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Contract

## **Transactional Services: Processing resource**

Liverpool City Council

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

Notice identifier: 2025/S 000-069807

Procurement identifier (OCID): ocids-h6vhtk-05d748

Published 30 October 2025, 3:21pm

### **Scope**

### **Reference**

PR1209

### **Description**

Transactional Services at Liverpool City Council has responsibility for the administration of the following functions:

- Council tax and business rates
- Housing benefit and council tax support
- Local welfare provision
- Benefits maximisation
- Accounts receivable

- Corporate debt

The service has identified a significant number of Universal Credit (UC) transactions (circa 130,000) requiring processing within the Benefits Team of Transactional Services. These transactions have accumulated due to the volume of UC notifications received daily and require prompt action to ensure accurate and timely updates to customer accounts and benefits records.

The aim of this exercise is to procure a resource that will process the outstanding UC transactions accurately and in accordance with statutory requirements and council procedures, thereby ensuring that claimants' benefit entitlements are updated correctly and without undue delay.

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## **Contract 1. Transactional Services: Processing resource**

### **Supplier**

- CIVICA UK LIMITED

### **Contract value**

- £79,999 excluding VAT
- £99,999 including VAT

Below the relevant threshold

### **Date signed**

9 October 2025

## Contract dates

- 13 October 2025 to 31 January 2026
- Possible extension to 30 April 2026
- 6 months, 19 days

Description of possible extension:

3 month extension available at the councils discretion

## Main procurement category

Services

## CPV classifications

- 66172000 - Financial transaction processing and clearing-house services

## Contract locations

- UKD72 - Liverpool

## Key performance indicators

Name	Description
KPI 1	Mobilisation of exercise within one week of contract award.
KPI 2	Ongoing, timely management of capable and appropriate resource on the contract
KPI 3	Adherence to milestones for the processing of UCDS work items

<b>Name</b>	<b>Description</b>
KPI 4	Accuracy of items work items processed.
KPI 5	Provision of weekly report and attendance at progress meetings

## **Signed contract documents**

[Appendix G.2 T&Cs Services \(Schedules\) \(2\).pdf \(1\).pdf](#)

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## **Procedure**

### **Procedure type**

Below threshold - limited competition

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## **Supplier**

### **CIVICA UK LIMITED**

- Companies House: 01628868
- Public Procurement Organisation Number: PCMJ-9641-QWWM

Southbank Central, 30 Stamford Street

London

SE1 9LQ

United Kingdom

Email: [BidSupport@civica.com](mailto:BidSupport@civica.com)

Website: <https://www.civica.com/en-gb/>

Region: UKI44 - Lewisham and Southwark

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Transactional Services: Processing resource

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## **Contracting authority**

### **Liverpool City Council**

- Public Procurement Organisation Number: PRVY-7813-WLPG

Cunard Building

Liverpool

L3 1DS

United Kingdom

Email: [commercialprocurement@liverpool.gov.uk](mailto:commercialprocurement@liverpool.gov.uk)

Region: UKD72 - Liverpool

Organisation type: Public authority - sub-central government