

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/036312-2024>

Not applicable

## **South Norfolk Council: Customer Relation Management Software Package**

South Norfolk Council

F14: Notice for changes or additional information

Notice identifier: 2024/S 000-036312

Procurement identifier (OCID): ocds-h6vhtk-0470d3

Published 8 November 2024, 3:56pm

### **Section I: Contracting authority/entity**

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

South Norfolk Council

The Horizon Centre, Broadland Business Park, Peachman Way

Norwich

NR7 OWF

#### **Contact**

James Field

#### **Email**

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

#### **Country**

United Kingdom

#### **NUTS code**

UKH17 - Breckland and South Norfolk

**Internet address(es)**

Main address

<https://www.southnorfolkandbroadland.gov.uk>

Buyer's address

<https://in-tendhost.co.uk/eastsuffolk/asp/Home>

---

## Section II: Object

### II.1) Scope of the procurement

#### II.1.1) Title

South Norfolk Council: Customer Relation Management Software Package

Reference number

2024/S 000-035490

#### II.1.2) Main CPV code

- 72212100 - Industry specific software development services

#### II.1.3) Type of contract

Services

#### II.1.4) Short description

South Norfolk Council and Broadland District Council are offering this opportunity to participate in a competitive procedure with negotiation for a cloud-based customer experience platform. Both councils' delivery plans outline a strategic objective to provide services for residents, businesses and communities that are innovative, efficient and easy to use against a backdrop of reduced funding and tougher economical times. An improved customer offer enabled by digital technology can have a direct impact on our ability to reduce operating costs to serve our customers, absorb growing demand within existing resources and enable greater efficiencies from understanding the end-to-end customer journey whilst enabling customers to interact with us in modern and efficient ways that are convenient to them. East Suffolk Council's Procurement Team is providing procurement support but the Contracting Authority is South Norfolk Council.

---

## Section VI. Complementary information

### VI.6) Original notice reference

Notice number: [2024/S 000-035490](#)

---

## **Section VII. Changes**

### **VII.1.2) Text to be corrected in the original notice**

Section number

IV.2.2

Place of text to be modified

Time limit for receipt of tenders or requests to participate

Instead of

Date

2 December 2024

Local time

12:00pm

Read

Date

9 December 2024

Local time

4:00pm

Section number

III.1.2

Place of text to be modified

Economic and financial standing

Instead of

Text

Provision of a statement of annual turnover – we reserve the right to exclude any supplier with an annual turnover of below £250k.

Read

Text

Provision of a statement of annual turnover – we reserve the right to exclude any supplier with an annual turnover of below £250k. Additional minimum requirements as in the SQ guidance document published.

Section number

III.1.3

Place of text to be modified

Technical and professional ability

Instead of

Text

Provision of three examples of relevant technical ability and experience within a public sector client or equivalent

Read

Text

Provision of three examples of relevant technical ability and experience within a public sector client or equivalent and additional professional and technical capability questions as detailed in the SQ and accompanying guidance.