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Contract

## **TfL Head Office Catering 2025-26**

Transport for London

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-085084

Procurement identifier (OCID): ocds-h6vhtk-05acd9 ([view related notices](#))

Published 19 December 2025, 4:11pm

### **Scope**

### **Reference**

WS2679301535

### **Description**

This requirement is for the provision of catering, hub and hospitality services across TfL's four Head Office locations. Palestra, Pier Walk, Endeavour Square, and Ashfield House.

This requirement is intended to ensure uninterrupted catering services for a period of nine months while TfL undertakes a comprehensive procurement exercise to establish a future consolidated catering contract. The interim arrangement will maintain service continuity and mitigate any operational risks during the transition to the new contract

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## **Contract 1. TfL Head Office Catering 2025-26**

### **Supplier**

- GRAYSONS HOSPITALITY LIMITED

### **Contract value**

- £1,551,420 excluding VAT
- £1,861,704 including VAT

Above the relevant threshold

### **Date signed**

4 December 2025

### **Contract dates**

- 9 December 2025 to 31 August 2026
- 8 months, 23 days

### **Main procurement category**

Services

### **CPV classifications**

- 55500000 - Canteen and catering services

## Contract locations

- UKI - London

## Key performance indicators

<b>Name</b>	<b>Description</b>	<b>Reporting frequency</b>
Customer Satisfaction	To ensure a high level of customer service from the supplier. The assessment will be made against customer service Feedback Measures criteria set out in contract.	3 months
Planned Service Delivery	To ensure that activities are carried out in accordance with the specification and to a high level.	1 months
Contract Innovation and Efficiency	To provide on-going innovation and efficiencies throughout the duration of the Contract.	3 months

## Other information

### Conflicts assessment prepared/revised

Yes

## Procedure

## Procedure type

Direct award

## Direct award justification

- Single supplier - technical reasons
- Additional or repeat goods, services or works - extension or partial replacement

This direct award to the existing supplier is essential to ensure continuity of service while TfL conducts a compliant procurement process for a future consolidated catering contract. Additional time was required to develop a robust specification for an integrated catering solution that streamlines service delivery and delivers efficiencies, which necessitated this interim direct award.

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## Supplier

### GRAYSONS HOSPITALITY LIMITED

- Companies House: 07403174
- Public Procurement Organisation Number: PQNL-4371-MYRY

Office 202, Floor 2, The Lighthouse, 1 Kings Cross Bridge

London

N1 9NW

United Kingdom

Email: [michelle.nash@graysons.com](mailto:michelle.nash@graysons.com)

Website: <https://graysons.com/>

Region: UKI31 - Camden and City of London

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. TfL Head Office Catering 2025-26

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## **Contracting authority**

### **Transport for London**

- Public Procurement Organisation Number: PHMT-6197-NWNZ

5 Endeavour Square

London

E20 1JN

United Kingdom

Email: [BSFAribaAdministration@tfl.gov.uk](mailto:BSFAribaAdministration@tfl.gov.uk)

Region: UKI41 - Hackney and Newham

Organisation type: Public authority - central government