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Tender

## **Microsoft Dynamics 365 Finance & Operations Support**

Norse Commercial Services Ltd

F02: Contract notice

Notice identifier: 2024/S 000-034490

Procurement identifier (OCID): ocds-h6vhtk-04b0f1

Published 24 October 2024, 2:05pm

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

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

Norse Commercial Services Ltd

280 Fifers Lane

Norwich

NR6 6EQ

#### **Contact**

Simon Bullimore

#### **Email**

[simon.bullimore@norsegroup.co.uk](mailto:simon.bullimore@norsegroup.co.uk)

#### **Telephone**

+44 1603894162

#### **Country**

United Kingdom

**Region code**

UKH1 - East Anglia

**Internet address(es)**

Main address

[www.norsegroup.co.uk](http://www.norsegroup.co.uk)

**I.3) Communication**

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

<https://www.delta-esourcing.com/tenders/UK-UK-Norwich:-Software-support-services./5RFS28M3C8>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.delta-esourcing.com/tenders/UK-title/5RFS28M3C8>

Tenders or requests to participate must be submitted to the above-mentioned address

**I.4) Type of the contracting authority**

Other type

Local Authority Trading Company (LATCO)

**I.5) Main activity**

Other activity

FM services to Local Government

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**Section II: Object**

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

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

Microsoft Dynamics 365 Finance & Operations Support

Reference number

NGRP0088

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

- 72261000 - Software support services

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

Services

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

Norse Group is in the process of replacing its core financial application with Microsoft Dynamics 365 Finance & Operations (D365). To ensure robust support arrangements in place at the point of go live, Norse Group is undertaking a Restricted Tendering Process to seek a qualified external support partner to supplement its internal support teams.

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

Value excluding VAT: £875,000

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

This contract is divided into lots: No

## **II.2) Description**

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

NUTS codes

- UKH1 - East Anglia

Main site or place of performance

East Anglia

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

Norse Group is in the process of replacing its core financial application with Microsoft

Dynamics 365 Finance & Operations (D365). To ensure robust support arrangements in place at the point of go live, Norse Group seeks a qualified external support partner to supplement its internal support teams.

#### **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: £875,000

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

Duration in months

60

This contract is subject to renewal

No

#### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 5

#### **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**

To respond to this opportunity please click here: <https://www.delta-sourcing.com/respond/5RFS28M3C8>

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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**

Restricted procedure

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

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

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

Date

23 November 2024

Local time

11:00am

#### **IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates**

25 November 2024

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 3 (from the date stated for receipt of tender)

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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**

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Norwich:-Software-support-services./5RFS28M3C8>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/5RFS28M3C8>

GO Reference: GO-20241024-PRO-28270038

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

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

Norse Commercial Services Limited

280 Fifers Lane

Norwich

NR6 6EQ

Telephone

+44 1603894162

Country

United Kingdom