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Tender

## **Provision of income management and payment platform solution (IM&PPS) - 2025**

Medway Council

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

Notice identifier: 2025/S 000-019057

Procurement identifier (OCID): ocids-h6vhtk-050d06

Published 6 May 2025, 12:19pm

### **Scope**

### **Reference**

DN770242

### **Description**

The council's current income management system is Civica ICON, this is used to record all financial transactions, directly input by Civica ICON users (there are 270 current Civica ICON users) and integration files from other systems and payment platforms. System integrations to Civica ICON include Girobank, AllPay and Bankline. System Integrations from Civica ICON include NEC Housing, iWorld, Parking and Integra. Payment platforms currently used are Opayo and Worldpay.

The Council is looking for providers of solutions that would meet but not limited to the following features:

- Our business and user requirements.
- Live Data Interrogation.

- Incident Management.
- Finance monitoring and e-commerce.
- Comply with all current and future UK legislation, codes, and standards.
- Compatible with mobile working, offline and online
- Customisable dashboards.
- Freedom Of Information request management.
- Intelligent workload management.
- Chip and Pin payments.
- Automated Telephone Payment Line
- Online payments
- Cash payments

The aim of this procurement would be to contract with a provider to provide a system that can manage all our requirements to take and record payments made to the council either in person, online or by telephone.

The Council also aim to streamline the number of systems that integrate with the income management system such as Worldpay, Opayo and our own internal Payment hub system. This will streamline the process to make it more manageable for both ICT and the Finance systems team as well as simplifying the process for the significant number of users in the services.

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

- £480,000 including VAT

Above the relevant threshold

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

- 31 August 2025 to 1 August 2028
- Possible extension to 1 September 2029
- 4 years, 2 days

Description of possible extension:

Optionable 12 Months extension

## **Main procurement category**

Services

## **CPV classifications**

- 72000000 - IT services: consulting, software development, Internet and support

## **Contract locations**

- UKJ41 - Medway

## **Justification for not using lots**

N/A

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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**

30 May 2025, 12:00pm

### **Deadline for requests to participate**

13 June 2025, 12:00pm

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

[www.kentbusinessportal.org.uk](http://www.kentbusinessportal.org.uk)

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

Yes

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

English

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

2 August 2025

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## Award criteria

Name	Description	Type
Quality	60% Quality	Quality

## Weighting description

60% Quality and 40% Price

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## Other information

### Payment terms

Invoices to be sent to Medway Council finance team.

### Description of risks to contract performance

Successful appointment of supplier to deliver required application(s)

Successful delivery of application that meets the needs of the Council

Successful appointment of supplier who can deliver agreed application within agreed timescales

### Applicable trade agreements

- Government Procurement Agreement (GPA)

## **Conflicts assessment prepared/revised**

Yes

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## **Procedure**

### **Procedure type**

Open procedure

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## **Contracting authority**

### **Medway Council**

- Public Procurement Organisation Number: PWYH-3898-LDQR

Medway Council, Gun Wharf, Dock Road

Chatham

ME4 4TR

United Kingdom

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Website: <http://www.medway.gov.uk>

Region: UKJ41 - Medway

Organisation type: Public authority - sub-central government