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Planning

Preliminary Market Engagement for V&A Estate 2026 - Hard and Soft FM Services

Victoria and Albert Museum

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

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Scope

Description

The V&A is a family of museums dedicated to the power of creativity. Our mission is to champion design and creativity in all its forms, advance cultural knowledge, and inspire makers, creators and innovators everywhere.

We are looking to go out to market for Hard FM and Soft FM services in summer 2025 for our London sites - V&A South Kensington, Young V&A, V&A Storehouse and V&A East Museum. We want to hear your views before we go out to market so we are issuing a survey as part of our preliminary market engagement.

The purpose of this survey is to support our understanding of market appetite and capability for these services, and to identify any suppliers that are willing to have a further direct conversation. We intend to select from a pseudonymised data set a number of consenting respondents across a range of sizes and capabilities to invite to a pre-market engagement conversation.

Responses submitted in this survey will not in any way impact any future submission for these - or any other - tenders with the V&A.

Any data received as part of our preliminary market engagement activities will be retained and deleted in line with Regulation 98 (4) of the Procurement Act 2023 (three years after a contract is entered into). We will share responses to this survey with Mortice Consulting Ltd who are supporting us with our procurement processes for FM services. We have carried out a conflicts interest assessment for all individuals that will have sight of the responses received. To fulfil our duty under the Regulation 16(4) of the Procurement Act 2023 we will include in our tender pack an aggregated summary of all responses received once we go out to market for these services but such summary will not contain any personally identifiable information.

If you have any questions about this survey, please email us at procurement@vam.ac.uk

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=939041143>

Total value (estimated)

- £24,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 June 2026 to 1 June 2031
- Possible extension to 1 April 2033
- 6 years, 10 months, 1 day

Main procurement category

Services

Additional procurement category

Works

CPV classifications

- 45451000 - Decoration work
- 50500000 - Repair and maintenance services for pumps, valves, taps and metal containers and machinery
- 50710000 - Repair and maintenance services of electrical and mechanical building installations
- 77314000 - Grounds maintenance services
- 79993100 - Facilities management services
- 90911000 - Accommodation, building and window cleaning services
- 90911300 - Window-cleaning services
- 90922000 - Pest-control services
- 98341120 - Portering services
- 98395000 - Locksmith services

Contract locations

- UKI - London

Engagement

Engagement deadline

25 April 2025

Engagement process description

Please use the below link to respond to the survey:

<https://forms.office.com/Pages/ResponsePage.aspx?id=pqhybT5xEK4FwRbTfKt1Jd9thg03hpDsfzqaT5n1MpUOUNZTjNKUDQyODExTEZZREU0WVRYUUs3MSQIQCN0PWcu>

Contracting authority

Victoria and Albert Museum

- Public Procurement Organisation Number: PQLN-4536-WVGN

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Telephone: +44 2079422229

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Region: UKI33 - Kensington & Chelsea and Hammersmith & Fulham

Organisation type: Public authority - sub-central government