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Contract

P5871 Cleaning and Associated Services

Tower Hamlets

F03: Contract award notice

Notice identifier: 2025/S 000-069544

Procurement identifier (OCID): ocids-h6vhtk-0455d2

Published 29 October 2025, 5:03pm

Section I: Contracting authority

I.1) Name and addresses

Tower Hamlets

Mulberry Place, 5 Clove Crescent, Town Hall

London

E14 2BG

Contact

Mr Neil Ward

Email

Neil.Ward@towerhamlets.gov.uk

Telephone

+44 2073645000

Country

United Kingdom

Region code

UKI4 - Inner London – East

Internet address(es)

Main address

<http://www.towerhamlets.gov.uk>

Buyer's address

<http://www.towerhamlets.gov.uk>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

P5871 Cleaning and Associated Services

Reference number

DN718671

II.1.2) Main CPV code

- 90911000 - Accommodation, building and window cleaning services

II.1.3) Type of contract

Services

II.1.4) Short description

This service is for the cleaning and associated services contract for services across the corporate estate - Tower Hamlets Homes has joined London Borough of Tower Hamlets for this procurement and their requirements and spend are incorporated into this tender.

The contract will provide cleaning and related services to the following sites that are owned and /or administered by the council:

- Routine Cleaning
- Window Cleaning
- Washroom services/sanitary/air fresheners
- Consumables
- Reactive biohazard cleaning
- Graffiti removal
- Building clearance of waste/furniture
- Reactive emergency cleaning/flooding/H&S

- Façade and external cleaning

The contract supports 94 sites, and these consist of several types of services.

- Town Hall
- Libraries
- Idea Stores
- Registrars & Coroners Courts
- Childrens Centres
- One Stop Shop
- Childrens & Vulnerable Adult Centres
- Youth Centres
- Administration Sites non-public & public facing.
- Parks Toilets and Offices.
- Community Hubs
- Shops and other commercial property

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £8,423,704

II.2) Description

II.2.2) Additional CPV code(s)

- 90919000 - Office, school and office equipment cleaning services

II.2.3) Place of performance

NUTS codes

- UKI4 - Inner London – East

II.2.4) Description of the procurement

The service entails

A comprehensive high quality cleaning service throughout a range of sites across the Council.

Planning, management and delivery of the cleaning services by causing minimal disruption to the normal business activities.

II.2.5) Award criteria

Quality criterion - Name: Mobilisation - Service Delivery / Weighting: 30%

Quality criterion - Name: Information Technology / Weighting: 10

Quality criterion - Name: Performance Management Reports and KPI measurement / Weighting: 10%

Quality criterion - Name: Social Value / Weighting: 10%

Price - Weighting: 40%

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-013760](#)

Section V. Award of contract

Contract No

P5871

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

8 September 2025

V.2.2) Information about tenders

Number of tenders received: 7

Number of tenders received from SMEs: 4

Number of tenders received from tenderers from other EU Member States: 7

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 7

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Churchill Contract Services Limited

Cedar House Parkland Square, 750a Capability Green

Luton

LU1 3LU

Country

United Kingdom

NUTS code

- UKI4 - Inner London – East

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £8,423,704

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

1 Royal Courts of Justice, Strand

London

WC1A 2LL

Country

United Kingdom