

REQUEST FOR PROPOSALS (RFP)
FOR
ONLINE AND ON DEMAND TICKETING
FOR
IMPENDING INBOUND CRICKET TOURS 2022-2025

Reference No.: SLC/ADM/031/R/2022

27th April 2022

Sri Lanka Cricket,
No. 35, Maitland Place,
Colombo 7

Invitation

1. The Chairman, Department Procurement Committee on behalf of the Sri Lanka Cricket, No. 35, Maitland Place, Colombo 7 now re-invites sealed proposals from experienced and qualified institutions as per the calling for “Request for Proposals for Online and On-Demand Ticketing for impending Inbound Cricket Tours 2022 - 2025”
2. The Intended Service Period is Three (03) Years from the date of agreement.
3. You may obtain clarification/ information from Assistant Manager – Procurement, (Tel : 0112681601-4 Ext. 214, Email: sampath.pushpakumara@srilankacricket.lk) from 9.00 hrs. to 15.00 hrs. of Business Days until 29th April 2022.
4. Proposals addressed to “Head, Department of Administration, Sri Lanka Cricket” must be delivered to the address below on or before 10:00 Hrs (Local Time)3rd May 2022.

Late proposals will be rejected.

Proposal will be opened soon after the closing of proposal in the presence of proposer’s representatives who choose to attend.
5. Top left of the envelope shall be marked as “Proposals for Online and On-Demand Ticketing for impending Inbound Cricket Tours 2022 - 2025”
6. Address referred to the above is Sri Lanka Cricket, No. 35, Maitland Place, Colombo 7.

Sri Lanka Cricket,
No. 35, Maitland Place,
Colombo 7

Section I

Instructions to Proposers

Clause No	Aspect	Description
1	Employer	Sri Lanka Cricket (SLC), No. 35, Maitland Place, Colombo 7.
2	Scope of the Service	<p>This RFP invites proposals from qualified and experienced service provider to execute online and on demand ticketing for impending Inbound Cricket Tours 2022 -2025.</p> <p>Scope of the service includes;</p> <ol style="list-style-type: none"> 1. Provide and Maintenance of online and on demand ticketing management system. 2. Operationalize the ticketing system for impending Inbound Tours. <p>Refer Annexure III for more details.</p>
3	Source of funding	The source of funding is Sri Lanka Cricket.
4	Language of the Proposal	English
5	Documents Comprising the Proposal	<ol style="list-style-type: none"> 1. Details of the Agency 2. Evidences for the requirements specified in section II 3. Proposal Submission Form (Section IV) 4. Power of Attorney to the Signee 5. Rate schedule specified in section V
6	Eligibility	Bidders shall be registered in Sri Lanka under Company Act No 7 of 2007.
7	Rate Schedule	<ol style="list-style-type: none"> 1. Proposer shall fill in rates and prices for all items of the services described in the in Employer's Requirements. 2. VAT and other applicable Taxes shall be indicated separately. 3. Bids shall quote in Sri Lankan Rupees.

8	Validity of the Proposal	The proposal shall be validity until 63 days from the closing of the proposal.
9	Intended Service Period	Three (03) Years from the date of agreement
10	Evaluation of Proposal	<ol style="list-style-type: none"> 1. Determination of responsiveness of the proposal whether each proposal is accompanied by the required documents. 2. Evaluation of qualifications and experiences as per the Section II. 3. Technically qualified proposals will be further evaluated to identify the most advantageous proposal to Sri Lanka Cricket.
11	Period of assignment	Commencement – 10 th May 2022 Completion of system deployment - 15 th May 2022.
12	Award Criteria	Employer will award the Contract to the proposer whose proposal has been determined to be substantially responsive and most advantageous.
13	Payment Terms	Payment shall be done after satisfaction completion of the assignment and upon the recommendation of a nominated panel by SLC with respect to functional and quality attribute requirements. No advance payment allowed.
15	Employer's Right to Accept any Proposal and to Reject any or all Proposals	Employer reserves the right to accept or reject any Proposal, and to cancel the bidding process and reject all proposal, at any time without thereby incurring any liability to the affected Proposer or Proposers or any obligation to inform the affected Proposer or Proposers of the grounds for the Employer's action.

Section II

Criteria for Evaluation of Technical Specifications, Qualification and Experience

Sub Criteria No	Criteria	Scoring	Weight
1	Professional and Technical staff - Project manager with relevant degree + 5 Years of experience. - Software developers (Minimum 5 persons) with relevant degree + 3 Years of experience. - Business Analysts (Minimum 2 persons) with relevant degree + 3 Years of experience. - Quality Assurance experts (Minimum 1 person) with relevant degree + 3 Years of experience. - Support staff -24*7. (Minimum 2 Persons)	(50 marks for more than 10 experts and 5 marks for additional expert subject to maximum 100)	20
2	Responsiveness for the Terms of Reference specified in section III.	Poor -40, Satisfactory-70, Good-90, Very good -100	40
3	Specific experience of the firm in similar assignments within last 03 to 05 years.	(10 marks for each completed project within last 03 - 05 years subject to maximum 100)	30
4	Demonstrated capacity and financial capability to handle this Assignment - Audited financial report for last three years. - Annual turnover shall be not less than 10Mn. - Net profit shall be positive.	No evidence-0, poor -40, Satisfactory-70, Good-90, Very good -100	10

To be technically qualified proposer shall have obtained minimum 70/100 points.

Technically qualified proposals shall be considered for the financial evaluation.

Section III

Terms of Reference

A. Objective

Sri Lanka Cricket has issued this Request for Proposal (RFP) in order to select and contract with a highly qualified, experienced service provider to provide and maintenance of online and on demand ticketing management system including the operationalize of the ticketing system for impending inbound tours 2022-2025.

B. Scope of the Service

The scope of the service includes following high level features;

1. Provide and maintenance of online and on demand ticketing management system.

Reference No	Feature	Description
1.	Landing Page	Image/ link on the Sri Lanka Cricket's website which shall redirected to the proposed website landing page displaying; <ul style="list-style-type: none">- Details of the matches- Account / profiles for users or guest users
2.	Customer / Fan Registration	Customer/ Fan shall be able to register via their google account /Facebook account or as a new entry. All profiles shall be verified by a system.
3.	Customer login	All registered customers shall log into the system through a verification process of their respective Google/ Facebook account or new system account.
4.	Match details page	Stadium name, stadium location (Google map view), ticket prices shall be available
5.	Ticket details page	Stand wise prices shall be displayed with other relevant information facilitating with an image taken from the stand customer to take an idea of the ground view.
6.	Concessions	All food related policies shall be displayed
7.	Bag policy	All related policies shall be displayed
8.	Payment Gateway	Following to be displayed

		<ul style="list-style-type: none"> - Summary of the customer requirement. - Applicable terms and conditions. <p>Shall be auto redirected to the payment gateway after the acceptance of the applicable terms and conditions. Sri Lanka Cricket shall provide necessary information on payment gates.</p>
9.	Booking confirmation	System shall allowed to generate booking confirmation which can be downloaded.
10.	Stadium registration	Shall be facilitated for registration of stadiums; Name of the stadium, location, capacity, seat numbers
11.	Create match	Shall facilitate customers to; <ul style="list-style-type: none"> - Select particular gate for a stand. - Identify open and closed gates. - Crating a match – wise dynamic stand. - Creating different ticket types.
12.	Promotions	Introduce promotions for customers.
13.	Reports	Facility shall be available for generate Management Information Reports in PDF and Excel format
14.	System integration	The proposed system shall be able to integrate with; <ul style="list-style-type: none"> - Web site of the Sri Lanka Cricket - SAGE - Email Services

Further, proposed system shall fulfill following critical requirements;

1. Each transaction shall be recorded with a unique sequential order. Report generation facility shall be available in PDF & Excel formats.
2. The tickets at the entrance should be validated through a verified identifier by the system. Further, each physical ticket at the entrance to the stadium should be linked with ticket ID/ ticket serial number/ transaction ID to track the number of individuals entered to the stadium.
3. Monitor and record high privileged user account's activities and logs.
4. Availability of Internal Validation Control to validate the entered data.
5. Capability to maintain an access right matrix report which includes all the user access and the user roles.
6. High scale Approval Mechanism for changes in the database.
7. System password/ database account password shall be in line with the password policy.

2. Operationalize of the ticketing system

Following requirements shall be fulfilled.

- I. Consultation Services
 - Ticketing systems r and specification
 - Multi-technology ticketing systems
 - Collection of Customer Data and Usage of data
 - Procurement support
 - Easy and effective ticket sales services
 - Technology Support

- II. Ticketing strategy and planning
 - Designing of Venue Layout
 - Manifest Creation
 - Ticket Pricing and Sales Strategies
 - Offer Building and Promotion
 - Pricing Suggestion

- III. Technical Ticketing Expertise
 - Implementation of embedded ticketing software, POS for outlet and Box Office
 - Front-office and Back-office ticketing systems design, development and operation
 - Ticketing system tests and certification
 - Ticketing account system

- IV. Ticketing sales System
 - Sales system for Cricket venue through one POS and system
 - Commissions, Discount and Promo Code configuration
 - Electronic ticketing
 - Multi-channel support: web, mobile,counter

- V. Operational Ticketing System
 - Distribution of Tickets through Box Office-Supervision and Management
 - Online Ticket Exchange-Supervision and Management
 - Sales through Outlet
 - Home delivery of Tickets

- VI. Spectator Management
 - Managed Gate entries Ticket Validation for all the venues-Supervision and Technology
 - Managed Ushering
 - Providing Information to Cricket Fans at the venue and Box Office

VII. Value Added Services

- Online Accreditation Module for Media , Board, and Vendors
- Banding Machine for the Hospitality areas

VIII. Tickets and Accreditation Specification

- 8*3 inches tickets for all matches
- Infused paper tickets PVC accreditation for Sri Lanka Crickets Board Members, Officials, Players, Umpires
- Paper Laminated accreditation for Vendors, Ground Operations Team, Security and Service Providers.

C. Employer's inputs

SLC will assist the Service provider by providing the following in addition to the payments for the services obtained.

1. Printer shall be provided to manage the ticketing services.
2. Box Office counter at all venues to manage the cash sales and online exchange. Electricity, Table Charis, Security, Barricading, signage's at the Box Office will be the provided.
3. Small Ticketing Office at each location to store the raw stock of the tickets and Hardware at the venue.
4. Minimum of 5 to 6 Outlet/Showroom/Big Shop/Cinema/Mall in each city (Colombo, Galle, Kandy, Dambulla)

Section IV

Proposal Submission Form

To: *Chief Executive Officer, Sri Lanka Cricket, No 35, Maitland Place, Colombo 07.*

Dear Sir:

We, the undersigned, offer to provide the services for ‘Online and On Demand Ticketing for impending Inbound Cricket Tours 2022 – 2025’ in accordance with your Request for Proposals (RFP) dated **[Insert Date]**.

We are hereby submitting our Proposal, which includes Technical details and Rate Schedule in a sealed envelope.

We hereby declare that:

- (a) All the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification.
- (b) Our Proposal shall be valid and remain binding upon us for the period of time specified in the Instruction to Proposer.
- (h) Our Proposal is binding upon us and subject to any modifications resulting from the Contract negotiations.

We undertake, if our Proposal is accepted and the Contract is signed, to initiate the Services related to the assignment no later than the date indicated in the Instruction to Proposer.

We understand that the Employer is not bound to accept any Proposal that the Employer receives.

We remain,

Yours sincerely,

Signature:

Full name:

Title:

Section V
Schedule
Cost Breakdown

Description	Cost (in LKR)		
Providing online and on demand ticketing management system			
Maintenance of ticketing management system	1. For 1 st Year- FREE 2. For 2 nd Year- FREE 3. For 3 rd Year-		
Operationalize of the ticketing system		Per Day cost (ODI and T20)	Per Day cost (TEST)
	For 1 st Year-		
	For 2 nd Year-		
	For 3 rd Year-		

Signature:

Full name:

Title: