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Tender

Provision of Air conditioning Servicing and Maintenance

Norfolk County Council

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

Notice identifier: 2025/S 000-045576

Procurement identifier (OCID): ocds-h6vhtk-054e24 ([view related notices](#))

Published 4 August 2025, 11:39am

Scope

Reference

NCCT43217

Description

NCC are seeking a provider who can carry out the planned preventative maintenance (PPM), inspection, and servicing of all air conditioning systems, including split systems, multi-split, VRF/VRV systems, and packaged or ducted AC units installed across the Council's property portfolio.

Please note that the values in this notice are an indication for the full 5 year term of the contract including extension Options.

Please note that 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

Government has also invited participation by Norfolk in Local Government Review. This process has the potential to lead to unitary local government in Norfolk, being either one unitary or more than one.

One of these changes could happen without the other.

Total value (estimated)

- £653,251 excluding VAT
- £783,901 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 December 2025 to 4 December 2028
- Possible extension to 4 December 2030
- 5 years, 4 days

Description of possible extension:

2 x12 month options to extend have been included at the discretion of Norfolk County Council.

Main procurement category

Services

CPV classifications

- 50000000 - Repair and maintenance services

- 50800000 - Miscellaneous repair and maintenance services
- 90731100 - Air quality management

Contract locations

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

Submission

Submission type

Tenders

Tender submission deadline

4 September 2025, 12:00pm

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/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

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)

8 October 2025

Recurring procurement

Publication date of next tender notice (estimated): 4 December 2029

Award criteria

Name	Description	Type
Simple description	NCCT43217 Provision of Air conditioning Servicing and Maintenance We reserve the right during subsequent stages of the Competitive Flexible procedure to refine the award and or assessment criteria and may alter the relative importance of the award and or assessment criteria. Any amendments will therefore be	Price

Name	Description	Type
	communicated in full at the appropriate time. The structure of this Competitive Flexible Process is detailed below. Bidders will be invited to complete all schedules of the ITT Documentation pack and submit their initial bids including their Quality & Price submissions. Once bidders return their initial bid submissions via INTEND the first level of assessment will be a compliance check against the ITT instructions contained in this whole document. Pricing Clarifications and bidding assumptions will be assessed and dialogue maybe required during the pricing assessment stage. . NCC does however reserve the right not to dialogue at the pricing assessment stage and proceed to award . All parties that Pass the Quality Threshold score will progress to having their Price scoring added to the Quality to determine a rank order of eligible bidders. The highest scoring bidder will be awarded the contract subject to effective conclusion of standstill at NCC discretion. Annex 4 Form F Quality Evaluation is weighted 50% Each Quality Question has been broken down comprising a total weighting available of the 50% amongst each of the questions. The formula for calculation will be Weighting for each question divided by Maximum Mark available x Score received. Annex 3 Form G Pricing	

Name	Description	Type
	Evaluation is weighted 50% Pricing Clarifications and bidding assumptions will be assessed and dialogue maybe required during the pricing assessment stage. One total price will be summed as representative for the three years of the committed contract. For Price we will then use the formula $\text{Lowest Price} \div \text{Bid Price} \times 50$ to calculate the Price Final Score. Where bidders pricing is incomplete and this is not able to resolved / corrected within a calendar week of notifying them then they will score a zero for their pricing submission and their tender submission will be disregarded and not eligible for award. The Quality and Price will then be added together to give a score out of 100% and bidders ranked accordingly. NCC reserve the right to undertake dialogue as part of pricing assessments if it elects to do so. Bidders will be notified during the process if this will take place. Full tender instructions can be found in the ITT Document.	

Weighting description

NCCT43217 Provision of Air conditioning Servicing and Maintenance

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Other information

Description of risks to contract performance

The right to additional purchases during the contract life above that of the value stated as an approximate forecasted value.

10 Known Risks – In accordance with the Procurement Act Norfolk County Council has published within the Tender Notice and ITT Documentation the presence of a Known Risk. This known risk relates to the non availability of all asset information associated with the portfolio which may impact and require revisions and updated information to be gathered during the contract life. This may also result in modifications to the contract and or pricing schedules that may be required when the asset information becomes known.

11 Known Risk - NCC from time to time acquire and or dispose of properties which are no longer needed by services. New acquisitions will be added to contracts via a formal change control and will be subject to rates as part of this tender, while any properties which are removed will also be subject to formal change control. This may result in modifications to the contract and or pricing schedules but with no financial penalties accepted by Norfolk County Council.

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

NCCT43217 Provision of Air conditioning Servicing and Maintenance

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Documents

Associated tender documents

[INDEX NCCT43217.docx](#)

[NCCT43217 Annex 1 UPLOAD.docx](#)

[NCCT43217 Annex 2.2.1 UPLOAD.pdf](#)

[NCCT43217 Annex 2.1 UPLOAD.docx](#)

[NCCT43217 Annex 2.2.2 UPLOAD.pdf](#)

[NCCT43217 Annex 2.2.3 V1 UPLOAD.pdf](#)

[NCCT43217 Annex 2.3 UPLOAD.xlsx](#)

[NCCT43217 Annex 2.4 UPLOAD.xlsx](#)

[NCCT43217 Annex 2.5 UPLOAD.xlsx](#)

[NCCT43217 Annex 3.1 Form G UPLOAD.xlsx](#)

[NCCT43217 Annex 4 Form UPLOAD.docx](#)

[NCCT43217 Annex 5.docx](#)

[NCCT43217 Schedule 1 ITT TENDER UPLOAD.docx](#)

[Market Engagement Presentation UPLOAD.pptx](#)

Documents to be provided after the tender notice

Depending on any updates during the procurement process eg) to evaluation criteria these will be shared to all bidders registered on the INTEND portal for the project via the messaging/clarification option.

Contracting authority

Norfolk County Council

- Public Procurement Organisation Number: PDYH-3246-XWTR

County Hall, Martineau Lane

Norwich

NR1 2DH

United Kingdom

Contact name: Sarah Hardy / MH

Email: sourcingteam@norfolk.gov.uk

Website: [http://www.in-tendhost.co.uk/norfolkcc.aspx/Tenders/Current.](http://www.in-tendhost.co.uk/norfolkcc.aspx/Tenders/Current)

Region: UKH15 - Norwich and East Norfolk

Organisation type: Public authority - sub-central government