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Not applicable

Personal Assistant Register Software

Norfolk County Council

F14: Notice for changes or additional information

Notice identifier: 2025/S 000-009436

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

Published 14 March 2025, 1:12pm

Section I: Contracting authority/entity

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/>

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Personal Assistant Register Software

Reference number

2025/S 000-006797

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.

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2025/S 000-006797](#)

Section VII. Changes

VII.1) Information to be changed or added

VII.1.2) Text to be corrected in the original notice

Section number

Deadline Date

Place of text to be modified

Deadline for Submission of ITT

Instead of

Date

24 March 2025

Local time

11:00am

Read

Date

14 April 2025

Local time

11:00am

VII.2) Other additional information

Please note we are extending the submission deadline for the ITT by 3 weeks. The new deadline will be Monday 14th April at 11am UK time. This will also mean the expected date for demonstrations will be pushed back by 3 weeks to Monday 5th May to Friday 9th May.