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Tender

Water Hygiene Maintenance Services

The Royal Household

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

Notice identifier: 2025/S 000-072526

Procurement identifier (OCID): ocds-h6vhtk-05de02

Published 10 November 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).

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=991517905>

Total value (estimated)

- £1,560,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 September 2026 to 31 August 2029
- Possible extension to 31 August 2031
- 5 years

Description of possible extension:

2x 1 year optional extensions

Main procurement category

Services

CPV classifications

- 45232430 - Water-treatment work
- 50411100 - Repair and maintenance services of water meters
- 51514110 - Installation services of machinery and apparatus for filtering or purifying water

Contract locations

- UKI7 - Outer London - West and North West

Participation

Legal and financial capacity conditions of participation

Please see questions 14-18 in the Procurement Specific Questionnaire

Technical ability conditions of participation

Please see questions 19-23 in the Procurement Specific Questionnaire. Please note that the successful organisation must be a member of appropriate recognised Competent Person Schemes that are subject to regular rigorous assessments to confirm competency. These must include Legionella Control Association, Water Safe Quality Assured, Water Management Society or equivalent.

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

24 November 2025, 11:00am

Submission type

Tenders

Tender submission deadline

5 December 2025, 11:00am

Submission address and any special instructions

To respond to this opportunity, please click here: <https://www.delta-esourcing.com/respond/32479EU6X7>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

12 December 2025

Award criteria

Name	Type	Weighting
Price	Price	50%
Technical	Quality	40%
Social Value - Sustainability	Quality	10%

Other information**Conflicts assessment prepared/revised**

Yes

Procedure**Procedure type**

Competitive flexible procedure

Competitive flexible procedure description

The first stage is a selection questionnaire, from which the top (up to) five highest scoring

suppliers will be taken through to a second, more detailed tender process.

Contracting authority

The Royal Household

- Public Procurement Organisation Number: PGLT-2499-PJTM

Royal Household Procurement Team, Buckingham Palace

London

SW1A 1AA

United Kingdom

Contact name: Miriam Woods

Email: procurement@royal.uk

Region: UKI32 - Westminster

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)