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Tender

Remote Monitoring and Management Services

Norfolk County Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-066143

Procurement identifier (OCID): ocds-h6vhtk-05ce7f ([view related notices](#))

Published 17 October 2025, 9:53am

Scope

Description

The Council is seeking to purchase on behalf of ICT solutions a Remote Monitoring and Management Services for Schools, which will include real-time monitoring of a minimum of 6500 endpoints and support. If additional endpoints are added, ICT solutions will require that the RMM is extended to those additional endpoints.

Norfolk County Council runs ICT Solutions which supports schools with their ICT requirements, and assists several Schools, academies, Multi-Academy Trusts and other educational establishments with their ICT where requested. ICT Solutions is a traded service operated by Norfolk County Council working within its Digital Services department.

Please note

Norfolk County Council has joined the government's Devolution Priority Programme. This process has the potential to lead to the establishment of a county combined authority for Norfolk and Suffolk, with strategic powers, headed by an elected mayor. A consultation is under way.

Government has also invited participation by Norfolk in Local Government Review. This process has the potential to lead to unitary local government in Norfolk. One of these changes could happen without the other.

The contract may be assigned or novated to any successor authority(ies) to Norfolk County Council or to any joint body incorporating or formed by any such successor. The County Council or a successor authority or joint body may order services on behalf of other local authorities serving any area within Norfolk's current geographical boundaries.

Total value (estimated)

- £190,000 excluding VAT
- £228,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 March 2026 to 28 February 2029
- Possible extension to 28 February 2031
- 5 years

Description of possible extension:

The Contract may be extended by up to 24 months at the Council's discretion.

Main procurement category

Services

CPV classifications

- 72267000 - Software maintenance and repair services

Contract locations

- UKH15 - Norwich and East Norfolk

Submission

Enquiry deadline

12 November 2025, 10:00am

Tender submission deadline

21 November 2025, 10:00am

Submission address and any special instructions

To express an interest and participate in this procurement applicants must first be registered on the system at <https://in-tendhost.co.uk/norfolkcc>. Full instructions for registration and use of the system can be found at <https://in-tendhost.co.uk/norfolkcc/asp/BuyerProfiles>. Once registered you will be able to see the procurement project under the `tenders` section and `express an interest` to view the documentation. If you encounter any difficulties whilst using the system you can contact the In-tend support team by phoning +44 8442728810 or e-mailing support@in-tend.co.uk.

Tenders must be submitted via <https://in-tendhost.co.uk/norfolkcc>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

19 December 2025

Award criteria

Name	Description	Type
Simple description	Price weighting 50%, quality weighting 50% and awarded to the Applicant achieving the highest Total Score.	Price

Weighting description

Price weighting 50%, quality weighting 50% and awarded to the Applicant achieving the highest Total Score.

Other information**Conflicts assessment prepared/revised**

Yes

Procedure

Procedure type

Open procedure

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