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Tender

Personal Assistant Register Software

Norfolk County Council

F02: Contract notice

Notice identifier: 2025/S 000-006797

Procurement identifier (OCID): ocds-h6vhtk-04bd9e

Published 21 February 2025, 2:07pm

Section I: Contracting authority

I.1) Name and addresses

Norfolk County Council

NR1 2DH

Norfolk

Email

sourcingteam@norfolk.gov.uk

Country

United Kingdom

NUTS code

UKH15 - Norwich and East Norfolk

Internet address(es)

Main address

<https://www.norfolk.gov.uk/>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

Tenders or requests to participate must be submitted to the above-mentioned address

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

Personal Assistant Register Software

Reference number

NCCT43083

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

The Direct Payment Support Service (DPSS) provides support to individual employers who receive funds (direct payments) from the council to support care services. The DPSS currently provides support to 1400 individual employers to advertise, shortlist, and onboard personal care assistants. The system will need to be accessible to a wide-ranging audience as well as being overseen and supported by NCC staff. DPSS is looking for a new PA Register software that can provide the following benefits:

- Improve the recruitment process efficiency and reporting.
- Ensure compliance with the UK Employment law and discrimination laws.
- Enhance the user experience and satisfaction of the DPSS clients and staff, by providing online access, self-service options, and timely communication.
- Reduce the operational costs and risks associated with the recruitment of PA's.
- Support the growth and development of the DPSS and its services.

II.1.5) Estimated total value

Value excluding VAT: £280,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKH15 - Norwich and East Norfolk

Main site or place of performance

Norfolk

II.2.4) Description of the procurement

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recruitment process efficiency and reporting. • Ensure compliance with the UK Employment law and discrimination laws. • Enhance the user experience and satisfaction of the DPSS clients and staff, by providing online access, self-service options, and timely communication. • Reduce the operational costs and risks associated with the recruitment of PA's. • Support the growth and development of the DPSS and its services. Full details of the requirement can be found in the Service Specification, which forms a Schedule to the Terms and Conditions.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

The Contract may be extended by up to 48 months in 24-months increments at the Council's discretion.

II.2.10) Information about variants

Variants will be accepted: No

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

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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 000-037660](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

23 March 2025

Local time

11:31am

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

24 March 2025

Local time

11:00am

Place

Norfolk

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

This procurement will be managed electronically via the Council's e-procurement system. To participate in this procurement, applicants must first be registered on the system at <https://in-tendhost.co.uk/norfolkcc>. Full instructions for registration and use of the system can be found at <https://in-tendhost.co.uk/norfolkcc/aspx/BuyerProfiles>. Once registered you will be able to see the procurement project under the 'tenders' section and 'express an interest' to view the documentation. If you encounter any difficulties whilst using the system you can contact the In-tend support team by phoning +44 8442728810 or e-mailing support@in-tend.co.uk. Norfolk County Council has expressed interest in the government's Devolution Priority Programme and has been accepted onto that programme. This process has the potential to lead to the establishment of a county combined authority for Norfolk and Suffolk, with strategic powers, headed by an elected mayor. Government is also expected to invite participation by Norfolk in Local Government Review. This process has the potential to lead to unitary local government in Norfolk. One of these changes could happen without the other. The contract may be assigned or novated to any successor authority(ies) to Norfolk County Council or to any joint body incorporating any such successor. The contract may be used by any current or future local authority serving all or part of the area currently served by Norfolk County Council and Suffolk County Council.

VI.4) Procedures for review

VI.4.1) Review body

nplaw

Norwich, Norfolk

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Precise information on deadline(s) for lodging appeals: 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.