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Planning

Income Management System and Payment Services - Pre-Market Engagement

Leicester City Council

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

Notice identifier: 2025/S 000-025138

Procurement identifier (OCID): ocds-h6vhtk-051eb3

Published 22 May 2025, 3:38pm

Scope

Description

Leicester City Council (the Council) are commencing a formal Preliminary Market Engagement (PME) exercise in advance of initiating a procurement process. The Council needs to replace its Income Management System and Payment Services software as the current contract expires in 2026 with no further options for extension.

This pre-market engagement is to gain insight into opportunities in the market for these systems and services.

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 LCC's policy is to remain with a cloud-hosted system.

Contract dates (estimated)

- 1 July 2026 to 1 July 2029
- Possible extension to 1 July 2031
- 5 years, 1 day

Main procurement category

Goods

CPV classifications

- 48000000 - Software package and information systems

Engagement

Engagement deadline

7 June 2025

Engagement process description

Please note this is a Preliminary Market Engagement, it is not a formal invitation to tender.

Suppliers must complete a questionnaire and submit the responses by 6th June 2025.

To enhance our understanding of the solutions currently available in the market and in

addition to the submitted questionnaire, we may invite suitable suppliers who meet the essential requirements identified in the PME document to deliver an overview presentation of their solution and its functionality.

For more information regarding the process, you can access the PME document by following this link:

Contracting authority

Leicester City Council

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Organisation type: Public authority - sub-central government

