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Planning

Norwich Bus Station and Park and Ride Sites

Norfolk County Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-015616

Procurement identifier (OCID): ocids-h6vhtk-050431 ([view related notices](#))

Published 16 April 2025, 3:03pm

Scope

Reference

NCCT43085

Description

The proposed contracts are for the provision of Norwich Bus Station Operational Management and Site and Premises Maintenance and the maintenance of Norwich's 6 Park and Ride Sites.

Provision of the bus service will not form part of these contracts.

The County Council owns Norwich Bus Station and will lease it to the Operator for the term of the Contract. The Park and Ride sites will remain under the ownership of the County Council and will not be leased to the successful Bidder.

At Norwich Bus Station the Operator will be responsible for all aspects of running the site, including but not limited to:

- Payment of the business rates to Norwich City Council
- Obtaining and paying for utilities for the site
- Drainage, water and sewerage costs
- Obtaining insurance for the building, contents and public liability
- Ensuring security of the site and building
- Maintenance of the site and building
- Managing members of the public and ensuring safety
- Managing vehicles movements and operators who use the site
- Providing a customer service information desk and assisting passengers

The key responsibilities of the supplier at the Park and Ride sites will be:

- Ensuring the site is clean and tidy, including litter picking, emptying bins and keeping vegetation clear
- Cleaning external assets like shelters, information boards
- Cleaning internal areas such as customer welfare facilities
- Making repairs to minor assets like fencing, toilets
- Inspecting the site and reporting major defects to the Council.
- Undertaking routine compliance tests as agreed by site

Total value (estimated)

- £4,950,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 28 September 2025 to 30 March 2030
- Possible extension to 30 March 2033
- 7 years, 6 months, 3 days

Main procurement category

Services

CPV classifications

- 79993000 - Building and facilities management services

Contract locations

- UKH15 - Norwich and East Norfolk

Engagement

Engagement deadline

13 March 2025

The engagement was carried out before this notice was published.

Engagement process description

Market engagement was undertaken under the Public Contracts Regulations 2015. A

Prior Information Notice was issued on 21 February 2025 Reference 2025/S 000-006653. Interested suppliers were instructed to register on Intend, the Council's e-procurement system. Suppliers had until noon on 3 March 2025 to express an interest.

All suppliers that expressed an interest were invited to attend one-to-one sessions and were each allocated a 45 minute slot over Teams on the 12 or 13 March 2025.

A preliminary market consultation document was available on Intend for suppliers that expressed an interest in participating. The document set out the topics and specific questions to be covered in the 45 minute consultation sessions. The same questions were posed to all participants and were as follows:

Contract structure and scope

- a. Currently the requirement for both Park and Ride site maintenance and Norwich Bus Station operation management as well as facilities management & maintenance, are all part of one contract. Is this structure attractive to the market?
- b. Would any amendments to the scope of the requirement make the contract more attractive/ deliverable?
- c. Are there any opportunities for making the contract more efficient whilst still meeting the objectives?

Tender Process

d. The Council is proposing to undertake a competitive flexible procedure under the Procurement Act 2023. It is anticipated that there will be a selection process, the Council will invite the top scoring suppliers (number to be defined) that have demonstrated that they meet the conditions of participation, to submit initial tenders.

The Council would have the right to accept initial tenders in accordance with the contents of the Invitation to Submit Initial Tenders. Otherwise, the Council intends to invite the Bidders to discuss their bids and to invite revised draft final tenders from these Bidders. This will be undertaken via Teams.

Please provide your feedback on the proposed procurement route.

Contract Term

e. The Council is proposing a Contract commencement of 28th September 2025 with an initial term of four and a half years which would come to an end on 30th March 2030. There would be an option to extend for a further 3 years. Please provide feedback on the proposed contract term.

Terms and Conditions of Contract

f. The Council is proposing the utilisation of NEC FM Short Contract. Is this form of contract acceptable to you? If not, please state why.

g. Are there any other forms of Contract that you would propose to be appointed under?

Lease

h. The draft lease is included with this preliminary market consultation. Please provide any feedback you may have.

Transition

i. Should you be successful in obtaining the Contract, please confirm that a transition time of 2 months is acceptable.

Commercial

j. The Council is proposing a semi comprehensive fixed price for the Contract. Known elements will be priced. The Contractor will be responsible for repairs up to a set value. Any repairs over this will be priced using a pre agreed schedule of rates.

Any other Comments

k. Suppliers will be invited to submit any other comments they may have on the proposed contract.

Contracting authority

Norfolk County Council

- Public Procurement Organisation Number: PDYH-3246-XWTR

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Region: UKH15 - Norwich and East Norfolk

Organisation type: Public authority - sub-central government