

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/037660-2024>

Planning

## **Personal Assistant Register Software**

Norfolk County Council

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-037660

Procurement identifier (OCID): ocids-h6vhtk-04bd9e

Published 21 November 2024, 1:49pm

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

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

Norfolk County Council

County Hall, Martineau Lane

Norwich

NR1 2DH

#### **Email**

[sourcingteam@norfolk.gov.uk](mailto:sourcingteam@norfolk.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKH15 - Norwich and East Norfolk

#### **Internet address(es)**

Main address

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

Buyer's address

<https://in-tendhost.co.uk/norfolkcc.aspx/Home>

### **I.3) Communication**

Additional information can be obtained from 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**

Personal Assistant Register Software

Reference number

NCCT43083

#### **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 (NCC) is re-procuring its Direct Payments Support Services (DPSS) PA Register. The contract will provide NCC with a new cloud based multi user PA Register to replace our current product. This must be able to support 1400 individual employers to advertise, shortlist, and onboard personal care assistants. The system will need to be accessible to a wide-ranging audience as well as being overseen and supported by NCC staff. A full system and support contract would be required in tandem with the implementation with an expectation for it to be self-promoting, to entice personal care assistants to sign up. Bidders should note that the Council is happy to accept applications from service providers implementing a 3rd party software system. In this instance the Council will sign 2 contracts - one with the system implementer and the other with the software provider.

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

Value excluding VAT: £120,000

#### **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
- 72200000 - Software programming and consultancy services

### **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 (NCC) is re-procuring its Direct Payments Support Services (DPSS) PA Register. The contract will provide NCC with a new cloud based multi user PA Register to replace our current product. This must be able to support 1400 individual employers to advertise, shortlist, and onboard personal care assistants. The system will need to be accessible to a wide-ranging audience as well as being overseen and supported by NCC staff. A full system and support contract would be required in tandem with the implementation with an expectation for it to be self-promoting, to entice personal care assistants to sign up. Bidders should note that the Council is happy to accept applications from service providers implementing a 3rd party software system. In this instance the Council will sign 2 contracts - one with the system implementer and the other with the software provider.

### **II.3) Estimated date of publication of contract notice**

13 January 2025

---

## **Section IV. Procedure**

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

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

The procurement is covered by the Government Procurement Agreement: Yes

---

## **Section VI. Complementary information**

### **VI.3) Additional information**

Norfolk County Council is interested in discussing its proposed procurement with potential bidders and is hosting one-to-one meetings to discuss a draft outline specification and how potential suppliers' solutions could meet our requirements. Meetings will be held via Teams on 10th, 11th and 12th December. If you are interested in taking part, please email [sourcingteam@norfolk.gov.uk](mailto:sourcingteam@norfolk.gov.uk) quoting NCCT43083 in the subject line, marked for the attention of Liam Cranston, to request a meeting.