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Contract

British Library Ticketing and Customer Journey Solution

British Library

F03: Contract award notice

Notice identifier: 2022/S 000-018132

Procurement identifier (OCID): ocds-h6vhtk-034d7b

Published 4 July 2022, 12:49pm

Section I: Contracting authority

I.1) Name and addresses

British Library

96 Euston Rd.

London

NW1 2DB

Contact

Andy Kemp

Email

andy.kemp@bl.uk

Telephone

+44 1937546387

Country

United Kingdom

NUTS code

UK - United Kingdom

National registration number

United Kingdom

Internet address(es)

Main address

<https://www.delta-esourcing.com/>

Buyer's address

<https://www.delta-esourcing.com/>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Recreation, culture and religion

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

British Library Ticketing and Customer Journey Solution

Reference number

001574

II.1.2) Main CPV code

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

II.1.3) Type of contract

Services

II.1.4) Short description

The British Library ticketing solution

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £394,301

II.2) Description

II.2.2) Additional CPV code(s)

- 22459000 - Tickets

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

II.2.4) Description of the procurement

British Library ticketing solution

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Quality criterion - Name: Terms and conditions / Weighting: 5

Cost criterion - Name: Cost / Weighting: 35

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 IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

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.2.1) Previous publication concerning this procedure

Notice number: [2020/S 185-447973](#)

Section V. Award of contract

Contract No

001574

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 July 2022

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 3

Number of tenders received by electronic means: 4

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Tessitura Network

11700 Preston Rd, Suite 660 PMB 214

Dallas

75230

Country

United States

NUTS code

- US - United States

National registration number

N/A

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £394,301

Section VI. Complementary information

VI.3) Additional information

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=702781991>

GO Reference: GO-202274-PRO-20546135

VI.4) Procedures for review

VI.4.1) Review body

British Library

96 Euston Rd.

London

NW1 2DB

Country

United Kingdom

Internet address

<http://www.bl.uk>