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Tender

Framework Agreement for the provision of services to the Norfolk and Suffolk Music Hub

Norfolk County Council

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

Notice identifier: 2026/S 000-012629

Procurement identifier (OCID): ocds-h6vhtk-05e4c9 ([view related notices](#))

Published 11 February 2026, 6:04pm

Scope

Reference

NCCT43195

Description

Norfolk County Council is seeking to appoint providers of music services to the Norfolk and Suffolk Music Hub. The Framework is split into 3 Lots.

Lot 1 - Infrastructure - split into 5 sub-lots.

Lot 1a - Venues

Award Criteria

Venue Details 40%

Quality 35%

Business Continuity 15%

Social Value 10%

Lot 1b - First Aid

Award Criteria

Medical Services Details 40%

Quality 35%

Business Continuity 15%

Social Value 10%

Lot 1c - Security

Award Criteria

Security Services Details 40%

Quality 35%

Business Continuity 15%

Social Value 10%

Lot 1d - Technical

Award Criteria

Technical Services Details 40%

Quality 35%

Business Continuity 15%

Social Value 10%

Lot 1e - Media and Marketing

Award Criteria

Medial and Marketing Service Details 40%

Quality 35%

Business Continuity 15%

Social Value 10%

Lot 2 - Professional and Delivery Services

Lot 3 - Equipment and Resources, Instrument Purchase, Repair and Servicing - split into 3 sub-lots

Lot 3a -Instrument Purchase

Award Criteria

Service Details 30%

Quality 25%

Guarantees and Warranties 20%

Suitability 15%

Social Value 10%

Lot3b - Instrument Repair

Award Criteria

Instrument Repair Service Details 45%

Quality 45%

Social Value 10%

Lot 3c- Digital, Web based and Other Equipment

Digital, Web-based and other equipment Details 50%

Quality 40%

Social Value 10%

Bidders may bid for any or all lots.

Commercial tool

Establishes an open framework

A series of frameworks with substantially the same terms. Awarded suppliers are carried over and new suppliers can bid.

Total value (estimated)

- £4,694,400 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 September 2026 to 31 August 2030
- Possible extension to 31 August 2032
- 6 years

Description of possible extension:

This is an Open Framework Agreement under section 49 of the Procurement Act 2023.

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. 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.

Main procurement category

Services

Additional procurement category

Goods

Contract locations

- UKH1 - East Anglia

Not the same for all lots

CPV classifications are shown in Lot sections, because they are not the same for all lots.

Lot 1. Infrastructure

Description

This Lot is split into 5 Sub-lots

1a Venues

1b First Aid

1c Security

1d Technical

1e Media and Marketing

Lot value (estimated)

- £900,000 excluding VAT
- £1,080,000 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 79710000 - Security services
- 79952000 - Event services

Same for all lots

Contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 2. Professional and Delivery Services

Description

Norfolk and Suffolk Music Hub requires providers to support and partner with it to work

directly with children and young people. This includes a range of creative organisations and music professionals who can offer a broad spectrum of musical opportunities.

Lot value (estimated)

- £3,000,000 excluding VAT
- £3,600,000 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 80500000 - Training services

Same for all lots

Contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 3. Equipment and Resources Instrument purchase, repair and servicing

Description

The Norfolk and Suffolk Music Hub is seeking a range of suppliers to supply and maintain/repair instruments.

Lot 3 is split into to 3 sub lots

Lot 3a Instrument Purchase

Award Criterial

Service Details 30%

Quality 25%

Guarantees and Warranties 20%

Suitability 15%

Social Value 10%

Lot 3b Instrument Repair

Award Criteria

Instrument Repair Service Details 45%

Quality 45%

Social Value 10%

Lot 3c Digital, Web-based and other equipment

Digital, Web-based and other equipment Details 50%

Quality 40%

Social Value 10%

Lot value (estimated)

- £12,000 excluding VAT
- £14,400 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 37300000 - Musical instruments and parts

Same for all lots

Contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Framework

Open framework scheme end date (estimated)

31 August 2032

Maximum number of suppliers

Unlimited

Maximum percentage fee charged to suppliers

0%

Framework operation description

This is an Open Framework Agreement and as such it is subject to section 49 of the Procurement Act 2023 with regards to reopening of the Framework, evaluation of bids, and the term of the scheme of Frameworks.

Each time a framework user has a requirement it will either hold a further competition or directly award a contract to one supplier from information supplied in this Invitation to Tender using the following criteria.

Ability and experience to meet the specific requirements and outcomes

Ability to meet the required timescales

Children, young people and family choice

Price (the guide price as stated in Form G)

Location

Award method when using the framework

Either with or without competition

Contracting authorities that may use the framework

Establishing party only

Participation

Particular suitability

Lot 1. Infrastructure

Lot 2. Professional and Delivery Services

Lot 3. Equipment and Resources Instrument purchase, repair and servicing

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

27 February 2026, 2:00pm

Tender submission deadline

13 March 2026, 2:00pm

Submission address and any special instructions

This procurement will be managed electronically via the Councils e-procurement system. To 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 and access any clarifications. 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 may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

21 April 2026

Award criteria

Lot 1. Infrastructure

Name	Description	Type	Weighting
See Scope For first award criteria	Award Criteria 1a Venue Details 40% 1b Medical Services Details 40% 1c Security Service Details 40% 1d Technical Service Details 40% 1e Media and Marketing Services Details 40%	Quality	40%
Quality	Award Criteria 1a Venue Details 40% 1b Medical Services Details 40% 1c Security Service Details 40% 1d Technical Service Details 40% 1e Media and Marketing Services Details 40%	Quality	35%
Business Continuity	Award Criteria 1a Venue Details 40% 1b Medical Services Details 40% 1c Security Service Details 40% 1d Technical Service Details 40% 1e Media and Marketing Services Details 40%	Quality	15%

Name	Description	Type	Weighting
Social Value	Award Criteria 1a Venue Details 40% 1b Medical Services Details 40% 1c Security Service Details 40% 1d Technical Service Details 40% 1e Media and Marketing Services Details 40%	Quality	10%

Lot 2. Professional and Delivery Services

Name	Type	Weighting
Professional and Delivery Service Details	Quality	30%
Quality	Quality	25%
Planning and Leading Activities	Quality	20%
Business Continuity	Quality	15%
Social Value	Quality	10%

Lot 3. Equipment and Resources Instrument purchase, repair and servicing

Name	Description	Type	Weighting
Quality	Lot 3 is split into to 3 sub lots Lot 3a Instrument Purchase Award Criterial Service Details 30% Quality 25% Guarantees and Warranties 20% Suitability 15% Social Value 10% Lot 3b Instrument Repair Award Criteria Instrument Repair Service Details 45% Quality 45% Social Value 10% Lot 3c Digital, Web-based and other equipment Digital, Web-based and other equipment Details 50% Quality 40% Social Value 10%	Quality	100%

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Documents

Associated tender documents

[Framework Terms \(1\).docx](#)

[Invitation to Tender \(1\).docx](#)

[NCCT43195 Music hub Schedule 2 - Service Specification \(3\).docx](#)

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