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Award

Catering Equipment Servicing and Maintenance

Buckingham Palace

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-000858

Procurement identifier (OCID): ocds-h6vhtk-054dd3 ([view related notices](#))

Published 6 January 2026, 7:05pm

Scope

Reference

PPTO_0007

Description

The Royal Household is seeking a supplier to service and maintain all catering equipment across the London and Windsor estates: Buckingham Palace, St James's Palace, Clarence House, Kensington Palace and Windsor Castle.

The scope of this contract includes:

- a. Planned testing and maintenance of catering equipment across all sites detailed above.
- b. Reactive maintenance of catering equipment across all sites detailed above.
- c. Standby support at all major planned events on site, and ability to attend a call-out from the Royal Household Property Section (RHPS) to an in-scope site within 2 hours and make safe within 4 hours – 24 hours a day, all year round.

- d. Providing quotes on request for replacement catering equipment, including electric equivalent appliances where the current appliance is gas fired.
- e. Performance of all maintenance services in accordance with regulatory requirements and recommendations (e.g. O&M manuals and manufacturer's recommendations).
- f. Undertaking full functional and safety checks on all in-scope plant, assets, equipment and associated parts and replacement consumables to ensure full compliance with European and British Standards, Building and Fire Safety Regulations, and other statutory and legislative minimum standards (including F-Gas REFCOM, or an equivalent, and Gas Safe).
- g. Updating and maintaining asset schedules for plant and equipment covered by this contract through the RHPS' CAFM system (INVIDA).

This tender notice is for the award of a public contract through a competitive flexible procedure in accordance with section 20(1) and (2)(b) of the Procurement Act 2023. The procedure in this instance will consist of completion of a Procurement-Specific Questionnaire (PSQ) (stage 1) and an Invitation to Tender (stage 2).

Tenderers will need to email the Royal Household Procurement team (procurement@royal.uk) to request access to the PSQ. Tenderers will need to sign up to the Royal Household's e-Sourcing platform, Delta, in order to access and return the PSQ in stage 1 and the ITT in stage 2, as well as submit clarification questions. Sign up link: <https://www.delta-esourcing.com/delta/signup.html?userType=supplier>.

Note that only up to the five highest-scoring responses in stage 1 will be invited to participate in stage 2.

This tender will not be split into lots.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=1004505478>

Contract 1. Catering Equipment Servicing and Maintenance

Supplier

- McFarlane Telfer Ltd

Contract value

- £795,000 including VAT

Above the relevant threshold

Award decision date

6 January 2026

Date assessment summaries were sent to tenderers

6 January 2026

Standstill period

- End: 15 January 2026
- 8 working days

Earliest date the contract will be signed

18 January 2026

Contract dates (estimated)

- 19 January 2026 to 17 January 2029
- Possible extension to 17 January 2031
- 4 years, 11 months, 30 days

Description of possible extension:

The contract will run on a 3-year initial term, with a possible 2-year extension in one-year increments (subject to agreement).

Main procurement category

Services

CPV classifications

- 50800000 - Miscellaneous repair and maintenance services

Information about tenders

- 4 tenders received
- 2 tenders assessed in the final stage:
 - 2 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 1 supplier unsuccessful (details included for contracts over £5 million)

Submission

Submission type

Tenders

Procedure

Procedure type

Competitive flexible procedure

Supplier

McFarlane Telfer Ltd

- Companies House: 03646063

Unit B5 Westacott Business Centre, Westacott Way, Littlewick Green

Maidenhead

SL6 3RT

United Kingdom

Contact name: George Roberts-Smith

Email: george@mcft.com

Region: UKJ11 - Berkshire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Catering Equipment Servicing and Maintenance

Contracting authority

Buckingham Palace

- Public Procurement Organisation Number: PGLT-2499-PJTM

Buckingham Palace

London

SW1A 1AA

United Kingdom

Contact name: Nik Vidler

Email: procurement@royal.uk

Region: UKI32 - Westminster

Organisation type: Public authority - sub-central government

