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Tender

Payroll Bureau Software ITT

Norfolk County Council

F02: Contract notice

Notice identifier: 2024/S 000-031334

Procurement identifier (OCID): ocds-h6vhtk-044cc3

Published 1 October 2024, 12:25pm

Section I: Contracting authority

I.1) Name and addresses

Norfolk County Council

County Hall, Martineau Lane, Norwich, NR1 2UE

Norwich

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/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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Payroll Bureau Software ITT

Reference number

NCCT42927

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Norfolk County Council is purchasing new payroll software for the Direct Payment Support Service (DPSS). DPSS provides support to individual employers who receive funds (direct payments) from the council to support care services. The DPSS currently provides a payroll bureau service for 1500 Employers, employing around 2500 personal assistants (PAs) predominantly on zero hours contracts and paid through the DPSS payroll system. DPSS is looking for a new payroll bureau software that can provide the following benefits:

- Improve the accuracy, efficiency, and security of the payroll processing and reporting.
- Ensure compliance with the UK payroll legislation and regulations, including tax, national insurance, pensions, and statutory payments.
- Enhance the user experience and satisfaction of the DPSS clients and staff, by providing online access, self-service options, and timely communication.
- Reduce the operational costs and risks associated with the payroll processing and reporting.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

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

Main site or place of performance

Norfolk

II.2.4) Description of the procurement

Norfolk County Council is purchasing new payroll software for the Direct Payment Support Service (DPSS). DPSS provides support to individual employers who receive funds (direct payments) from the council to support care services. The DPSS currently provides a payroll bureau service for 1500 Employers, employing around 2500 personal assistants (PAs) predominantly on zero hours contracts and paid through the DPSS payroll system. DPSS is looking for a new payroll bureau software that can provide the following benefits:

- Improve the accuracy, efficiency, and security of the payroll processing and reporting.
- Ensure compliance with the UK payroll legislation and regulations, including tax, national insurance, pensions, and statutory payments.
- Enhance the user experience and satisfaction of the DPSS clients and staff, by providing online access, self-service options, and timely communication.
- Reduce the operational costs and risks associated with the payroll processing and reporting.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £760,000

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

Start date

31 January 2025

End date

20 December 2028

This contract is subject to renewal

Yes

Description of renewals

The Contract may be extended by up to 48 months in 24-months increments at the Council's discretion.

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

II.2.14) Additional information

The value described at II.2.6 is for the full potential term of the contract.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

As stated in the procurement documents

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.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-009749](#)

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

Date

1 November 2024

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

1 November 2024

Local time

11:02am

Place

Norwich

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

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/aspx/BuyerProfiles>. Once registered you will be able to see the procurement project under the 'tenders' section and 'express an interest' to view the documentation. 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

NpLaw

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.