



HAYLE TOWN COUNCIL

Tender for the Cleaning and Operational Management of Public Toilets in Hayle

General Information

Hayle Town Council has responsibility for the four public conveniences in Hayle. We wish to ensure that the public conveniences provided are clean, safe and fully operational throughout the agreed opening times. The successful tenderer will be offered the contract for a period of 4(+1+1) years subject to service provision, commencing 1 April 2024. However, the terms will be reviewed annually, the Council reserving the right to terminate within the first year due to poor service provision and to retender after the 4-year period without recourse to the +1+1 extension to the contract.

In submitting a tender, the tenderer shall be deemed to have offered to undertake the service and any variations thereto in accordance with the provisions of the Health and Safety at Work etc. Act 1974 and any other current legislation covering such works.

The Council reserves the right to monitor any part of the contract standards and issue warning or default notices in way of liquidated damages if the Contractor fails to meet with contract standards or any part of the contract conditions. For example, the monitoring system will include an inspection of the following:

- The number of operatives on site and rota
- The quality of materials used
- Adherence to the cleaning standard
- That the frequency and availability requirements are being met
- That health and safety requirements are met.
- That Sustainability and the Environment are given priority over cost

Performance will be measured through the following:

- A six-monthly review meeting between the Council and the Contractor
- Random quality checks will be conducted by the Council to ensure all aspects of the work performed by the Contractor are carried out to the required standard. On a quarterly basis, the Contractor will carry out joint inspections with the Authorised Officer and/or Councillors.
- Level of substantiated public complaints.

Payment will be made upon receipt of an invoice which should be submitted at each month end to the Town Council.

Where liquidated damages are being claimed by the Council, the Contractor will be informed of the reason and the amount to be deducted from the full invoice and requested to either issue a credit note for the agreed sum or provide an amended invoice for payment.

Bid costs

The Council will not be liable for any bid costs, expenditure, work or effort incurred by a Tenderer in proceeding with or participating in this procurement, including if the procurement process is terminated or amended by the Council.

The Tenderer shall have no claim whatsoever against the Council in respect of such costs and in particular (but without limitation) the Council shall not make any payments to the successful Tenderer or any other Tenderer save as expressly provided for in the Conditions of Contract and (save to the extent set out in the Tender documents) no compensation or remuneration shall otherwise be payable by the Council to the successful Tenderer in respect of the Services by reason of the scope of the Services being different from that envisaged by the successful Tenderer or otherwise.

Locations and Opening Times

Public Toilet Block	Season	Leasehold or Freehold	Daily Opening Times (min)	Number of Daily Cleans (min)
Commercial Road Car Park	All Year	Leasehold	8am -6pm (Winter) or 7pm (Summer)(1 April – 30 Sept: - 2 1October – 31 March:- 1
Foundry Square Car Park	All Year	Leasehold	8am -6pm (Winter) or 7pm (Summer)(1 April – 30 Sept: - 2 1October – 31 March:- 1
Recreation Ground	All Year	Freehold	8am -6pm (Winter) or 7pm (Summer)(1 April – 30Sept: - 2 1October – 31 March:- 1
Hayle Towans	Good Friday – 30 Sept Inc.	Leasehold	8am -6pm (Winter) or 7pm (Summer)(2

NB First clean to be carried out by 9.00 am daily. If a second clean is due to be carried out this should be done between 1pm and 3pm.

Working Hours

The Contractor shall ensure that all sites and all facilities within each individual site are cleaned every day that they are open, in accordance with the seasonal opening hours and to the standards required. The opening hours of all sites shall be 8am to 7pm in the Summer

months (April 1st to September 30th) and, for all year round sites, 8am to 6.00 pm in the Winter season (October 1st to March 31st).

The Contractor shall ensure that all sites are locked and unlocked in accordance with these hours (save that variations to these hours may be requested on an ad hoc basis).

The Contractor shall be required to work on site both before and during these hours each day. Intervals are specified but the exact timing at each site shall be at the Contractor's discretion, save that they shall satisfy the cleaning and security schedules in full as set out in this specification and shall be agreed with the Authorised Officer, prior to the commencement of the contract.

Tenders are invited for the following:

- 1. Daily unlock, (by 8am) and lock up (not before 7pm) of the toilets**
- 2. Daily cleaning of toilets**
Daily cleaning of toilets as per specification listed on Page 4 and additional visits to clean the toilets if necessary.
- 3. Weekly cleaning and regular deep cleaning**
As per specification listed on Page 5.
- 4. Sanitary and sharps disposal.**
- 5. Provision of all consumables and soap dispensers and toilet roll holders in the Ladies, Gents and Unisex toilets. Limited storage space is available at the Recreation Ground and Commercial Road toilets.**
- 6. Out of hours repairs as required to a single item limit of £250 with a full report to the Town Clerk at the earliest opportunity.**
- 7. Monthly legionella testing of all 4 toilets plus Hayle Town Council's offices at 58 Queensway, Hayle TR27 4NX and Hayle Town Council Library at 43 Commercial Road, Hayle TR27 4DE. Results for all tests to be provided to Hayle Town Council in a Legionella Log book along with the name and qualifications of the person responsible for the testing.**

Cleaning Specification

Cleaning should be carried out in a systematic sequence. This will avoid areas which were previously cleaned becoming wet and soiled again before the cleaning process is completed.

Daily Cleaning Checklist:

Prior to starting work erect signage to advise users of cleaning in progress and of potentially wet floors. Check all lights, hand driers, door locks, baby changing equipment are working properly and report faults.

The Core Tasks comprise of the following Works:

- Entrances and exits, doors, door handles, windows.
- External areas immediately adjacent to the site
- Windows
- Walls, woodwork, ceilings, sockets, skirting boards, ledges, switches panels. Particular attention required at the Recreation Ground toilets where wet thrown toilet paper is an issue stuck to the wall and ceilings.
- Wet mop floors
- Cubicles
- Urinals
- Sinks, basins, taps, splash backs and tiles
- Toilet pans
- Toilet seats
- Soap dispensers and Wallgates (wash stations)/ sinks
- Hand driers (and paper towel dispensers)
- Hot water heaters (where fitted)
- Pipes, cisterns
- Baby Changing Units
- Mirrors
- Low level light fittings
- Bins and waste removal
- Replace all consumable supplies, ie toilet rolls, soap, etc. **Do not leave part used toilet rolls outside of the dispensers.**

Remove any signage once cleaning is complete and facilities are ready for safe use.

Report any damage, faults or defects to Hayle Town Council on 01736 755005 or info@hayletowncouncil.net

If any faults or issues are found which potentially affect the safe use of the toilets the affected area must be locked and signed 'out of order' and then reported to the Town Council immediately.

Weekly Cleaning Checklist:

- a) Clean external doors and signage
- b) Clean internal walls and fittings

In addition to the above, regular deep cleaning should be **scheduled quarterly** to address usage and soiling. Exact cleaning methods and frequency to be agreed.

Cleaning materials

Hayle Town Council are mindful of it's Duty to protect the natural environment wherever possible and is deeply committed to sustainability. The Council defines sustainability as:

"A dynamic process of continual improvement that enables all people, now and in the future, to have quality of life, in ways that protect and enhance the Earth's life supporting systems."

As such, wherever possible, the Council requires that all cleaning products used on its premises are environmentally friendly. Where this is not possible, the Council would require the contractor to provide a reason why and to show what mitigation they intend to offset potential environmental damage from that product.

Confidentiality and Freedom of Information

All information supplied by the Council to Tenderers (including this ITT and all other documents relating to the procurement), whether in writing or orally, is supplied on condition that it (including the fact that the Tenderer has received this ITT) be kept confidential by the Tenderer; it must not be copied, reproduced, distributed or passed to any other person at any time (except to professional advisors, consortium members or subcontractors for the sole purpose of enabling the Tenderer to submit a Tender) unless the information is already in the public domain.

As a public body, the Council is subject to the provisions of the Freedom of Information Act 2000 (FOIA) and Environmental Information Regulations 2004 (*SI 2004/3391*) (EIR) in respect of information it holds (including third party information). Any member of the public or other interested party may make a request for information. The Council is also subject to various public sector transparency policies and legal requirements, including the placing of contract award notices on the Contracts Finder database which identify the contract values and successful supplier.

Tenderers should therefore be aware that information provided in connection with this procurement, or in connection with any contract awarded, may be disclosed by the Council, unless the Council decides (in its absolute discretion) that one of the statutory exemptions under the FOIA or the EIR applies. Requests for information and application of any exemptions shall be considered on a case by case basis. By taking part in this procurement, Tenderers agree to such disclosure or publication by the Council.

Tenderers may designate any information supplied as part of their tender response or otherwise in connection with the procurement as confidential or commercially sensitive by clearly identifying it as such to the Council. Blanket protective markings applied to the whole

document will not be sufficient. While designating material as confidential or commercially sensitive or equivalent does not guarantee non-disclosure, the Council will consider this as part of any disclosure decision.

All tenderers must provide:-

- Details of appropriate insurances
- Company Health and Safety Policy
- Method statements for cleaning operations and disposal of clinical waste
- Risk assessments for all functions associated with the contract and a lone working policy if required.
- Emergency Action Plan
- Proof of COSHH training of all staff employed who attend the sites.
- COSHH assessments for all materials used on the sites.

Return completed Tender Form (pages 5 - 8) and requested documentation (see above) in an envelope clearly labelled 'Public Convenience Tender', to:

Town Clerk
Hayle Town Council
Hayle Community Centre
58 Queensway
Hayle
TR27 4NX

Tender Evaluation

Please note the Council is not bound to accept the lowest or any tender. The tender will be evaluated based on a pass/fail basis for certain aspects and a scoring mechanism on other parts. The scoring is designed to assist the Council in determining the most appropriate contractor to instruct but the scoring result will not be binding on the Council. The Council does not wish to award the contract based solely on who can best complete a tender document. The Council will wish to ensure that the work is carried out in a suitable manner, both in terms of carrying out the work on the ground and also interaction and communication between the contractor and the Council. As such the Council reserves the right to award the tender to a party who has not scored the highest on the marking schedule but who is deemed able to provide the best overall service to the Council.

The deadline for the receipt of tender applications is 9am on Tuesday 5 December 2023.



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TENDER RETURN

Please complete all information in BLOCK capitals and BLACK INK. Thank you.

Company Name & Address of Tenderer

Telephone Number(s):

Email Address:

Representative contact name:

Please state value of PUBLIC LIABILITY INSURANCE and name of Insurer:

This tender must be returned in the envelope provided by no later than 9am on Tuesday 5 December 2023.

Tenders will not be accepted after the closing date and must be delivered or posted to the office of the Town Clerk at tenderer's risk, sealed in the provided enveloped only. All tenders will be opened together by two officers of the Council with an independent witness present. All tender prices will then be presented to Full Council for resolution of successful contractor.

Fixed Price Tender £ (VAT exclusive)

The following will comprise the fixed price tender for the contract to undertake the cleaning and associated services relating to the four public toilets in Hayle and submission to Hayle Town Council will be deemed as acceptance of the specifications. If you wish to supply additional information, please use the space on Page 8 of this pack. Please also ensure that all requested documentation is supplied.

Public Toilet Block	2024/25 Total cost per toilet block as per spec. inc. seasonal changes	2025/26 Total cost per toilet block as per spec. inc. seasonal changes	2026/27 Total cost per toilet block as per spec. inc. seasonal changes	2027/28 Total cost per toilet block as per spec. inc. seasonal changes
Commercial Road Car Park				
Foundry Square Car Park				
Recreation Ground				
Hayle Towans (seasonal only)				
Annual cost for Legionella testing for all public toilets.				
TOTAL (for all toilet blocks)				
Annual cost for Legionella testing of HTC Offices				
Annual cost for Legionella testing of HTC Library				
Total				

References

Please provide reference details of two contracts that you have recently been awarded, carried out or are continuing to carry out (within the last 3 years) for the provision of services similar to those required by Hayle Town Council.

Reference Company Name		
Address		
Contact Name		
Telephone Number		
Email Address		
Contract Reference		
Description of goods/works/services undertaken		
Date contract awarded		
Length of contract		
Type of contract		
Annual value of contract (£)		
Details of relevant qualifications, skills, memberships of professional bodies, etc, used in support of delivery of the contract		
Details of known risks involved with delivery of this type of work and suggested mitigations		

This fixed-price tender is signed and dated by an authorized representative of the contractor and shall be binding.

SIGNED: _____

PRINTED: _____

DATE: _____

FOR ADDITIONAL INFORMATION (IF REQUIRED).