

**WILMSLOW TOWN COUNCIL**

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**Cheshire**

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**TENDER SPECIFICATION**

**Provision of Cleaning and Maintenance Services to Carrs Park Public Toilet facilities**

**5 year agreement from 1 August 2022**

**Table of Contents:**

1. **INSTRUCTIONS FOR SUBMITTING A TENDER** 3

1.1 Introduction: 3

1.2 Preparation of the Tender Request (TR): 4

1.3 TR Procedures and Timetable: 5

1.4 Quotation Format and Cost Summary: 6

1.5 Selection Criteria: 6

1.6 Arithmetic Accuracy: 6

1.7 Period of Acceptance: 6

1.8 Final Submissions: 6

 [**2 ORGANISATIONAL INFORMATION AND REQUIREMENTS**](#page7) 8

 [2.1 Organisation Identity](#page7): 8

 [2.2 Organisation Information](#page7) 8

 [2.3 Financial Information](#page9): 9

 [2.4 Insurance](#page9): 10

 [2.5 Capacity](#page10): 11

 [2.6 Provision of Service](#page10): 11

 [2.7 Previous Contracts](#page10): 11

 [2.8 Health & Safety Policy](#page11): 12

 [2.9 Sustainability](#page11): 12

 [2.10 Environmental](#page11): 12

 [2.11 Equal Opportunities](#page11) 12

 [2.12 Professional References](#page11): 13

 [**3 COSTS**](#page13): 14

 [4.1 Detailed Cost Template for five-year contract](#page14) 14

1. **INSTRUCTIONS FOR SUBMITTING A TENDER:**
	1. **INTRODUCTION:**

1.1.1 Wilmslow Town Council (WTC) is looking to procure services for the cleaning, maintenance and management of its public toilets at the Carrs Park, Wilmslow SK9 4AA

1.1.2 The toilet block was built in 2017 and is made up of one unisex toilet, one DDA compliant unisex toilet and a servicing/ storage room.

1.1.3 The toilet block also houses a refreshment kiosk under a commercial tenancy agreement, this element is excluded from the cleaning/maintenance/management agreement.

1.1.4 The required cleaning regularity is two visits per day, 7 days per week to include Bank Holidays but excluding Christmas Day.

1.1.6 The cleaning visits to be spread evenly with one clean early morning being before 9.30am and a second visit being between the hours of 1pm and 3pm.

1.1.7 All cleaning visits to be documented and available for real-time inspection either via electronic or manual systems.

1.1.8 Cleaning visits to include as a minimum

* toilet and wash area clean twice a day
* sweep and clear floor of debris twice a day
* clean internal surfaces (excluding floors and walls) twice a day
* check and replenish toilet rolls twice a day
* check functionality and consumables of wallgate handwash twice a day
* mop floor daily
* clean walls and doors (inside and out) daily
* empty bins daily
* clean external wipeable surfaces (signage and wall plates) daily
* reporting operational faults daily
* checking and ordering supplies daily
* graffiti removal within 24 hrs
* documented visit log (electronic or physical) twice a day
* maintaining clean and safe service/storage room daily
	+ - 1. Maintenance visits to include as a minimum
* 4 proactive scheduled maintenance visits per year
* Responsive call out service within 48 hrs
* Door operation and payment functionality
* Lights internal and external
* Wallgate testing and maintenance
* Floor and wall surface integrity
* Drain cleaning and integrity
* Blockage resolution
* Air handling functionality
* Fixture testing and integrity including DDA handles and baby changing facilities
* Documented visit log (electronic or physical) each visit
	+ 1. External services to be included in the price
* Nappy and personal hygiene bin emptying and removal (two weekly)
* Any other waste removal costs
* Any sub-contracted maintenance contracts (please specify)
	+ 1. Consumables to be included in the contract price
* All cleaning product
* Toilet rolls
* All PPE
* All cleaning equipment
* Light bulbs
	+ 1. Management and responsibility to be included in the contract price
* Meetings with a senior member of the providers management team (six monthly)
* Direct access to a senior member of the providers management team as and when required
* Insurance provision as required by law and a minimum of £5million of professional indemnity insurance, enabling thje provider to fully indemnify the Council against any loss caused by his actions or neglect.

**1.2 Preparation of the Tender Request (TR):**

1.2.1 Although this document is designed to be as complete and comprehensive as possible, potential tenderers must obtain for themselves all the information necessary for developing and costing their proposal and entering into a contract.

1.2.2 The Council will do everything possible to ensure tenderers have access to all the information they require in order to produce their response.

1.2.3 Potential tenderers must ensure that they clarify any points of doubt or ambiguity before submitting their tender. If clarification is required in order to complete the tender, requests should be submitted in writing to Town Clerk, townclerk@wilmslowtowncouncil.gov.uk or Wilmslow Town Council, Wilmslow Parish Hall, Cliff Road, Wilmslow SK9 4AG

1.2.4 Any additional information requested will automatically be provided to all invited tenderers.

1.2.5 **We strongly recommend a site visit by all interested parties prior to the submission of a tender.**

**1.3 TR Procedures and Timetable**

1.3.1 The following dates are applicable to this procurement:

|  |  |
| --- | --- |
| Target Date | Task |
|  23/5/22 |  Issue Tender Document |
|   | 7/6/22 |  Deadline for requests for additional information |
|  17/6/22 |  Deadline for return of TR |
| 24/6/ | 2022 |  Final selection of successful supplier and notify unsuccessful bidders |
|  1/7/22 |  Target date for award of contract and first planning meeting |
|  1/8/22 |  Commencement of contract |

1.3.2 No extension to any dates contained in the procurement timetable shall be granted to tenderers. The Council reserves the right to amend these dates provided that by doing so the competitive process is not prejudiced.

1.3.3 Tenderers who are interested in this procurement are invited to submit a fully costed TR proposal together with all the supporting documents as specified in this TR.

1.3.4 Wilmslow Town Council reserves the right to request additional information from a tenderer to clarify their proposal, which is to be supplied at the expense of the tenderer.

1.3.5 This TR must be completed and returned in a sealed envelope, clearly marked with the following: TR Response – For the supply of Toilet Cleaning and Maintenance Services, Town Clerk, Wilmslow Town Councill, Wilmslow Parish Hall, Cliff Road, Wilmslow SK9 4AG and also sent electronically to email: townclerk@wilmslowtowncouncil.gov.uk

1.3.6 Your proposal must be received by 17.00hrs on 17 June 2022 - any tenders received after this date and time will not be considered.

1.3.7 Please include, where appropriate, any supporting documents marking clearly on all documents the name of your organisation. You should provide an index of all documents referred to in the completed tender.

Tenderers must return one copy of the completed tender and any supporting documentation. If couriered or hand delivered it must be delivered to the Town Clerk, Wilmslow Town Council, Wilmslow Parish Hall, Cliff Road, Wilmslow SK9 4AG. The opening times are Monday – Friday 10:00hrs – 15:00hrs. Please telephone in advance for an appointment.

1.3.8 The quotation document should detail precisely how the supplier will satisfy the Council’s requirements

1.3.9 The Council does not bind itself to accept the lowest bid or any quotation. The Council reserves the right to withdraw any part of the quotation document prior to award of contract and reserves the right to discontinue the quotation process at any time.

**1.4 Quotation Format and Cost Summary**

1.4.1 The suppliers shall provide full details of all costs that are to be charged to the Council

**1.5 Selection Criteria**

1.5.1 This TR is a two-stage process containing questions regarding suppliers’ ability and technical capability to provide and deliver the service within the costs being tendered. The full list will be shortlisted to a maximum of three suppliers who may be asked to attend a meeting to discuss their proposals. The preferred tenderer will be determined based on how their proposed solution can best demonstrate their ability to meet requirements along with the most economically advantageous tender.

**1.6 Arithmetic Accuracy**

1.6.1 It is the responsibility of the supplier to check that all costs are identified, entered in the cost templates and are accurate. Any area of cost that is not identified and not included with the submission will be treated as free of charge.

1.6.2 If arithmetical mistakes are found after the contract has been awarded they will not be taken account of. The figure agreed at the time of contract will prevail.

**1.7 Period of Acceptance**

1.7.1 The potential supplier is required to hold their TR open for acceptance for a period of up to four months from the closing date.

|  |  |
| --- | --- |
| **1.8** | **Final Submissions** |

1.8.1 The Council does not bind itself to accept the lowest or any quote and will not accept responsibility for any expense or loss which may be incurred by any potential tenderer in the preparation of the TR.

1.8.2 You must supply all details and certificates requested as part of this TR.

1.8.3 Lack of information may deem your tender unacceptable and will result in the failure of your submission.

1.8.4 WTC will not accept incomplete nor non-specific/generic submissions.

1.8.5 Unless specifically and clearly stated by tenderers, they will be required to meet all the requirements specified within the TR price submitted.

1.8.6 A formal contract will be signed with the successful TR.

**2 ORGANISATIONAL INFORMATION AND REQUIREMENTS:**

**2.1 ORGANISATION IDENTITY:**

|  |  |
| --- | --- |
| Name of Organisation |  |
| Contact |  |
| Address |  |
| Tel No. |  |
| Email |  |
| Company Registration No. |  | Date of Registration |  |
| Registered Address (if different from above) |  |

**2.2 ORGANISATION INFORMATION:**

|  |
| --- |
| Is your organisation: (Please tick those that are applicable) |
| Public Limited Company |  |
| Limited Company |  |
| Partnership |  |
| Sole Trader |  |
| Date of organisation’s formation |  |
| Date of incorporation in UK(if different) |  |
| VAT registration No. |  |

Is your organisation registered under the Data Protection Act 2018?  YES/NO

If the answer is yes, what is your DPA registration number?:

Has your organisation or any director of your organisation or any other person who has powers of representation, decision or control of the organisation been convicted of any of the offences listed at Regulation 23 (1) (a) – (f) of the Public Contracts Regulations 2006? YES/NO

If the answer is yes, WTC may require further information.

Are there any court actions and/or tribunal hearings outstanding against your organisation which relate to the provision of this contract (including but not limited to negligence claims, discrimination cases, infringement of intellectual property rights, infringement of data protection legislation)? YES/NO

If the answer is yes, please provide details.

Has your organisation been involved in any court action and/or tribunals over the last 3 years which relate to the provision of this contract (including but not limited to negligence claims, discrimination cases, infringement of intellectual property rights, and infringement of data protection legislation)?

YES/NO

If the answer is yes, please provide details.

List the full names of all Directors, Partners and Company Secretaries:

|  |  |
| --- | --- |
| **Full Name** | **Role** |
|  |  |
|  |  |
|  |  |

Please give details of any Director, Partner or Associate who has been employed by Town Council:

|  |  |
| --- | --- |
| **Full Name** | **Role** |
|  |  |
|  |  |

Please give details of any Director, Partner, Associate or Senior employee who has a relative who is employed by Town Council or who is a Council Member:

|  |  |
| --- | --- |
| **Full Name** | **Name of relation** |
|  |  |
|  |  |

Have any proceedings been taken against the company's directors or employees resulting in convictions under the Prevention of Corruption Acts 1889-1916 or Section 117 of the Local Government Act 1972? YES/NO

If the answer is yes, please provide details:

**2.3 FINANCIAL INFORMATION:**

May your bankers be approached for a reference?Yes/No

A financial credit-check may be undertaken on your organisation as part of this tender process.

If requested would you be prepared to provide a set of the last year’s audited accounts for your own organisation and the holding/or ultimate parent (if applicable). Yes/No

Please provide details of your bankers:

Bank Name:

Branch Address:

Account Name:

Account Number: Sort Code: - -

Number of years account has been open?

If goods, services and or works proposed in your tender return are sub-contracted, WTC will require financial documents from each third party.

|  |  |  |
| --- | --- | --- |
|  |  |  |
|  |  |  |

**2.4 INSURANCE:**

Please provide details of your organisation’s Insurance protection in respect of the following.

(A copy of your insurance papers must be provided as an appendix.)

|  |  |  |
| --- | --- | --- |
| **Policy Number** | **Insurer** | **Indemnity Value (£) in respect of any one incident** |
|  |  |  |
| **Public liability** |  |  |
|  |  |  |
| **Employers Liability** |  |  |
|  |  |  |
| **Professional Indemnity** |  |  |
|  |  |  |

**2.5 CAPACITY:**

Please supply details of staffing levels directly employed by your organisation:

Have you got the current capacity to undertake the requirements alongside your existing contracts? YES/NO

Please provide contact details of the team who will be responsible for the delivery of this contract.

 Please indicate to which professional or trade bodies your organisation belongs to.

Please include the registration number, date of registration and where possible copies of certificates and website details.

**2.6 PROVISION OF SERVICE:**

Please confirm whether you propose to provide any part or all of the proposed service through another organisation, whether this is through sub-contracting or a consortium?

YES / NO

If yes, please complete the following:

What type of working arrangement do you have:

 Sub-contract?

 Consortium?

 Other (please specify)?

List all member organisations, identifying the role of each member, including the services to be provided by that organisation, its registered or principal office and indicating the organisation’s ultimate parent company where applicable.

Will the relationships be specifically established for this contract?  YES/NO

**2.7 PREVIOUS CONTRACTS:**

Has the organisation ever had a contract terminated? YES/NO

If yes, please state the name of employer, address, date of termination of contract and the circumstances leading to the termination:

Has the organisation ever withdrawn from a contract? YES/NO

If yes, please state the name of employer, address, date of termination of contract and the circumstances leading to the termination:

Has the organisation ever been refused renewal of any contract due to failure to perform to the terms of the contract? YES/NO

If yes please give name and address of the employer:

**2.8 HEALTH & SAFETY POLICY:**

Please provide a copy of your organisation’s Health & Safety at Work Policy, to include a risk assessment and method statement. Please provide appropriate documentation regarding how this contract will be undertaken with due regard to Health and Safety. This must be provided as an appendix and cross referenced to the TR proposal.

**This is a mandatory requirement.**

Please detail any prosecutions or enforcement actions in relation to health and safety taken by any enforcing authority against the organisation or individuals within it in the last 5 years.

**2.9 SUSTAINABILITY:**

Please provide a copy of your organisation’s sustainability policy.

**2.10 ENVIRONMENTAL:**

Has your organisation been successfully prosecuted for infringement of environmental legislation in the past three years? YES/NO

If the answer is yes, please provide further details.

**2.11 EQUAL OPPORTUNITIES:**

This section concentrates on equal opportunities and asks questions about whether your organisation complies with the following legislation:

* Human Rights Act 1998
* Equality Act 2010

We are committed to doing everything possible to promote equality in our organisation and will only do business with those organisations that adopt the same policy.

**2.12 PROFESSIONAL REFERENCES:**

Please provide details of organisations that you have provided a provision of goods, services and/or works for the purpose of a reference:

For all contracts listed the details must include:

* Customer name and address.
* A brief overview of the project/programme description including the scope of your involvement
* Value of contracts.
* Contact name and telephone number.
* May customers be approached for a reference? YES/NO

Please provide details of your organisation's involvement in any projects which have been awarded in the last 5 years where there was a failure to achieve programme and/or project objectives, or to achieve and maintain compliance with levels of service.

**3 OUR REQUIREMENTS:**

**3.1 SCHEDULE OF REQUIREMENTS:**

The services supplied must meet or exceed the full requirement as detailed within section 1

It is important at the time of completing this TR that you specify a lead time for delivery of the services, with a confirmation that you can deliver the required service from 1 August 2022.

On receipt of the Council’s purchase order / signed contract, the successful tenderer shall provide to the Council a Programme of work covering the planning and implementation phases giving a brief outline of processes and time scales involved.

**4.** **COSTS**

All costs should be a fixed price exclusive of VAT

Prices should reflect a five-year agreement and any subsequent increases to costs over those five years that do not form part of this formal tender will not be the responsibility of Town Council.

Any year-one only costs that you include to amend any existing infrastructure should be clearly shown separately.