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Tender

## **Provision of an Income Management System & Associated Services**

Leicester City Council

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

Notice identifier: 2026/S 000-013616

Procurement identifier (OCID): ocds-h6vhtk-051ec3 ([view related notices](#))

Published 13 February 2026, 4:39pm

### **Scope**

### **Reference**

1055PCFIN

### **Description**

Leicester City Council (LCC) needs to replace its payment and income management software as the current contract expires in 2027. The system takes customer balances from various host systems and facilitates payments through a variety of channels. Transactional data is fed back to the host systems in addition to the main accounting system, currently Unit4 Business World. The current IMS software is cloud-hosted, and it is an LCC ICT policy to remain with a cloud-hosted solution. On-premises solutions will not be considered at this time. The Council wishes to appoint a single provider to enter into contract to supply, install and maintain the system for an initial term of two (2) years, with the option to extend the maintenance contract for a further two (2), plus two (2), plus two (2) + two (2) year(s) under the same terms and conditions. Extensions will be subject to satisfactory performance by the successful provider.

As demonstrated during the Pre-Market Engagement exercise, there are suppliers

capable of delivering all required services without the need for lotting. It is therefore anticipated that this approach will enable more streamlined integration and simplified contract management.

### **Total value (estimated)**

- £5,600,000 excluding VAT
- £6,720,000 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 1 February 2027 to 31 January 2029
- Possible extension to 31 January 2037
- 10 years

Description of possible extension:

The initial term is 2 years with the option to extend for 2+2+2+2 years

### **Main procurement category**

Goods

### **CPV classifications**

- 48000000 - Software package and information systems

## **Contract locations**

- UK - United Kingdom
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## **Participation**

### **Particular suitability**

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

### **Enquiry deadline**

2 March 2026, 10:00am

### **Tender submission deadline**

16 March 2026, 10:00am

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

Tenders must be submitted electronically via the ProContract Due North portal at:

<https://procontract.due-north.com/Advert?advertId=cc4df401-f608-f111-813c-005056b64545>

Tenders may be submitted at any time prior to the closing date and time. Suppliers are

strongly advised not to leave submission until the final moments, as uploading completed tender documentation may take a significant amount of time.

The portal will automatically apply a server timestamp (GMT) at the point of submission.

Any Tender submitted after the closing date and time of 10:00am on 16 March 2026 will not be considered.

### **Tenders may be submitted electronically**

Yes

### **Languages that may be used for submission**

English

### **Award decision date (estimated)**

17 April 2026

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### **Award criteria**

<b>Name</b>	<b>Description</b>	<b>Type</b>
Quality	70.00%	Quality
Price	30.00%	Price

### **Weighting description**

Quality

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## Other information

### Description of risks to contract performance

The Council have considered at an early stage the potential need for in-life contract modifications to incorporate flexibility into the Contract where appropriate and mitigating the risk of potentially unlawful modifications.

1.3.12 There are risks which may jeopardise the satisfactory performance of the Contract but, due to the nature of the risks, are unable to be addressed in the Contract as awarded. Where the relevant, conditions under Schedule 8 of the Act are satisfied, the modification of the Contract to remedy the identified risks would be treated as a permitted contract modification.

1.3.13 The potential risks are additional costs that come as a result of;

- a. Chargeable upgrades or updates to the system
- b. Professional services required for configuration, issue resolution, development, upgrades, tasks as yet unknown
- c. Changes in hardware, required for regulatory purposes
- d. Additional Chip and PIN devices
- e. Additional licence costs
- f. Additional Merchant IDs
- g. Local Government Reorganisation ('LGR') may occur during the Term and this may result in, without limitation:
  - (i) the restructuring or alteration of the Council's administrative boundaries;
  - (ii) the dissolution, merger or transfer of the Council's functions, powers or responsibilities;
  - (iii) the aggregation and/or disaggregation of functions, services, systems or contracts with another organisation or organisations.

The parties acknowledge that LGR is a potential known risk that may affect the Services and agree to work in good faith and co-operation to mitigate the effects of any LGR during the Term.

In the event that LGR takes place the Council may at its sole discretion undertake one or more of the following actions:

(i) utilise existing framework agreements or establish new frameworks, services arrangement in relation to the Services.

(ii) transfer, assign or novate the Contract so as to reflect any new successor organisation, without prejudice to relevant clauses detailed in Appendix D The Contract Terms.

(iii) amend or modify Appendix D The Contract Terms to reflect the new operational requirements arising from LGR in compliance with Schedule 8 Procurement Act 2023

(iv) terminate the agreement in accordance with Appendix D The Contract Terms

These risks cannot be managed as part of the procurement process but if they were to materialise dialogue/negotiation would need to take place and any changes to the contract agreed by formal change control under the contract.

### **Applicable trade agreements**

- Government Procurement Agreement (GPA)
- Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)

### **Conflicts assessment prepared/revised**

Yes

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### **Procedure**

## Procedure type

Open procedure

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## Contracting authority

### Leicester City Council

- Public Procurement Organisation Number: PXRT-5737-VBQD

City Hall, 115 Charles Street

Leicester

LE1 1FZ

United Kingdom

Contact name: Pamela Chirara

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Region: UKF21 - Leicester

Organisation type: Public authority - sub-central government