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Contract

002427 Social Media Monitoring Tool

British Library Board

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

Notice identifier: 2025/S 000-070495

Procurement identifier (OCID): ocids-h6vhtk-05d914

Published 3 November 2025, 2:31pm

Scope

Reference

002427

Description

The British Library is renewing its provision of a comprehensive Social Media Management Tool to ensure continued support for its digital engagement activities, audience interaction, and efficient content management across multiple social media platforms and Library accounts. As an established user of such tools, the Library relies on this service to share its collections, promote events, engage with the public, and uphold its reputation as a leading cultural and research institution and a centre of knowledge and innovation

Contract 1

Supplier

- MELTWATER (UK) LIMITED

Contract value

- £33,950 excluding VAT
- £40,740 including VAT

Below the relevant threshold

Date signed

9 October 2025

Contract dates

- 10 October 2025 to 5 October 2027
- 1 year, 11 months, 27 days

Main procurement category

Services

CPV classifications

- 72212481 - Sales or marketing software development services
- 72212500 - Communication and multimedia software development services
- 72212510 - Communication software development services

Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

Procedure

Procedure type

Below threshold - limited competition

Supplier

MELTWATER (UK) LIMITED

- Companies House: 04575191
- Public Procurement Organisation Number: PRNB-4636-CQZQ

30 Old Bailey

London

EC4M 7AU

United Kingdom

Email: tenders.emea@meltwater.com

Website: <http://www.meltwater.com>

Region: UKI31 - Camden and City of London

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

British Library Board

- Public Procurement Organisation Number: PCXZ-9362-XQJM

96 Euston Road

London

NW1 2DB

United Kingdom

Email: procurement@bl.uk

Region: UKI31 - Camden and City of London

Organisation type: Public authority - central government