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Contract

Civica Income Management System

London Borough of Newham

F03: Contract award notice

Notice identifier: 2025/S 000-059271

Procurement identifier (OCID): ocds-h6vhtk-05a11c

Published 24 September 2025, 2:02pm

Section I: Contracting authority

I.1) Name and addresses

London Borough of Newham

Newham Dockside

London

E162QU

Email

procurement.support@newham.gov.uk

Country

United Kingdom

Region code

UK141 - Hackney and Newham

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.newham.gov.uk

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Civica Income Management System

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

An Income Management System is used by the Council to collect revenue via the Council's website and phone and enables the correct recognition of income to the relevant business area/account.

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: £415,971

II.2) Description

II.2.2) Additional CPV code(s)

- 48440000 - Financial analysis and accounting software package

II.2.3) Place of performance

NUTS codes

- UKI41 - Hackney and Newham

II.2.4) Description of the procurement

An Income Management System is used by the Council to collect revenue via the Council's website and phone and enables the correct recognition of income to the relevant business area/account.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 40

Price - Weighting: 60

II.2.11) Information about options

Options: No

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:

Call off via CCS Framework RM6259

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

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract

Title

Civica Income Management System

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

29 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

Southbank Central (8th Floor),30 Stamford Street,LONDON,SE1 9LQ

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

01628868

The contractor is an SME

Yes

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

Total value of the contract/lot: £415,971

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

The Strand

Holborn, London

WC2A 2LL

Country

United Kingdom