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Tender

## **Ticketing and Membership Systems Services 2025**

British Film Institute

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-062598

Procurement identifier (OCID): ocds-h6vhtk-05a8ee

Published 6 October 2025, 3:41pm

### **Scope**

### **Reference**

2025-423

### **Description**

This procurement is for the implementation of a ticketing & membership platform and integration with other in-scope systems. This platform is one of BFI's business critical systems and is used to support a number of different 'What's On' digital services.

It is essential that we test the market and ensure that after 15 years, we select a platform fit for 2026 and beyond.

The new platform needs to meet user needs who expect an intuitive, efficient, optimised and accessible experience and in line with other seamless experiences they have with other cinemas or venues. It needs to be robust and scalable during peak sales periods (something that has been an issue in the past). The new system will integrate with other services within the wider ecosystem and support the ongoing digital programme experience and content management system workstreams

The Contract shall be awarded for 3 years with an option to extend for up to 7 years.

**Total value (estimated)**

- £1,200,000 excluding VAT
- £1,440,000 including VAT

Above the relevant threshold

**Contract dates (estimated)**

- 1 September 2026 to 31 August 2029
- Possible extension to 31 August 2036
- 10 years

Description of possible extension:

Up to 7 years

**Main procurement category**

Services

**CPV classifications**

- 30123100 - Ticket-validation machines
- 30144200 - Ticket-issuing machines
- 42991230 - Ticket printers

- 50316000 - Maintenance and repair of ticket-issuing machinery
- 72222300 - Information technology services
- 72267000 - Software maintenance and repair services

## **Contract locations**

- UKI - London

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## **Submission**

### **Enquiry deadline**

23 October 2025, 12:00pm

### **Submission type**

Requests to participate

### **Deadline for requests to participate**

30 October 2025, 12:00pm

### **Submission address and any special instructions**

<https://www.in-tendhost.co.uk/bfi.aspx/Home>

**Tenders may be submitted electronically**

Yes

## Languages that may be used for submission

English

## Award decision date (estimated)

18 May 2026

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## Award criteria

Name	Description	Type
Simple description	Most Advantageous Tender Quality 70 Price 30	Price

## Weighting description

Most Advantageous Tender

Quality 70

Price 30

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## Other information

## Conflicts assessment prepared/revised

Yes

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## **Procedure**

### **Procedure type**

Competitive flexible procedure

### **Competitive flexible procedure description**

PSQ - ITT - Presentation - Demonstration of Product - Award

### **Justification for not publishing a preliminary market engagement notice**

The EME was undertaken in May 2025 with some potential suppliers to test the market, understand the industry better, explore opportunities for further development, help to inform our thinking and also shape the Specification for this requirement. Participation in the Early Market Engagement process was voluntary and no preferential treatment will be given to the potential suppliers that participated in the EME during this formal procurement process. This stage has now concluded.

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## **Documents**

### **Documents to be provided after the tender notice**

<https://www.in-tendhost.co.uk/bfi.aspx/Home>

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## **Contracting authority**

### **British Film Institute**

- Charity Commission (England and Wales): 287780

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United Kingdom

Contact name: Vicki Akinosho

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Region: UKI31 - Camden and City of London

Organisation type: Public authority - sub-central government