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Planning

Ticketing Solution

Corporate Officer of the House of Commons
Corporate Officer of the House of Lords

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-064094

Procurement identifier (OCID): ocds-h6vhtk-05ac91

Published 10 October 2025, 11:27am

Scope

Reference

PI1301767

Description

The Corporate Officer of the House of Commons and the Corporate Officer of the House of Lords (acting jointly) invite interested suppliers to submit a request to participate in a supplier day for a Commercial Off The Shelf (COTS) solution to deliver a new ticketing solution for tours and events.

As a World Heritage site and the home of UK democracy, Parliament places huge importance on being accessible to all, through a wide range of channels. Both the House of Commons and the House of Lords have ongoing strategic aims to engage the public with Parliament's role and work.

We have an ambition to include (but not limit to) the booking solution to the following services:

- paid for visits including tours and events at UK Parliament
<https://www.parliament.uk/visiting/>
- "inside UK Parliament tours (a free offering to UK residents)
- internal events at UK Parliament.

The contract should include but is not limited to:

- online and onsite ticketing and reporting
- support services
- hosting options
- integration options (for example with a visitor management system)
- hardware (such as card payment devices for in person payment)

Please note: we have recently migrated our educational visit and tour bookings to a Dynamics 365 platform. This user journey is therefore not within scope.

The procurement route is still being considered. The estimated budget is £500,000 - £1,000,000

In order to assist in understanding the market, the Authority is holding a supplier event(s) on 11th or 12th November. Depending on the level of interest the event may be held in person on the Parliamentary estate or remotely. Further information and confirmation of the format of the event will be shared prior to the event. To register your interest in this event, please navigate to <https://atamis-ukparliament.my.site.com/s/Welcome>.

The deadline for registration is 14:00hrs, Friday, 24th October 2025.

Contract dates (estimated)

- 11 January 2027 to 10 January 2030
- Possible extension to 12 January 2032
- 5 years, 2 days

Main procurement category

Services

CPV classifications

- 72222000 - Information systems or technology strategic review and planning services
- 72222300 - Information technology services

Engagement

Engagement deadline

24 October 2025

Engagement process description

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The deadline for registration is 14:00hrs, Friday, 24th October 2025.

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
 - Voluntary, community and social enterprises (VCSE)
-

Submission

Publication date of tender notice (estimated)

3 August 2026

Contracting authorities

Corporate Officer of the House of Commons

- Public Procurement Organisation Number: PQCD-6982-LPZW

Parliament Square

LONDON

SW1A 0AA

United Kingdom

Email: pcd@parliament.uk

Website: <https://www.parliament.uk/>

Region: UKI32 - Westminster

Organisation type: Public authority - central government

Corporate Officer of the House of Lords

- Public Procurement Organisation Number: PRMR-5585-NTMY

Parliament Square

LONDON

SW1A 0AA

United Kingdom

Email: pcd@parliament.uk

Website: <https://www.parliament.uk/>

Region: UKI32 - Westminster

Organisation type: Public authority - central government

Contact organisation

Contact Corporate Officer of the House of Commons for any enquiries.