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Tender

Education Systems Portfolio

Norfolk County Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-009707

Procurement identifier (OCID): ocds-h6vhtk-04edf9

Published 17 March 2025, 3:03pm

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Scope

Reference

NCCT42930

Description

Norfolk County Council is looking to purchase a software system, implementation and support services that covers the end-to-end processes in its Children's Services Department.

Total value (estimated)

- £4,000,000 excluding VAT
- £4,800,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 20 November 2025 to 1 August 2033
- 7 years, 8 months, 12 days

Main procurement category

Services

CPV classifications

- 72000000 - IT services: consulting, software development, Internet and support
- 48000000 - Software package and information systems
- 48100000 - Industry specific software package
- 48311000 - Document management software package
- 48330000 - Scheduling and productivity software package
- 48482000 - Business intelligence software package
- 48517000 - IT software package
- 48600000 - Database and operating software package
- 72250000 - System and support services
- 72253000 - Helpdesk and support services
- 72261000 - Software support services
- 72212517 - IT software development services

Contract locations

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

Submission

Enquiry deadline

14 April 2025, 3:00pm

Submission type

Tenders

Tender submission deadline

28 April 2025, 3:00pm

Submission address and any special instructions

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

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

10 November 2025

Award criteria

Name	Description	Type
Simple description	<p>Quality is 70% and price is 30%. The quality criteria are 1. Security (pass/fail) 2. Non functional requirements (pass/fail) 3. Product (3%) 4. Implementation (4%) 5. Training (1%) 6. Common Functionality (5%) 7. Case management (4%) 8.System integration and import/export and extraction of data (4%) 9. Creating and managing cohorts (2%) 10.Early years, childhood and family service (3%) 11.Place planning, Admissions, Transfers, Free school meals and fair access, Home to school transport (3%) 12. SEND planning and provision (5%) 13. Education inclusion (3%) 14. Post 16 (1%) 15. Education funding (2%). 16. Reporting - technical architecture (2%) 17. Reporting and analytics (2%) 18. Support (2%) 19. Portals (5%) 20. Configuration (3%) 21 Social Value (1%).</p>	Price

Weighting description

Quality is 70% and price is 30%. The quality criteria are 1. Security (pass/fail) 2. Non functional requirements (pass/fail) 3. Product (3%) 4. Implementation (4%) 5. Training (1%) 6. Common Functionality (5%) 7. Case management (4%) 8.System integration and import/export and extraction of data (4%) 9. Creating and managing cohorts (2%) 10.Early years, childhood and family service (3%) 11.Place planning, Admissions, Transfers, Free school meals and fair access, Home to school transport (3%) 12. SEND planning and provision (5%) 13. Education inclusion (3%) 14. Post 16 (1%) 15. Education funding (2%). 16. Reporting - technical architecture (2%) 17. Reporting and analytics (2%) 18. Support (2%) 19. Portals (5%) 20. Configuration (3%) 21 Social Value (1%).

Other information

Payment terms

As per the terms and conditions issued with this procurement

Description of risks to contract performance

Norfolk County Council has been accepted into the government's Devolution Priority 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. Norfolk is also subject to 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. This contract may also be assigned to any shared service structure that is created to serve any successor authority(ies) or joint body.

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

The Council will be using the Competitive Flexible Procedure as defined in the Procurement Act 2023. The process will be as follows: -

1. Bidders will complete the Invitation to Initial Tender (including draft pricing) and submit in accordance with the timelines at section 5 of this Invitation to Initial Tender.
2. If there are 4 bidders or less who pass Form B(Grounds for Exclusion) , C (Compliance with minimum standards) and D (Willingness and ability to comply with contractual requirements) of the Invitation to Initial Tender then those bidders will be invited to participate in dialogue and submit a final tender.
3. If there are more than 4 bidders who pass Form B, C and D, then the Council will evaluate the responses to Form F (not including pricing) and will take through the top 4 scored bids. The Initial Tenders will be scored in accordance with the process set out in this Invitation to Initial Tender.
4. During dialogue, bidders will be able to refine their bid (including pricing) and the Council reserves the right to amend the specification, scenarios for demo, pricing spreadsheet and terms and conditions before requesting Final Tenders.
5. At the close of dialogue, bidders will be issued with the Invitation to Final Tender (including the final specification, scenarios for demo, pricing spreadsheet (and define sub-weightings) and terms and conditions).
6. As part of the evaluation of the final tender, bidders will be required to demonstrate their system in accordance with the scenarios issued with the Invitation to Final Tender.
7. Bidders should note that the Council may request a further version of the pricing list and/or raise clarifications on bidders quality responses before dialogue.

This procurement has not been divided into lots as If more than one system is purchased this will mean multiple integrations, multiple support and maintenance contracts and thus costly to the Council to manage. It also increases the risk that the Council will not have the correct and whole overview of the child.

Documents

Documents to be provided after the tender notice

Clarification documents will be issued via <https://in-tendhost.co.uk/norfolkc>

Contracting authority

Norfolk County Council

- Public Procurement Organisation Number: PDYH-3246-XWTR

County Hall, Martineau Lane

Norwich

NR1 2DH

United Kingdom

Email: sourcingteam@norfolk.gov.uk

Region: UKH15 - Norwich and East Norfolk

Organisation type: Public authority - sub-central government