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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

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/asp/Home>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

18 May 2026

Award criteria

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

Weighting description

Most Advantageous Tender

Quality 70

Price 30

Other information

Conflicts assessment prepared/revised

Yes

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.

Documents

Documents to be provided after the tender notice

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

Contracting authority

British Film Institute

- Charity Commission (England and Wales): 287780

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LONDON

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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