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Tender

RHPS HVAC and BMS Servicing and Maintenance

The Royal Household

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

Notice identifier: 2025/S 000-067281

Procurement identifier (OCID): ocds-h6vhtk-05d0f6

Published 21 October 2025, 7:05pm

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Scope

Reference

RHPS0026

Description

This procurement exercise consists of three lots:

Lot 1: London HVAC Servicing and Maintenance - Contract Reference: 0027/PPTO

Lot 2: Windsor HVAC Servicing and Maintenance - Contract Reference: 0026/PPTO

Lot 3: BMS Maintenance at the Windsor Estate - Contract Reference: 0051/PPTO

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=988704534>

Total value (estimated)

- £6,300,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 October 2026 to 30 September 2029
- Possible extension to 30 September 2031
- 5 years

Description of possible extension:

2 One-Year Extension Options

Main procurement category

Services

Not the same for all lots

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

Lot Lot 1. London HVAC Servicing and Maintenance

Description

The contract shall encompass sites within the London Estates. This includes Buckingham Palace, The

King's Gallery, Buckingham Palace Royal Mews, St James' Palace, Clarence House, Marlborough House

(selected services only), Marlborough House Mews and Kensington Palace.

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

a. Planned testing and maintenance of HVAC systems, including both domestic and commercial

gas boilers, electric heat generators (including heat pumps), hot water heaters and cylinders,

system controls (excluding BMS), space heat emitters, pipework, valves, ventilation and air

conditioning equipment, ductwork (including duct cleaning, fire damper testing), accessories

and associated plantroom equipment (e.g pumps, heat exchangers, pressurisation units,

filtration and dosing systems, expansion vessels etc), across all sites detailed above.

b. Reactive maintenance and repairs of HVAC systems, including both domestic and commercial

gas boilers, electric heat generators (including heat pumps), hot water heaters and cylinders,

system controls (excluding BMS), space heat emitters, pipework, valves, ventilation and air

conditioning equipment, ductwork (including duct cleaning, fire damper testing), accessories

and associated plantroom equipment (e.g pumps, heat exchangers, pressurisation units, filtration and dosing systems, expansion vessels etc), across all sites detailed above.

c. Undertake asset verification dilapidation surveys and energy optimisation investigations.

d. Full service contract management to provide, but not limited to, proactive scheduling management of reactive programme and activities, stakeholder liaison, logistical support, permits to work, KPI tracking and monitoring, all provided through a dedicated on-site contract manager.

e. Carry out internal audits, both procedural and technical, to ensure alignment with contract

KPIs, reporting outcomes to RHPS at regular intervals.

f. Provide pre-booked standby support at planned events on site, and ability to attend a reactive

call-out from the RHPS to an in-scope site within 2 hours and make safe within 4 hours - 24

hours a day, all year round.

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

h. Providing quotes on request for replacement parts for all items that are maintained within

this contract.

i. Performance of all maintenance services in accordance with regulatory requirements and

system requirements (e.g. O&M manuals and manufacturer's recommendations).

j. Undertaking full functional and safety checks on all in-scope plant, assets, equipment and

associated parts and replacement consumables to ensure full compliance with statutory

and

legislative minimum standards, European and British Standards, and relevant Building and Fire

Safety Regulations, as well as providing all relevant certifications (including F-Gas REFCOM, or

an equivalent, and Gas Safe).

k. Updating and maintaining asset schedules for plant and equipment covered by this contract

through the RHPS' CAFM system (INVIDA).

l. Identifying opportunities to reduce energy consumption and carbon emissions from operation

and maintenance activities.

m. Endeavoring to prolong asset life and recommend variations to manufacturer requirements,

that would reflect improved value for money in the maintenance regime

Lot value (estimated)

- £3,000,000 including VAT

CPV classifications

- 42512300 - HVAC packages
- 50000000 - Repair and maintenance services

Same for all lots

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

Lot Lot 2. Windsor HVAC Servicing & Maintenance

Description

The contract shall contain sites within the Windsor Estate. The Estate includes Private and State

apartments, residential buildings, office space, workshops, stables, garages, gardens and grounds. The

majority of the buildings are classified either as Scheduled Ancient Monuments or Listed Buildings.

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

- a. Planned testing and maintenance of HVAC equipment, including both domestic and commercial gas boilers, hot water cylinders, heat emitters, ventilation and air conditioning systems, humidifiers, dehumidifiers, duct cleaning, fire damper testing, and plantroom equipment checks (including leak detection equipment), across all sites detailed above.
- b. Reactive maintenance and repairs of HVAC equipment, including both domestic and commercial gas boilers, hot water cylinders, heat emitters, ventilation and air conditioning systems, humidifiers, dehumidifiers, duct cleaning, fire damper testing and plantroom equipment checks (including leak detection equipment), across all sites detailed above.
- c. Undertake asset verification dilapidations surveys and energy optimisation investigations.
- d. Full-service contract management to provide, but not limited to, proactive scheduling, managing reactive programme and activities, stakeholder liaison and logistical support, permits to work, KPI tracking and monitoring, statutory compliance and other reporting, all

provided through a dedicated on-site manager.

e. Carry out internal audits, both procedural and technical, to ensure alignment with contract

KPIs, reporting outcomes to RHPS at regular intervals.

f. Standby support at all major planned events on site, and ability to attend a call-out from the

RHPS to an in-scope site within 2 hours and make safe within 4 hours - 24 hours a day, all year

round.

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

h. Provide quotes on request for replacement parts for all items that are maintained within this

contract.

i. Performance of all maintenance services in accordance with regulatory requirements and

recommendations (e.g. O&M manuals and manufacturer's recommendations).

j. Undertaking full functional and safety checks on all in-scope plant, assets, equipment and

associated parts and replacement consumables to ensure full compliance with statutory and

legislative minimum standards, European and British Standards, and relevant Building and Fire

Safety Regulations, as well as providing all relevant certifications (including F-Gas REFCOM, or

an equivalent, and Gas Safe).

k. Updating and maintaining asset schedules for plant and equipment covered by this contract

through the RHPS' CAFM system (INVIDA).

l. Identifying opportunities to reduce energy consumption and carbon emissions from operation

and maintenance activities.

m. Endeavoring to prolong asset life and recommend variations to manufacturer requirements,

that would reflect improved value for money in the maintenance regime.

Lot value (estimated)

- £3,000,000 including VAT

CPV classifications

- 42512300 - HVAC packages
- 50000000 - Repair and maintenance services

Same for all lots

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

Lot Lot 3. BMS Maintenance at the Windsor Estate

Description

The contract shall contain sites within the Windsor Estate.

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

- a. Planned testing and maintenance of BMS equipment across all sites detailed above.
- b. Reactive maintenance and repairs of BMS equipment across all sites detailed above.
- c. Have an on-site weekly presence (Minimum 2 days) to carry out functionality checks and reporting.
- d. Receive, update and close out work using the RHPS CAFM system (INVIDA).
- e. Providing quotes on request for replacement or new BMS equipment, where required.
- f. Undertake dilapidation surveys and produce costed life cycle plans for the upgrade and installation of BMS Systems across the Windsor Estate.
- g. Performance of all maintenance services in accordance with regulatory requirements and recommendations (e.g. O&M manuals and manufacturer's recommendations).
- h. 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 TREND and SIEMENS qualifications).
- i. Updating and maintaining asset schedules for plant and equipment covered by this contract through the RHPS' CAFM system (INVIDA).
- j. Monitor and identify opportunities to reduce energy consumption and carbon emissions from operation and maintenance activities, liaising with HVAC contractor and in-house operatives to improve system efficiencies.

k. Provide data storage within the BMS Systems for analysis and export and the production of

regular reports.

l. Endeavoring to prolong asset life and recommend variations to manufacturer requirements,

that would reflect improved value for money in the maintenance regime.

m. Actively contribute to the Decarbonisation Agenda at Windsor Castle, working alongside the

Property Section Projects team to reduce energy consumption (including attending meetings).

Lot value (estimated)

- £300,000 including VAT

CPV classifications

- 50324100 - System maintenance services

Same for all lots

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

Participation

Particular suitability

Lot Lot 1. London HVAC Servicing and Maintenance

Lot Lot 2. Windsor HVAC Servicing & Maintenance

Lot Lot 3. BMS Maintenance at the Windsor Estate

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

7 November 2025, 11:00am

Submission type

Tenders

Deadline for requests to participate

14 November 2025, 11:00am

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>.

Access Code : AC44ZCZJ96

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)

3 April 2026

Award criteria

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

Weighting description

Indicative Stage 2 Weightings (subject to change)

Quality 50%

Price 40%

Environment and Sustainability 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 14th November 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 indicative award criteria is set out in this Notice), which must be completed and returned to the Royal Household no later than 16th January 2026 at 1100 hours. (Dates for Stage 2 are provisional, and will be confirmed in the ITT documentation).

Contracting authority

The Royal Household

- Public Procurement Organisation Number: PGLT-2499-PJTM

Buckingham Palace

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