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Contract

## **Anywhere 365 upgrade**

Norwich City Council

F03: Contract award notice

Notice identifier: 2023/S 000-029744

Procurement identifier (OCID): ocds-h6vhtk-040a7b

Published 9 October 2023, 4:31pm

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

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

Norwich City Council

City Hall

NORWICH

NR21NH

#### **Email**

[procurement@norwich.gov.uk](mailto:procurement@norwich.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UKH15 - Norwich and East Norfolk

#### **Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

[www.norwich.gov.uk](http://www.norwich.gov.uk)

**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**

Anywhere 365 upgrade

Reference number

NRW/20322

**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**

Upgrade of existing Anywhere 365 system utilised by the council's customer contact team to manage incoming contacts.

**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: £293,085

## **II.2) Description**

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

- 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

Norwich City Council, City Hall, Norwich.

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

As Anywhere365 is owned by Work Stream People, a Microsoft recommended software company based in the Netherlands, a UK based supplier is required to manage the software on behalf of the council. The supplier will also act as a technical advisor and intermediary to assist with procuring software solutions, installation and implementation and for advice and general support.

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

Price

### **II.2.11) Information about options**

Options: No

### **II.2.14) Additional information**

Contract is for period of 3 years with option of extending for 1 year to 2027 already built in. 4 years is the maximum period permitted under framework agreement procuring from.

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

Direct Award made via G-Cloud 13 framework with Crown Commercial Services (CCS). Lot 3 - Cloud Support allows direct award option to most suitable supplier following due diligence checks by the council.

#### **IV.1.3) Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

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

### **Contract No**

NRW/20322

### **Title**

Anywhere 365 upgrade

A contract/lot is awarded: Yes

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

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

15 September 2023

**V.2.2) Information about tenders**

Number of tenders received: 1

Number of tenders received from SMEs: 1

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

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

risual Limited

12 Parker Court, Staffordshire Technology Park

Stafford

ST18 0WP

Country

United Kingdom

NUTS code

- UKG24 - Staffordshire CC

Companies House

05431646

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: £293,085

Total value of the contract/lot: £293,085

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## **Section VI. Complementary information**

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

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

Norwich City Council

City Hall, St Peters Street

Norwich

NR2 1NH

Email

[procurement@norwich.gov.uk](mailto:procurement@norwich.gov.uk)

Country

United Kingdom