

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/012949-2025>

Contract

## **Payroll Bureau Software ITT**

Norfolk County Council

F03: Contract award notice

Notice identifier: 2025/S 000-012949

Procurement identifier (OCID): ocds-h6vhtk-044cc3

Published 4 April 2025, 8:24am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Norfolk County Council

County Hall, Martineau Lane, Norwich, NR1 2UE

Norwich

#### **Email**

[sourcingteam@norfolk.gov.uk](mailto:sourcingteam@norfolk.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKH15 - Norwich and East Norfolk

#### **Internet address(es)**

Main address

[www.norfolk.gov.uk](http://www.norfolk.gov.uk)

Buyer's address

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

Payroll Bureau Software ITT

Reference number

NCCT42927

#### **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 is purchasing new payroll software for the Direct Payment Support Service (DPSS). DPSS provides support to individual employers who receive funds (direct payments) from the council to support care services. The DPSS currently provides a payroll bureau service for 1500 Employers, employing around 2500 personal assistants (PAs) predominantly on zero hours contracts and paid through the DPSS payroll system. DPSS is looking for a new payroll bureau software that can provide the following benefits: • Improve the accuracy, efficiency, and security of the payroll processing and reporting. • Ensure compliance with the UK payroll legislation and regulations, including tax, national insurance, pensions, and statutory payments. • 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 payroll processing and reporting.

#### **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: £242,000

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 48000000 - Software package and information systems

#### **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**

Norfolk County Council is purchasing new payroll software for the Direct Payment Support Service (DPSS). DPSS provides support to individual employers who receive funds (direct payments) from the council to support care services. The DPSS currently provides a payroll bureau service for 1500 Employers, employing around 2500 personal assistants (PAs) predominantly on zero hours contracts and paid through the DPSS payroll system. DPSS is looking for a new payroll bureau software that can provide the following benefits: • Improve the accuracy, efficiency, and security of the payroll processing and reporting. • Ensure compliance with the UK payroll legislation and regulations, including tax, national insurance, pensions, and statutory payments. • 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 payroll processing and reporting.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

### **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 value described at II.2.6 is for the full potential term of the contract.

---

## **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: [2024/S 000-031334](#)

---

## **Section V. Award of contract**

### **Contract No**

NCCT42927 - Payroll Bureau Software

### **Title**

NCCT42927 - Payroll Bureau Software

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

11 March 2025

#### **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: 0

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**

Brain Payroll UK Limited

128 City Road

London

EC1V 2NX

Country

United Kingdom

NUTS code

- UKI - London

National registration number

11235543

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £242,000

Total value of the contract/lot: £242,000

---

## **Section VI. Complementary information**

### **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

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.