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Award

Compliance Services

Norwich City Council

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-008093

Procurement identifier (OCID): ocds-h6vhtk-0567b5 ([view related notices](#))

Published 29 January 2026, 2:21pm

Scope

Reference

1321

Description

Norwich City Council ((NCC) sought to appoint a single contractor to deliver a long-term Compliance Services Contract covering (but not restricted to) statutory inspection, testing, servicing, maintenance, repairs and associated upgrades across its housing stock and communal areas. The scope of services will included, but were not limited to, emergency and communal lighting, fire alarms and detection systems, automatic opening vents, warden call systems, domestic flat entrance door inspections, lateral and rising mains, access control systems, high-rise building ventilation, lightning protection, cold water storage tanks, dry risers, legionella risk assessments, and refuse chute cleaning. NCC reserve the right to include other relevant and appropriate services to this Contract at any time during the term. The Contract will run for an initial term of five years, with the option to extend for up to two further periods of five years each, giving a maximum possible duration of fifteen years using the JCT MTC (2024) form of Contract with a schedule of amendments, and will be awarded to a single Contractor. The estimated total contract value is £35.1 million inclusive of VAT. The procurement will be conducted under the

Open Procedure in line with the Procurement Act 2023 and associated Procurement Regulations 2024, and the contract will be awarded on the basis of the Most Advantageous Tender, using a 60/40 quality to price weighting. The primary CPV code for this procurement is 50710000 (Repair and maintenance services of electrical and mechanical building installations), with additional relevant CPV codes covering specialist workstreams including legionella risk assessments, refuse chute cleaning, fire alarm systems, electrical installations and mechanical engineering works. The services are to be delivered across Norwich and the wider Norfolk area. NCC reserved the right to cancel the procurement and not to proceed with the Contract at any stage of the procurement process. NCC also reserved the right not to award the Contract. Neither NCC nor any person on whose behalf this procurement is undertaken is to be liable for any costs incurred by those expressing an interest or tendering for the Contract.

Contract 1. NCC Compliance Contract

Supplier

- Alphatrack

Contract value

- £29,250,000 excluding VAT
- £35,100,000 including VAT

Above the relevant threshold

Award decision date

23 January 2026

Date assessment summaries were sent to tenderers

23 January 2026

Standstill period

- End: 9 February 2026
- 8 working days

Earliest date the contract will be signed

28 February 2026

Contract dates (estimated)

- 1 April 2026 to 31 March 2031
- Possible extension to 31 March 2041
- 15 years

Description of possible extension:

The contract can be extended beyond the initial 5 year period, by two further 5 year periods (10 years). The total contract term if all extensions are realised is 15 years

Main procurement category

Services

Additional procurement category

Works

CPV classifications

- 50700000 - Repair and maintenance services of building installations

Contract locations

- UK - United Kingdom
- UKH15 - Norwich and East Norfolk

Information about tenders

- 7 tenders received
- 1 tender assessed in the final stage:
 - 1 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 0 suppliers unsuccessful (details included for contracts over £5 million)

Procedure

Procedure type

Open procedure

Supplier

Alphatrack

- Public Procurement Organisation Number: PLGB-1737-JLCD

Piper House, 14 West Place, West Road

Harlow

CM20 2GY

United Kingdom

Contact name: Eamon Scowen

Email: eamon.scowen@alphatracksystems.co.uk

Website: <https://alphatracksystems.co.uk/>

Region: UKH35 - West Essex

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. NCC Compliance Contract

Contracting authority

Norwich City Council

- Public Procurement Organisation Number: PWRB-7245-GVXQ

City Hall, St Peter's Street

Norwich

NR2 1NH

United Kingdom

Contact name: Oli Turnbull

Telephone: +44 01707339800

Email: oli@echelonconsultancy.co.uk

Region: UKH15 - Norwich and East Norfolk

Organisation type: Public authority - sub-central government

Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

Echelon Consultancy Ltd

Summary of their role in this procurement: Echelon Consultancy Ltd are supporting NCC with the procurement process associated with this opportunity

- Companies House: 05345282

219a Hatfield Road, St Albans

St Albans

AL1 4TB

United Kingdom

Contact name: Sharon Hunt

Telephone: 07903788645

Email: sharon@echelonconsultancy.co.uk

Region: UKH23 - Hertfordshire

Contact organisation

Contact Echelon Consultancy Ltd for any enquiries.