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Contract

Tower Bridge Ticketing System

City of London Corporation

F03: Contract award notice

Notice identifier: 2023/S 000-033874

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

Published 16 November 2023, 9:56am

Section I: Contracting authority

I.1) Name and addresses

City of London Corporation

Guildhall

London

EC2P 2EJ

Contact

Robert.Pine@cityoflondon.gov.uk

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.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) contract award for the provision of the Tower Bridge Ticketing System contract.

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: £345,000

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

(nature and quantity of works, supplies or services or indication of needs and requirements)

The City of London Corporation (the City) invited 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

Cost criterion - Name: price / Weighting: 20

Cost criterion - Name: Quality / Weighting: 80

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

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.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-015636](#)

Section V. Award of contract

Title

Tower Bridge Ticketing System

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

31 October 2023

V.2.2) Information about tenders

Number of tenders received: 13

Number of tenders received by electronic means: 13

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

V.2.3) Name and address of the contractor

Ventrata Ltd

73 Cornhill

London

EC3V 3QQ

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £345,000

Total value of the contract/lot: £329,229.87

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

Royal Courts of Justice, The Strand

London

WC1A 2LL

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

High Court of England and Wales

Royal Courts of Justice, The Strand

London

WC1A 2LL

Country

United Kingdom

VI.4.4) Service from which information about the review procedure may be obtained

Cabinet Office

70 Whitehall

London

SW1A 2AS

Country

United Kingdom