

Response to questions about the Toilet Cleaning Contract 2024

Date	Question	Response
19/01/24	What are the opening hours of all of the toilets and how many hours each day they are currently cleaned for?	<p>The Toilets at the Central Car Park are currently open between 8am and 6pm and are currently cleaned three times each day. The contract from April 2024 will require two cleans at this site as detailed in the Invitation to Tender document.</p> <p>The Toilets at the Riverside are currently open between 8am and 6pm and are currently cleaned twice each day.</p> <p>The Toilet at White Wells is open 24 hours a day and is cleaned once a day.</p>
19/01/24	Would Ilkley Town Council consider a joint tender proposal from two local cleaning companies working together?	The Council would consider such a proposal but would ask that one bid is submitted and that the companies work together on this and explain their proposal fully.
22/01/24	Please confirm whether any TUPE rules apply, is there a cleaner on them at the min that we need to take on	No, TUPE does not apply. The Toilets are currently cleaned by an external contractor.
22/01/24	How many blocks/cubicles etc are in each area to be cleaned	<p>Central Car Park Toilets: Ladies toilets – 5 cubicles Gents toilets – 4 cubicles Plus one disabled toilet cubicle/room and one baby changing room</p> <p>Riverside Toilets: 3 separate unisex cubicles, all with baby changing facilities, and one wheelchair accessible cubicle</p> <p>White Wells Toilets: One cubicle</p>
29/01/24	Who removes the clinical waste ie nappies and sanitary bins	The clinical waste is removed by Rentokil Initial each week.

Date	Question	Response
	Do we charge extra for additional cleans if the contractor has been in and cleaned but afterwards someone vomits or graffiti or faeces all over?	Please include an amount for additional cleans in your quote.
	Through summer months is more cleans needed or is it same for the 12mths?	The number of cleans remains the same all year.
31/01/24	Could you please confirm your budget exclusive of VAT?	The annual budget is in the region of £40,000
	Can you provide the current depletion rate of consumables provided as part of the current contract? This includes details such as how many toilet rolls, soap refills, and hand towels are used in any given time period, etc.	Exact figures are not available but the Council can advise South Hawkesthurst Street Car Park: Approximately 6 rolls of toilet paper per day across the site during busy periods (generally the summer months), approx. 5 litres of liquid soap and 1 box of paper hand towels Riverside Toilets: Approximately 4 rolls of toilet paper per day across the site during busy periods (generally the summer months), and approx. 2 litres of liquid soap. No paper towels as hand driers are in operation White Wells: Less than one roll per day
	Please confirm how many hours each staff member is currently working per day/week. Additionally, how many hours in total does the current provider utilise to carry out the contract? This can be a weekly figure if easier.	The current contractor provides up to two hours cleaning at South Hawkesthurst Street car park and up to two hours at the Riverside Gardens toilets, and approximately 20 minutes per day at White Wells
	Provide a description of the modular changing spaces at South Hawkesthurst Car Park and expand on the cleaning requirements needed within that space.	Modular Changing Places Toilet Specialists Full Turnkey Service (riseadapt.co.uk) The unit is likely to be 3 m x 4m and will include specialist healthcare equipment such as a height-adjustable changing bench, privacy screen and ceiling hoist system. The cleaning requirements are disinfecting and sanitising all floors, walls, surfaces, equipment, WC pans, hand wash basins and baby changing facilities.

Date	Question	Response
	Please clarify when the ITT mentioned waste disposal does it mean organising waste pick up from each site or simply emptying trash from each site into large general waste / recycling bins within the car park.	Yes, waste from each site is bagged up and left for the district council to collect.
	Does each site have a storage / sluice area to store materials & equipment?	Both the South Hawksworth Car Park toilets and the Riverside Gardens toilets have storage/sluice areas.