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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 000-009754

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

Published 17 March 2025, 4:58pm

Changes to notice

This notice has been edited. The [previous version](#) is still available.

Notice was issued via in-tend and did not take through all information. The following changes have been made:-

1. Tender documents added
2. Contract extensions added
3. Rationale for value
4. Options added
5. Description of cost
6. Amended description of risks to contract performance

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
- Possible extension to 31 July 2043
- 17 years, 8 months, 11 days

Description of possible extension:

This contract is for an initial term of 7 years plus an additional 5 years plus a further 5 years at the Council's discretion. The start date is the go live date of the system and support and maintenance. The estimate value in this notice is for the full 17 years of the contract not including VAT or indexation.

Options

The right to additional purchases while the contract is valid.

The council will have the right to purchase (1) additional licenses if usage or numbers of users increase (2) additional support hours and professional services if required to maximise the return on investment for the Council and to maintain or improve the wholistic view of the child and support efficient access to services (3) additional modules and additional functionality to maximise the return on investment for the Council and to maintain or improve the wholistic view of the child and support efficient access to services (5) Training to ensure maximum and efficient use of the system.

Main procurement category

Services

CPV classifications

- 48000000 - Software package and information systems
- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

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

Participation

Particular suitability

Small and medium-sized enterprises (SME)

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%. Price will be for implementation, support and maintenance and integrations. Evaluation will be for the first 7 years of the contract. Price maybe sub-weighted following dialogue if it is not possible to fix cost. 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.</p>	Cost

Name	Description	Type
	Portals (5%) 20. Configuration (3%) 21 Social Value (1%).	

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 joined 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. A consultation is under way.

Government has also invited 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 or formed by any such successor. The County Council or a successor authority or joint body may order services on behalf of other local authorities serving any area within Norfolk's current geographical boundaries.

Applicable trade agreements

- Government Procurement Agreement (GPA)
- Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)

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.

Justification for not publishing a preliminary market engagement notice

A market engagement notice has been published ref 2025/S 000-009212 and OCID reference ocids-h6vhtk-04ecbb.

Documents

Associated tender documents

[Invitation to Initial Tender Vf.pdf](#)

[250215 Education System Portfolio Terms and Conditions RG Clean.pdf](#)

[Appendix 2-NCC Education Systems Statement of Requirements.xlsx](#)

[Appendix 3 - Social Value.docx](#)

[NCC Digital Inclusion Strategy.pptx](#)

[NCC Third Party Code of Connection Form 1.2.docx](#)

[pricing schedule v1 \(Education Systems Portfolio\).xlsx](#)

[Strategic objectives for ESP \(forms part of Appendix 2 SOR\).docx](#)

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