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Tender

Music Hub Customer Relationship Management System

Norfolk County Council

F02: Contract notice

Notice identifier: 2024/S 000-006818

Procurement identifier (OCID): ocds-h6vhtk-044518

Published 4 March 2024, 11:49am

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

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

Buyer's address

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

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 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

Music Hub Customer Relationship Management System

Reference number

NCCT42883

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Norfolk County Council intend to procure 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.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems
- 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 intend to procure 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

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

No

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

II.2.14) Additional information

The contract is for 3 years initial term with the possibility of further extensions totalling 4 years.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

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.

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

Date

5 April 2024

Local time

10:55am

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

English

IV.2.7) Conditions for opening of tenders

Date

5 April 2024

Local time

11:00am

Place

NA

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

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VI.4) Procedures for review

VI.4.1) Review body

Norfolk County Council

County Hall, Martineau Lane

Norwich

NR1 2DH

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Norfolk County Council

County Hall, Martineau Lane

Norwich

NR1 2DH

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.

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