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Contract

## **Income Management System**

Norwich City Council

F03: Contract award notice

Notice identifier: 2024/S 000-029011

Procurement identifier (OCID): ocds-h6vhtk-0499c2

Published 10 September 2024, 5:17pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Norwich City Council

City Hall

NORWICH

NR21NH

#### **Contact**

Procurement Team

#### **Email**

[procurement@norwich.gov.uk](mailto:procurement@norwich.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UKH15 - Norwich and East Norfolk

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

<https://www.norwich.gov.uk/site/>

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Income Management System

Reference number

NRW/20648

**II.1.2) Main CPV code**

- 72200000 - Software programming and consultancy services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

Income Management System.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £493,858

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UKH15 - Norwich and East Norfolk

Main site or place of performance

Norwich

#### **II.2.4) Description of the procurement**

An Income Management Cloud-hosted system that provides the council with a payment solution for peace of mind when taking and processing payments from customers via credit and debit cards.

#### **II.2.5) Award criteria**

Price

#### **II.2.11) Information about options**

Options: No

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

Under the terms of the framework agreement of Back Office Software (RM6194) with CCS, a Direct Award procedure is permitted to the most suitable supplier on the provision that the authority has followed its own internal governance requirements.

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

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## **Section V. Award of contract**

### **Contract No**

NRW/20648

### **Title**

Income Management System

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

1 August 2024

#### **V.2.2) Information about tenders**

Number of tenders received: 1

Number of tenders received from SMEs: 0

The contract has been awarded to a group of economic operators: No

**V.2.3) Name and address of the contractor**

Civica UK Limited

Southbank Central, 30 Stamford Street

London

SE1 9LQ

Country

United Kingdom

NUTS code

- UKI - London

Companies House

01628868

The contractor is an SME

No

**V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £493,858

Total value of the contract/lot: £493,858

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## **Section VI. Complementary information**

### **VI.3) Additional information**

Contract is a call-off from Back Office Software Framework (ref: RM6194) via Crown Commercial Services (CCS). Software as a Service (SaaS) solutions for back office applications, for deploying either in the cloud, on premise or hybrid. Available for all public sector organisations.

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Norwich City Council

City Hall, St Peters Street

Norwich

NR2 1NH

Country

United Kingdom