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Tender

## **Provide Digital Audit and Action Plan Advice to Micro and SME's Under The 'Go Digital' Programme – Framework Agreement**

Norfolk County Council

F02: Contract notice

Notice identifier: 2021/S 000-020107

Procurement identifier (OCID): ocds-h6vhtk-02d5fa

Published 17 August 2021, 3:26pm

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

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

Norfolk County Council

County Hall, Martineau Lane

Norwich

NR1 1DH

#### **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.3) Communication**

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

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

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Provide Digital Audit and Action Plan Advice to Micro and SME's Under The 'Go Digital' Programme – Framework Agreement

Reference number

NCCT42281

#### **II.1.2) Main CPV code**

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Norfolk County Council wishes to establish a Framework Agreement for business advisor services to support Norfolk micro and SME's to improve their use of digital technology. We wish to create a pool of advisors who have experience of working across a range of sectors who can provide broad business based support but specifically, detailed digital advice to help micro and SME's to increase their use of digital technology successfully. Whilst this programme will be accessible to micro and SME's in Norfolk, regardless of sector, there will be an increased emphasis on attracting businesses from the Visitor Economy, Care sector and food and drink producers as have been shown to be in particular need of help.

#### **II.1.5) Estimated total value**

Value excluding VAT: £250,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

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

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

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security
- 79411000 - General management consultancy services
- 79411100 - Business development consultancy services
- 79400000 - Business and management consultancy and related 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**

We wish to create a pool of advisors who have experience of working across a range of sectors who can provide broad business based support but specifically, detailed digital advice to help micro and SME's to increase their use of digital technology successfully. Whilst this programme will be accessible to micro and SME's in Norfolk, regardless of sector, there will be an increased emphasis on attracting businesses from the Visitor Economy, Care sector and food and drink producers as have been shown to be in particular need of help. Because of the diverse nature of businesses we expect to attract to the programme, we require a range of advisors with different digital specialisms so that we can match programme clients with the most relevant expertise. To date 40% of our enquiries are related to digital marketing. Whilst we hope to match all advisors joining the pool with more than one business coming through the programme, we cannot guarantee this and there is no automatic guarantee of work.

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

Quality criterion - Name: Quality / Weighting: 100

Cost criterion - Name: Price / Weighting: 0

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

## **system**

Duration in months

36

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

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## **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

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## **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

17 September 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

17 September 2021

Local time

11:05am

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## **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](mailto: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.

**VI.4.4) Service from which information about the review procedure may be obtained**

Norfolk County Council - Procurement

Norwich

Country

United Kingdom