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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): ocds-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

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

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

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.

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

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

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