**ROOM BOOKING IT SYSTEM**

**Submission by {insert provider’s name}**

# QUALITY

The provider shall provide responses to all questions.

##### Capacity (30%)

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| Providers are asked to describe how their IT system would meet the Comhairle’s requirements in terms of volumes of venues and bookings. |
| The system will be designed so that all venues and bookings can be managed from an admin panel, but this can change depending on the venue type and how the venues need to operate. Number of bookings placed via the system will not have a limitation for the system. Number of concurrent users will have a limitation depending on the specifications of the server the application is hosted in. |
| Providers are asked to detail how they will resource system configuration and set up. |
| The system is a web based system where the application will run on the client’s web browser, no special installation for the clients will be required. The application will be hosted on a web server (in house or outsourced) preferably on a cloud environment as resources can be allocated dynamically if we run short of resources. |
| Providers are asked to detail plans for ensuring continuity of service provision. |
| I think this need to be filled by VinIT |

##### Capability (30%)

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| Providers are asked to detail the extent to which their IT system can meet the Comhairle’s requirements including set up and access controls. |
| Users will be grouped by roles, and each role can be configured so that the users will get privileges sufficient to carry out their work designated. The management of roles and creating new users will be can be carried out by users with Administrative privileges. He will have unrestricted access to the system. |
| Providers are asked to detail how customer requirements for the use of equipment or layout of rooms could be captured by their IT system. |
| This depends on how the venues or rooms need to be allocated, on a high level the users can be given the privilege of creating new rooms and adding new equipment to the system. When reservation orders are placed by the customers the equipment that is available in the system can be correctly allocated and their availability will be marked unavailable for the dates they are allocated for events. Allocation and management of these equipment can be handled by a separate module and reports about these items can be generated from this module. |
| Providers are asked to detail how they will engage with relevant contacts within the Comhairle to set up the system in line with the Comhairle’s booking policy and for each venue covered. |
| We will communicate via email and or skype where ever applicable. All important communication will be done via email and confirmations done via email will be considered correct than verbal confirmations. As the project will be carried out with Agile practices mainly scrum methodology we will require a representative capable of making decisions during the meetings or capable of communicating with management directly and sort things out quickly, this will be considered as the product owner. A business analyst is required from VinIT so that they are across the business requirement and needs to be ahead of the requirement and development phase. |
| What help and support for Comhairle staff and those making bookings would be provided? |
| Over to VINIT. In case of urgent matters we will look into it. |

##### Compliance (30%)

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| Providers are asked to detail what performance measures and targets they would propose in relation to their IT system. |
| The system will be tested to support an extra 10% of the load the system is expected to handle. The number of users expected to use at any given time has to be provided by the client. |
| Providers are asked to detail the arrangements for notifications of relevant parties which would arise from bookings made using their IT system. |
| Email or sms notifications can be integrated to the system, and based on the information provided at the time of creation of the user the notifications will be sent. Furthermore what information has to be sent to the users via sms or email has to be specified in detailed specifications on later stages of the project.  All relevant parties will be informed at the time of creation of bookings, email or sms or both. |
| What functionality is there within your system to promote ease of use by both the Comhairle (as system administrator) and those making bookings? |
| The system will be designed to support mobile devices such as smart phones and tablets. And hence the users will be capable of accessing the system and carryout necessary actions from anywhere they have access to internet. |
| Providers are asked to detail any arrangements for taking payments which are included as part of their IT system. |
| The system can be configured to do online payments with use of a payment gateway. |
| Providers are asked to detail any management information reports which can be generated from their IT system. |
| Based on the customer requirement this can be developed. |

##### Technical (10%)

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| Please detail any relevant policies you have in place include those relating to Equalities and Data Protection which are relevant to this contract. |
| Over to VinIT. |
| Please detail what third party integration is possible through your system to our existing IT systems. |
| This system do not have inbuilt integration mechanism in place for existing IT systems they have. |
| Please detail authentication options available and whether a mix and match approach could be used. |
| Users will be authenticated to the system with their username and password. If there are any other processes required, based on feasibility can be looked at. Need more information on this! |
| Please detail what syncing with users and Comhairle calendars is possible using your system. |
| Cannot be determined without sufficient information, this actually needs more investigation and requires Research and Development. My initial guess was that outlook calendars cannot be integrated with out system. |
| Please detail whether options exist for the Comhairle to develop plug in components to your system. |
| The architecture is capable of providing information to 3rd party applications via a web service. The information required and how the 3rd party application intend to interact has to be specified so that we can provide support to these integrations. |