

Request for Information (RFI)

For: RFI – QG53ARTS92024 – Registration & Ticketing Solutions for Events

Date: 16 September 2024

1 Overview of the British Council

We support peace and prosperity by building connections, understanding and trust between people in the UK and countries worldwide.

We uniquely combine the UK's deep expertise in arts and culture, education and the English language, our global presence and relationships in over 100 countries, our unparalleled access to young people and influencers and our creative sparkle.

We work directly with individuals to help them gain the skills, confidence and connections to transform their lives and shape a better world in partnership with the UK. We support them to build networks and explore creative ideas, to learn English, to get a high-quality education and to gain internationally recognised qualifications.

We work with governments and our partners in the education, English language and cultural sectors, in the UK and globally. Working together we make a bigger difference, creating benefit for millions of people all over the world.

We work with people in over 200 countries and territories and are on the ground in more than 100 countries. In 2021–22 we reached 650 million people.

2 Introduction and Background to the Project / Programme

2.1 The British Council is seeking further information on goods and/or services within the marketplace to meet the requirements set out below. We look forward to hearing about your capabilities and expertise, but would emphasise that the purpose of this RFI is not the preparation by you of significant new material. Instead it represents an opportunity for you to demonstrate how your goods and/or services can fulfil our requirements as set out below.

2.2 The British Council is seeking an experienced Registration/ticketing solutions provider to partner with us for our arts and cultural events. We are looking for an organization with capabilities similar to those of Ticketmaster, offering seamless registration and ticketing services, efficient event entry management, and robust customer support.

2.3 At this stage we are not looking for a detailed plan or delivery proposal as this will be requested at the Request for Proposal/Invitation to Tender stage (if any). However, it would be helpful if you could also provide an indicative estimate of cost (not a quotation) and likely timescales required to deliver the project described above.

3 Disclaimers, confidentiality and information governance

This section sets out the British Council's principles in relation to this RFI:

3.1 All information supplied to you by the British Council, including this RFI and any other associated documents, either in writing or orally, must be treated in confidence and not disclosed to any third party (apart from your professional advisers, consortium members and/or sub-contractors strictly for the purposes only of helping you to respond to this RFI) unless the information is already in the public domain or is required to be disclosed under any applicable laws.

3.2 This document is only a request for information on goods and/or services that the British Council may or may not wish to investigate further in the future. It does not constitute either an offer to provide goods and/or services to the British Council or oblige the British Council to involve the supplier in any future procurement exercise associated with such goods and/or services. Where indicative pricing has been requested, this is only intended to be used as guidance as to current market potential.

3.3 All costs and expenses incurred in preparation of the Supplier's response to this RFI are the supplier's responsibility.

3.4 This RFI and its accompanying documents remain the property of the British Council and must be returned on demand.

4 Information Required

The British Council is seeking an experienced Registration/ticketing solutions provider to partner with us for our arts and cultural events

Criteria:

- Proven track record in providing registration and ticketing solutions for small to large-scale events
- Ability to manage high volumes of registrations, both online and in-person
- Strong technical infrastructure to support secure and reliable registrations
- Integrated marketing tools to support event promotion and audience engagement
- Transparent and competitive pricing structure
- Excellent customer service and troubleshooting capabilities

- Experience in working with arts, cultural, or creative sectors is preferred

Key Responsibilities:

- Facilitate with registration (online, mobile, and in-person)
- Provide real-time reporting on registration and attendance
- Offer event organizers tools for seat mapping (where required)
- Ensure data protection and compliance with relevant regulations
- Collaborate with our team to ensure a smooth experience for attendees and stakeholders

5 Instructions for Responding

5.1 Your response to this RFI should be submitted to only mohammad.qasim@britishcouncil.org.pk by 26 September 2024.

6 Clarification Requests

6.1 If you have any queries in relation to the content of this RFI, please submit a brief clarification request to mohammad.qasim@britishcouncil.org.pk latest by 23 September 2024.

6.2 The British Council will try, but is under no obligation do so, to respond to all clarification's requests received by 24 September 2024.