

**RAINFOREST WORLD MUSIC FESTIVAL (RWMF) 2023**  
**TICKETING AGENCY**

**SCOPE OF WORK**

**1. ONLINE TICKETING AND RESERVATION SYSTEM**

- ✓ Online platform to sell and to make reservation on tickets. Ticketing provider must have their own website or ticketing platform for this. Preferably also mobile user friendly.

**2. TERMINALS**

- ✓ To provide hardware required for ticketing system including devices such as scanners and onsite credit/debit card payment device.

**3. REGISTRATION AND DATA COLLECTION**

- ✓ To generate digital data base at registration for record purposes.

**4. PRODUCT MANAGEMENT**

- ✓ To manage different ticket types.

**5. ACCESS CONTROL (WRISTBANDS)**

**a) To provide wristbands based on the 2 options (8,000 per day x 3 days):**

- i. RFID/NFC fabric/tyvec/vinyl wristbands, 1 time usage
- ii. Fabric/tyvec/vinyl wristbands with QR codes, unique ID and security, 1 time usage

***\*Note: To ensure unique ID/coding on each wristband links with ticket purchase number.***

**b) To provide wristbands based on the following (500 per day x 3 days):**

- i. Fabric/tyvec/vinyl wristbands with serial numbers

**6. CASHLESS PAYMENT**

- i. To ensure seamless and cashless transactions for all merchants. Ticketing provider may also work with e-commerce company.
- ii. To curate a system that enables festival goers to go cashless and pay through wristbands. **(Applicable for option 5 a) i)**

**7. TICKETING CREW**

- i. To provide technical support team to assist with issues and queries on ticketing from the public.

- ii. To ensure technical support team and sufficient manpower to manage on festival days at onsite ticketing counter.

**8. BACKEND ACCESS**

- i. To provide STB with backend access to monitor and oversee ticket sales throughout the engagement period.

**9. REPORTING**

- i. To ensure proper reporting on ticket sales, commission (if applicable) and any relevant data collected 30 days after the festival.

**10. ITEMISED DETAILS TO BE PROVIDED:**

I.	Setup Fee
II.	Sales Commission
III.	Zero-Priced Ticket
IV.	Cancellation Fee
V.	Credit Card Charges (Visa/Master)
VI.	Reprogramming Fee
VII.	Processing Fee
VIII.	Handling Fee
IX.	Internet Fee
X.	Reprint Fee
XI.	Other Fees ( <i>if any</i> )
XII.	Wristband
XIII.	Manpower
XIV.	Delivery Fee

