

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/060821-2025>

Contract

South Norfolk Council: Customer Relation Management Software Package

South Norfolk Council

F03: Contract award notice

Notice identifier: 2025/S 000-060821

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

Published 30 September 2025, 11:46am

Section I: Contracting authority

I.1) Name and addresses

South Norfolk Council

The Horizon Centre, Broadland Business Park, Peachman Way

Norwich

NR7 OWF

Contact

Corinne Lawrie

Email

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.aspx/Home>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

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

South Norfolk Council: Customer Relation Management Software Package

Reference number

2547-PPT-R

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.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £1,250,000

II.2) Description

II.2.2) Additional CPV code(s)

- 72212100 - Industry specific software development services

II.2.3) Place of performance

NUTS codes

- UKH17 - Breckland and South Norfolk

II.2.4) Description of the procurement

The Councils recognise that customer expectations and demands for seamless, efficient services are increasing, but due to the vast array of services offered by local authorities, this has led to disjointed, siloed customer entry points, reduced ability to extract customer insight, inefficient workflow practices, time delays and multiple hand-offs. These elements combined impact the efficiency and cost of operation, as well as the customer experience and interoperability of our technological architecture. The Councils have set themselves an ambition to improve customer experience and have set out to achieve the following as part of this programme of work: Objectives

- To create easy to access services for all
- To increase first point of contact resolution and keep the customer informed throughout
- To use data and insight to benefit the way we work and our customers
- To improve internal

workflows and case management The Councils are looking to procure a cloud based customer experience platform which would include a customer portal, forms, case management/workflow, integrations and a content management system. We recognise that our platform may / will be made up of more than one technology provided by more than one supplier. We are open to suppliers collaborating in a consortium but prefer to manage the implementation and ongoing relationship through one lead supplier. The Contracting Authority intends to conduct a Competitive procedure with negotiation in accordance with Reg. 29 of the Public Contract Regulations 2015 (as amended) for the procurement of a customer experience platform. East Suffolk Council's Procurement Team is providing procurement support but the Contracting Authority is South Norfolk Council.

II.2.5) Award criteria

Price

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

All communications and tenders must be managed through the In-tend e-sourcing Suite. Any communication outside of the In-tend system, without express permission of the Council (or the East Suffolk Procurement Team acting on its behalf), will be immediately rejected.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

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

Section V. Award of contract

Contract No

2547-PPT-R

Title

Customer Experience Platform

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

11 September 2025

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 4

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 4

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Goss Interactive Ltd

24 Darklake View

Plymouth

PL6 7TL

Country

United Kingdom

NUTS code

- UKK41 - Plymouth

National registration number

03553908

Internet address

www.gossinteractive.com

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £1,250,000

Total value of the contract/lot: £796,855

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

London

WC2A 2LL

Country

United Kingdom