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Contract

Software as a service solution for capturing data on customer interactions

The Mayor and Commonalty and Citizens of the City of London

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-063021

Procurement identifier (OCID): ocds-h6vhtk-05a9e8

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Scope

Description

A software as a service solution for capturing data on customer interactions such as ticket purchases.

Contract 1

Supplier

- Open Loyalty

Contract value

- £46,585.20 including VAT

Below the relevant threshold

Date signed

31 July 2025

Contract dates

- 1 August 2025 to 31 July 2026
- 1 year

Main procurement category

Services

CPV classifications

- 48481000 - Sales or marketing software package
- 72212445 - Customer Relation Management software development services

Procedure

Procedure type

Below threshold - limited competition

Supplier

Open Loyalty

Legnicka 16

Wroclaw

50-203

Poland

Email: hubert@openloyalty.io

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

The Mayor and Commonalty and Citizens of the City of London

- Public Procurement Organisation Number: PYQD-1693-MYXR

PO Box 270

City of London

EC2P 2EJ

United Kingdom

Telephone: 020 7606 3030

Email: CityProc.Operations@cityoflondon.gov.uk

Website: <https://www.cityoflondon.gov.uk>

Region: UKI43 - Haringey and Islington

Organisation type: Public authority - sub-central government