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Award

Contract for the maintenance and support of the Council's Digital Self Service Platform

Kingston Upon Hull City Council

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-048773

Procurement identifier (OCID): ocids-h6vhtk-0587f2

Published 14 August 2025, 1:57pm

Scope

Description

Kingston upon Hull City Council (the Authority) has conducted this procurement through the G-Cloud 14 Framework Agreement (RM1557.14).

The value is estimated to be a £721,818 and will run from 01 August 2025 to 31 July 2028.

Contract 1. Contract for the maintenance and support of the Council's Digital Self Service Platform

Supplier

- GRANICUS-FIRMSTEP LIMITED

Contract value

- £721,818 excluding VAT
- £866,181.60 including VAT

Below the relevant threshold

Award decision date

1 August 2025

Earliest date the contract will be signed

14 August 2025

Contract dates (estimated)

- 14 August 2025 to 31 July 2028
- Possible extension to 30 July 2029
- 3 years, 11 months, 17 days

Description of possible extension:

Option to extend for 12 months

Main procurement category

Services

CPV classifications

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

Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

Procedure

Procedure type

Below threshold - without competition

Supplier

GRANICUS-FIRMSTEP LIMITED

- Companies House: 04283951
- Public Procurement Organisation Number: PJJY-8811-PLBX

Ground Floor 3 Wellbrook Court

Cambridge

CB3 0NA

United Kingdom

Email: uksalesteam@granicus.com

Website: <https://granicus.com/uk/>

Region: UKH12 - Cambridgeshire CC

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Contract for the maintenance and support of the Council's Digital Self Service Platform

Contracting authority

Kingston Upon Hull City Council

- Public Procurement Organisation Number: PRNP-1874-YZZR

The Guildhall, Alfred Gelder Street,

Hull

HU1 1AA

United Kingdom

Email: procurementteam@hullcc.gov.uk

Region: UKE11 - Kingston upon Hull, City of

Organisation type: Public authority - sub-central government