

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/062834-2025>

Contract

NPP Parking Platform

Peterborough City Council

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-062834

Procurement identifier (OCID): ocids-h6vhtk-05a059 ([view related notices](#))

Published 7 October 2025, 12:06pm

Scope

Reference

DN678995

Description

Contract 1. Parking Operator Connection Agreement

Contract 1. NPP Parking Consortium

Supplier

- NPP Consortium Limited

Contract value

- £200,000 excluding VAT
- £240,000 including VAT

Above the relevant threshold

Date signed

7 October 2025

Contract dates

- 7 October 2025 to 23 September 2027
- Possible extension to 22 September 2035
- 9 years, 11 months, 16 days

Description of possible extension:

Initial Term 2 years with an option to extend up to a further 8 years in increments of 12 months thereafter. (total of 10 years)

Main procurement category

Services

CPV classifications

- 98351000 - Car park management services

Contract locations

- UKH11 - Peterborough

Key performance indicators

Name	Description	Reporting frequency
Uptime	The NPP Services shall be provided on a 24/7 basis every day of the year. The NPP shall maintain a service availability target of 99.8%, measured on a quarterly basis, excluding scheduled maintenance during Maintenance Hours. Any service interruption exceeding 4.38 hours per quarter shall constitute a service level breach, subject to the remedies specified in the Connection Contract.	3 months
NPP Services Response Times	Normal response times shall be less than 10 seconds on each of the NPP end points. This level of response shall be provided 99.8% of the time the Services are available, calculated on a quarterly basis.	3 months

Name	Description	Reporting frequency
Customer Service Response	<p>The NPP Support Desk shall provide a Support Response to Support Requests submitted via the webpage as follows:</p> <ul style="list-style-type: none"> • Emergency Support Requests (logged at any time) - 1 working hour from the time logged (based on the Emergency Out of Hours Service hours of operation) • Other Support Requests (other than Change Requests)- [2] working days from the time logged (based on the Normal Support Hours of operation), with an automated acknowledgment sent within 1 hour of receipt. Support Requests received outside of Normal Support Hours shall be deemed received at the start of the next Business Day. • Configuration Requests (changes to configuration, e.g. adding a Location, notification of tariff changes) will also receive an automated acknowledgment sent within 1 hour of receipt. Configuration Requests shall require three weeks notice (to ensure that all Service Providers have time to test and implement the change), More urgent configuration changes may be requested but no guarantee will be given that such changes will be made more quickly. 	3 months
Maintenance	<p>Routine maintenance Any downtime due to routine maintenance shall be minimised as far as possible. Any downtime that is required shall be:</p> <ul style="list-style-type: none"> • Notified to all Clients 	3 months

Name	Description	Reporting frequency
	<p>and Connected Suppliers as far in advance as possible (at least 1 week); • Restricted to a period between 22:00 and 06:00 (Maintenance Hours) where possible; and • Not counted against the system uptime if completed within the Maintenance Hours.</p> <p>Emergency maintenance Emergency maintenance shall be restricted to resolving any issue that, in the opinion of the NPP, is either restricting the service being provided (e.g. significantly degrading response times) or creating an unacceptable risk of full or partial loss of service.</p> <p>Emergency maintenance shall be: • Notified to all Clients and Connected Suppliers as far in advance as possible (at least 1 hour). • Restricted to a period between 18:00 and 06:00 where possible, however a high priority situation may result in emergency maintenance being carried out at any time. Docusign Envelope ID: B5C2D440-70FA-4ED6-AED7-B94C958E640E NPP Service Specification NPP Service Specification Version 1.2 Page 14 of 38 • Counted against uptime if the Emergency Maintenance event occurs outside of the Maintenance Hours and causes a service disruption. Notification The Emergency Notifications system shall be used to notify the start and end of all maintenance events.</p>	

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

Single supplier - technical reasons

The Council can direct award a contract to NPP, without undertaking a competitive tender pursuant to Section 41 of the Act and Paragraph 6 of Schedule 5 of the Act.

Schedule 5 gives justifications of a direct award and under Paragraph 6 a direct award is justified if:

(a) due to an absence of competition for technical reasons, only a particular supplier can supply the goods, services or works required, and

(b) there are no reasonable alternatives to those goods, services or works.

These conditions are satisfied because:

(a) The NPP is the only supplier which is currently able to supply the critical service of aggregating service providers to enable users of a parking operator's facilities to pay for parking with a wide range of parking apps. NPP is to be the recipient of a grant by the Department for Transport ("DfT") of the intellectual property and other assets necessary to operate the NPP (which DfT had commissioned and developed). No other supplier will benefit from that grant and no other supplier has undertaken the work necessary to develop a similar platform independently of DfT. Nor does any other supplier have the cooperation of the main parking service providers, who are integral to the membership and management of the platform owned by NPP. Such cooperation is essential to develop a competitor platform in the future.

(b) The only alternative to contracting with the NPP would be to contract with a single service provider, which is what the Council has done in the past. However, the Council is of the view that it is preferable for car park users (ie consumers) to use a variety of parking service providers in order to pay for parking, and therefore, a single service provider is not a reasonable alternative to the multi service provider offered by the NPP platform.

Supplier

NPP Consortium Limited

- Companies House: 16282865

8 -14 The Broadway

Haywards Heath

RH16 3AP

United Kingdom

Email: admin@NPPConsortium.com

Region: UKJ28 - West Sussex (North East)

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. NPP Parking Consortium

Contracting authority

Peterborough City Council

- Public Procurement Organisation Number: PLXM-3229-WVQH

Sand Martin House Peterborough, Bittern Way

Peterborough

PE2 8TY

United Kingdom

Email: procurementcontracts@peterborough.gov.uk

Region: UKH11 - Peterborough

Organisation type: Public authority - sub-central government