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Contract

008809 - Schools Biometric EPOS & Nutritional Analysis Solution

Newcastle City Council

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-053437

Procurement identifier (OCID): ocds-h6vhtk-04f8e9 ([view related notices](#))

Published 3 September 2025, 10:47am

Scope

Description

Newcastle City Council (NCC) has a requirement for a Schools Biometric EPOS & Nutritional Analysis Solution. NCC's requirements have been split into two Lots;

Lot 1 - Electronic Catering Management and Payment System

Lot 2 - Nutritional & Menu Management Software Solution

It is noted that systems exist that incorporate both lot elements and providers can tender for one or both lots as an integrated system solution. NCC anticipates the Contract to be awarded by the end of May 2025 and the Solution to be fully implemented with Go-Live by August 2025.

Lot 1. Lot 1 - Electronic Catering Management and Payment System

Description

Newcastle City Council (NCC) has a requirement for an Electronic Catering Management and Payment System. The system must incorporate facilities to include the following:

- Electronic Point Of Sale (EPOS) solution to ensure transaction times are maximised.
- Provide interface with school systems (for example SIMS / Scholar Pack) to allow for appropriate information to be used on the till systems i.e. dietary requirements, religious requirements, and allergen information.
- Provide multiple options for payment at the point of sale, including but not limited to, fingerprint biometric, pin pad, contactless payment.
- Meal management system including suite of reports that can be individualised by school.
- Provide appropriate hardware to facilitate point of sale transactions as well as maintenance/ servicing. This should be, but not limited to the till console with touchscreen functionality, customer display, payment solutions, i.e. fingerprint biometric, Pin Pads, contactless card machine.

Lot 2. Lot 2 - Nutritional & Menu Management Software Solution

Description

Newcastle City Council (NCC) has a requirement for a Nutritional Analysis and Menu Management software solution. The solution must incorporate facilities to include the following:

- Allergen management to highlight the 15 common allergens recognised in law. It is essential that the system can be upgraded / updated to incorporate any future changes in

the law or additional allergens added to the list.

- Nutritional analysis to allow NCC to comply with the school food standards and provide accurate information to parents / carers / schools for cultural / religious diets, diabetes (carbohydrates), Nutritional content and allergen information.
- The system must be able to link to external manufacturer software platforms to incorporate information provided from them for example ERODUS.
- Accurate recipe details and costings / menu cycle costings. • Recipe details and imagery that can be used by kitchen teams to maintain consistency and appropriate portion sizes.

Contract 1. Lot 1 - Electronic Catering Management and Payment System

Lots

Lot 1. Lot 1 - Electronic Catering Management and Payment System

Supplier

- CRB CUNNINGHAMS LIMITED

Contract value

- £305,123.25 excluding VAT
- £366,147 including VAT

Above the relevant threshold

Date signed

2 September 2025

Contract dates

- 2 September 2025 to 31 August 2028
- Possible extension to 31 August 2030
- 4 years, 11 months, 29 days

Description of possible extension:

2 x 12 month options to extend

Main procurement category

Goods

CPV classifications

- 30000000 - Office and computing machinery, equipment and supplies except furniture and software packages
- 48000000 - Software package and information systems

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)

Key performance indicators

Name

N/A

Contract 2. Lot 2 - Nutritional & Menu Management Software Solution

Lots

Lot 2. Lot 2 - Nutritional & Menu Management Software Solution

Supplier

- CIVICA UK LIMITED

Contract value

- £207,743 excluding VAT

- £249,291 including VAT

Above the relevant threshold

Date signed

2 September 2025

Contract dates

- 2 September 2025 to 31 August 2028
- Possible extension to 31 August 2030
- 4 years, 11 months, 29 days

Description of possible extension:

2 x 12 month extensions

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)

Key performance indicators

Name

N/A

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Suppliers

CIVICA UK LIMITED

- Companies House: 01628868

Southbank Central, 30 Stamford Street

London

SE1 9LQ

United Kingdom

Email: bidsupport@civica.com

Region: UKI44 - Lewisham and Southwark

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 2. Lot 2 - Nutritional & Menu Management Software Solution

CRB CUNNINGHAMS LIMITED

- Companies House: SC044087

32 Dryden Road, Units 1-9, Loanhead

Bilston Glen

EH20 9LZ

United Kingdom

Email: info@crbcunninghams.co.uk

Region: UKM73 - East Lothian and Midlothian

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Lot 1 - Electronic Catering Management and Payment System

Contracting authority

Newcastle City Council

- Public Procurement Organisation Number: PBHM-6848-TWYG

Civic Centre

Newcastle Upon Tyne

NE1 8QH

United Kingdom

Email: corporate.procurement.team@newcastle.gov.uk

Website: <https://www.newcastle.gov.uk/>

Region: UKC22 - Tyneside

Organisation type: Public authority - sub-central government