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Tender

Consultancy Services - to analyse the digital presence and capacity of SME retailers in market towns

Norfolk County Council

F02: Contract notice

Notice identifier: 2021/S 000-018038

Procurement identifier (OCID): ocds-h6vhtk-02cde4

Published 29 July 2021, 9:55am

Section I: Contracting authority

I.1) Name and addresses

Norfolk County Council

County Hall, Martineau Lane

Norwich

NR1 1DH

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.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

Tenders or requests to participate must be submitted to the above-mentioned address

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

Consultancy Services - to analyse the digital presence and capacity of SME retailers in market towns

Reference number

NCCT42278

II.1.2) Main CPV code

- 73000000 - Research and development services and related consultancy services

II.1.3) Type of contract

Services

II.1.4) Short description

Norfolk County Council wishes to procure consultancy services to assess the digital skills, selling web presence and social media competency of small and medium sized retailers in Norfolk's market towns. We would also like to assess the support and capacity for Local Investment Boards and Virtual Marketplaces in our market towns. Please note: Award of a contract is dependent on Norfolk County Council being awarded funding. We are asking that you apply for this contract at your own risk. Full details of the requirement can be found in the Service Specification, which forms a Schedule to the Terms and Conditions.

II.1.5) Estimated total value

Value excluding VAT: £155,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 73000000 - Research and development services and related consultancy services

II.2.3) Place of performance

NUTS codes

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

II.2.4) Description of the procurement

Norfolk County Council wishes to procure consultancy services to assess the digital skills, selling web presence and social media competency of small and medium sized retailers in Norfolk's market towns. We would also like to assess the support and capacity for Local Investment Boards and Virtual Marketplaces in our market towns. In June 2021, Norfolk County Council applied for funding to the Community Renewal Fund for the programme 'Sustainable Towns Innovating Norfolk's Growth'. Outputs The project consists of four feasibility studies: 1. Evaluate the e-commerce presence, digital and social media competency of businesses across Norfolk's 21 designated Market Towns. Establish local capacity for Local Investment Boards and Virtual Marketplaces as identified in the emerging Norfolk Rural Strategy 2021-24. 2. Bring together the learning from successful community approaches to e-commerce, such as the virtual marketplace model from across the UK and propose the characteristics of a bespoke solution for Norfolk's market towns. 3. Evaluate and establish possible sites for green distribution centres/hubs; integrate those sites with EV charging and possibly electric generation; investigate roles of the hubs in the areas of packaging and recycling. 4. Work to establish pilot Local Investment Boards in North Walsham and Fakenham. This Tender This tender is for the first of these outputs, namely the evaluation of the e-commerce presence and digital and social media competency of businesses across Norfolk's 21 designated Market Towns. Outcome of the Project The outputs from this project will form the basis for future interventions – specifically on improving digital skills, capacity, presence for SME retailers in our market towns – including projects bidding into the Shared Prosperity Fund from 2022.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

II.2.6) Estimated value

Value excluding VAT: £155,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

6

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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.2.2) Time limit for receipt of tenders or requests to participate

Date

27 August 2021

Local time

11:00am

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

27 August 2021

Local time

11:00am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

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/asp/BuyerProfiles>. Once registered you will be able to see the procurement project under the `tenders` section and `express an interest`. 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.

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.