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Tender

Water Damage Restoration Services 2025

Norfolk County Council

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

Notice identifier: 2025/S 000-030546

Procurement identifier (OCID): ocds-h6vhtk-04fe32 ([view related notices](#))

Published 6 June 2025, 12:07pm

Scope

Reference

NCCT43105

Description

The Council is seeking to appoint a number of contractors to a framework agreement for the provision of water damage restoration services. The Council currently insures approximately 1600 premises with the service being required to restore premises back to a useable status following claims ranging from a small amount of damage such as some rainwater ingress under a door or an overflowing washing machine to much larger claims where several locations in one building have water damage, such as rainstorm damage to a roof or a mains failure.

The Council has not carried out any market engagement due to the straight forward nature of requirement.

Please note that the values given in this notice are an estimate only. There is no guarantee of work under this framework. As a guide only, there were over 40 claims arising in the three years to 31st March 2025.

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 framework 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 framework may be used by any current or future local authority serving all or part of the area currently served by Norfolk County Council and Suffolk County Council.

Commercial tool

Establishes a framework

Total value (estimated)

- £500,000 excluding VAT
- £600,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 September 2025 to 31 August 2029
- 4 years

Main procurement category

Services

CPV classifications

- 90000000 - Sewage, refuse, cleaning and environmental services

Contract locations

- UKH15 - Norwich and East Norfolk
- UKH16 - North and West Norfolk
- UKH17 - Breckland and South Norfolk

Framework

Maximum number of suppliers

4

Maximum percentage fee charged to suppliers

0%

Framework operation description

Each time a framework user has a requirement it will directly award a contract to one supplier from information supplied in the Invitation to Tender and from the prices submitted in the price schedule.

Award method when using the framework

Without competition

Contracting authorities that may use the framework

Establishing party only

Participation

Legal and financial capacity conditions of participation

As described in the tender documents.

Technical ability conditions of participation

As described in the tender documents.

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

23 June 2025, 12:00pm

Tender submission deadline

8 July 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.aspx/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)

18 July 2025

Award criteria

Name	Type	Weighting
Quality	Quality	60%
Price	Price	40%

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)

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