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Contract

Soft Facilities Management Services Provider

Natural History Museum

F03: Contract award notice

Notice identifier: 2025/S 000-070563

Procurement identifier (OCID): ocds-h6vhtk-04b722

Published 3 November 2025, 4:05pm

Section I: Contracting authority

I.1) Name and addresses

Natural History Museum

Cromwell Road

London

SW7 5BD

Contact

Chloe Higgins

Email

c.higgins@nhm.ac.uk

Telephone

+44 2079426046

Country

United Kingdom

Region code

UKI - London

Internet address(es)

Main address

www.nhm.ac.uk

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Recreation, culture and religion

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Soft Facilities Management Services Provider

II.1.2) Main CPV code

- 79993100 - Facilities management services

II.1.3) Type of contract

Services

II.1.4) Short description

The Natural History Museum wishes to appoint an experienced company to provide comprehensive soft services maintenance and project works for the Cleaning, Grounds Maintenance, Waste Management, Logistical Support and Pest Control, incorporating the public health and physical visitor spaces contained within the Natural History Museum estate.

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: £14,180,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI - London

Main site or place of performance

LONDON

II.2.4) Description of the procurement

The Natural History Museum wishes to appoint an experienced company to provide comprehensive soft services maintenance and project works for the Cleaning, Grounds Maintenance, Waste Management, Logistical Support and Pest Control, incorporating the public health and physical visitor spaces contained within the Natural History Museum estate

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Quality criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Pricing / Weighting: 30

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 000-037117](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

28 October 2025

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

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

Number of tenders received by electronic means: 1

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

V.2.3) Name and address of the contractor

Total Support Services Ltd

Lynwood House, Crofton Road

Orpington

BR6 8QE

Country

United Kingdom

NUTS code

- UKJ4 - Kent

National registration number

02821660

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £15,053,847.87

Total value of the contract/lot: £14,180,000

Section VI. Complementary information

VI.3) Additional information

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=991590378> GO

Reference: GO-2025113-PRO-33070395

VI.4) Procedures for review

VI.4.1) Review body

Natural History Museum

London

SW7 5BD

Country

United Kingdom