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Tender

London Museum: Cleaning, Waste and Portering Services

London Museum

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

Notice identifier: 2025/S 000-036261

Procurement identifier (OCID): ocds-h6vhtk-055652

Published 30 June 2025, 7:06pm

Scope

Reference

LM_CL25

Description

London Museum is undertaking a procurement exercise to source a suitable supplier for the provision of sustainable cleaning, waste and portering services on a daily basis as required across the Museum's whole estate, including ad hoc services for events.

The Museum is seeking to appoint a service provider with the vision and flexibility to cope with each site's specific requirements, and who is able to consistently manage and maintain the high standards required over the length of the contract. The contractor must have a proactive approach to service development and innovation.

The Museum currently operates from three separate locations across its estate in the City, Docklands and Hackney, and is currently mid-way through construction of an exciting new development at Smithfield in the City of London. This new site, due to open to the public in 2026, represents a significant new building to the Museum's current estate and will result in a new location for both staff and the public.

The current three sites are as follows:

- London Museum Docklands, West India Quay, London E14 4AI
- London Museum Stores, Hackney (currently closed to the public)
- London Museum Spaces, 150 London Wall, EC2Y 5HN (staff and events space only; due to relocate to Smithfield site in 2026, and this site will then close in 2027)

The Museum expects the successful contractor to deliver an excellent level of service, as well as high standards of support and a strong working relationship throughout the contract term. The aim is to appoint a contractor with proven experience in delivering services to multiple sites of mixed use in the public or private sector that is relevant to the Museum's requirements.

The contract is scheduled to commence on 1st February 2026, initially spanning four years with an option for both parties to extend the contract for a further two years, (4+1+1) beyond this date by mutual agreement. Any contract extension will be subject to the Museum's satisfaction and agreement on budgets and service levels.

The Museum invites professional cleaning companies to complete an initial PSQ as expression of interest for this contract, as part of a two stage Competitive Flexible approach, beginning with a Procurement Specific Questionnaire (PSQ) stage followed by an Invitation to Tender (ITT) stage after shortlisting.

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

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Waste-and-rubbish-containers-and-bins./3V5Z35TRR2>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/3V5Z35TRR2>

Total value (estimated)

- £3,200,000 excluding VAT
- £3,840,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 2 February 2026 to 31 January 2030
- Possible extension to 30 January 2032
- 5 years, 11 months, 29 days

Description of possible extension:

Two further one year extensions.

Main procurement category

Services

CPV classifications

- 34928480 - Waste and rubbish containers and bins
 - 60000000 - Transport services (excl. Waste transport)
 - 90500000 - Refuse and waste related services
 - 90911200 - Building-cleaning services
 - 90911300 - Window-cleaning services
 - 90919200 - Office cleaning services
 - 90919300 - School cleaning services
 - 98341120 - Portering services
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Participation

Legal and financial capacity conditions of participation

Please see Procurement Documents for detail.

Technical ability conditions of participation

Please see Procurement Documents for detail.

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

18 July 2025, 5:00pm

Submission type

Tenders

Deadline for requests to participate

25 July 2025, 12:00pm

Submission address and any special instructions

<http://www.delta-esourcing.com>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

29 September 2025

Award criteria

Name	Description	Type	Weighting
Quality	See Documents	Quality	60%
Price	See Documents	Price	40%

Other information

Description of risks to contract performance

As described further in the Procurement Documents, there are a number of risks to consider over the course of this contract which may serve to justify contract modification later. Some of these are;

- Changes in where and when services are required due to the changing nature of the Museum estate being significantly different to what is currently described.
- Additional services required that were unforeseen which are caused by the opening of a large new public building.
- Additional services as required by various event hirer's and potential tenants.

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

The procedure will involve two stages as described below:

Stage 1 - Participation Stage; conditions of participation will be assessed following which a shortlist will be invited to the next stage.

Stage 2 - Invitation to Tender Stage

Contracting authority

London Museum

- Public Procurement Organisation Number: PDTH-9328-QRQP

150 London Wall

London

EC2Y 5HN

United Kingdom

Telephone: 02078145598

Email: procurement@londonmuseum.org.uk

Region: UKI31 - Camden and City of London

Organisation type: Public authority - sub-central government