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Contract

## **Provision of Back Office Software**

Kingston Upon Hull City Council

F03: Contract award notice

Notice identifier: 2025/S 000-082138

Procurement identifier (OCID): ocids-h6vhtk-05f425

Published 11 December 2025, 3:40pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Kingston Upon Hull City Council

The Guildhall, Alfred Gelder Street

Hull

HU11AA

#### **Email**

[joe.scarfe@hullcc.gov.uk](mailto:joe.scarfe@hullcc.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UKE11 - Kingston upon Hull, City of

#### **Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

[www.hull.gov.uk](http://www.hull.gov.uk)

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Provision of Back Office Software

**II.1.2) Main CPV code**

- 72268000 - Software supply services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

Direct Award to Civica UK Limited through the Crown Commercial Services (CCS) RM6285 Back Office Systems (BOS2) Lot 2 framework, for a fully hosted Level 1 PCI DSS compliant payment solution on a 2-year term and total value of £576,257. The contract shall have option to extend the services up to a further 3 years, subject to annual review of service and being satisfactory in its performance. The total contract value shall be £1,002,755.

**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: £1,002,755

## **II.2) Description**

### **II.2.3) Place of performance**

NUTS codes

- UKE11 - Kingston upon Hull, City of

### **II.2.4) Description of the procurement**

Direct Award to Civica UK Limited through the Crown Commercial Services (CCS) RM6285 Back Office Systems (BOS2) Lot 2 framework, for a fully hosted Level 1 PCI DSS compliant payment solution on a 2-year term and total value of £576,257. The contract shall have option to extend the services up to a further 3 years, subject to annual review of service and being satisfactory in its performance. The total contract value shall be £1,002,755.

### **II.2.5) Award criteria**

Price

### **II.2.11) Information about options**

Options: Yes

Description of options

Option to extend for a further 3 years, subject to annual review of service and being satisfactory in its performance.

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## **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:

Direct Award through the Crown Commercial Services (CCS) RM6285 Back Office Systems (BOS2) Lot 2 framework.

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

The procurement is covered by the Government Procurement Agreement: Yes

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## **Section V. Award of contract**

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

1 November 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 UK Limited

London

Country

United Kingdom

NUTS code

- UKI - London

Companies House

01628868

The contractor is an SME

No

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

Total value of the contract/lot: £1,002,755

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Town Clerk

The Guildhall, Alfred Gelder Street

Hull

HU1 2AA

Country

United Kingdom