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Planning

Water Hygiene Maintenance Services

The Royal Household

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

Notice identifier: 2025/S 000-067207

Procurement identifier (OCID): ocids-h6vhtk-05d0f9

Published 21 October 2025, 4:05pm

Scope

Reference

0046_PPTO

Description

Summary of Contract Scope for Water Hygiene Services

The contract shall contain a number of sites across London & Windsor.

Applicants must be technically able to deliver against the contract scope as follows:

- a. Planned maintenance according to the water risk assessment written schemes across all sites.
- b. Reactive water hygiene remedials arising from water sampling results across all sites detailed above.
- c. Routine maintenance of plant equipment, including magnetic filters, Orca copper silver

systems, water softeners, ENWA filtration units, and swimming pools.

d. Improvement, corrections and adjustments to water systems, as recommended under the risk assessment.

e. Additional plumbing works, as agreed.

f. Additional water hygiene sampling and other services, as agreed.

g. Receive, update, and close out work using the RHPS CAFM system.

h. Performance of all maintenance services in accordance with regulatory requirements and recommendations (e.g. O&M manuals and manufacturer's recommendations), as appropriate to each Royal Household Property.

i. Maintain industry standards and best practice maintenance and operation throughout the Royal Household Estates.

j. Undertake full safety checks on all relevant systems, plant and equipment to ensure full compliance with European and British Standards, Building and Fire Safety Regulations, other statutory and legislative minimum standards, the requirements of the RHPS, and any other relevant technical publications.

k. Perform asset list validation and asset tagging of water system assets in the first 90 days of the contract via the RHPS CAFM system. This includes updating relevant schematics and drawings to reflect updates / changes.

l. Record and publish findings in regular service reports, including identifying low-use outlets, vacant properties and out of bounds / construction areas that could pose increased risk to water hygiene.

m. Maintain all systems appropriate to the operating parameters of the Royal Household Property and assets.

n. Provide training tools and materials to RHPS personnel, including for flushing and other agreed activities.

o. Endeavour to prolong system life and recommend to the RHPS any variations to system requirements, that would reflect improved value for money. The first report will be six (6) months post the commencement date of the contract.

p. Identify to the RHPS team energy and water optimization and reduced utility consumption opportunities. The first report will be six (6) months post the commencement date of the contract.

q. Identify potential system risks, and suggest innovative improvements or solutions.

r. Propose improved control mechanisms and additional equipment to improve the systems.

s. Identify opportunities to reduce energy consumption and carbon emissions.

t. Maintain all work areas in a clean, tidy and safe condition free from oil, grease, dust, debris, foreign objects, inappropriate storage and rubbish which will include keeping all work areas in an orderly state.

u. Regular reporting to the RHPS, where the contract will be reviewed against Key Performance Indicators (KPIs).

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

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Water-treatment-work./H6F3BH7JM9>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/H6F3BH7JM9>

Total value (estimated)

- £1,300,000 excluding VAT
- £1,560,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 6 April 2026 to 5 April 2029
- Possible extension to 5 April 2031
- 5 years

Main procurement category

Services

CPV classifications

- 45232430 - Water-treatment work
- 45332200 - Water plumbing work
- 50411100 - Repair and maintenance services of water meters
- 51514110 - Installation services of machinery and apparatus for filtering or purifying water
- 65123000 - Water softening services
- 90713100 - Consulting services for water-supply and waste-water other than for construction

Contract locations

- UKI - London
- UKI7 - Outer London - West and North West

Engagement

Engagement deadline

3 November 2025

Engagement process description

The Royal Household will be hosting a brief, virtual session which is aimed to introduce the project & invite suggestions for innovation & improvement. This session is scheduled for Monday 3rd November, time TBC, please contact procurement@royal.uk for the invitation.

Submission

Publication date of tender notice (estimated)

3 November 2025

Contracting authority

The Royal Household

- Public Procurement Organisation Number: PGLT-2499-PJTM

Royal Household Procurement Team, Buckingham Palace

London

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Region: UKI32 - Westminster

Organisation type: Public authority - sub-central government