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Contract

Workflow Management and Document Automation solution to support HR administration and case management work in EducationHR

Norfolk County Council

F03: Contract award notice

Notice identifier: 2024/S 000-013201

Procurement identifier (OCID): ocids-h6vhtk-041982

Published 23 April 2024, 4:25pm

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

Workflow Management and Document Automation solution to support HR administration and case management work in EducationHR

Reference number

NCCT42842

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

EducationHR is a team within Norfolk County Council's Children's Services that offers a wide range of HR services, tailored to school and academy trust leaders. We have awarded a contract to replace EducationHR's existing Workflow Management and Document Automation solution that can provide EducationHR customers with the ability to submit, manage, and review HR requests via a web portal and allow the internal EducationHR team manage those requests from inception to completion.

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: £502,000

II.2) Description

II.2.2) Additional CPV code(s)

- 48310000 - Document creation software package

II.2.3) Place of performance

NUTS codes

- UKH15 - Norwich and East Norfolk

II.2.4) Description of the procurement

EducationHR is a team within Norfolk County Council's Children's Services that offers a wide range of HR services, tailored to school and academy trust leaders. EducationHR are replacing their existing Workflow Management and Document Automation solution. The system addresses the challenges faced by the team in providing outsourced HR services to schools and academy groups within the council's area. EducationHR have purchased a replacement solution that can provide EducationHR customers with the ability to submit, manage, and review HR requests via a web portal and allow the internal EducationHR team manage those requests from inception to completion.

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

Please note that the contract has being let on a 3 years +1 +1 +1 years basis, and that the value quoted above is the anticipated full lifetime value of the contract. There is no guarantee that the agreement will be extended beyond its initial 3 year term.

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 000-034024](#)

Section V. Award of contract

Contract No

NCCT42842

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

18 March 2024

V.2.2) Information about tenders

Number of tenders received: 6

Number of tenders received from SMEs: 5

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

Number of tenders received from tenderers from non-EU Member States: 6

Number of tenders received by electronic means: 6

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

V.2.3) Name and address of the contractor

Jaam Automation Ltd

London

Country

United Kingdom

NUTS code

- UKI - London

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: £502,000

Total value of the contract/lot: £502,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Norfolk County Council

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.