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Tender

Workflow Management and Document Automation solution to support HR administration and case management work in EducationHR

Norfolk County Council

F02: Contract notice

Notice identifier: 2023/S 000-034024

Procurement identifier (OCID): ocds-h6vhtk-041982

Published 17 November 2023, 8:56am

Section I: Contracting authority

I.1) Name and addresses

Norfolk County Council

County Hall, Martineau lane

Norwich

NR1 2DH

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 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

Workflow Management and Document Automation solution to support HR administration and case management work in EducationHR

Reference number

NCCT42842

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

EducationHR is a team within Norfolk County Council's Children's Services that offers a wide range of HR services, tailored to school and academy trust leaders. Our existing Workflow Management and Document Automation solution is an on-premise solution and requires replacement. The existing system provides employment contract creation and amendment capabilities tailored to the specific needs of Norfolk County Council's EducationHR team. The system addresses the challenges faced by the team in providing outsourced HR services to schools and academy groups within the council's area. EducationHR wish to purchase a replacement solution that can provide EducationHR customers with the ability to submit, manage, and review HR requests via a web portal and allow the internal EducationHR team manage those requests from inception to completion.

II.1.5) Estimated total value

Value excluding VAT: £270,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48310000 - Document creation software package

II.2.3) Place of performance

NUTS codes

- UKH15 - Norwich and East Norfolk

II.2.4) Description of the procurement

EducationHR is a team within Norfolk County Council's Children's Services that offers a wide range of HR services, tailored to school and academy trust leaders. Our existing Workflow Management and Document Automation solution is an on-premise solution and requires replacement. The existing system provides employment contract creation and amendment capabilities tailored to the specific needs of Norfolk County Council's EducationHR team. The system addresses the challenges faced by the team in providing outsourced HR services to schools and academy groups within the council's area. EducationHR wish to purchase a replacement solution that can provide EducationHR customers with the ability to submit, manage, and review HR requests via a web portal and allow the internal EducationHR team manage those requests from inception to completion. Full details of the required service are contained within the specification, which forms Schedule 1 to the Terms and Conditions.

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: £270,000

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

Duration in months

72

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

II.2.14) Additional information

Please note that the contract is being let on a 3 years +1 +1 +1 years basis, and that the value quoted above is the anticipated full lifetime value of the contract. There is no guarantee that the agreement will be extended beyond its initial 3 year term.

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: [2023/S 000-033572](#)

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

Date

19 December 2023

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

19 December 2023

Local time

11:02am

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

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.