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Contract

Work Monitoring and Audit Software System - S510872

Norfolk County Council

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-039656

Procurement identifier (OCID): ocds-h6vhtk-055ea8

Published 14 July 2025, 2:25pm

Scope

Reference

PA00003116

Description

A software system, "Monday.Com Service", that is a dedicated platform specifically designed to help teams manage and deliver efficient service. It's focus will be for Payroll and Pensions, providing a work monitoring and audit system, an automated email triage system and a focus on customer service communications. It's a versatile solution that can be used by various departments once delivered, with interest already from partnering teams.

Contract 1

Supplier

- Monday.com UK 2020 Limited

Contract value

- £72,000 excluding VAT
- £76,400 including VAT

Below the relevant threshold

Date signed

30 June 2025

Contract dates

- 1 July 2025 to 30 June 2029
- 4 years

Main procurement category

Goods

CPV classifications

- 48000000 - Software package and information systems

Procedure

Procedure type

Below threshold - unknown

Supplier

[Monday.com](#) **UK 2020 Limited**

Citibank N.A London Branch, 33 Canada Square, Canary Wharf

London

E14 5LB

United Kingdom

Email: ariellefe@monday.com

Region: UKI42 - Tower Hamlets

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

Norfolk County Council

- Public Procurement Organisation Number: PDYH-3246-XWTR

County Hall, Martineau Lane

Norwich

NR1 2DH

United Kingdom

Email: sourcingteam@norfolk.gov.uk

Region: UKH15 - Norwich and East Norfolk

Organisation type: Public authority - sub-central government