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Contract

## **Revenues and Benefit System and OnDemand Services**

Trafford Council

F03: Contract award notice

Notice identifier: 2025/S 000-046774

Procurement identifier (OCID): ocids-h6vhtk-058311

Published 7 August 2025, 10:23am

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

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

Trafford Council

Trafford Town Hall, Talbot Road

Manchester

M320TH

#### **Contact**

PHILIP STEPHENS

#### **Email**

[philip.stephens@star-procurement.gov.uk](mailto:philip.stephens@star-procurement.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UKD34 - Greater Manchester South West

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

<https://www.trafford.gov.uk/>

**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**

Revenues and Benefit System and OnDemand Services

Reference number

STAR UID 14938

**II.1.2) Main CPV code**

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

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

The Council requires a software system to deliver it's statutory duty within the Revenues and Benefits service area.

#### **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: £2,533,884

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

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

NUTS codes

- UKD - North West (England)

Main site or place of performance

Trafford Council

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

5 year contract - 30/09/2025 - 29/09/2030

The Council requires a software system to deliver it's statutory duty within the Revenues and Benefits service area.

In addition, the Council also uses OnDemand services for off-site processing to deal with cover for staff absence, vacancies and short term, short funded schemes. It also can be used for pro-active services such as reviews on discounts and exemptions. It is a 'call-off' contract so they only have to use what we require.

#### **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:

Direct Award via the VAS Framework - Vertical Application Solutions - CCS Lot 1.

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

The procurement is covered by the Government Procurement Agreement: No

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

### **Contract No**

STAR UID 14938

A contract/lot is awarded: Yes

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

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

7 August 2025

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

Number of tenders received: 1

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

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

Civica UK Ltd

London

SE1 9LQ

Country

United Kingdom

NUTS code

- UKD - North West (England)

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: £2,533,884

Total value of the contract/lot: £2,533,884

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## **Section VI. Complementary information**

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

5-year contract 30/09/2025 - 29/09/20230

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

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

STAR Procurement

Trafford

Country

United Kingdom

