suspected by the RHC will be referred to the Office of Fair Trading for investigation and may be subject to action under the Restrictive Trade Practices Act 1976.

We understand that any misrepresentations may also be the subject of criminal investigation or used as the basis for civil action.

In this Certificate “arrangement” includes any transaction, or agreement, private or open, or collusion, formal or informal, and whether or not legally binding.

**\* Information is / is not attached hereto.** (delete as appropriate)

 **Signed ..............................................................................................................**

 **on behalf of ......................................................................................................**

**Date..................................................................................................................**

**SCHEDULE 1**

**To RHC-21**

**PRICING PAGES**

**Pricing Schedule:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Serial** | **Task description / Product name** | **Year 1 Firm Pricing Ex. VAT** | **Year 2 Firm Pricing for on-going maintenance Ex. VAT** | **Year 3 Firm Pricing for on-going maintenance Ex. VAT** | **Opt - Year 4 Firm Pricing for on-going maintenance Ex. VAT** | **Opt - Year 5 Firm Pricing for on-going maintenance Ex. VAT** |
|  | **Hardware** |  |  |  |  |  |
| 1. | Static POS unit and peripherals | £ |
| 2. | Mobile POS units and peripherals | £ |
| 3. | Barcode printer | £ |
| 4. | Other | £ |
|  |  |  |
| 5 | **Software** | £ | £ | £ | £ | £ |
| 6 | **Licenses** | £ | £ | £ | £ | £ |
|  |  |  |
|  | **Integration MUST include any API interfaces** |  |
| 6. | Drupal Commerce | £ |  |
| 7. | Exchequer | £ |
| 8. | Thankq | £ |
|  |
|  | **Implementation** |  |
| 9. | Project Management | £ |  |
| 10. | Development | £ |
| 11. | Training | £ |
|  |  |  |
| 12. | **Support & Maintenance** | £ | £ | £ | £ | £ |
|  |  |  |  |  |
| 13. | **Transaction Charges** | £ | £ | £ | £ | £ |
|  |  |  |
| 14. | **Other (Itemise other charges if applicable)** | £ | £ | £ | £ | £ |
|  |  |  |
|  | **Total** | **£** | **£** | **£** | **£** | **£** |

RHC would like to use existing hardware where possible but acknowledges this should not be at the detriment to the performance of the system.

Existing hardware:

**POS Unit**

* Aures
* Yuno Base 151 Black Pct J1900 & I3 664.00 1 664.00twjsnj080243
* Yuno Module J1900 4g Ram SSD 1twjxnj080714
* Yuno Open Cover Black -Use with Customer Display 1
* Win Emb-10-Iot Enterprise Entry 64bit 102219089385634

**Receipt printer**

* Aures model ODP 333

**Cash Drawer**

* 3S430 Black Cash Drawer 24V UK 1

**Scanner**

* Oxhoo USB wired scanner and stand x2

**Barcode printer**

* Zebra Direct Thermal Label Printer. 200 dpi, USB and Ethernet connection

**SCHEDULE 2**

**To RHC - 21**

**TERMS & CONDITIONS**

SCHEDULE 2

**TERMS AND CONDITIONS**

**1. INTERPRETATION**

1.1 In the Contract the following words and expressions shall have the meanings given to them, except where the context requires a different meaning:

a) 'The Contract' means the agreement concluded between the RHC and the Contractor;

b) 'The Contract Price' means the price exclusive of Value Added Tax, payable to the Contractor by RHC under the Contract for the full and proper performance by the Contractor;

c) 'The Contractor' means the person who, by the Contract, undertakes to supply the Services as is provided by the Contract.

e) 'Services' means all services which the Contractor is required under the Contract to perform or to fulfil;

**2. PERIOD OF CONTRACT**

2.1 The duration of the Contract shall be 3 years commencing 13th May 2024 and ending 12th May 2027 notwithstanding the RHC's rights of earlier termination under Condition 11 below.

2.2 The RHC shall have an option to extend the Contract for up to 2 x additional one year period to 12th May 2029, or any part thereof at the charges shown in Schedule 1 and on the terms and conditions of the Contract existing at the time the option applies. The Option period will apply upon expiry of the previous period subject always to the RHC exercising the option by giving the Contractor no less than one month’s prior written notice of its desire to extend. It is emphasised that whilst the RHC has the ability to exercise its option, it is under no obligation to do so.

**3. PRICE**

3.1 The Contract prices shall be FIRM (i.e. not subject to variation) and shall be exclusive of VAT.

**4. CONSIDERATION**

4.1 For the elements detailed below, in consideration of the payment of the sum detailed by the RHC to the Contractor, the Contractor will not withdraw or amend in any way the offer made in their tender during the period of the contract:

* Schedule 1 firm prices - £1.00 (one pound)

**5. AMENDMENTS TO CONTRACT**

5.1 The Contract may not be amended except by the written agreement of the duly authorised representatives of the parties.

5.2 The written agreement of the parties shall be obtained only by:

a) A serially numbered amendment being issued to the Contractor by RHC. The amendment shall come into force only when the Contractor has despatched to RHC an unqualified acceptance of the RHC's offer; or

b) The despatch by the RHC of a serially numbered amendment letter as an unqualified acceptance of an offer from the Contractor.

5.3 Where an amendment to Contract covering changed or additional requirements involves a change in price, the price shall be agreed prior to any authority to proceed being given by the RHC.

**6. AMOUNT OF WORK**

6.1 The quantities referred to in the Pricing Pages (Schedule 1) are estimates only. The RHC may order more or less than the estimated quantities and shall not be bound to order any of the items referred to in the Statement of Requirements. The RHC shall not be bound to accept or pay for any items other than those actually ordered.

6.2 The Contractor accepts that the RHC has the right to invite competitive quotations and/or place orders elsewhere for any or all of the items listed in the Statement of Requirements during the period of the Contract *(it is currently the RHC’s intention to use this Contract).*

**7. PAYMENT**

7.1 Payments shall be claimed in arrears following the satisfactory receipt of each completed order. Payment shall be submitted on an invoice to the Contract Administrator for scrutiny and approval prior to onward transmission to the Accounts Department (as specified at Schedule 4)

7.2 It is an option required by the RHC to be able to make payment by company credit card for transactions under £5000, with no card fees being applied. BACS payments may also be used.

7.3 Payments may be withheld or reduced by the RHC in the event of unsatisfactory performance, without prejudice to the other rights of the RHC under the Contract.

7.4 Payment will be made within 30 days on receipt of an invoice that includes details of the level of service provided.

7.5 The Contract Price excludes any Value Added Tax (VAT). The Contractor is solely responsible for VAT, income tax, national insurance contributions and all other comparable payments arising as a result if the Contract.

**8. RECOVERY OF SUMS DUE**

8.1 Whenever under the Contract any sum of money shall be recoverable from or payable by the Contractor the same may be deducted from any sum then due, or which at any time thereafter may become due, to the Contractor under the Contract, or under any other contract with the RHC.

**9. ENGLISH LAW**

9.1 The Contract shall be considered as a contract made in England and subject to English Law.

9.2 Each party hereby irrevocably submits and agrees to the exclusive jurisdiction of the Courts of England to resolve, and the laws of England to govern, any actions, proceedings, controversy or claim of whatever nature arising out of or relating to the Contract or breach thereof.

**10. ISSUED PROPERTY**

10.1 All Issued Property shall remain the property of the RHC. It shall be used in the execution of the Contract and for no other purpose, without the prior approval in writing of the RHC.

**11. TERMINATION**

11.1 Failure by either Party to comply with any of the material obligations contained in this Agreement shall entitle the other Party to give to the Party in default notice specifying the nature of the default and requiring it to cure such default. If such default is not cured within sixty (60) days after the receipt of such notice (or, if such default cannot be cured within such sixty (60) day period, if the Party in default does not commence and diligently continue actions to cure such default), the notifying Party shall be entitled, without prejudice to any of its other rights conferred on it by this Agreement, in addition to any other remedies available to it by law, to terminate this Agreement by giving written notice to take effect within thirty (30) days after such notice unless the defaulting Party shall cure such default within said thirty (30) days.

**12. REJECTION**

12.1 The RHC may reject any Item (whether or not after inspection) which is not to the complete satisfaction of the Contract Administrator.

12.2 The RHC may (whether or not after inspection) reject the whole of any consignment of the Items if:

a) such proportion or percentage of the Items in that consignment as the Contract may specify as being appropriate for the purposes of this Condition, do not conform with the requirements of the Contract; or

b) Samples, whether of Items or of the material in the Items, taken randomly from that consignment do not conform to the requirements of the Contract?

12.3 Subject to 12.5 of this Condition, the Contractor shall at their own expense and within fourteen days of being notified of the rejection, or within any other period specified in the Contract, remove any Item or consignment which the RHC has rejected.

12.4 If the Contractor fails to remove the rejected Item or consignment in accordance with 12.3 of this Condition, the RHC may return it to the Contractor at the Contractor's risk and expense.

12.5 The Contractor may object in writing to a notification of rejection by the RHC within the period specified at 12.3. If the objection is not resolved within a reasonable time, it shall be treated as a dispute. Unless otherwise agreed the Contractor shall not remove the Items which are the subject of the rejection notice unless and until the objection or dispute has been resolved.

**13. LOSS OR DAMAGE TO THE ITEMS / PREMISES**

13.1 Until delivery, the risk of loss of or damage to the Items remains with the Contractor. Without prejudice to any other rights or remedies of the RHC, the Contractor shall make good any such loss or damage however caused or occasioned which occurs before delivery.

13.2 The Supplier shall be solely responsible for making good any damage to the Customer’s premises or any objects contained on the Customer’s premises which is caused by the Supplier or any Staff.

**14. PROGRESS REPORTS & MEETINGS**

14.1 The Contractor shall supply the RHC with reports on the Contract and progress, against an agreed set of Key Performance Indicators (KPIs), in the form and frequency as agreed with the Contract Administrator.

14.2 Progress Meetings between the Contractor and the RHC shall be held at such intervals as the RHC may reasonably request. Any meetings shall be at no cost to the RHC.

**15. CONTRACTORS PERSONNEL AT RHC**

15.1 The following general provisions apply:

a) The RHC shall provide such available facilities for the Contractor at RHC for the purpose of the Contract as may be necessary for the effective and economical discharge of work under the Contract. These facilities will be provided free of charge unless otherwise stated in the Contract.

b) Any land or premises made available to the Contractor by the RHC in connection with the Contract shall be made available to the Contractor free of charge, unless otherwise stated in the Contract, and shall be used by the Contractor solely for the purposes of performing the Contract. The Contractor shall have the use of such land or premises as licensee and shall vacate the same upon completion of the Contract.

c) The Contractor shall have no claim against the RHC for any additional cost or delay occasioned by the closure for holidays of RHC, where this is made known to them prior to entering into the Contract.

15.2 Without prejudice to the provisions of Condition 10 (Issued Property), the Contractor shall, except as otherwise provided for in the Contract, make good or, at the option of the RHC, pay compensation for all damage occurring to any RHC Property, which includes land or buildings, occasioned by the Contractor arising from their presence on RHC in connection with the Contract, provided that this Condition shall not apply to the extent that the Contractor is able to show that any such damage was not caused or contributed to by any circumstances within their reasonable control.

15.3 The total liability of the Contractor under Condition 15.2 shall be subject to any limitation specified in the Contract.

15.4 All property of the Contractor shall be at the risk of the Contractor whilst it is on RHC, and the RHC shall accept no liability for any loss or damage howsoever occurring thereto or caused thereby, except as follows:

a) Where any such loss or damage was caused or contributed to by any act, neglect or default of any RHC employee then the RHC shall accept liability thereof to the extent to which such loss or damage is so caused or contributed to as aforesaid; and

b) Where any property of the Contractor has been taken on charge by the Contract Administrator, and a proper receipt has been given, then the RHC shall be liable for any loss or damage occurring to that property while held on such charge as aforesaid.

15.5 The Contractor shall submit in writing to the RHC for approval, initially and as necessary from time to time, a list of those of his Representatives who may need to enter RHC for the purpose of, or in connection with, work under the Contract, giving such particulars as the RHC may require.

15.6 If, in the opinion of the RHC, any Representative of the Contractor shall misconduct themselves, or it shall not be in the public interest for any person to be employed or engaged by the Contractor, the Contractor shall remove such person without delay on being required to do so and shall cause the work to be performed by such other person as may be necessary.

15.7 The decision of the RHC upon any matter arising under Condition 15.6 shall be final and conclusive.

15.8 While at RHC, the Contractor undertakes to adhere to the RHC’s ‘Health and Safety Guide for Contractors and Visitors’ and to follow any instruction by the RHC on health and safety.

**16. LIABILITY** **AND INSURANCE**

16.1 Without prejudice to the RHC's rights under the Contract, the Contractor shall for the full term of the Contract maintain all necessary statutory insurance and other appropriate insurances in order to fulfil their requirements under the Contract.

16.2 If, without the prior approval of the RHC, the Contractor fails to effect and maintain the insurance(s) described above, they shall rectify any insurance cover shortfall, to the satisfaction of the RHC within a period of three working days from the date of notification by the RHC. In the event that the Contractor fails to meet the insurance requirements detailed in Condition 16.1 above and fails to rectify any shortfall with the timescale detailed above, the RHC shall have the irrevocable right to effect insurance cover and deduct the cost of the insurance obtained together with the cost of processing from any payment due to the Contractor under the Contract.

16.3 Without prejudice to the RHC's rights and remedies under the Contract, the Contractor shall, on reasonable prior notice, provide to the RHC a copy of the insurance(s) certificate(s) referred to in Condition 16.1 above.

16.4 The Contractor shall at all times provide the RHC with advance notice where they propose any change to the insurance(s) or cover held.

16.5 The Contractor shall at all times provide the RHC with details of any risk they become aware of, which is outside of their control and could impact on their policy cover.

16.6 The Contractor shall be responsible for and keep the RHC, including its servants, agents, representatives, employees and Sub-contractors fully indemnified against all damages, losses, costs, expenses, actions, demands, proceedings, claims and liability made against or suffered or incurred by the RHC in respect of personal injury, illness or disease (including injury, illness or disease resulting in death) or loss or damage to property and arising directly or indirectly out of any acts or omissions of the Contractor, their servants, agents or Sub-contractors in connection with the Contract, provided that its indemnity shall not apply to the extent that the Contractor is able to show that such injury, illness or disease, or loss or damage to property was caused or contributed to by the negligence or wilful default of the RHC. The Contractor’s liability for all such matters, except for death or personal injury caused by the Contractor’s negligence (whether claimed under this Clause 16.6 or otherwise in contract or tort) shall not exceed the sum of £5,000,000.

16.7 The Contractor shall consult the RHC prior to pursuing any claim against a Third Party for loss of or damage to RHC Property and shall notify the RHC of the circumstances in which the loss or damage occurred and the estimated cost of repairs or replacements. No repair of damage for which a Third Party is responsible shall be executed without the prior consent of the RHC.

**17. TRANSFER**

17.1 Neither party to the Contract shall give, bargain, sell, assign, or otherwise dispose of the Contract or any part thereof, or the benefit or advantage of the Contract or any part thereof, without the previous consent in writing of the other party.

**18. WAIVER**

18.1 No act or omission of either party shall by itself amount to a waiver of any right or remedy unless expressly stated by that party in writing. In particular, no reasonable delay in exercising any right or remedy shall by itself constitute a waiver of that right or remedy.

18.2 No waiver in respect of any right or remedy shall operate as a waiver in respect of any other right or remedy.

**19. DISCLOSURE OF INFORMATION**

19.1 'Information' means any information in any written or other tangible form disclosed to one party by or on behalf of the other party under or in connection with the Contract.

19.2 Each party shall treat in confidence all Information it receives and shall not disclose any of that Information to any third party without the prior written consent of the other.

**20. STATUS**

20.1 Nothing in this Contract shall be construed as creating a partnership or a contract of employment between the RHC and the Contractor.

**21. PRECEDENCE**

21.1 Where any condition herein conflicts with the other condition or requirement contained elsewhere in the contract the Contractor must seek guidance from the RHC Senior Procurement Officer named in the contract as to which prevails.

**22. PUBLIC RELATIONS**

22.1 The responsibility for communicating with representatives of the popular and technical press, radio, television and other communication media on all matters concerning the Contract tasks and the RHC as a whole is borne solely by the RHC.

22.2 The Contractor and their staff may not communicate on these matters with any communication media representative unless specifically granted permission to do so, in writing, by the RHC. As a rule, information deriving from, or relating to the Contract tasks or RHC as a whole may not be communicated to a third party without the specific permission to do so, in writing, from the RHC.

**23. GDPR**

For the avoidance of doubt can we state that;

RHC is the data controller; and

The Contractor is the data processor.

23.1 The processor must only act on the written instructions of the controller (unless required by law to act without such instructions);

23.2 The processor must ensure that people processing the data are subject to a duty of confidence.

23.3 The processor must take appropriate measures to ensure the security of processing.

23.4 The processor must only engage a sub-processor with the prior consent of the data controller and a written contract.

23.5 The processor must assist the data controller in providing subject access and allowing data subjects to exercise their rights under the GDPR.

23.6 The processor must assist the data controller in meeting its GDPR obligations in relation to the security of processing, the notification of personal data breaches and data protection impact assessments.

23.7 The processor must delete or return all personal data to the controller as requested at the end of the contract; and

23.8 The processor must submit to audits and inspections; provide the controller with whatever information it needs to ensure that they are both meeting their article 28 obligations and tell the controller immediately if it is asked to do something infringing the GDPR or other data protection law of the EU or a member state.

23.9 Only act on the written instructions of the controller (Article 29).

23.10 Not use a sub-processor without the prior written authorisation of the controller (Article 28.2).

23.11 Co-operate with supervisory authorities (such as the ICO) in accordance with Article 31.

23.12 Ensure the security of its processing in accordance with Article 32.

23.13 Keep records of its processing activities in accordance with Article 30.2.

23.14 Notify any personal data breaches to the controller in accordance with Article 33.

23.15 Appoint a data protection officer if required in accordance with Article 37; and

23.16 Appoint (in writing) a representative within the European Union if required in accordance with Article 27.

**24. PREVENTION OF FRAUD AND CORRUPTION**

24.1 The Supplier shall not offer, give, or agree to give anything, to any person an inducement or reward for doing, refraining from doing, or for having done or refrained from doing, any act in relation to the obtaining or execution of the contract or for showing or refraining from showing favour or disfavour to any person in relation to the contract.

24.2 The Supplier shall take all reasonable steps, in accordance with good industry practice, to prevent fraud by the Staff and the Supplier (including its shareholders, members and directors) in connection with the contract and shall notify the Customer immediately if it has reason to suspect that any fraud has occurred or is occurring or is likely to occur.

24.3 If the Supplier or the Staff engages in conduct prohibited by clause 24.1 or commits fraud in relation to this contract or any other contract the Customer may:

24.3.1 terminate the contract and recover from the Supplier the amount of any loss suffered by the Customer resulting from the termination, including the cost reasonably incurred by the Customer of making other arrangements for the supply of the Goods and any additional expenditure incurred by the Customer throughout the remainder of the contract; or

24.3.2 Recover in full from the Supplier any other loss sustained by the Customer in consequence of any breach of this clause.

**25. SUPPLY OF SERVICES**

25.1 In consideration of the Customer’s agreement to pay the Charges, the Supplier shall supply the Services to the Customer for the Term subject to and in accordance with the terms and conditions of the Agreement.

25.2 In supplying the Services, the Supplier shall:

25.2.1 Co-operate with the Customer in all matters relating to the Services and comply with all the Customer’s instructions;

25.2.2 Perform the Services with all reasonable care, skill and diligence in accordance with good industry practice in the Supplier’s industry, profession or trade;

25.2.3 Use Staff who are suitably skilled and experienced to perform tasks assigned to them, and in sufficient number to ensure that the Supplier’s obligations are fulfilled in accordance with the Agreement;

25.2.4 Ensure that the Services shall conform with all descriptions and specifications set out in the Specification;

25.2.5 Comply with all applicable laws; and

25.2.6 Provide all equipment, tools and vehicles and other items as are required to provide the Services.

25.3 The Customer may by written notice to the Supplier at any time request a variation to the scope of the Services. In the event that the Supplier agrees to any variation to the scope of the Services, the Charges shall be subject to fair and reasonable adjustment to be agreed in writing between the Customer and the Supplier.

**CLAUSE FOR MODERN SLAVERY ACT COMPLIANCE**

1. COMPLIANCE WITH LAWS AND POLICIES

1.1 In performing its obligations under the agreement, the Supplier shall and shall ensure that each of its subcontractors shall: (a) comply with all applicable laws, statutes, regulations in force from time to time including but not limited to the Modern Slavery Act 2015; and (b) take reasonable steps to ensure that there is no modern slavery or human trafficking in the Suppliers or subcontractors supply chains or in any part of their business

2. DUE DILIGENCE

2.1 The Supplier represents and warrants that: (a) neither the Supplier nor any of its officers, employees or other persons associated with it: (i) has been convicted of any offence involving slavery and human trafficking; and (ii) having made reasonable enquiries, to the best of its knowledge, has been or is the subject of any investigation, inquiry or enforcement proceedings by any governmental, administrative or regulatory body regarding any offence or alleged offence of or in connection with slavery and human trafficking.

2.2 The Supplier shall implement due diligence procedures for its own suppliers, subcontractors, and other participants to ensure that there is no slavery or human trafficking in its supply chains.

3. SUBCONTRACTING

3.1 The Supplier shall not subcontract its obligations under this agreement without the prior written consent of The Royal Hospital Chelsea.

3.2 In order to help The Royal Hospital Chelsea reach a decision on a proposed subcontract, the Supplier shall provide The Royal Hospital Chelsea with a copy of any proposed subcontract, together with any other information that The Royal Hospital Chelsea may reasonably require about the proposed subcontractor.

3.3 If the Royal Hospital Chelsea agrees that the Supplier may subcontract its obligations, the Supplier shall implement an appropriate system of due diligence designed to ensure the subcontractor complies with the principles of the Modern Slavery Act 2015 and that the subcontractor shall take reasonable steps to ensure that there is no modern slavery or human trafficking in the subcontractors’ supply chains or in any part of its business.

4. REPORTS

4.1 The Supplier shall notify The Royal Hospital Chelsea as soon as it becomes aware of any actual or suspected slavery or human trafficking in a supply chain which has a connection with this Agreement.

4.2 The Supplier shall prepare and deliver to The Royal Hospital Chelsea no later than April each year, an annual slavery and human trafficking statement setting out the steps it has taken to ensure that slavery and human trafficking is not taking place in any of its supply chains or in any part of its business.

5. AUDITS

5.1 The Supplier shall maintain a complete set of records to trace the supply chain of all goods and services provided to The Royal Hospital Chelsea in connection with this agreement.

6. TRAINING

6.1 The Supplier shall implement a system of training for its employees to ensure compliance with the principles of the Modern Slavery Act 2015 and the prevention of modern slavery or human trafficking.

6.2 The Supplier shall keep a record of all training offered and completed by its employees and shall make a copy of the record available to The Royal Hospital Chelsea on request.

7. WARRANTIES

The Supplier represents, warrants, and undertakes that it conducts its business in a manner that is consistent with the principles of the Modern Slavery Act 2015.

8. TERMINATION

The Royal Hospital Chelsea may terminate the agreement with immediate effect by giving written notice to the Supplier if the Supplier commits a breach of Clauses 1, 2 4 or 7.

**SCHEDULE 3**

**To RHC-21**

**STATEMENT OF**

**REQUIREMENT**

## SCHEDULE 3

**Provision of EPOS & Ticketing System**

**Statement of Requirement**

1. **Royal Hospital Chelsea**

The Royal Hospital Chelsea (RHC) is situated in 66 acres of grounds in the heart of Chelsea. It encapsulates magnificent buildings designed by Sir Christopher Wren and Sir John Soane. Home to the iconic veteran community known as the ‘Chelsea Pensioners’ since 1692, RHC is a unique working historic building with a wealth of socio-military, natural and architectural heritage.

In autumn 2022, Royal Hospital Chelsea secured a £3.2million grant from the National Lottery Heritage Fund to restore and adapt the Grade II\* Stables, designed by Sir John Soane, into a Visitor, Outreach and Heritage Centre. This will provide an improved visitor welcome and relocate all public facing facilities and services to the Chelsea Gate entrance of the site, immediately adjacent to the National Army Museum. Within the Centre there will be a café, new shop, free permanent exhibition, and an outreach space. The Soane Stables project is seen as transformative for the organisation and will:

* Integrate our heritage within existing expert care methodologies to benefit dementia groups, veterans, lower income, and ethnically diverse communities within our catchment. Focused evaluation will enable us to disseminate and share our learning.
* Engage audiences with the unique story of the Chelsea Pensioners and their home at the Royal Hospital Chelsea, uniting visitor, learning, volunteering, and community outreach services for the first time within a new Visitor Centre (the Grade II\* Sir John Soane Stable Block) and improve the visitor experience across the wider site.
* Work with local communities, including resident Chelsea Pensioners, to test, design and deliver improved interpretation, alongside a relevant and meaningful activity programme.
* Inspire diverse audiences to become involved in and learn about RHC’s heritage, ranging from veterans’ histories to our urban green spaces.
* Ensure the last undeveloped cultural site on Royal Hospital Road becomes fully accessible, strengthening the area as a heritage destination, blending local distinctiveness with national significance.
1. **On-site Shop**

The RHC has an existing onsite shop. This will relocate to the Soane Stables. The current shop uses the basic functionality of a POS terminal which passes data to the finance system, Exchequer. An online shop currently runs on the Shopify platform with sales being rekeyed into the POS terminal to record sales and inventory movements. Purchase ordering, sales reporting and inventory holding are recorded in Exchequer. This current setup will not meet the requirements of the new shop at the SSY.

Chelsea Pensioner led guided tours of the RHC are currently offered. These are bookable for groups via email and for individuals via Eventbright. Tours and other capacity limited events will be expanded. A ticketing system is required to enable tours and events to be booked onsite and integrate with the online booking platform, Drupal Commerce.

The RHC website is being upgraded to Drupal 10 and the online shop and online ticketing will be on the Drupal Commerce platform.

**The RHC seeks an onsite EPOS, Inventory Control and Ticketing platform which integrates with the Drupal Commerce online shop and ticketing platform, Exchequer finance platform and the RHC CRM platform Thankq.**

Note: The onsite shop incorporates a Post Office. This is operated on the Post Office’s proprietary system with its own dedicated terminal and is not part of the scope of this tender.

1. **Volumes**

Annual visitor footfall to the SSY visitor centre is targeted at 39,000 per annum.

Net retail sales across the onsite shop, mobile selling/pop-up shops (in the grounds of RHC) and online are projected at £200,000 in the first full year (Year 2).

Net ticket revenue from general interest, specialist and military tours and ticketed public events is projected at £300,000 in the first full year (Year 2).

# **System Requirements**

RHC wishes to source an EPOS, Inventory Control and ticketing system which integrates with the Drupal Commerce (10) online shop and ticketing platform and Exchequer finance system (MCM version: Exchequer V13.4.0 Build 259). It is also a requirement to integrate with RHC’s CRM platform, ThankQ.

RHC is open to either a cloud-based system (SAS) or a RHC hosted system.

However, if the solution proposed is an RHC hosted system, card payment data should not pass through RHC network or servers.

The table below sets out RHC’s mandatory requirements. Use the column headed “Confirm requirement can be met” to indicate the requirement can be met, or not, by your system.

YES indicates that the item is standard within your package system

NO indicates that the item is not available in your system.

In the column headed “Tenderer’s Response” Add supporting comments and confirmation these requirements can be met.

1. **INTEGRATIONS**

|  |  |  |  |
| --- | --- | --- | --- |
| **Ref** | **Requirement** | **Confirm requirement can be met.****Yes or No** | **Tenderers Comments** |
| **IG 1** | Integration with Exchequer finance system.RHC protocols require Suppliers, Products, Purchase Ordering, Inventory receipts, Invoice matching and Stocktake variance reporting are authorised and held within Exchequer. |  |  |
| **IG 2** | Integration with Drupal Commerce. Online Shop and Ticketing is on the Drupal Commerce platform. The onsite shop and ticketing must integrate with Drupal Commerce. |  |  |
| **IG 3** | Integration with ThankQ CRM to enable donations to be taken in the onsite shop and track purchasing (retail and tickets) by Friends and supporters in the onsite shop. To capture enewsletter sign ups. See Section 8. Friends Membership & Donations. |  |  |

1. **INVENTORY CONTROL**

|  |  |  |  |
| --- | --- | --- | --- |
| **Ref** | **Requirement** | **Confirm requirement can be met.****Yes or No** | **Tenderers Comments** |
| **IC 1** | Inventory for both Onsite and Online sales will be held in a single location. |  |  |
| **IC 2** | Product set up to include SKU/Exchequer code, Product Description, Department, Category, Supplier EAN/ISBN/Product Code, Supplier Code, Minimum Order Quantity, Pack Size, Lead Time, Cost Ex-Vat, Selling Price (inc VAT) Margin Ex-Vat, VAT rate |  |  |
| **IC 3** | Supplier Information, basic set up to include- Sales and Accounting Contact names, email, contact number, Exchequer Supplier Code, minimum order quantities, carriage charge, carriage paid order value |  |  |
| **IC 4** | Sales (onsite and online) to down date stock holding  |  |  |
| **IC 5** | Sales are made to other RHC departments “On Account”.On Account sales need to be captured, reported upon and stock downdated.  |  |  |
| **IC 6** | Stock take functionality to include; stock counting by handheld terminals, Excel upload and manual entry |  |  |
| **IC 7** | Flexibility to create a range of promotional offers e.g. buy one, get one free, buy one, get one 50% discount. NB discount amount to be variable |  |  |
| **IC 8** | If product sells out, system sends call to make status “Out of Stock” in the online shop |  |  |
| **IC 9** | Exchanges and returns automated to adjust stock |  |  |
| **IC 10** | Product price parity/sync between online store and onsite shop |  |  |

1. **PURCHASE ORDERING, (RECEIVING & INVOICE MATCHING)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Ref** | **Requirement** | **Confirm requirement can be met.****Yes or No** | **Tenderers Comments** |
| **PO 1** | Purchase order (POR) raising and authorisation (in Exchequer), tracking (in Merchandising system) |  |  |
| **PO 2** | Purchase order to pull information from product and supplier set up to include: SKU/Exchequer code, Product Description, Supplier EAN/ISBN/Product Code, Supplier Code, Quantity, Unit Cost Ex-Vat, Total Cost |  |  |
| **PO 3** | Visibility of which products are on order and expected delivery date |  |  |
| **PO 4** | Receiving purchase orders and recording partial deliveries |  |  |
| **PO 5** | Purchase order & Invoice matching, including coping with partial orders. RHC uses the Exchequer finance platform.* A unique POR (purchase order number) must be raised for each order. This number is provided from Exchequer.
* Goods received notification must be passed through to Exchequer.
* Supplier invoices are passed to Finance Accounts Payable for “PINNING”. Finance “PIN” the invoice to the received POR.

The “PIN” is then sent to the authorised approver. Approved “PIN” is then included in the fortnightly BACS run. |  |  |
| **PO 6** | Barcode ticket generation |  |  |

1. **MERCHANDISE REPORTING**

|  |  |  |  |
| --- | --- | --- | --- |
| **Ref** | **Requirement** | **Confirm requirement can be met.****Yes or No** | **Tenderers Comments** |
| **MR 1** | Sales by product, category, units, value (cost and selling), supplier, for user defined time period. To include weeks, cover and on orders. See example reports Appendix 1 and 2 |  |  |
| **MR 2** | Sales by channel (Onsite & Online), product, category, units, value (cost and selling), supplier, for a user defined time period. |  |  |
| **MR 3**  | Sales to be reported by channel (Onsite & Online) both separately and in total. |  |  |
| **MR 4** | Stock list showing units and cost by SKU and stock valuation See example report Appendix 3 |  |  |
| **MR 5** | Stock take reporting; variance and stock valuation |  |  |
| **MR 6** | Margin reporting |  |  |
| **MR 7** | All reports are to be exportable in Excel format |  |  |

1. **ECOMMERCE**

|  |  |  |  |
| --- | --- | --- | --- |
| **Ref** | **Requirement** | **Confirm requirement can be met.****Yes or No** | **Tenderers Comments** |
| **EC 1** | Sales made in the Online store to down date stock in real time. Online shop will be on the Drupal Commerce platform |  |  |
| **EC 2** | Inventory to be uploaded to Online store from system in real time |  |  |
| **EC 3** | If product sells out, system sends call to Online store to mark the product “Sold Out” |  |  |

1. **TICKETING**

|  |  |  |  |
| --- | --- | --- | --- |
| **Ref** | **Requirement** | **Confirm requirement can be met.****Yes or No** | **Tenderers Comments** |
| **T 1** | Guided Tours and Events are capacity limited.Ticket sales onsite and online need to be from a central ticket availability source to prevent over selling. Online ticketing will be built on Drupal Commerce. |  |  |
| **T 2** | Ability required to sell multiple tours and events:* Military tours
* Guided Private tours
* Individual tours
* Special events.
* Internal tours.
 |  |  |
| **T 3** | During booking process information needs to be collected from the booking, e.g.* Parking requirements.
* Visit to the Chelsea Pensioners Club (For military groups)
* Accessibility needs.
 |  |  |
| **T 4** | **Note: Requirements below (T4.1 – T4.4) have also been included in Online Ticketing Requirements to website developers.**  |  |  |
| **T 4.1** | Total number of tickets available onsite & online for each Guided Tour and Event to be selectable to manage capacity (option for totals to be hidden from public view) |  |   |
| **T 4.2** | Onsite ticket sales for Guided Tours and Events; current and advance (the number of weeks ahead for which tickets are available for purchase to be specified, and where needed altered on the system. Currently booking 2 – 3 months ahead). Membership and Patrons, other concessions, and affiliations. |  |  |
| **T 4.3** | Range of Guided Tour and Event ticket prices available, e.g. Full, Senior, Children, Service and ex-Service personnel, groups, Friends/Membership and Patrons, other concessions, and affiliations. |  |  |
| **T 4.4** | Online redemption method; Print & present, Mobile device Barcode/QR code for scanning on EPOS or mobile device. |  |  |
| **T 5** | Straightforward way to search for customers tickets and print them, if a customer comes without their tickets or cannot find them. |  |  |
| **T 6** | Option to click tickets as scanned if there is a problem with the scanner. To ensure tickets are recorded. |  |  |
| **T 7** | On site tickets printed from till receipt printer or sent to mobile device. |  |  |
| **T 8** | Track total number of tickets available onsite & online |  |  |
| **T 9** | Ability to cap the number of tickets for sale onsite vs online |  |  |
| **T 10** | Ability to report on the progress of ticket sales. |  |  |
| **T 11** | Ability to process refunds and cancel individual tickets and bookings. |  |  |
| **T 12** | Ability to change the date of bookings without needing to refund. |  |  |
| **T 13** | Ability to send a confirmation of booking, to include:* Date
* Time of tour or event.
* Size of party
* How to find us information including a map.
* A contact email address if any issues arise.
* Tour Disclaimer.
* Upsell other events or tours.
* Opt in to receive information such as emails for further marketing.
 |  |  |
| **T 14** | Ability to capture data for Gift Aidon ticket sales and pass to Exchequer* Title
* Initial (or first name) & Surname
* House Number or name & Postcode
* Amount of Gift Aid
* Total value of purchase
	+ Flexibility to identify non-VAT items (e.g. on-line booking fees)
	+ Important that Booking Fees and Gift Aid components are treated properly for VAT
* All donations received.
	+ source – cash or card
	+ value
	+ customer details

Gift Aid reporting in correct format for online submission to HMRC |  |   |
| **T 15** | Ability to print the weekly & monthly tours in a calendar form or spreadsheet which is easy to understand for management and guides, highlighting, tour group name, number of visitors, date & time. |  |  |
| **T 16** | Reporting to breakdown weekly and monthly sale for visitors and income |  |  |
| **T 17** | Friends/Membership details to be scanned to allow friends/members to be recognised at the till and a record of booking passed to ThankQ |  |  |

1. **EPOS**

|  |  |  |  |
| --- | --- | --- | --- |
| **Ref** | **Requirement** | **Confirm requirement can be met.****Yes or No** | **Tenderers Comments** |
| **EPOS 1** | General* A single till is required for ticket and merchandise sales.
* The system must be easy to use by people with basic computer competence.
 |  |  |
| **EPOS 2** | Ability to choose. • whether to print receipt• email receipt• option to reprint (if necessary) |  |  |
| **EPOS 3** | Selling merchandise * through scanning barcodes
* ability to manually enter barcodes.
* ability to set/change quantity of items.
* ability to set discounts at a line level or total basket.
* ability to pre-set discounts on EPOS for specific amounts e.g. 10% discount.
* ability to overwrite price
 |  |  |
| **EPOS 4** | User accounts must have password protection and ability to assign varying levels of access |  |  |
| **EPOS 5** | Integrate with ticketing.* able to process Guided Tour and Events tickets on the till and redeem those purchased online.
* ability to take contact details for advance tickets purchased at EPOS.
* Locked tickets or option to add additional tickets on the day.
* To upsell for walk up groups to tours or ticketed events.
 |  |  |
| **EPOS 6** | Ability to secure EPOS when not in use |  |  |
| **EPOS 7** | Ability to perform. * no sale
* void item and transaction
* ability to process returns, refunds, and exchanges
 |  |  |
| **EPOS 8** | Perform start and end of day operation |  |  |
| **EPOS 9** | Process * Gift Aid tickets.
* Cash payments.
* Credit and Debit card payments.
* “On Account” transactions
* Donations
 |  |  |
| **EPOS 10** | On Site Mobile Selling* RHC has a mobile barrow for selling merchandise at different locations around the grounds in response to events that take place e.g. Chelsea Flower Show, Longines Global Champions
* A mobile selling device is required to process sales, downdate stock and process cash, card and contactless payments from the barrow and other pop-up shops
 |  |  |
| **EPOS 11** | Off Site Mobile Selling* RHC sells merchandise at outreach events around the country.
* A mobile selling device is required to process sales, downdate stock and process cash, card, and contactless payments at these off-site events
 |  |  |
| **EPOS 12** | Ability to add pop up prompt messages to particular items e.g. verifying age for alcohol products |  |  |
| **EPOS 13** | Ability to search for products on the system and add to transaction |  |  |
| **EPOS 14** | Ability to assign specific items to buttons within the system, with images |  |  |

1. **FINANCE**

|  |  |  |  |
| --- | --- | --- | --- |
| **Ref** | **Requirement** | **Confirm requirement can be met.****Yes or No** | **Tenderers Comments** |
| **F 1** | Reporting:* Reporting to cover
* Sales from onsite and online stores (to product level)
* Cash/credit card breakdown.
* Cover all charges, chargebacks, commissions.
* Donations for the period
* Refunds for the period
* Stock level by product and Aging Report
* Ability to generate reports on demand.
* Book income from the base system(s) with each income category being split gross and net of VAT.
* Booking fee and Gift Aid identified separately.
* VAT reporting
 |  |  |
| **F 2** | Ability to record income per category both by EPOS and online.* Shop/Retail
* Guided tours
* Events
* Friends Membership subscriptions
* Donations
 |  |  |
| **F 3** | Ability to allocated different revenues to different company entities within Exchequer: * Chelsea Pensioner (Royal Hospital) Ltd (CPRH)
* Shop/Retail
* Guided Tours
* Events
* RHC Appeal Ltd (Appeal)
* Friends Membership subscriptions
* Donations
 |  |  |
| **F 4** | Reconciliation:* Track income from onsite (EPOS), Ticketing and online store.
* Cash and credit cards payments’ report need to be available to enable finance to reconcile to bank account.
* Recognise Income from Events with option to refund in case of event cancellation
 |  |  |
| **F 5** | Reporting:* Book income from the base system(s) with each income category being split gross and net of VAT.
* Booking fee and Gift Aid identified separately.
 |  |  |

1. **FRIENDS, MEMBERSHIP & DONATIONS**

|  |  |  |  |
| --- | --- | --- | --- |
| **Ref** | **Requirement** | **Confirm requirement can be met.****Yes or No** | **Tenderers Comments** |
| **FMD 1** | Friends Membership: * Cards or mobile device to be scanned.
* Record merchandise purchases, guided tour and event bookings and pass to ThankQ
* Above to enable spend profile and engagement of a Friend/Donor to be captured in ThankQ

It is to be assumed any onsite sign ups to Friend memberships will be captured manually as at present or by handheld device linked to ThankQ |  |  |
| **FMD 2** | Donations:* Capture donor details and value of donation and pass to ThankQ. This is to include the donation element of gift aided tickets.
* It is to be assumed all management of Friends and Donors will take place in ThankQ
 |  |  |
| **FMD 3** | Donation data to be passed to ThankQ* Name
* Address
* Amount
* Optin Y/N to receive newsletters from RHC.
* Email address.
* Gift Aid Y/N
 |  |  |

1. **ICT & SUPPORT**

|  |  |  |  |
| --- | --- | --- | --- |
| **Ref** | **Requirement** | **Confirm requirement can be met.****Yes or No** | **Tenderers Comments** |
| **ICTS 1** | The proposed system must be PCIDSS v4 compliant. |  |  |
| **ICTS 2** | The tenderer is required to complete the RHC’s Data Protection Due Diligence Questionnaire Appendix 4 |  |  |
| **ICTS 3** | Service Desk Support: 8:00 am to 8:00 pm, to include Bank holidays |  |  |
| **ICTS 4** | Response times* 30 minutes from receipt of call for a critical problem
* 1 working hour from receipt of call for all other calls
* NB: Response should be a human response and not via BOT
 |  |  |
| **ICTS 5** | The supplier Help Desk should aim to provide at minimum a temporary fix within the following times:* Critical: Severity A (unable to trade). Within 2 hours of receipt of call
* Severity B (restricted trade). Within 4 hours of receipt of call
* Severity C (inconvenience). Within 2 days of receipt of call
* Severity D (cosmetic). To be agreed on a case-by-case basis
* SLA Target - Response to 90% of all calls within contracted period.
 |  |  |

**SCHEDULE 4**

**To RHC-21**

**CONTRACT SUMMARY**

SCHEDULE 4

**ADDRESSES AND OTHER INFORMATION**

|  |
| --- |
| **1. RHC Procurement:**Head of ProcurementRoyal Hospital ChelseaRoyal Hospital RoadLondon SW3 4SRTel: 0207 881 5436 Email: Jonathan.Clarke@chelsea-pensioners.org.uk |
| **2. Contract Administrator:**Martin FieldDirector Public EngagementRoyal Hospital ChelseaRoyal Hospital RoadLondon SW3 4SRTel: 0207 881 5334Email: Martin.Field@chelsea-pensioners.org.uk |
| **3. Claims for Payment and Bill Paying Branch:**Finance DeptRoyal Hospital ChelseaRoyal Hospital RoadLondon SW3 4SRTel: 0207 881 5393 Email: finance@chelsea-pensioners.org.uk  |
| **4. VAT:** Responsibility for the determination of VAT liability rests with the Contractor, who should consult his local HM Customs and Excise Office in case of doubt. |
| **FOR OFFICIAL USE:**Cost Centre: QSG GL Code: Contractor's Tel : To Be Inserted At Contract Award |