

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/010016-2025>

Planning

Barbican Bars POS

The Mayor and Commonalty and Citizens of the City of London

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-010016

Procurement identifier (OCID): ocds-h6vhtk-04eebb

Published 18 March 2025, 4:54pm

Scope

Reference

pqq_7 - Barbican Bars POS

Description

The Barbican Centre is an arts centre in Central London. It is a major public building with a concert hall, theatre, art gallery and cinemas. We are looking to procure a point-of-sale system for our bars and cafes, and software to support the growth of a loyalty programme. We will consider standalone POS solutions, standalone loyalty solutions, single integrated solutions that provides both, or partnerships where a lead vendor offers a partner's service under a single contract.

Across our site we have 25 fixed sales points across 10 permanent bars and cafes, with 17 moveable sales points. In total the turnover of our bars and cafes is around £5 million. At busy times we may need to serve around up to 3000 audience members in 20-minute windows, for example during intervals.

Separately, we want to encourage customers to use the full range of services we offer when they visit, including ticketed and free events, our bars and cafes and our gift shop. We also want to give people an incentive to identify themselves at points of sale so that we can start learning more about the way our audiences behave. We are looking to purchase a flexible loyalty solution that would support a flexible set of loyalty-based offers that could be delivered at points of sale powered not just by the bars POS but by Spektrix, our ticketing software, and Shopify, our shop software.

Total value (estimated)

- £180,000 excluding VAT
- £216,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 July 2025 to 30 June 2028
- Possible extension to 30 June 2029
- 4 years

Main procurement category

Services

CPV classifications

- 48110000 - Point of sale (POS) software package

- 72212110 - Point of sale (POS) software development services

Contract locations

- UKI - London

Engagement

Engagement deadline

2 April 2025

Engagement process description

The Barbican Centre is an arts centre in Central London. It is a major public building with a concert hall, theatre, art gallery and cinemas. We are looking to procure a point-of-sale system for our bars and cafes, and software to support the growth of a loyalty programme. We will consider standalone POS solutions, standalone loyalty solutions, single integrated solutions that provides both, or partnerships where a lead vendor offers a partner's service under a single contract.

Across our site we have 25 fixed sales points across 10 permanent bars and cafes, with 17 moveable sales points. In total the turnover of our bars and cafes is around £5 million. At busy times we may need to serve around up to 3000 audience members in 20-minute windows, for example during intervals.

Separately, we want to encourage customers to use the full range of services we offer when they visit, including ticketed and free events, our bars and cafes and our gift shop. We also want to give people an incentive to identify themselves at points of sale so that we can start learning more about the way our audiences behave. We are looking to purchase a flexible loyalty solution that would support a flexible set of loyalty-based offers that could be delivered at points of sale powered not just by the bars POS but by Spektrix, our ticketing

software, and Shopify, our shop software.

Submission

Publication date of tender notice (estimated)

1 May 2025

Contracting authority

The Mayor and Commonalty and Citizens of the City of London

- Public Procurement Organisation Number: PYQD-1693-MYXR

PO Box 270

City of London

EC2P 2EJ

United Kingdom

Telephone: 020 7606 3030

Email: CityProc.Operations@cityoflondon.gov.uk

Website: <https://www.cityoflondon.gov.uk>

Region: UKI43 - Haringey and Islington

Organisation type: Public authority - sub-central government