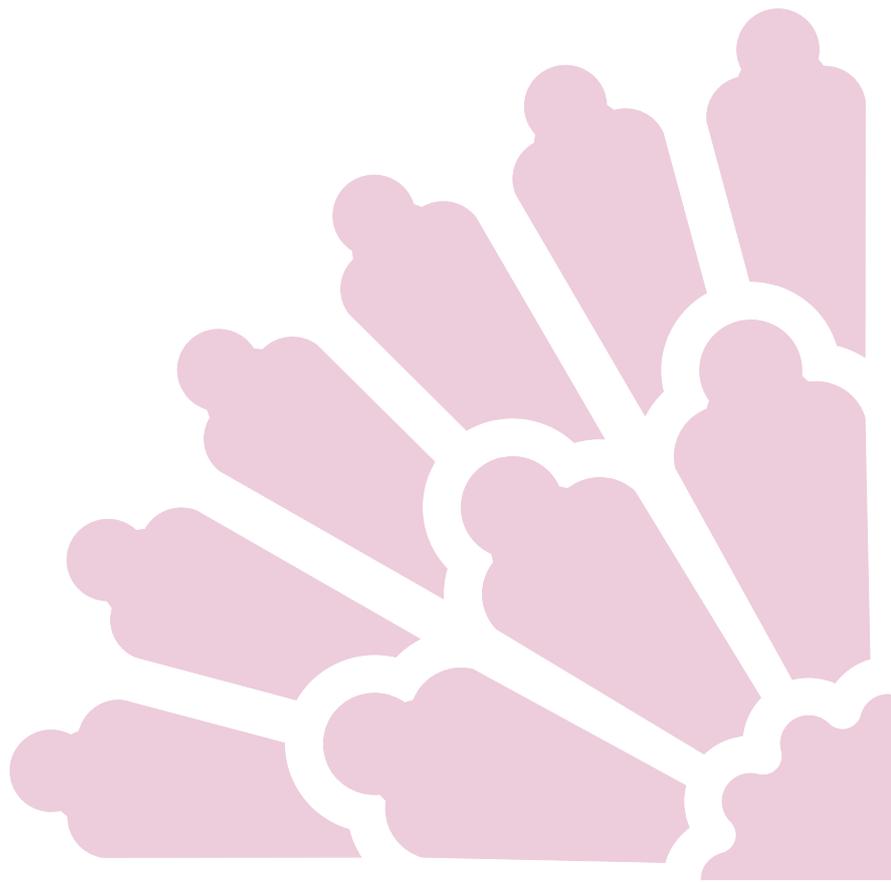




DURHAM
CATHEDRAL

Durham Cathedral
Ticketing and EPOS System
Request to Tender

January 2026



About Durham Cathedral

Durham Cathedral is a Grade I listed building standing in the heart of a UNESCO World Heritage Site. It is first and foremost home to a vibrant Christian community, whose stated purpose is to:

- Worship God
- Share the gospel of Jesus Christ
- Welcome all who come
- Celebrate and pass on our rich Christian heritage
- Discover its place in God's creation

Our mission is:

Inspired by our saints Cuthbert and Bede, the mission of Durham Cathedral is to offer everyone the opportunity to encounter God and know God's love in Jesus Christ.

Annually we welcome around 400,000 visitors to pray, to participate in lifelong learning, discover the story of the region, enjoy cultural performances, connect with their faith and community, or simply to enjoy the historical building itself. Our visitor demographics ranges from regional to international, families to older adults, for whom the cathedral is both a place of worship and a visitor attraction.

Durham Cathedral is proud that unlike many other cathedrals of its size in England, we do not charge for entry. Instead, we rely on the generous donations of our visitors at our visitor desk and at other points around the cathedral. Other ways that we generate income to support the mission of the cathedral are through ticket sales for our Tower Climb, Cathedral Tours, Durham Cathedral Museum as well as concerts and other events on an evening. We have a successful shop, and our ambition is to move this online in 2027/28. We utilise our existing ticketing system for our group travel bookings and would like to extend this to our learning offer.

Introduction:

Durham Cathedral invites tenders for the provision of a comprehensive Ticketing and Electronic Point of Sale (EPOS) system. The system must support both retail operations (both instore and online) and donations and ticketing both in-person (both served and self-service) and online. It must be able to integrate with our other existing marketing systems. Our intention would be to launch a new ticketing and EPOS system in the winter of 2026/27.

Annually we have the following number of transactions:

Shop Transactions:	c.50,000
Donations at visitor desk:	c. 55,000
Zero price ticket sales:	c. 10,000
Ticket sales under £5:	c. 18,000
Ticket sales £5-£10:	c. 122,000
Ticket sales over £10:	c. 17,000

Scope of Requirements:

The proposed system must meet the Essential criteria as outlined in the supporting document – Durham Cathedral Ticketing and EPOS System Statement of Needs. Meeting the Desirable criteria would be advantageous. The Statement of Needs also highlights the minimum hardware requirements.

Key functional areas include:

- **Retail:** Stock control, supplier management, online shop, integration of stockholding between physical and online shop.
- **Ticketing:** Digital ticketing, seating plans, gift aid tickets.
- **Donations:** Gift aid functionality, self-service options, zero fee for donations.
- **Marketing:** Integration with Google Analytics, MailChimp and Craft CMS.
- **Hardware:** Till systems, scanners, printers and self-service devices.
- **Support:** Seven days a week support.

Tenderers must complete the Statement of Needs document stating whether their system meets each of the criteria.

Submission Requirements:

Tender submissions must include:

- Completed statement of needs checklist.
- Company profile and relevant experience, including case studies or references.
- An indicative implementation and training plan and timeline. Assuming a November 2026 launch.
- Pricing breakdown (software, hardware, support, training).
- Support and maintenance terms.

Evaluation Criteria:

Tenders will be evaluated based on:

- Compliance with the Essential criteria. (50%)
- Cost effectiveness and value for money. (25%)
- Implementation and Support plan. (10%)
- Relevant experience. (10%)
- Compliance with the Desirable criteria. (5%)

Initial submissions will be shortlisted based on the above criteria, and those companies shortlisted will be invited to discuss their proposal further along with comprehensive demonstrations before a final decision is made.

Submission Instructions

All tenders should be submitted to andrew.usher@durhamcathedral.co.uk no later than 6th February 2026.

If you would like to discuss the tender further prior to submission, please email andrew.usher@durhamcathedral.co.uk to arrange this.