

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/020171-2022>

Contract

## **Legal Case Management System NCCT42393**

Norfolk County Council

F03: Contract award notice

Notice identifier: 2022/S 000-020171

Procurement identifier (OCID): ocds-h6vhtk-03361f

Published 25 July 2022, 2:47pm

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

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

Norfolk County Council

County Hall, Martineau Lane

Norwich

NR1 2DH

#### **Contact**

Sarah Hardy

#### **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

<https://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**

Legal Case Management System NCCT42393

Reference number

NCCT42393

**II.1.2) Main CPV code**

- 72000000 - IT services: consulting, software development, Internet and support

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

nplaw is a shared legal service that provides legal support to Norfolk County Council and three other local authorities in Norfolk as well as to a range of other public sector

organisations. nplaw is hosted by Norfolk County Council and all staff are employed by the County Council. nplaw has awarded a contract for a case management system that can manage its case work for its existing stakeholders and other clients.

#### **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: £900,000

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

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

- 72000000 - IT services: consulting, software development, Internet and support
- 48100000 - Industry specific software package
- 72261000 - Software support services
- 72263000 - Software implementation services
- 48000000 - Software package and information systems

#### **II.2.3) Place of performance**

NUTS codes

- UKH15 - Norwich and East Norfolk

Main site or place of performance

Norfolk

#### **II.2.4) Description of the procurement**

nplaw is a shared legal service that provides legal support to Norfolk County Council and three other local authorities in Norfolk as well as to a range of other public sector organisations. nplaw is hosted by Norfolk County Council and all staff are employed by the County Council. nplaw has awarded a contract for a case management system that can manage its case work for its existing stakeholders and other clients.

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

Quality criterion - Name: Quality including system demonstration, implementation, support

and maintenance, business continuity and the system functionality / 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 contract is for an initial 2 years from 28 February 2023 with extension rights totalling 6 years ( 2 plus 2 plus 2). The value for the initial term which is 2 years from the 28 February 2022 plus 2 years is £381,000 including implementation costs excluding VAT. The value included in this notice is the estimated value over the total length of the contract including indexation.

---

## **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: [2022/S 000-012162](#)

---

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

### **Contract No**

NCCT42493

### **Title**

Legal Case Management System

A contract/lot is awarded: Yes

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

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

19 July 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 4

Number of tenders received from SMEs: 2

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: 4

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

#### **V.2.3) Name and address of the contractor**

Civica UK Limited

30 Stamford Street, Southbank

London

SE1 9LQ

Country

United Kingdom

NUTS code

- UKI - London

Internet address

<https://www.civica.com/en-gb/>

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £900,000

Total value of the contract/lot: £900,000

---

## **Section VI. Complementary information**

### **VI.3) Additional information**

The value of the contract is based on the contract running for the total of 8 years from 28 February 2023 and including an estimate for indexation. The value of the contract for implementation, plus 4 years from 28 February 2023 is £381,000 excluding VAT.

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Norfolk County Council

County Hall, Martineau Lane

Norwich

NR1 2DH

Email

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

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.