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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

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/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.