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Tender

Catering Equipment Servicing and Maintenance

Buckingham Palace

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

Notice identifier: 2025/S 000-032771

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

Published 16 June 2025, 7:05pm

Scope

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.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Miscellaneous-repair-and-maintenance-services./E5435D58KW>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/E5435D58KW>

Total value (estimated)

- £650,000 excluding VAT
- £780,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 12 January 2026 to 11 January 2029
- Possible extension to 11 January 2031
- 5 years

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

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

11 July 2025, 10:00am

Submission type

Tenders

Deadline for requests to participate

21 July 2025, 10:00am

Submission address and any special instructions

Tenderers will need to sign up to the Royal Household's e-Sourcing platform, Delta, in order to receive the ITT and able to submit clarification questions and tender returns.

Sign up link: <https://www.delta-esourcing.com/delta/signup.html?userType=supplier>.

Tenderers will need to be registered on the Central Digital Platform (CDP) in order to complete the PSQ. The CDP is free to use and will mean tenderers should no longer have to re-enter this information for

each public procurement. The CDP is available at <https://www.gov.uk/find-tender>.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

30 October 2025

Award criteria

Name	Type	Weighting
Quality	Quality	50%
Price	Price	40%
Environment and Sustainability	Quality	10%

Other information**Conflicts assessment prepared/revised**

Yes

Procedure**Procedure type**

Competitive flexible procedure

Competitive flexible procedure description

Competitive flexible procedure in accordance with section 20(1) and (2)(b) of the Procurement Act 2023.

Stage 1: completion of PSQ, which must be completed and returned to the Royal Household no later than 21st July 2025 at 1100 hours. The deadline for submission of clarification questions is 11th July 2025 at 1100 hours. Up to the top five highest-scoring responses will then be invited to submit an ITT return.

Stage 2: ITT (for which the award criteria is set out in this Notice), which must be completed and returned to the Royal Household no later than 8th September 2025 at 1100 hours. The deadline for submission of clarification questions will be 29th August 2025 at 1100 hours. (Dates for Stage 2 are provisional, and will be confirmed in the ITT documentation).

Contracting authority

Buckingham Palace

- Public Procurement Organisation Number: PGLT-2499-PJTM

Buckingham Palace

London

SW1A 1AA

United Kingdom

Contact name: Aaron Alvares

Email: procurement@royal.uk

Region: UKI32 - Westminster

Organisation type: Public authority - sub-central government