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Tender

Facilities Management Services

THAMES WATER UTILITIES LIMITED

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

Notice identifier: 2026/S 000-016112

Procurement identifier (OCID): ocds-h6vhtk-065a39

Published 23 February 2026, 2:16pm

Scope

Reference

FA1730

Description

We are looking for one or more partners to deliver the following services:

Lot 1 - Facilities Management - including cleaning, helpdesk, building maintenance and minor works

Lot 2 - Security Guards - static guarding to mainly 29 operational and corporate sites plus adhoc security guarding as required

Lot 3 - Catering across 3 corporate sites

Lot 4 - Vending services - supply, stocking and maintenance of hot drink and can/snack machines across 18 operational and corporate sites.

Each lot to be awarded to one supplier but suppliers can be successful for more than one

lot. Facilities Management services vary significantly by site but touch all of our 3,935 sites to some extent as it includes a lot of our compliance responsibilities as well as reactive call-out services.

All 4 lots will be awarded for an initial 5 year term as we want suppliers to work with us for the long term to deliver sustainable improvements to our estate and help us make a difference.

Thames Water reserves the right to refine the award criteria. Please note that that deadline for asking for access to the PSQ & submitting of the PSQ is Monday 23 March 2026, at 10:00 am .

Commercial tool

Establishes a framework

Total value (estimated)

- £160,000,000 excluding VAT
- £192,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2027 to 31 March 2032
- Possible extension to 31 March 2035
- 8 years

Description of possible extension:

Thames Water envisages that the contract will be awarded for an initial term of 3 years with options to extend by 1 year or longer, up to a maximum overall term of 8 years.

Options

The right to additional purchases while the contract is valid.

The full scope of the services to be provided and any options that may be considered throughout the term of the agreement, is set out in the Specification issued within the Invitation to Negotiate (ITN) document.

Main procurement category

Services

Contract locations

- UKI - London
- UKJ - South East (England)

Not the same for all lots

CPV classifications are shown in Lot sections, because they are not the same for all lots.

Lot 1. Facilities Management

Description

This facilities management lot encompasses both soft and hard services at nearly 4,000

sites across the Thames Water region to various extents. For example 102 sites require cleaning, 144 require HVAC maintenance, 812 sites require asbestos surveys, 854 sites require legionella testing, 94 sites require fire system maintenance and all sites may require reactive call-outs.

In addition to site-based activities, we also have 113 water fountains and 19 public spaces we need you to clean and maintain across London City.

We require one supplier to directly deliver or manage subcontractors to deliver the entire range of services and to staff a helpdesk to manage incoming calls/requests and site access management. We are looking for a proactive supplier who can work with us to generate and implement ideas on how to ensure compliance and improve standards on our sites.

Note that minor reactive work is included in the scope of this lot up to a maximum of £15,000 per project which will be directly awarded.

Lot value (estimated)

- £117,000,000 excluding VAT
- £120,000,000 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 79993000 - Building and facilities management services
- 90919100 - Cleaning services of office equipment

Same for all lots

Contract locations, contract dates and options are shown in the Scope section, because they are the same for all lots.

Lot 2. Security guard services

Description

We are looking for one security partner to work with us to provide security guards across a range of permanent Thames Water locations as well as surge guarding and adhoc support in times of security events both on and off Thames Water sites. We currently have static guards on 29 sites including operational and corporate office sites who mainly manage access control for our staff, our visitors and our contractors during site opening hours.

In addition we have events on sites such as broken access control and in public places such as guarding bottled water stations which require temporary guarding, sometimes taking over from our emergency mobile patrols.

Please note that NSI Silver is a mandatory requirement.

Lot value (estimated)

- £38,000,000 excluding VAT
- £39,000,000 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 79710000 - Security services

Same for all lots

Contract locations, contract dates and options are shown in the Scope section, because they are the same for all lots.

Lot 3. Catering services

Description

We are looking for a catering provider to work with us to offer a subsidised coffee, snack and hot meal provision in our three main office buildings: two in Reading and one in Swindon town centre. We require the provider to provide breakfast, lunch and snacks to our office-based staff as well as hospitality services if required on site. The catering provider will be responsible for waste segregation, providing consumables and maintaining Thames Water-owned catering equipment.

Lot value (estimated)

- £3,000,000 excluding VAT
- £3,100,000 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 55520000 - Catering services

Same for all lots

Contract locations, contract dates and options are shown in the Scope section, because they are the same for all lots.

Lot 4. Vending services

Description

We are looking for one vending supplier to provide us with a fully managed service for hot

drink and snack/can vending to include machine provision, replenishment, cleaning and maintenance across 18 corporate and operational sites for at least five years.

Lot value (estimated)

- £1,190,000 excluding VAT
- £1,200,000 including VAT

Framework lot values may be shared with other lots

CPV classifications

- 42933000 - Vending machines
- 42968100 - Drinks dispensers

Same for all lots

Contract locations, contract dates and options are shown in the Scope section, because they are the same for all lots.

Framework

Maximum number of suppliers

4

Maximum percentage fee charged to suppliers

0%

Framework operation description

We are looking to award one supplier per lot. Each supplier shall be awarded all contracts under that lot. Prices shall be calculated using the pricing schedule within the agreement.

Award method when using the framework

Without competition

Contracting authorities that may use the framework

Establishing party only

Participation

Particular suitability

Lot 1. Facilities Management

Lot 2. Security guard services

Lot 3. Catering services

Lot 4. Vending services

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

16 March 2026, 5:00pm

Submission type

Requests to participate

Deadline for requests to participate

23 March 2026, 10:00am

Submission address and any special instructions

Please complete this form:

<https://forms.office.com/e/kxQC19vt7x>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

11 December 2026

Recurring procurement

Publication date of next tender notice (estimated): 11 January 2034

Award criteria

Name	Type	Weighting
Technical	Quality	55%
Commercial	Price	40%
Contractual terms	Quality	5%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Special regime

Utilities

Competitive flexible procedure description

PSQ - ITN - Negotiation - Award

Contracting authority

THAMES WATER UTILITIES LIMITED

- Companies House: 02366661
- Public Procurement Organisation Number: PNQQ-4647-DTCV

Clearwater Court

Reading

RG1 8DB

United Kingdom

Email: procurement.supportcentre@thameswater.co.uk

Region: UKJ11 - Berkshire

Organisation type: Private utility