

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/015636-2023>

Opportunity

## **Tower Bridge Ticketing System**

City of London Corporation

F02: Contract notice

Notice reference: 2023/S 000-015636

Published: 2 June 2023, 8:50am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

City of London Corporation

Guildhall

London

EC2P 2EJ

#### **Email**

[Robert.Pine@cityoflondon.gov.uk](mailto:Robert.Pine@cityoflondon.gov.uk)

#### **Telephone**

+44 2076063030

#### **Country**

United Kingdom

#### **NUTS code**

UKI - London

## **Internet address(es)**

Main address

[www.cityoflondon.gov.uk](http://www.cityoflondon.gov.uk)

## **I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

[www.capitalesourcing.com](http://www.capitalesourcing.com)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.capitalesourcing.com](http://www.capitalesourcing.com)

Tenders or requests to participate must be submitted to the above-mentioned address

## **I.4) Type of the contracting authority**

Regional or local authority

## **I.5) Main activity**

General public services

---

## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Tower Bridge Ticketing System

Reference number

itt\_COL\_17113

#### **II.1.2) Main CPV code**

- 48110000 - Point of sale (POS) software package

#### **II.1.3) Type of contract**

Supplies

#### **II.1.4) Short description**

The City of London Corporation (the City) invites Tenders for the provision of the Tower Bridge Ticketing System contract.

#### **II.1.5) Estimated total value**

Value excluding VAT: £400,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 48000000 - Software package and information systems

#### **II.2.3) Place of performance**

NUTS codes

- UKI - London

Main site or place of performance

Tower Bridge, Tower Bridge Rd, London, SE1 2UP

## **II.2.4) Description of the procurement**

The City of London Corporation (the City) invites Tenders for the provision of the Tower Bridge Ticketing System.

Tower Bridge is a popular ticketed tourist attraction, welcoming around 800,000 visitors a year. Visitors purchase entry tickets in advance or at the ticket office on the day of their visit. Ticketing income is around £4m per year.

A new ticketing system is required which can manage.

- Ticket sales (online and on site). Self-guided visits, tours and special events
- Group tours
- School bookings
- Communicating with visitors
- Reporting
- API integration with travel trade providers

The requirements of the Tower Bridge Ticketing System are detailed in (Appendix A)” which relating to this ITT. It contains a summary of the most common needs, desired features, and requests of each area of the attraction, along with space for your responses. The selected vendor will be capable of providing all the services and any additional services listed in the Technical Requirements (Appendix A).

The scope of services should include all software, hardware, and services required to support the implementation (including training and user manuals), data migration, support, and ongoing development.

The duration of the contract is 5 years and will commence on the 1st March 2024, subject to the right of the City (at its sole discretion) to exercise its right to extend the Contract by up to 2 years. The maximum length of the contract is therefore 7 years.

The estimated value of the contract for 5 years is £345,000.

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £400,000

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

5

This contract is subject to renewal

No

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

---

## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

---

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

3 July 2023

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 5 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

3 July 2023

Local time

12:00pm

---

## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3) Additional information**

This tendering exercise is being undertaken using the electronic tendering system 'capitalEsourcing' ([www.capitalesourcing.com](http://www.capitalesourcing.com)). Suppliers will need to register their interest on the system in order to participate, registration is free.

The estimated value given at II.1.5) is for the full duration of the contract including the maximum possible extensions.

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Cabinet Office

70 Whitehall

London

SW1A 2AS

Country

United Kingdom

#### **VI.4.2) Body responsible for mediation procedures**

See VI.4.1) Review body field of this contract award notice



London

Country

United Kingdom