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Tender

Tower Bridge Ticketing System

City of London Corporation

F02: Contract notice

Notice identifier: 2023/S 000-015636

Procurement identifier (OCID): ocds-h6vhtk-03d324

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

Telephone

+44 2076063030

Country

United Kingdom

Region code

UKI - London

Internet address(es)

Main address

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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). 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