



RYDE TOWN COUNCIL

**TENDER DOCUMENTATION
PUBLIC CONVENIENCE CLEANING
AND
MINOR MAINTENANCE**

December 2017

RYDE TOWN COUNCIL – PUBLIC CONVENIENCE CLEANING AND MINOR MAINTENANCE

INTRODUCTION

Ryde Town Council (RTC) is responsible for the cleansing and maintenance of four public conveniences within its administrative area located at the following locations:

- Appley Park
- Eastern Esplanade
- Western Esplanade
- St Johns Road

Cleansing and minor maintenance is undertaken throughout the year and broken into Winter and Summer frequencies. In addition a dedicated attendants round servicing the three public conveniences located within the Esplanade area is provided during the period 1 June to 30 September each year. The service also includes a locking and unlocking service, and additional cleansing is undertaken during specified special events that take place within the Town Council area.

The Town Council is inviting tenders from suitably qualified and experienced Contractors to undertake the cleansing and minor maintenance identified in this document for a period of 4 years commencing on 1 April 2018, with the potential to extend the contract by up to a further 12 months at the discretion of the Town Council. The continuation of the contract during this period will be subject to the contractor's satisfactory performance

The contract will be awarded based on the most economically advantageous tender received. The assessment will be based on the following criteria:

- 50% on Price
- 50% on Qualitative Criteria

The qualitative criteria, and their relative importance will be as detailed within this tender document in **Appendix 1**, and the contractor will be required to provide as part of its tender submission suitably detailed information for each of the criteria to enable the Council to make an assessment.

It is to be noted that the Council is not bound to accept the lowest tender and if no tenders are received or if the assessment of the tenders of all tenders based on the above criteria are equal, then the Council may make such alternative arrangements for procuring the goods or services or executing the works as it thinks fit.

SPECIFICATION

Key aims

- To have public conveniences that meets the expectations of the users and the Town Council.
- To establish and maintain high standards of cleanliness.
- To provide a basic level of immediate maintenance at the public conveniences as part of the general daily cleansing and inspection.

General requirements

The Contractor may deploy operatives of either sex on the programmed visits to the public conveniences, provided that when work of any nature is being undertaken in premises reserved for one sex by an operative of the opposite sex, a notice shall be exhibited at the entrance in a form approved by the Town Clerk. While cleaning is taking place, the cleaner is expected to allow any member of the public to use any exterior disabled section of the premises by unlocking it if requested.

Each public convenience shall be visited, inspected, cleansed and maintained in accordance with this specification during the hours indicated below and on each of the days required, for each of the premises detailed in **Appendix 2**.

Each public convenience shall be visited in the same order each day and the Contractor shall submit a programme of work detailing the sequence together with approximate times of each visit in writing for approval by the Town Clerk or appointed representative at least 2 weeks before the schedules are implemented. Where more than one visit per day is scheduled, the cleaning visits shall be equally spaced as indicated in the table below.

Number of cleans	Time of 1st clean	Time of last clean
1	6am to 9am	
2	6am to 9am	2pm to 5pm (Winter) 2pm to 7pm (Summer)

The Contractor shall be responsible for making his own arrangements for any parking or access to the public conveniences by his own vehicles. The Council shall not be responsible for any fines or parking charges incurred by the Contractor at any time. Contractor's vehicles shall be appropriately and legally parked at all times while providing this service.

Cleansing and maintenance work shall be carried out from 6am until 5pm during the winter season and 6am until 7pm during the summer or peak season. Working outside these hours is only allowed with the prior permission of the Town Clerk or appointed representative, provided the work is organised so as not to unreasonably obstruct or interfere with use of the premises by the public.

In the event of the Council either removing or adding one or more public conveniences from those listed in **Appendix 2** to the Specification the contract payments shall be adjusted in accordance with the conditions of contract and the relevant rates shown in the Bill of Quantities and Schedules within **Appendix 6**.

Where additional work is required to be performed for whatever reason, payment shall be made in accordance with the principles laid down in the conditions of contract.

The premises are to be used only as public convenience facilities and shall remain open during the periods specified in the appendices or such other times as may be determined by the Town Clerk after consultation with the contractor. The contractor shall not make any charge to members of the public for use of the public convenience.

No services will be required on Christmas Day, but other public holidays shall be treated as normal working days. All premises specified in **Appendix 2** to the Specification to be left open in the winter shall be left open for 24 hours on Christmas Day.

The contractor shall ensure that all reports of defects including any vandalism, graffiti or drug related paraphernalia are made by telephone to the Council and recorded and sent electronically within 24 hours with a unique reference number. Any defects at weekends shall be reported on the following Monday morning. The Council may request digital photos to be taken.

The contractor will be responsible for providing and erecting signs (which shall be agreed with the Town Clerk or appointed representative prior to the commencement of the contract) to indicate that a public convenience or cubicle is out of order. These signs shall indicate the nearest alternative public convenience.

The contractor shall provide a reactive service to attend to any indicated public convenience(s) to carry out an additional A-clean within one hour of the instruction of the Town Clerk or appointed representative between the hours of 6am and 8pm. This service shall be provided for up to 50 incidents each year. When this service is used, it shall not impact on the general cleaning schedules (Refer to **Appendix 6 Bill Number 8**)

The contractor shall supply and service sanitary waste bins in all ladies cubicles and disabled units in all facilities. Bins shall be exchanged for clean bins at least weekly or more frequently if required.

The contractor shall supply and service nappy waste bins in all baby change units or facilities with baby change cubicles. Bins shall be exchanged for clean bins at least weekly or more frequently if required.

Cleaning

The contractor shall visit each public convenience and inspect, clean and maintain it in accordance with this specification. Winter season frequencies shall operate from 1 October to the Sunday before Good Friday each year. Summer season frequencies shall operate from the Monday before Good Friday to 30 September each year.

The contractor shall ensure that the first clean of each day shall be an A-Clean. Any further cleans scheduled for the day will be a B-Clean.

Types of clean

A-Clean (Full clean)

- Wash with clean water containing suitable cleansing agent and dry all hand basins, taps, mirrors, sanitary fittings and tiles.
- Clean and sanitise all urinals, lavatory pans, baby changing facilities and toilet seats, leaving the latter two dry and free from any detergent residues.
- Clean and sanitise as necessary all soiled areas of walls, doors or other finishes and remove graffiti.
- Thoroughly sweep all floors. Wash floors with clean water containing suitable cleansing agent and remove all dirt and stains. Remove all excess moisture with a clean mop leaving floors as dry as is practicable at all times.
- Replenish toilet rolls to ensure adequate supply at all times.
- Cleanse, check and inspect Wallgate or similar units for satisfactory operation. Fill the container with liquid soap to maximum capacity with soap of a viscosity in accordance with Wallgate specifications. The contractor shall not at any time use soap that requires dilution with water.
- Replenish paper towels where provided.
- Check and if necessary replace lamps (internal and external) with bulbs as specified. Check time clocks and adjust as necessary to minimise energy wastage due to seasonal variation of daylight hours.
- Keep all access paths free of weeds, litter and detritus. Sweep clean footpaths and paved areas, litter pick and clear accumulated rubbish from the areas detailed in Appendix 2. All service areas to be free of all waste and litter and shall remain clear.
- Replace any missing trap grids on urinals.
- Empty all litter and sanitary waste bins and all other waste arising in the course of the service and dispose of the contents at a suitably licensed waste management facility. Any charges for waste disposal and waste transfer notes are to be paid for by

the contractor and shall be deemed to have been included in the rates entered in the bill of quantities. If the disposal site is closed the contractor must make alternative arrangements for temporary storage until such time as disposal of the waste can take place. Storage will not be permitted within the premises concerned.

- Check premises for damage or defects including water services. Effect minor repairs as defined and immediately report to the Town Clerk or appointed representative any unusual problems or defects of a substantial nature.
- Remove and safely dispose of any drug related paraphernalia in accordance with current relevant legislation. Notify the Town Clerk or appointed representative.
- Remove cobwebs at all levels and all chewing gum deposits, mould, fungus or slime or any other deposits as appropriate.
- Keep all premises smelling as clean and fresh as possible and take all reasonable and practical steps to prevent or eliminate the build up of any offensive odour. This shall include use of odouring sprays and any other suitable deodorising devices the charges for which shall be deemed to have been included in the rates entered in the bill of quantities.
- Clear any blockages as far as the first inspection pit using drain rods with appropriate end attachment to ensure free flowing drainage at all times. Any blockages after the first pit to be notified immediately to the authorised officer or his representative.
- Spray kill any flies found within the premises using a suitable approved chemical but not so as to cause a nuisance or danger to any person using the premises.
- All channel and gully grid traps to be kept clear of sand and other debris.

B-Clean (Spot clean)

- Thoroughly sweep all floors
- All internal surfaces including floors, partitions, doors, shelves and all sanitary ware shall be checked and where required cleaned as provided for within this specification. For the purposes of this section “where required” means where there is any evidence of staining, spillage, or other foreign contamination.
- Litterbins and sanitary bins to be emptied where required to ensure that no bin is overflowing by the time of the next clean. Where bin liners are used the liners shall be replaced.
- All toilet pans, urinals, wash hand basins and grid covers shall be cleaned of any blockage or part blockage.
- Toilet roll, soap and Wallgate soap and paper towels shall be replenished.

- Any defect or vandalism to be reported as required elsewhere in this document. Affect any minor repairs.
- Clear any blockages as far as the first inspection pit using drain rods with appropriate end attachment to ensure free flowing drainage at all times. Any blockages after the first pit to be notified immediately to the Town Clerk or appointed representative.

Weekly clean

In addition to the daily tasks, the contractor shall carry out the following tasks on a weekly basis in accordance with a programme to be agreed with the Town Clerk or appointed representative prior to the commencement of the contract.

- Wash all cills, ledges and windows inside and outside and ensure they are free from dust and grime.
- Sweep out any litter and detritus and remove any cobwebs in the locked service areas.
- Run all service / cleaners taps plus external shower units, if fitted, for a two minute period in accordance with the requirements of the legionella risk assessment (Copy to be supplied to the contractor)

Monthly clean

In addition to the daily and weekly tasks, the contractor shall carry out the following tasks on a monthly basis in accordance with a programme to be agreed with the Town Clerk or appointed representative prior to the commencement of the contract.

- Remove all stains, grime and deposits at floor edges, under doors or behind WC pans.
- Mechanically scrub all floors.
- Remove all visible scale and deposits from all stainless steel and ceramic faces.

Quarterly clean

In addition to the daily, weekly and monthly tasks, the contractor shall ensure that the following tasks are to be complete within one month of commencement of the contract and thereafter at three monthly intervals in accordance with a programme to be agreed with the Town Clerk or appointed representative. The programme shall be agreed prior to the commencement of the contract.

- Descale, clean and remove all built up deposits from the whole of the faces of the public conveniences, particularly urinals, including the outlet trap, immediate pipework, domical grating, sparge pipes and exterior flushing tanks.

- Descale, clean and remove all built up deposits from internal and external parts of the public conveniences including the flush rim, seat, seat covers, hinges, traps and the exterior of the flushing tanks of the WC bowls.
- Re-fillet of any open joints including those revealed by the removal of deposits.
- Descale, clean and remove all built up deposits from the entire surface area of wash basins and sinks including underneath.
- Remove sludge and deposits from waste outlet trap pillar and waste pipes of washbasins and sinks and re-filleting of any joints when necessary.

Annual clean

The contractor shall clean the exterior of all light fittings and thoroughly wash all ceilings annually. The programme for this work is to be agreed by the Town Clerk or his representative prior to the commencement of the contract.

Each public convenience, including any that are closed in the winter, shall receive a deep clean on an annual basis. The public convenience shall be closed to allow this to be achieved and this shall be carried out in the winter season. The contractor may employ a system utilising the use of chemical cleaning agents to achieve a deep cleaned result, such system to be agreed in advance with the Town Clerk or appointed representative. The result of the deep clean shall be the elimination of ingrained bad odours, removal of discolouration and the build up of mineral and organic matter.

Pre-season clean

The contractor shall ensure that those public conveniences that are open for the summer season only shall be thoroughly cleaned prior to opening for the season and the tender price must allow for that thorough cleaning operation. Such thorough cleansing shall comprise all operations described in section 3 above. The contractor shall ensure that any such public conveniences found not to be in proper working order at this time shall be reported to the Town Clerk or appointed representative.

The contractor shall ensure that all public conveniences that are locked for the winter shall receive a full cleanse before closure and shall not be closed until this is completed.

Attendants Rounds

Winter season frequencies shall operate from 1 October to the Sunday before Good Friday each year. Summer season frequencies shall operate from the Monday before Good Friday to 31 September each year.

From 1 June to 31 September inclusive the contractor shall ensure that at least one attendant shall operate to the three public conveniences located within the Esplanade area (Appley Park, Eastern Esplanade and Western Esplanade). The attendant(s) shall be dedicated to maintaining excellent cleaning and minor maintenance standards at the public conveniences on the round. The contractor shall ensure that the attendant is

provided with a suitable vehicle or bicycle and shall wear a high visibility vest with agreed logo's and wording on the back.

The contractor shall ensure that the attendant(s) shall service the facilities identified on their rounds on a continuous rota beginning at 11am and finishing at 6pm each day. The contractor shall ensure that the facilities shall receive a first clean prior to the beginning of the attendants round each day. The first clean shall be an A clean.

The contractor shall ensure that the public conveniences on the attendants round shall be maintained to the standards required for an A Clean at all times and shall receive weekly, monthly, quarterly and annual tasks as required below.

Minor maintenance

Within 2 months of the commencement of the contract, the contractor shall complete all minor maintenance items up to the required standard.

Minor maintenance requirements identified on attending a public convenience shall be rectified as soon as possible and within 24 hours. Minor maintenance items referred to in this specification will include:

- a. Repair or replacement of defective or missing cubicle door locks, keeps, toilet seats, toilet roll holders, flushing chains and handles.
- b. The provision, repair or replacement of paper hand towel dispensers and plastic or metal refuse receptacles in each section (ladies, gents, disabled) of each facility where paper hand towels are specified and no electric Wallgate unit is present.
- c. Clearing blocked roof guttering and drainage.
- d. Replacement of electric lamps and bulbs internally and externally.
- e. Replacement of No Smoking signs as required.
- f. Provision of quarterly readings of the water and electric meters during the same week in each quarter. Readings to be submitted in an agreed form to the authorised officer or his representative.
- g. All other items requiring repair or replacement including electric hand washers or dryers, cracked or broken glazing, WC bowls, hand basins, taps, urinals, cisterns, doors, panels and wall tiles, blocked drains beyond the nearest inspection pit, or appliances shall be immediately reported to the authorised officer electronically with a unique reference number.

The contractor shall enter his rates for each of the items in sections (a) and (b) above in the schedule of rates. The cost of items (c) to (g) above should be included in the rates entered in the Bill of Quantities.

The contractor shall be required where appropriate to take photographs of minor maintenance items undertaken.

The contractor shall ensure that any staff or subcontractors undertaking work on electrical equipment such as changing light bulbs or setting time clocks, replenishing soap dispensers in Wallgate units etc. shall receive basic electrical safety and any other relevant training to conform to current Health and Safety legislation. Proof of attendance shall be provided to the authorised officer.

Materials

The contractor shall supply the following materials during the performance of the contract, which shall be included in the rates entered in the Bill of Quantities:

- Liquid soap suitable for use in Wallgate units. If the Wallgate units are temporarily out of use for any reason sanitised hand gel or hand soap shall be provided.
- Toilet rolls.
- Cleaning fluids and disinfectant.
- Paper towels.
- Urinal grids or similar agreed
- Fly spray
- Hand tools and any other equipment required for specified cleansing or minor maintenance operations.
- Sanitary waste and nappy bins.

The quality and adequacy of the materials supplied shall be to the entire satisfaction of the Town Clerk or appointed representative whose decision shall be final. Prior to the commencement of the contract the contractor shall provide a list of materials to the authorised officer or his representative before commencement of the contract. Cleaning materials used shall, wherever practical, be of a type, which has minimal impact on the environment.

The contractor shall ensure that rags, cloths, brushes, mops etc. used for the cleaning of appliances in lavatory cubicles shall not be used for cleaning wash hand basins, neither shall the same set of cleaning materials be used for cleaning sinks or taps.

The transport, storage, handling, application and disposal of cleaning materials shall be strictly in accordance with the manufacturers instructions, the Control of Substances Hazardous to Health Regulations (COSHH) and all other Regulations and UK and European legislation appertaining to their use. The contractor shall supply the Town Clerk, or appointed representative, copies of all COSHH data sheets prior to commencement of the contract and provide updated / new data sheets as required.

Vandalism and inappropriate behaviour

The contractor shall take all reasonable steps to discourage and prevent vandalism. In the event of the contractors staff witnessing any act of vandalism, improper, lewd or disorderly conduct by any person either within or immediately adjacent to any public conveniences, the incident shall be reported to the police with a view to the offenders being apprehended and the Council notified.

The contractor shall be familiar with the graffiti removal provisions contained in the Anti-social Behaviour Act 2003. Where graffiti is classified as "Offensive" under the Act by the authorised officer, the contractor will prioritise requests for the removal of such graffiti. The contractor is required to proactively identify and report graffiti of an offensive nature to the Town Clerk.

Special Events

Throughout the year a number of events are held at various locations and the contractor will be required to work with the Council to ensure adequate public convenience cleaning is provided. The contractor should note that this might require some toilets to be cleaned up to 10.00pm. The approximate dates of these events and the public conveniences affected are shown in **Appendix 3** to the Specification together with the specifications of the extra cleaning service required. The dates for some events may vary from year to year and will be supplied to the contractor as soon as they are available. When instructed to do so by the Town Clerk or appointed representative, the Contractor shall provide such additional cleaning.

When requested by the Town Clerk or appointed representative the contractor shall provide additional cleaning at other events and the rates in the bill of quantities shall where appropriate be applied or used as the basis of payment.

The contractor shall enter his rates for this work in the bill of quantities and the rate shall include all consumables necessary to keep facilities fully supplied throughout the event.

Locking of premises

The contractor shall provide a locking / unlocking service for specified conveniences which are required to be locked up between an hour before and an hour after dusk and opened between 6.00 am and 8.00 am as detailed in **Appendix 4**. The rate for this service is to be entered in the bill of quantities.

Key holding

The contractor will be issued with keys to all lockable toilet blocks. These keys are to be used by the contractor for gaining access, cleaning duties, safety requirements, the prevention of vandalism and locking / unlocking duties as directed by the authorised officer or his representative. All keys issued to the contractor shall be returned at the end of the contract to the Town Clerk or appointed representative. Any lost keys will be replaced at the contractor's expense.

Health & Safety

In addition to the requirements of the conditions of contract the contractor shall:

- Ensure that all staff are equipped with mobile phones or two-way communications including staff who are employed to open and close toilets.
- Carry out a health & safety inspection at least once per day on all public conveniences. Copies of these inspections shall be kept in a register at the contractors depot and be available for inspection by the Town Clerk or appointed representative.
- The register will be used if the public conveniences are subject to an insurance claim by a member of public who has suffered an injury or damage at any toilet in this contract. The health and safety inspection report shall provide a comprehensive list of possible hazardous situations.

Any public convenience deemed unsafe by the contractor on inspection shall be closed in accordance with the Councils Red Padlock procedures. The contractor shall erect signs advising that the public convenience is closed for safety and the location of the nearest public convenience. The Town Clerk or appointed representative shall be informed immediately. The Red Padlock procedure is detailed in **Appendix 5** to the specification. In addition if the contractor considers that any defects requiring immediate attention (e.g. blocked sewers, overflowing pipes etc.) these must be drawn immediately to the attention of the Town Clerk or appointed representative. This includes reporting at weekends and bank holidays. Contact details will be provided to the contractor at the commencement of the contract.

CONDITIONS OF CONTRACT

LAW

The Contract shall be governed by and construed in accordance with the laws of England and the Contractor irrevocably submits to the jurisdiction of the English Courts.

The Contractor shall comply with all relevant Acts of Parliament, statutory instruments, employment law, and codes of practice relating to the Services including compliance with any obligations which may be imposed by the same upon a local authority and shall indemnify the Authority against all actions, claims, demands, proceedings, damages, costs, charges and expenses whatsoever in respect of any breach by the Contractor of this condition.

For the purpose of any arbitration or legal proceedings it is hereby agreed and declared that this Contract was made in Ryde, Isle of Wight.

A reference to any Act of Parliament, or to any order, Regulation, Statutory Instrument, or the like shall be deemed to include a reference to or any amendment or re-enactment of the same.

HEALTH & SAFETY

Contractors must comply with all relevant H & S legislation. Measures must be taken to minimize any risk to the public.

Any motor vehicle used must be parked so as not to contravene any parking restrictions and/or present any obstruction to other road users and the public.

All waste materials must be removed and disposed of by the contractor and not stored on site. Disposal in public waste bins is not allowed.

Full risk assessments must be completed by the contractor and submitted with the tender.

INSURANCE

It is a requirement that the contractor is adequately insured, with a minimum of £10m public liability cover. A copy of your current insurance certificate must be included in the tender response.

ATTENDANCE

The Contractor will be required to appoint a representative who will be the first point of contact with RTC officers.

It is expected that the Contractors representative will, upon request, attend meetings at the RTC offices or on site with RTC representative(s) to discuss the performance and any other aspects of the contract. As a minimum it is expected that a quarterly progress meeting is undertaken, and an annual progress meeting prior to the commencement of the next contract year.

EQUIPMENT / SERVICE HOURS OF DELIVERY

The Contractor shall provide suitable equipment for the delivery of this contract and have regard to local residents and the time of day when undertaking the cleansing and minor maintenance.

MEDIA

The Contractor will be required to seek the Town Council's agreement to any contact that the Contractor wishes to undertake about any aspect of the services provided with the media

INVOICING

A monthly VAT invoice shall be submitted in accordance with the rates entered in the bills of quantities in **Appendix 6**.

THE CONTRACT

The contract will be with Ryde Town Council. No sub letting of the contract to a third party is allowed without prior permission.

The initial term of the contract will be for 4 years commencing on 1 April 2018. The contract may be extended by up to a further 12 months at the sole discretion of RTC. A minimum of three months notice will be given to the contractor prior to the end of the initial 4-year contract period.

The initial agreed contract price shall rise each year on the anniversary of the contract award in accordance with the Governments CPI Index (Consumer Price Index)

VARIATIONS

Any variations to the contract will be notified to the Contractor by the Town Clerk and agreed in writing between the two parties. The value of any variations made will be based on the rates entered by the contractor in the Bills of Quantities, or used as the basis of the valuation if no appropriate rate exists.

CANVASSING AND DISCLOSURE

Canvassing of members of the Town Council or its staff, directly or indirectly, for a tender of the Council will disqualify the applicant for such tender.

If an employee of the Contractor is related to any Councilor, or to any officer of the Council, this shall be disclosed in writing to the Town Clerk. If the Contractor fails to do so shall be disqualified, and, if awarded the contract(s), may be dismissed without notice. The Clerk shall report to the Council or to the appropriate committee any such disclosure.

TERMINATION OF THE CONTRACT

Should, in the opinion of the Council, the service provision be deemed to be of an unsatisfactory standard or any other contravention of these contract terms occurs you will be deemed to be in breach of contract and the contract will be terminated with immediate effect. However, the Contractor will be given notice by the Council of unsatisfactory standards being achieved and will be given an opportunity to improve standards within an agreed timescale. Failure to do so will result in termination of the contract. Should the Contractor wish to terminate this contract, a minimum of three months notice must be given prior to the commencement of each contract year.

TRANSFER OF UNDERTAKINGS (PROTECTION OF EMPLOYMENT) REGULATIONS

The Council believes that the Terms of the European Acquired Rights Directive 77/187 and / or the Transfer of Undertakings (Protection of Employment) Regulations could potentially apply. If the Directive is held to be applicable then Tenderers should take into account the following requirements:

- a) The need to consult with a recognised trade union;
- b) The need to maintain existing rates of pay and conditions of employment; and

- c) The need for the successful Tenderer to accept liability in respect of all claims for redundancy, unfair dismissal and all other claims related to the current contractors employees.

You are advised to seek independent professional advice on the effect of the Directive and / or Transfer of Undertakings (Protection of Employment) Regulations on your company should you be in a position of being the successful Tenderer. The Tenderer is to advise the Council if they consider TUPE applies. (TUPE Tender).

Tenderers are advised that no Council employees will be transferring to the service.

TENDER SUBMISSION

Your tender submission should comprise the completion of the form of tender, supported by the pricing schedule at **Appendix 6** together with a copy of your current public indemnity insurance certificate and full risk assessments. Full details must be supplied in accordance with **Appendix 1** (Qualitative Criteria) to enable the Council to fully assess this information.

One completed and signed copy of the tender document should be returned in the enclosed envelope. The envelope shall not bear any distinguishing marks to identify the tenderer. Please remember to ensure the correct postage is used. Ryde Town Council cannot be held responsible for non-delivery. The sealed envelope can be hand delivered to the office during the normal RTC office hours (9.00am - 16.00pm Monday to Thursday; 9.00am to 14.00pm Fridayweekdays).

The sealed tender must be returned to Ryde Town Council at the address given in the Form of Tender by:

12.00 Noon on Monday 05 February 2018

The two Town Clerks, in the presence of the Councils Procurement Adviser, will open all tenders at the same time. Incomplete or qualified tenders will be rejected, in addition to those that have not been returned in accordance with these conditions. Late tenders will not be considered and will be opened only to return them to the sender.

Tenders will be checked for numerical accuracy and assessed on the criteria detailed in the Introduction and based on most economically advantageous tender received. However, the Council is not bound to accept any tender.

Any queries relating to this tender must be raised in writing with the Clerk to the Council by no later than **12.00 Noon on Monday 15 January 2018**. No queries will be entertained beyond this date. The results of any queries will be issued to all tenderers tendering for the services to which the query / queries relate where this is deemed appropriate, although the identity of the contractor(s) who raised the queries will not be made known.

It will be expected that the Contractor, prior to submitting his tender will have made any necessary site visits and satisfied himself of any access arrangements and any other necessary information required and that the tender is fully inclusive of all costs. Please also refer to the preamble to Bills of Quantities.

It is expected that the award of the contract(s) will be made during the week commencing **Monday 5 March 2018**.

The date for commencement of the contract will be Sunday 1 April 2018.

APPENDIX 1 – QUALITATIVE CRITERIA ASSESSMENT

Tenders will be evaluated on the basis of:

(a) Price: 50%

(b) Quality: 50%, with the quality criteria being:

Criteria	Weighting
The suitability of methods employed which demonstrate how the Tenderer will carry out the service to acceptable standards	20%
An appropriate management structure with the capacity to provide feedback and drive for continuous improvement	15%
An appropriately trained and motivated workforce, with a genuine commitment to providing high standards of customer services	15%
The provision of a minimum of two references from existing or previous clients who can comment on the quality of and overall satisfaction of the service(s) provided.	15%
Sound Corporate Governance, including the adoption and implementation of all appropriate legislation and codes of best practice, including health and safety best practice.	15%
Environmental issues, including the Tenderer's commitment to consider its direct or indirect impact on the environment (in particular regarding pollution, reliance on fossil fuels, contamination and sustainability)	10%
Any perceived added value services	10%

APPENDIX 2 - PUBLIC CONVENIENCE DETAILS

1. FACILITIES

Location	No. Cubicles	No Urinal Stalls	Unisex Disabled	Drying Facilities	Internal Floor Area (sqm)	Comments
Appley Park	8	1	1	7 Wallgates	24	Store Space
Eastern Esplanade	10	1	1	6 Wallgates	59	Store Space
Western Esplanade	8	1	1	6 Wallgates	36	Store Space
St Johns Road	10	1	1	5 Wallgates	44	Store Space

2. EXTERNAL AREAS TO BE CLEANED

Location	Details
Appley Park	To the whole frontage: 220 sqm
Eastern Esplanade	The exterior to the Gents: 62 sqm
Western Esplanade	The exterior to the front and one side: 24 sqm
St Johns Road	The area to the frontage: 6 sqm

Note:

The rates entered in the bills of quantities for either an 'A' or 'B' clean is to be fully inclusive of cleaning the external areas identified above.

3. CLEANING FREQUENCIES

Location	Winter Cleans Per day	Summer Cleans Per day	Summer Attended
Appley Park	2	2	Yes
Eastern Esplanade	2	3	Yes
Western Esplanade	2	2	Yes
St Johns Road	2	2	No

APPENDIX 3 – SPECIAL EVENTS

Event	Details
Ryde Illuminated Carnival	<p>On one day each year in August the following public conveniences are to receive an additional B clean between the hours of 7pm and 9pm:</p> <p>Appley Park; Eastern Esplanade; Western Esplanade</p>
Shipwreck Isle	<p>On one day each year in July (the following public conveniences are to receive an additional B clean between the hours of 7pm and 9pm.</p> <p>Appley Park; Eastern Esplanade; Western Esplanade</p>
Isle of Wight Pride	<p>On one day each year in July the following public conveniences are to receive an additional B clean between the hours of 7pm and 9pm.</p> <p>Appley Park; Eastern Esplanade; Western Esplanade</p>
Isle of Wight Scooter Rally	<p>On four days each year in August the following public conveniences are to receive an additional B clean between the hours of 7pm and 9pm.</p> <p>Appley Park; Eastern Esplanade; Western Esplanade</p>
Party on the Green	<p>On three days each year in August the following public conveniences are to receive an additional B clean between the hours of 7pm and 9pm.</p> <p>Appley Park; Eastern Esplanade; Western Esplanade</p>

Note:

Additional cleaning for other special events may be added to the above list at the sole discretion of the Council. The cost of any additional events instructed will be based on the rates entered for the above events and as appropriate the other rates entered into the pricing documents contained in **Appendix 6**. The Council will advise the contractor of the exact dates for each event on an annual basis.

APPENDIX 4 – LOCKING AND UNLOCKING SERVICE

Location	Summer	Winter
Appley Park	Yes	Yes
Eastern Esplanade	Yes	Yes
St Johns Road	Yes	Yes

APPENDIX 5 – RED PADLOCK PROCEDURE

NOTIFICATION OF EMERGENCY WORK REQUIRED FOR REASONS OF HEALTH & SAFETY OF BUILDING USERS

Report Dated

The Public Convenience at

Have been closed using the **red padlock** system because of the following defect(s):

Please proceed immediately with the following repair(s):

Quote Order Number:

The Contractor is to sign the following declaration on completion of the work and email back the completed form to:

The Clerk, Ryde Town Council

Email:

The Contractor

Hereby declares that the repair(s) detailed above have been fully completed and tested to current Health & Safety standards and statutory regulations.

Signed on behalf of the Contractor

Print name

Date

One copy of this form is to be retained by the Contractor

NOTIFICATION OF PERMISSION TO RE-OPEN A BUILDING FOLLOWING COMPLETION OF EMERGENCY REPAIRS SET OUT BELOW:

The Ryde Town Council's Clerk (or nominated representative) hereby authorises that the:

Public Conveniences at

Are to be re-opened by the removal of the **red padlock** and returned to general use.

Signed on behalf of Ryde Town Council

Print name

Date

One copy of this form is to be retained by Ryde Town Council.

APPENDIX 6 – PRICING SCHEDULES AND BILLS OF QUANTITIES

PREAMBLE TO BILLS OF QUANTITIES

The Contractor shall be deemed to have satisfied itself before submitting its tender as to the accuracy and sufficiency of the rates and prices stated by the Contractor in its tender which shall (except in so far as is otherwise provided in the Contract) cover all the Contractor's obligations under the Contract and shall be deemed to have obtained for itself all necessary information as to risks, contingencies and any other circumstances which might reasonably influence or affect the Contractor's tender.

Attention is directed to all of the sections comprised in this tender document and these are to be read in conjunction with the following Bills of Quantities. The contractor should visit the areas in full in which the services are to be provided to satisfy himself as to the local conditions, the full extent and character of the operations, the supply and conditions affecting labour and all other factors which could affect the execution of the contract generally as no claims on the grounds of want of knowledge will be entertained.

All services provided under this contract will be subject to regular quality inspections.

Each item shall be priced separately in the Bills of Quantities. Bracketing of items and the terms 'inclusive' and 'included' will not be acceptable and may result in the tender being rejected.

The tenderer is to allow in his prices for meeting the cost of providing manpower, offices, depots, all necessary plant and equipment, any associated charges, and every item of work necessary to make a complete job to the reasonable satisfaction of the Council.

The Council will not entertain any claim arising from the contractor's omission of any cost or charge and the tender figure will be deemed to include all costs required to provide a complete service as defined in the specifications, conditions of contract and any other associated documents.

The quantities of the works and frequencies of repetition specified in the specifications and other tender documents represent the standard service required by the Council. However, the Council reserves the right to increase or decrease the service standards.

The rates entered in the Bills of Quantities shall be the full inclusive value of the work described under the several items, including all costs and expenses, labour, plant and equipment and all other matters which may be required to provide the services in accordance with the contract, together with all general risks, liabilities and obligations set forth or implied as necessary to comply with the conditions of contract, the specifications and all other documents forming part of the contract.

Before pricing any item in the Bills of Quantities, the contractor should pay particular attention to the differing factors affecting each part of the service. The rates entered in the Bills of Quantities will be deemed to reflect these factors.

There is no Preliminaries Bill included within these documents and therefore all administration charges and overheads, costs of insurance as identified must be included within the rates for the various items of work included in the Bills of Quantities etc.