



Moving Football Forward

REQUEST FOR PROPOSALS FOR TICKETING AND GATE MANAGEMENT SYSTEM

1.0 BACKGROUND

The Football Association of Malawi (FAM) was founded in 1966 with the mandate to govern, organise, develop, promote and regulate the game of football in Malawi. FAM became affiliated to FIFA in 1967, the Confederation of African Football (CAF) in 1968 and in 1997 to the Council of Southern Africa Football Associations (COSAFA). FAM is established in accordance with the Malawi National Council of Sports Act: Chapter 30.10 of the Laws of Malawi.

Since its establishment in 1966, FAM continues to grow its influence by diversifying its football portfolios and influence through its affiliates and member clubs.

2.0 GENERAL DESCRIPTION AND PURPOSE OF ASSIGNMENT

FAM is inviting proposals for Ticket and Gate Management System to be used for management of football matches and related activities. The system should among other key deliverables provide the following solutions;

- 2.1 Accommodate advance match day ticket sales (pre-sales) without risk of manipulation or counterfeiting
- 2.2 Automated ticket and revenue reconciliations
- 2.3 Minimise or better still completely eliminate the human interventions/ errors at the stadium entrance
- 2.4 Provide direct revenue/ payment linkage with the banking system

3.0 KEY SPECIFICATIONS

The hired consultant/ agency will be expected to deliver Ticket and Gate Management System that meets, but is not limited to, the following key technical specifications.

- 3.1 A progressive system that is designed to address challenges currently being faced with the existing system
- 3.2 Compatible and suitable for existing stadium infrastructure and facilities
- 3.3 Friendly and easy to use by many football stakeholders of diverse backgrounds.

4.0 DELIVERABLES

The consultant/ agency will provide the following deliverables:

- 4.1 A technical implementation plan for the assignment. The technical implementation plan shall be subject to revision in light of solicited feedback and input from FAM and its key stakeholders as mentioned in 4.2 below
- 4.2 A summary of feedback and input solicited from FAM staff and external key stakeholders on the desired Ticket and Gate Management System.
- 4.3 Presentation to FAM for at least two (2) varying architectural and final design options/ versions of the system in terms of facilities and usability by various stakeholders
- 4.4. A user requirements and technical specifications document for the project
- 4.5 User and administrator training of the system

5.0 APPLICATION REQUIREMENTS

Applications should include and cover the following mandatory requirements:

- 5.1 A consultancy/ agency profile – summary overview of expertise and experience in system development for corporate entities.
- 5.2 Project team composition:
 - 5.2.1 Lead Person:– should have internationally recognised relevant certification, a university degree in information Technology or its equivalent and/ or demonstrated experience of managing similar projects over the past three years.
 - 5.2.2 Project Team Member(s): - Should have relevant recognized certification and demonstrated experience in similar projects.

- 5.3 References – traceable written references from at least three (3) previous clients
- 5.4 Samples of previous work at least three (3) samples of most recently delivered or related ticketing and revenue management system.
- 5.5 Technical implementation plan – detailing your approach and process of undertaking and delivering the assignment
- 5.6 Project budget – itemized cost of the assignment.

6.0 SELECTION CRITERIA

Applications will be evaluated with the following criteria:

- 6.1 Demonstrated understanding and ability to undertake assignment (quality and feasibility of submitted technical implementation plan to best achieve the goals and technical requirements of the assignment).
- 6.2 Experience (number of similar projects done and comparability of previous clients).
- 6.3 Expertise (academic and professional qualification and certification)
- 6.4 Quality of work as verified by samples submitted and written references from previous clients.
- 6.5 Budget competitiveness

At the discretion of FAM, one or more applicants may be selected for presentation session prior to making a final selection.

7.0 DURATION OF THE ASSIGNMENT

This assignment is expected to be completed within a period of six (6) weeks from the day of signing of contract.

8.0 REPORTING

The consultant/ agency will be reporting to the General Secretary. The Commercial and Marketing Director will be responsible for the day to day management of the process. FAM Management will ultimately be responsible for the acceptance of all deliverables.

9.0 SUBMISSION OF APPLICATIONS

Expression of Interest clearly marked on the envelope “**Request for Proposals for Ticketing and Gate Management System**” must be deposited in the Tender Box at the reception of the address below or sent electronically to the address below on or before **17:00 hours** on **Thursday 30th June, 2016**.

All submissions for the services should be addresses to:

The General Secretary

Football Association of Malawi

Mpira House

P.O. Box 51657

Limbe.

Tel: +265(0)999 87 87 54 / +265(0)881 87 87 54

Attention: **Commercial and Marketing Director**

Email: limbani.matola@fam.mw / limbani.matola@gmail.com