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Planning

Science Museum Group Security Services

Science Museum Group

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

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Scope

Reference

SCM3940M

Description

The Science Museum Group (SMG) is conducting this preliminary market engagement exercise in relation to its security services requirements.

The Science Museum Group comprises the Science Museum in London, the National Railway Museum in York, Locomotion in Shildon, the National Science and Media Museum in Bradford, the Science and Industry Museum in Manchester and the Science and Innovation Park in Wiltshire. You can find out more about SMG here: <https://www.sciencemuseumgroup.org.uk/about-us>

The current security contract is held as part of a Consortium with the V&A Museum and

Natural History Museum which expires in March 2027.

SMG has decided to leave the Consortium and proceed alone for the re-tendering of its security services in early 2026. The contract is expected to be for a duration of 3-5 years with the option of extending for up to an additional three years. The expected contract value is approximately £6m per year (ex. VAT). Service provision will be divided into multiple lots. Exact lot structures are to be agreed but they will be site-based, and it is expected that there will be three or possibly four lots. Bidders will be permitted to bid for one, multiple, or all lots and will need to work collaboratively with other security providers if multiple contracts are awarded.

SMG requires the security provider(s) to provide services to include (but not limited to):

- Access control: monitoring entry/exit points, preventing unauthorised access, and enforcing visitor/staff protocols;
- Patrol duties: conduct scheduled patrols, with a focus on high-risk areas, ensuring compliance with security standards;
- Incident response: respond promptly to alarms, emergencies, and security incidents, escalating in line with SMG procedures;
- Event security: support exhibitions, VIP visits, and special events by managing crowd control, safeguarding assets, and ensuring compliance with event-specific risk assessments, participate in event briefings and adapt to dynamic requirements.
- Reporting and documentation: accurately log patrols, incidents, and event-related observations using agreed systems to maintain transparency and consistency in reporting;
- Emergency support: assist with fire evacuations and emergency procedures and participate in drills and readiness exercises;
- Compliance and standards: adhere to SIA licensing requirements, cybersecurity requirements, SMG policies, and relevant legislation and maintain uniform standards and professional conduct;
- Asset protection: safeguard collections and high-value items during normal operations and special activities (e.g. object moves, exhibitions).

Total value (estimated)

- £48,000,000 excluding VAT
- £57,600,000 including VAT

Contract dates (estimated)

- 1 April 2027 to 31 March 2030
- Possible extension to 31 March 2032
- 5 years

Main procurement category

Services

CPV classifications

- 79710000 - Security services

Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKI - London
- UKJ - South East (England)

Engagement

Engagement deadline

9 January 2026

Engagement process description

We are looking to go out to market for security services in early 2026 for a start date of 1 April 2027.

The purpose of this engagement is to support SMG's decision on the operating model moving forwards. We would welcome your views to aid the decision and are issuing this survey as part of our preliminary market engagement.

The aims of the survey are to:

- Support SMG's understanding of the market appetite for contracting in a single or multiple lots.
- Support SMG's understanding of the market capability for contracting with the Group, particularly from small and medium-sized enterprises ("SMEs").
- Support SMG's understanding of the use of technology by companies.

The survey can be accessed using the following Microsoft Form link:

<https://forms.office.com/pages/responsepage.aspx?id=wLxn6XDAyEGffoBgafYzC1scmsTAxOVDhY9jNuLBokBUM1JUT1dDWU9QQ0hNOFNOQ0hVREY0N1NHWC4u&route=shorturl>

The survey will close on Friday 9th January 2026 so please submit your responses by this date.

Responses are for information only and will not be scored or influence future evaluation.

We will not share responses to this survey with any third parties except in an anonymised format. We have carried out a conflicts interest assessment for all individuals that will have sight of the responses received. To fulfil our duty under the Regulation 16(3) of the Procurement Act 2023 we will include in the tender pack an aggregated summary of all responses received once we go out to market for these services, but the summary will not

contain any personally identifiable information.

SMG will also be holding a supplier webinar on Tuesday 16th December 2025 between 1:30PM and 2:30PM, where suppliers will be able to hear more about SMG and how we operate in relation to security. To join the webinar, please use this link:

https://teams.microsoft.com/l/meetup-join/19%3ameeting_MWRIZGEwYjgtZjc2OC00ZjJlWI5NzUtMzhkYjA4ODA5YzRh%40thread.v2/0?context=%7b%22Tid%22%3a%22e967bc0-c070-41c8-9f7e-806069f6330b%22%2c%22Oid%22%3a%22c49a1c5b-c4c0-43e5-858f-6336e2c1a240%22%7d

Suppliers are welcome to send any questions in advance using this Microsoft Form:

<https://forms.office.com/pages/responsepage.aspx?id=wLxn6XDAyEGffoBgafYzC5cE-X9GfdpPiWXWqlTsfOBUREgxRk42QkFLVVZQMkJGMFFSTk0xMU9MWi4u&route=shorturl>

Please submit all your questions by 15th of December 2025 12:00PM.

We will also try and answer any questions on the day. Access to the questions and responses will be made available to potential bidders in the tender pack.

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Procedure

Special regime

Light touch

Contracting authority

Science Museum Group

- Public Procurement Organisation Number: PDTR-3338-MNPG

The Science Museum

London

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United Kingdom

Email: procurement@sciencemuseum.ac.uk

Region: UKI33 - Kensington & Chelsea and Hammersmith & Fulham

Organisation type: Public authority - central government