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Award

London Museum: Cleaning, Waste and Porterage Services

London Museum

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-074191

Procurement identifier (OCID): ocids-h6vhtk-055652 ([view related notices](#))

Published 14 November 2025, 8:06pm

Scope

Reference

LM_CL25

Description

London Museum is undertaking a procurement exercise to source a suitable supplier for the provision of sustainable cleaning, waste and portering services on a daily basis as required across the Museum's whole estate, including ad hoc services for events.

The Museum is seeking to appoint a service provider with the vision and flexibility to cope with each site's specific requirements, and who is able to consistently manage and maintain the high standards required over the length of the contract. The contractor must have a proactive approach to service development and innovation.

The Museum currently operates from three separate locations across its estate in the City, Docklands and Hackney, and is currently mid-way through construction of an exciting new development at Smithfield in the City of London. This new site, due to open to the public in 2026, represents a significant new building to the Museum's current estate and will result in a new location for both staff and the public.

The current three sites are as follows:

- London Museum Docklands, West India Quay, London E14 4AI
- London Museum Stores, Hackney (currently closed to the public)
- London Museum Spaces, 150 London Wall, EC2Y 5HN (staff and events space only; due to relocate to Smithfield site in 2026, and this site will then close in 2027)

The Museum expects the successful contractor to deliver an excellent level of service, as well as high standards of support and a strong working relationship throughout the contract term. The aim is to appoint a contractor with proven experience in delivering services to multiple sites of mixed use in the public or private sector that is relevant to the Museum's requirements.

Contract 1. London Museum: Cleaning, Waste and Portering Services

Supplier

- TOTAL SUPPORT SERVICES LIMITED

Contract value

- £5,438,444.16 including VAT

Above the relevant threshold

Award decision date

14 November 2025

Date assessment summaries were sent to tenderers

14 November 2025

Standstill period

- End: 25 November 2025
- 8 working days

Earliest date the contract will be signed

12 January 2026

Contract dates (estimated)

- 2 February 2026 to 31 January 2030
- Possible extension to 30 January 2032
- 5 years, 11 months, 29 days

Description of possible extension:

Two further 12 month extensions are allowable at the authority's discretion.

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

Options are available relating to the changing nature of the Museum Estate including options to deliver services to new buildings/sites, tenant/partner locations, event and other ad hoc services.

CPV classifications

- 90500000 - Refuse and waste related services
- 90911200 - Building-cleaning services
- 98341120 - Portering services

Contract locations

- UKI - London

Information about tenders

- 5 tenders received
- 5 tenders assessed in the final stage:
 - 0 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 4 suppliers unsuccessful (details included for contracts over £5 million)

Unsuccessful suppliers

- [ANDRON CONTRACT SERVICES LIMITED](#)
 - [DOC CLEANING LIMITED](#)
 - [EXCELLERATE SERVICES UK LIMITED](#)
 - [MITIE CLEANING & ENVIRONMENTAL SERVICES LIMITED](#)
-

Submission

Submission type

Requests to participate

Procedure

Procedure type

Competitive flexible procedure

Suppliers

ANDRON CONTRACT SERVICES LIMITED

- Companies House: SC078744
- Public Procurement Organisation Number: PPRN-5491-WTBT

28 Albyn Place

Aberdeen

AB10 1YL

United Kingdom

Website: <http://www.andron.co.uk>

Region: UKM50 - Aberdeen City and Aberdeenshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

DOC CLEANING LIMITED

- Companies House: 04384324
- Public Procurement Organisation Number: PDHW-9665-BPPT

46-54 High Street

Essex

CM4 9DW

United Kingdom

Website: <http://www.doccleaning.co.uk>

Region: UKH36 - Heart of Essex

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

EXCELLERATE SERVICES UK LIMITED

- Companies House: 02770135
- Public Procurement Organisation Number: PGCM-4629-PCVR

65 Leonard Street

London

EC2A 4QS

United Kingdom

Website: <http://www.excellerateservices.com/>

Region: UKI41 - Hackney and Newham

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

MITIE CLEANING & ENVIRONMENTAL SERVICES LIMITED

- Companies House: 00686377
- Public Procurement Organisation Number: PNVZ-6688-ZCPH

Level 12 The Shard

London

SE1 9SG

United Kingdom

Website: <http://www.mitie.com>

Region: UKI44 - Lewisham and Southwark

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

TOTAL SUPPORT SERVICES LIMITED

- Companies House: 02821660
- Public Procurement Organisation Number: PHXG-2314-TJPQ

Lynwood House, 2-4 Crofton Road

Orpington

BR6 8QE

United Kingdom

Email: admin@tss-uk.com

Website: <https://tss-uk.com>

Region: UKI61 - Bromley

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. London Museum: Cleaning, Waste and Portering Services

Contracting authority

London Museum

- Charity Commission (England and Wales): 1139250
- Public Procurement Organisation Number: PDTH-9328-QRQP

150 LONDON WALL

LONDON

EC2Y 5HN

United Kingdom

Email: procurement@londonmuseum.org.uk

Region: UKI31 - Camden and City of London

Organisation type: Public authority - sub-central government