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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

Country

United Kingdom

NUTS code

UKH15 - Norwich and East Norfolk

Internet address(es)

Main address

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

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.

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](#)

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

Sonderborg

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

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

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

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