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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.

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## **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

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## Procedure

### Procedure type

Below threshold - unknown

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

Region: UKH15 - Norwich and East Norfolk

Organisation type: Public authority - sub-central government