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Tender

## **Telephony Services for Schools Framework**

Norfolk County Council

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

Notice identifier: 2025/S 000-078570

Procurement identifier (OCID): ocds-h6vhtk-05ec23

Published 1 December 2025, 3:20pm

### **Scope**

### **Reference**

NCCT43270

### **Description**

ICT Solutions have been supporting ICT in Norfolk schools since 1990, currently providing varying levels of support to more than 400 schools, academies and other learning services

ICT Solutions requires partners to supply and install telephone systems and telephone line services to schools, academies, charities, care providers and small businesses within Norfolk, Suffolk, Essex and Cambridgeshire.

The Council is seeking to enter into a framework agreement for the supply, installation, management, maintenance, technical architecture, system design and project management associated with the provision of these services.

Please note that both Norfolk County Council and Suffolk County Council have approved a devolution deal which is expected to lead to the establishment of a Mayoral Combined

County Authority with strategic powers, headed by an elected mayor. Subject to the government laying a Statutory Instrument and to its approval by Parliament to formally establish the new combined authority, the first Mayoral election is expected to be in May 2026. Government has also invited participation by Norfolk in Local Government Review. This process has the potential to lead to unitary local government in Norfolk. 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.

### **Commercial tool**

Establishes a framework

### **Total value (estimated)**

- £250,000 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 7 March 2026 to 6 March 2030
- 4 years

### **Main procurement category**

Services

### **CPV classifications**

- 50332000 - Telecommunications-infrastructure maintenance services

- 50334100 - Repair and maintenance services of line telephony equipment

## **Contract locations**

- UKH15 - Norwich and East Norfolk

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## **Framework**

### **Maximum number of suppliers**

7

### **Maximum percentage fee charged to suppliers**

5%

### **Further information about fees**

ICT Solutions requires a 5% rebate on all orders and suppliers should factor this in when providing quotations within this framework. Successful suppliers will be required to provide quarterly rebate reports on all framework orders to NCC providing the invoice has been paid to the supplier.

### **Framework operation description**

Each time a framework user has a requirement it will either:

Hold a competition involving all suppliers capable of performing the contract. This will involve inviting bids from Suppliers on the framework and will be scaled to the size and complexity of the requirement ("Further Competition")

or directly award a contract to one supplier from information supplied in this Invitation to Tender and from the prices submitted in the price schedule (“Direct Award”)

### **Award method when using the framework**

Either with or without competition

### **Contracting authorities that may use the framework**

All Schools, Academies, charities, care providers and SMEs within Norfolk, Suffolk, Essex and Cambridgeshire, whether they have a contract with ICT Solutions or not.

### **Contracting authority location restrictions**

- UKH14 - Suffolk
- UKH3 - Essex
- UKH12 - Cambridgeshire CC

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## **Submission**

### **Tender submission deadline**

23 January 2026, 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.aspx/Home>. 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](mailto:support@in-tend.co.uk)

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

### **Tenders may be submitted electronically**

Yes

### **Languages that may be used for submission**

English

### **Award decision date (estimated)**

27 February 2026

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### **Award criteria**

<b>Name</b>	<b>Type</b>
Scoping	Quality
Delivery	Quality
Customer service	Quality
After sales	Quality

### **Weighting description**

Applicants achieving the highest Quality Scores, up to a maximum number of 7, will be appointed to the framework

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## Other information

### Conflicts assessment prepared/revised

Yes

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## Procedure

### Procedure type

Open procedure

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## Documents

### Associated tender documents

[Telephony Services ITT \(4\).docx](#)

ITT

[Service Specificaion \(Schedule 3\).docx](#)

Service Specification

[Framework T&Cs \(1\).doc](#)

Terms and Conditions

[Asbestos Management Requirements - Minor Invasive Works \(1\).docx](#)

Asbestos management

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## **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

