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Tender

V&A - Soft FM

Victoria and Albert Museum

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

Notice identifier: 2025/S 000-051247

Procurement identifier (OCID): ocds-h6vhtk-04fe69 ([view related notices](#))

Published 26 August 2025, 12:49pm

Changes to notice

This notice has been edited. The [previous version](#) is still available.

Amended procedure to clarify that award criteria may be refined (in line with competitive flexible procedure description in the documentation)

Scope

Reference

VA/CON/F25/02

Description

The V&A is a family of museums dedicated to the power of creativity.

Our Soft FM (Facilities Management) services contract will include but not be limited to the below services across the V&A estate in London and the South East:

- General Services
- Cleaning & Housekeeping
- Waste Management
- Porter Services
- Support Services for Events
- Pest Control
- Logistics
- Window Cleaning
- Washroom Hygiene
- Grounds Maintenance

Services shall be provided on a fixed fee basis derived from the submitted price list and will be inclusive of all expenses, disbursements, and other costs associated with meeting our requirement.

For more information, please log on to Delta and download the PSQ pack which includes our draft Scope of Service.

Please note that the estimated value stated in this contract is inclusive of all options and extensions. This means it is based on the extended seven year term and includes some allowances for ad hoc services.

The following organisation is carrying out part of the procurement on our behalf: Mortice Consulting Limited, company number 10639824, whose registered address is 26-28 Molesey Road, Hersham, Walton On Thames, Surrey, United Kingdom, KT12 4RQ. Their role in this procurement is assisting us with drafting procurement documentation and

evaluating submissions from suppliers.

Total value (estimated)

- £27,358,000 excluding VAT
- £32,400,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 July 2026 to 30 June 2031
- 5 years

Options

The right to additional purchases while the contract is valid.

Option to include additional ad hoc requirements for portering, sanitary products and kitchen items.

Option to vary the scope of services to meet the buildings' operational needs.

Option to include additional ad hoc requests for deep cleans, hawking, and large event support

Known Risks (under Procurement Act, Schedule 8, Sections 5-7) are not included in the contract value estimation. Known Risks will include changes outside of ours and the supplier's control such as to living wage, inflation, and statutory changes that affect the sums paid.

Main procurement category

Services

CPV classifications

- 79952000 - Event services
- 90513000 - Non-hazardous refuse and waste treatment and disposal services
- 90911200 - Building-cleaning services
- 90911300 - Window-cleaning services
- 90919200 - Office cleaning services
- 90922000 - Pest-control services
- 98341110 - Housekeeping services
- 98341120 - Portering services
- 98341130 - Janitorial services

Contract locations

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

Justification for not using lots

We have already split our FM requirement into two contracts, Soft FM (this contract) and Hard FM (to be procured separately at a later date). Our market engagement exercise revealed broad support for the proposed scope. This contract packaging ensures we can achieve maximum value and operational & technical efficiency whilst still being at a size that is accessible to SMEs.

Participation

Legal and financial capacity conditions of participation

A minimum of £4m turnover is recommended for this contract

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

16 September 2025, 11:59pm

Submission type

Requests to participate

Deadline for requests to participate

26 September 2025, 12:00pm

Submission address and any special instructions

Stage 1 documents must be submitted electronically via <https://www.delta-esourcing.com/respond/84UKN57Y8Y>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Suppliers to be invited to tender

4 to 6 suppliers

Selection criteria:

As set out in the Stage 1 documents

Award decision date (estimated)

22 March 2026

Award criteria

Name	Type	Weighting
Quality	Quality	60%
Price	Price	30%
Social Value	Quality	10%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

Stage 1 - Submission of PSQs to be evaluated against Conditions of Participation and establish a shortlist of suppliers to invite to tender.

Stage 2 - Submission of Tenders to be evaluated against Award Criteria and establish the Most Advantageous Tender to be awarded the contract. Includes a dialogue stage before tenders are submitted, and presentation and clarification interviews after tenders are submitted.

Award criteria may be revised before Stage 2 commences.

Documents

Associated tender documents

<https://www.delta-esourcing.com/respond/84UKN57Y8Y>

Link to download and submit the Stage 1 documents

Documents to be provided after the tender notice

Draft Invitation to Tender document will follow, and will be uploaded to Delta by 16 Sept 2025.

Contracting authority

Victoria and Albert Museum

- Public Procurement Organisation Number: PQLN-4536-WVGN

Cromwell Road

London

SW7 2RL

United Kingdom

Email: procurement@vam.ac.uk

Region: UKI33 - Kensington & Chelsea and Hammersmith & Fulham

Organisation type: Public authority - central government