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Planning

## **Enterprise payment management system**

The Riverside Group Limited

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-074767

Procurement identifier (OCID): ocds-h6vhtk-052982 ([view related notices](#))

Published 18 November 2025, 1:32pm

### **Scope**

### **Reference**

TRGBS - 274

### **Description**

We have kickstarted a large programme to understand the existing challenges and opportunities. The key findings of the current state assessment are:

? Contract Management & Optimisation: Multiple contracts providing similar services creates several challenges including, increased costs and overheads.

? Duplication of Services: Overlapping services (especially telephone payments and direct debits) lead to administrative complexity and unnecessary costs (economies of scale).

? Inconsistent Customer Experience: Customers from different parts of the merged organisation face varied payment options, leading to confusion and potential dissatisfaction.

? Gap in Services: With closure of banks and post offices, local convenient options for customers to pay (pay point), alternatives to minimise handling of cash (card machines) etc.

? Technical Inefficiency: Managing multiple systems creates increased complexity for our technical teams within Technology & Finance.

As a result, the group have set out key justifications which revolve around implementing a single enterprise-wide solution for Payments and Collections

? Offers the opportunity to reduce the technical complexity and contractual challenges resulting from several solutions across Payments & Collections.

? Improves Customer Experience by centralising Collections through a single solution providing all Customers a single view.

? Potential to improve collection routes available to customers in a changing banking environment.

? Improves group's ability to report and track insights enabling wider recovery strategy improvements.

? Simplifies internal Business Processes and business adoption activities because of a single-solution focus.

### **Total value (estimated)**

- £5,000,000 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 1 June 2026 to 30 May 2029
- Possible extension to 30 May 2031
- 4 years, 11 months, 30 days

## **Main procurement category**

Services

## **CPV classifications**

- 48100000 - Industry specific software package
- 66600000 - Treasury services
- 79200000 - Accounting, auditing and fiscal services
- 79900000 - Miscellaneous business and business-related services

## **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)
  - UKM - Scotland
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## Engagement

### Engagement deadline

19 December 2025

### Engagement process description

The Riverside group invites suppliers interested in the Enterprise Payments Management Contract to join our Preliminary Market Engagement (PME).

Engage with us before the formal tender process begins to ensure contract requirements meet current market capabilities and best practice.

This is a key opportunity for your organization to:

- Influence the final contract requirements.
- Gain early insight into the project and timeline.
- Engage directly with the Riverside team.

All PME activities and communications will be conducted exclusively on the ProcureCo platform. There is no cost to join and participate.

To register and gain immediate access, please email [admin@procureco.uk](mailto:admin@procureco.uk) and quote reference PMERiversideepmc171125

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## Participation

### Particular suitability

- Small and medium-sized enterprises (SME)

- Voluntary, community and social enterprises (VCSE)

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## Submission

### Publication date of tender notice (estimated)

1 February 2026

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## Contracting authority

### The Riverside Group Limited

- Mutuels Public Register: 30938R
- Public Procurement Organisation Number: PWQV-9217-TZPQ

2 Estuary Boulevard

Speke, Liverpool

L24 8RF

United Kingdom

Contact name: Idris Parry

Email: [procurement@riverside.org.uk](mailto:procurement@riverside.org.uk)

Region: UKD72 - Liverpool

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)