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Contract

## **Music Hub Customer Relationship Management System**

Norfolk County Council

F03: Contract award notice

Notice identifier: 2025/S 000-002728

Procurement identifier (OCID): ocds-h6vhtk-044518

Published 27 January 2025, 2:51pm

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

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

Norfolk County Council

County Hall, Martineau Lane

Norwich

NR1 2DH

#### **Email**

[sourcingteam@norfolk.gov.uk](mailto:sourcingteam@norfolk.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKH15 - Norwich and East Norfolk

#### **Internet address(es)**

Main address

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

Buyer's address

<https://in-tendhost.co.uk/norfolkcc/aspx/Home>

#### **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**

Music Hub Customer Relationship Management System

Reference number

NCCT42883

##### **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**

Norfolk County Council have procured a Music Hub Customer Relationship Management system to support the breadth and diversity of offer with adaptability for future requirements should these become required.

##### **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: £38,600

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 72000000 - IT services: consulting, software development, Internet and support

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

NUTS codes

- UKH17 - Breckland and South Norfolk
- UKH16 - North and West Norfolk
- UKH15 - Norwich and East Norfolk

Main site or place of performance

Norfolk

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

The Power of Music: A National Plan for Music Education (NPME) outlines a bold vision for music education in England - that all children and young people should be able to create music, learn a musical instrument, make music with others, learn to sing, and progress their interests and talents as far as they would like. Partnership between the broad range of services, organisations, and educators that are relevant to the musical lives of children and young people is essential if this is to be achieved. The work of Norfolk County Council's Music Service and the opportunities being created through the current Norfolk Music Hub structure for a diverse range of children and young people, including those with SEND and from our more disadvantaged communities, fully supports our shared ambition for all children and young people to Flourish. Given the demonstrable positive impact that engagement in music has for individuals, it is also in line with Norfolk's Health and Wellbeing Strategy and its priorities to drive integration, prioritise prevention, address inequalities, and enable resilient communities. Therefore, Norfolk County Council have procured a Music Hub Customer Relationship Management system to support the breadth and diversity of offer with adaptability for future requirements should these become required.

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

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

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

Options: No

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

#### **II.2.14) Additional information**

The contract is for an initial 3 years term with the possibility of further extensions up to an additional 4 years.

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### **Section IV. Procedure**

#### **IV.1) Description**

##### **IV.1.1) Type of procedure**

Open procedure

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

The procurement is covered by the Government Procurement Agreement: Yes

#### **IV.2) Administrative information**

##### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2024/S 000-006818](#)

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

### **Contract No**

Music Hub Customer Relationship Management System

### **Title**

NCCT42883

A contract/lot is awarded: Yes

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

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

27 January 2025

#### **V.2.2) Information about tenders**

Number of tenders received: 4

Number of tenders received from SMEs: 4

Number of tenders received from tenderers from other EU Member States: 2

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 4

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

SpeedAdmin ApS

Solvang 17

Sønderborg

6400

Country

Denmark

NUTS code

- DK03 - South Denmark

National registration number

305348938

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £100,000

Total value of the contract/lot: £38,600

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## **Section VI. Complementary information**

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

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

Norfolk County Council

County Hall, Martineau Lane

Norwich

NR1 2DH

Email

[sourcingteam@norfolk.gov.uk](mailto:sourcingteam@norfolk.gov.uk)

Country

United Kingdom

#### **VI.4.2) Body responsible for mediation procedures**

Norfolk County Council  
County Hall, Martineau Lane  
Norwich  
NR1 2DH

Email  
[sourcingteam@norfolk.gov.uk](mailto:sourcingteam@norfolk.gov.uk)

Country  
United Kingdom

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

The Public Contracts Regulations 2015 (as amended) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland). Proceedings must be brought within 30 days from the date of knowledge (the date on which the economic operator first knew or ought to have known that grounds for starting the proceedings had arisen) unless the Court considers that there is good reason for extending the period within which proceedings may be brought, in which case the Court may extend that period up to a maximum of 3 months from the date of knowledge.

#### **VI.4.4) Service from which information about the review procedure may be obtained**

Norfolk County Council  
County Hall, Martineau Lane  
Norwich  
NR1 2DH  
Country  
United Kingdom