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Contract

Professional Services for supporting Microsoft Technologies

Norfolk County Council

F03: Contract award notice

Notice identifier: 2023/S 000-010703

Procurement identifier (OCID): ocids-h6vhtk-03a457

Published 13 April 2023, 4:09pm

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

www.norfolk.gov.uk

Buyer's address

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

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

Professional Services for supporting Microsoft Technologies

Reference number

NCCT42631

II.1.2) Main CPV code

- 72250000 - System and support services

II.1.3) Type of contract

Services

II.1.4) Short description

Norfolk County Council retendered the council's existing service contract for Professional Services for supporting Microsoft Technologies. The Council is purchasing Support to:

- Provide a point of escalation for the NCC Infrastructure, Applications and Desktops specialists.
- Reduce of resolution time for incidents and problems related to Microsoft technologies.
- Reduce the number of incidents and problems related to Microsoft technologies.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £140,000

II.2) Description

II.2.2) Additional CPV code(s)

- 72250000 - System and support services
- 72220000 - Systems and technical consultancy services

II.2.3) Place of performance

NUTS codes

- UKH15 - Norwich and East Norfolk

II.2.4) Description of the procurement

Norfolk County Council has retendered its existing service contract for Professional Services for supporting Microsoft Technologies. The Council is purchasing Support to:

- Provide a point of escalation for the NCC Infrastructure, Applications and Desktops specialists.
- Reduce of resolution time for incidents and problems related to Microsoft technologies.
- Reduce the number of incidents and problems related to Microsoft technologies.

The contract has been let for 12 months and may be extended in further 12 month periods for up to an additional 36 months.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 50

Price - Weighting: 50

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 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: [2023/S 000-004031](#)

Section V. Award of contract

Contract No

NCCT42631

Title

Professional Services for Supporting Microsoft Technologies

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

11 April 2023

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 3

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Phoenix Software Ltd

York

Country

United Kingdom

NUTS code

- UKE2 - North Yorkshire

National registration number

02548628

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £140,000

Total value of the contract/lot: £129,000

Section VI. Complementary information

VI.3) Additional information

The value of the contract above is the potential full life term value of the agreement.

VI.4) Procedures for review

VI.4.1) Review body

nplaw

Norwich

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

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.