



# ST IVES TOWN COUNCIL

## CLEANING TENDER AND CONTRACT APRIL 2025-MARCH 2028

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# St Ives Town Council

## Cleaning Tender and Contract

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### Contents

Invitation to Tender .....	2
Appendix A: Standard Conditions of Contract.....	3
Contract Documents.....	3
Officer .....	3
Extent of Work .....	3
Site Details .....	3
Workmanship and Equipment.....	3
Duration of Contract .....	3
Payment to Contractor .....	3
Termination of Contract.....	3
Insurance.....	4
Health and Safety .....	4
Notes to Tenderers .....	4
Appendix B: Specification of Works.....	5
1. GENERAL CLEANING.....	5
Appendix C(i): Schedule of Works.....	6
1. St Ives Town Hall .....	6
Appendix C(ii): Schedule of Works .....	8
2. Norris Museum.....	8
Appendix C(iii): Schedule of Works .....	9
3. Public Toilets.....	9
3.1 Bus Station Toilets.....	9
3.2 Globe Place Toilets .....	9
Appendix C(iv): Schedule of Works .....	10
4. Burleigh Hill Community Centre.....	10
Appendix D: Form of Tender .....	11
Appendix E: Questionnaire .....	12
Appendix F: References .....	13

# St Ives Town Council

## Cleaning Tender and Contract

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### Invitation to Tender

1. St Ives Town Council (the Town Council) hereby invites tenders for the carrying out of the Service of cleaning in accordance with the Contract documents attached, which comprise:
  - Appendix A: Standard Conditions of Contract
  - Appendix B: Specification of Works
  - Appendix C: Schedule of Works
  - Appendix D: Forms of Tender
  - Appendix E: Questionnaire
  - Appendix F: Reference
  - Appendix G: Site Plans
2. Tenders should be submitted for all parts of the contract. The prices submitted must indicate the rate for carrying out each area specified individually and should identify separately any discount which may be attributable if the Contractor is awarded the Contract.
3. Prospective Contractors should ensure that they are completely familiar with the nature and extent of the obligations to be accepted by them, if their tender is accepted.
4. Any queries regarding the interpretation of any part of the Contract documents should be addressed to the Facilities Manager, Trevor White, by no later than Friday 22<sup>nd</sup> November 2024.
5. The tender shall be submitted on the Form of Tender attached at Appendix D.
6. Prospective Contractors should note that the Council is not bound to accept the lowest, or any tender. The Council's decision is final and no correspondence will be entered into on the reasons why a tender has been rejected.
7. The successful tender together with the Council's written acceptance shall form a binding agreement in the terms of the Contract documents.
8. If having examined the tender documents you wish to submit a tender you should:
  - (a) Fully complete and return the following documents:
    - Appendix D Form of Tender
    - Appendix E Questionnaire
    - Appendix F References
  - (b) Return tenders and all related documentation to:  
**The Town Clerk, by 12noon on Friday 29<sup>th</sup> November 2024.**  
**Tenders received late will not be considered.**
  - (c) Please note that the package containing the tender must be clearly marked  
***"Tender for Town Council Cleaning"*** on the outside

# St Ives Town Council

## Cleaning Tender and Contract

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### Appendix A: Standard Conditions of Contract

#### Contract Documents

The Contract Documents will comprise:

- Appendix A: Standard Conditions of Contract
- Appendix B: Specification of Works
- Appendix C: Schedule of Works
- Appendix D: Forms of Tender
- Appendix E: Questionnaire
- Appendix F: References

#### Officer

The Officer will be the Town Clerk.

#### Extent of Work

Generally, the work will comprise of the cleaning where specified at properties within the parish of St Ives. The cleaning will include, but is not limited to St Ives Town Hall, Norris Ellis Museum, Burleigh Hill Community Centre and various public conveniences.

#### Site Details

The sites are situated throughout St Ives and are identified on the plans enclosed under Appendix G.

Before tendering the Contractor is advised, at their own discretion, to visit the sites to satisfy themselves as to the full extent of the Contract Specification. No claims arising from failure to do so will be accepted.

#### Workmanship and Equipment

The workmanship must be of the highest standard and shall conform to all relevant Standards, Specifications and Codes of Practice.

#### Duration of Contract

The duration of the Contract will be three years.

Tenders are to be priced on a 3-yearly basis. There will be no opportunity to alter the rates tendered during the term.

#### Payment to Contractor

The Contractor will submit a monthly account, in arrears for all work carried out. All invoices will be paid directly into the Contractor's bank account and account details will be required upon commencement of contract.

#### Termination of Contract

Either party may, without reason, terminate the Contract, in writing, giving three months' notice.

# St Ives Town Council

## Cleaning Tender and Contract

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### Insurance

The Contractor is required to have a minimum of £5,000,000 public liability insurance. A current Certificate of Insurance to this effect must be produced to the Town Clerk prior to commencement of the Contract and upon request at any time. The Contractor shall indemnify the Town Council against any claim or proceedings for any injury or damage to any property or persons or animals as a result of negligence, poor workmanship or failure to notify the Town Council of any action likely to cause injury or damage to a third party.

### Health and Safety

The Contractor shall accept full responsibility for compliance with the Health and Safety at Work Act and all other Acts and Regulations in respect of the work comprised in this Contract.

### Notes to Tenderers

- a) Attention is drawn to the Form of Tender and Standard Conditions of Contract. These documents must be read in conjunction with the Specification of Works, Plans and Schedule of Works. Contractors are advised to carefully read all documentation.
- b) The prices to be included in the Form of Tender are to be the full inclusive value of the work described, including all profit, costs and expenses, and all general risks, liabilities and obligations.
- c) A price shall be inserted against each item on the Form of Tender for each area tendered for.
- d) No alteration to the text of the Form of Tender is to be made by the Contractor tendering. Should any alteration, amendment, note or addition be made, the same will not be recognised and the reading of the printed Schedule will be adhered to.
- e) A regular inspection will be carried out by the Council throughout the period of the Contract to ensure the work is completed in accordance with the Specification of Works.
- f) Contractors are asked to contact the Town Clerk or the Facilities Manager if any clarification is required.

# St Ives Town Council

## Cleaning Tender and Contract

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### Appendix B: Specification of Works

#### 1. GENERAL CLEANING

- 1.1 Cleaning of the Town Council facilities will be completed outside of normal operating hours.
- 1.2 The Contractor will at all times during the period of the Contract, ensure supply of all equipment required to carry out the necessary cleaning, making sure that all equipment is operational and should any damage occur due to the lack of maintenance, it will be made good by the Contractor at their own expense and to the satisfaction of the Town Council.
- 1.3 The Contractor will provide their staff with all necessary equipment, and will ensure that staff use these at all times they are engaged in work for the Council.
- 1.4 The Contractor will ensure that their staff record their attendance at each facility.
- 1.5 Cleaning not completed to the satisfaction of the Town Council will be recleaned by the Contractor at the Contractor's own expense.
- 1.6 All persons working on behalf of the Contractor must be satisfactorily trained, and the Town Council reserves the right to ask the Contractor to provide adequate proof that his operators are well trained, conversant with Health and Safety legislation and competent in their operating methods.
- 1.7 Consumable cleaning products and materials such as cleaning chemicals, cloths, mops and buckets, and sweeping equipment, etc are to be supplied within the contract cost. It is expected that these will be monitored and replenished as required by the contractor. Storage for these items will be provided.

# St Ives Town Council

## Cleaning Tender and Contract

### Appendix C(i): Schedule of Works

The following pages set out the specification of work required.

#### 1. St Ives Town Hall

Monday to Friday – 1.75 hours per day

Cleaning Task	Daily	Weekly	Monthly
<b>Offices and Chamber</b>			
Vacuum Fully	✓		
Dust low level areas	✓		
Dust high level areas, to 2 metres			✓
Dust top of furniture	✓		
Spot clean walls and doors	✓		
Spot clean door furniture		✓	
Clean door glass panels	✓		
Empty general waste and recycling bins	✓		
<b>All Toilets</b>			
Wet mop	✓		
Empty bins	✓		
Clean wall tiles, toilet partitions and doors	✓		
Dust high level areas, to 2 metres			✓
Clean and polish toilet fixtures	✓		
Refill toilet and hand towel dispensers	✓		
<b>Kitchen</b>			
Sweep with dust control mop	✓		
Wet mop	✓		
Wash waste bins		✓	
Empty bins	✓		
Dust low level areas	✓		
Dust high level areas, to 2 metres		✓	
Spot clean walls and doors		✓	
Clean door glass panels	✓		
Clean kitchen sink putting away cutlery in correct cupboards	✓		
Clean microwave		✓	
Clean fridge		✓	
<b>Entrance, Corridors, Lift and Stairs</b>			
Vacuum Fully	✓		
Dust low level areas	✓		

# St Ives Town Council

## Cleaning Tender and Contract

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Dust high level areas, to 2 metres			✓
Spot clean walls, doors and skirting boards	✓		
Spot clean door furniture		✓	
Wet mop lift		✓	
Spot clean lift walls		✓	
Polish lift control panels and glass panels		✓	
Fully vacuum stairs	✓		
Dust high level areas, to 2 metres		✓	
Dust handrails	✓		
Fully sweep stairs	✓		
Mop stairs	✓		
Clean door glass panels	✓		
Damp mop hard floors	✓		
Clean entrance mats	✓		
Clean polished metal surfaces		✓	

# St Ives Town Council

## Cleaning Tender and Contract

### Appendix C(ii): Schedule of Works

#### 2. Norris Museum

Tuesday and Thursday – 2.25 hours per day

Cleaning Task	Daily	Weekly	Monthly
<b>Reception Entrance</b>			
Vacuum fully	✓		
Clean entrance mats	✓		
Dust low level areas	✓		
Dust high level areas, to 2 metres			✓
Clean polished metal surfaces	✓		
Spot clean door furniture		✓	
<b>All Toilets</b>			
Wet mop	✓		
Empty bins	✓		
Clean wall tiles, toilet partitions and doors	✓		
Dust high level areas, to 2 metres			✓
Clean and polish toilet fixtures	✓		
Refill toilet dispensers	✓		
<b>Community Room</b>			
Sweep with dust control mop	✓		
Wet mop	✓		
Dust low level areas	✓		
Dust high level areas, to 2 metres		✓	
Dust top of furniture	✓		
Spot clean walls and doors	✓		
Spot clean door furniture		✓	
<b>Curator's House (offices)</b>			
Vacuum Fully	✓		
Dust low level areas	✓		
Dust high level areas, to 2 metres			✓
Dust top of furniture	✓		
Spot clean walls and doors	✓		
Spot clean door furniture		✓	
Clean door glass panels	✓		
Empty general waste and recycling bins	✓		

# St Ives Town Council

## Cleaning Tender and Contract

### Appendix C(iii): Schedule of Works

#### 3. Public Toilets

##### 3.1 Bus Station Toilets

**Monday to Sunday - 7.00am to 9.00am Monday to Sunday with doors open by 7.00am – 5.00pm to 7.00pm with doors locked by 7pm. 7 days a week excluding Christmas Day and New Year Day.**

Bus Stop Toilets			
Cleaning Task	Daily	Weekly	Monthly
Open Toilets at 7am and Close at 7pm	✓		
Wet mop	✓		
Empty bins	✓		
Clean and polish toilet fixtures inclusive of toilets, washbasins, mirrors and baby changing table	✓		
Dust high level areas, to 2 metres			✓
Refill toilet and soap dispensers	✓		
Bus Station Waiting Area			
Sweep with dust control mop	✓		
Wet mop	✓		
Empty bins	✓		
Dust low level areas		✓	
Dust high level areas, to 2 metres			✓
Spot clean walls and doors		✓	

##### 3.2 Globe Place Toilets

**Monday to Sunday - 7.00am to 9.00am Monday to Sunday with doors open by 7am - 5.00pm to 7.00pm with doors locked by 7pm. 7days a week excluding Christmas day and New Year Day**

Cleaning Task	Daily	Weekly	Monthly
Open Toilets at 7am and close at 7pm	✓		
Wet mop	✓		
Empty bins	✓		
Clean wall tiles, toilet partitions and doors	✓		
Dust high level areas, to 2 metres			✓
Clean and polish toilet fixtures inclusive of toilets, washbasins and mirrors	✓		
Refill toilet and soap dispensers	✓		

# St Ives Town Council

## Cleaning Tender and Contract

### Appendix C(iv): Schedule of Works

#### 4. Burleigh Hill Community Centre

Tuesday and Thursday – 2 hours per day

Cleaning Task	Daily	Weekly	Monthly
<b>Waiting Area/ Entrance and Main Hall</b>			
Wet mop	✓		
Sweep with dust control mop	✓		
Clean entrance mats	✓		
Dust low level areas	✓		
Dust high level areas, to 2 metres			✓
Clean polished metal surfaces	✓		
Clean polished mirror surfaces	✓		
Empty bins	✓		
Spot clean door furniture		✓	
<b>All Toilets</b>			
Wet mop	✓		
Empty bins	✓		
Clean wall tiles, toilet partitions and doors	✓		
Dust high level areas, to 2 metres			✓
Clean and polish toilet fixtures inclusive of toilets, washbasins and mirrors	✓		
Refill toilet dispensers	✓		
<b>Meeting Area</b>			
Vacuum Fully	✓		
Dust low level areas	✓		
Dust high level areas, to 2 metres		✓	
Dust top of furniture	✓		
Spot clean walls and doors	✓		
Empty bins	✓		
Spot clean door furniture		✓	

# St Ives Town Council

## Cleaning Tender and Contract

### Appendix D: Form of Tender

	2025/26	2026/27	2027/28
Town Hall	£	£	£
Norris Museum	£	£	£
Bus Station Toilets	£	£	£
Bus Station Waiting Room	£	£	£
Globe Place Toilets	£	£	£
Burleigh Hill Community Centre	£	£	£
<b>Total Cost of Contract</b>	<b>£</b>	<b>£</b>	<b>£</b>

*IMPORTANT: Please note that although we ask you to show your workings for each area to be covered, the only price to be made public will be the 'Total Cost of Contract'. We ask for the breakdown to allow us to invoice other bodies for grants towards the cleaning. We also require a breakdown for budgeting and allocation of money purposes only.*

I/We agree to complete the work in accordance with the Invitation to Tender, Standard Conditions of Contract, Specification of Works, Schedule of Works and location plans.

I/We understand that St Ives Town Council is not bound to accept the lowest or any Tender and that the Council will not be responsible for any expense incurred in preparing this Tender.

I/We certify that the amount of the Tender has not been calculated by agreement or arrangement with any other person, firm or company and that the amount of the Tender has not been communicated to any person and will not be communicated to any person until after the closing date for the submission of Tenders.

Signed: ..... Name: .....

Position: ..... Date: .....

Company: .....

Address: .....  
.....

Telephone Contact number: .....

St Ives Town Council  
Cleaning Tender and Contract

Appendix E: Questionnaire

Details relating to Prospective Tenderer

- 1. Company Name: .....
- 2. Address: .....  
.....
- 3. Telephone number (landline & mobile) .....  
.....
- 4. Email address: .....
- 5. Contact Name: .....
- 6. Position in Company: .....
- 7. Nature of Business: .....
- 8. Is it a Subsidiary of another Company? .....  
If yes, please give details: .....
- 9. Date of Business formation: .....
- 10. Please state number of operatives for the Company: .....
- 11. Please state which branch the Contract will be serviced from (if applicable): .....
- 12. Please give any other details, which you feel may be relevant, for example, similar contracts in the area or for similar authorities, etc.:.....  
.....  
.....  
.....

Signed: .....  
Position: .....  
Date: .....

# St Ives Town Council

## Cleaning Tender and Contract

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### Appendix F: References

Please provide the contact details for two commercial referees:

#### ***Trade Reference 1***

<b>Contact Name</b>	
<b>Company</b>	
<b>Contact Telephone Number</b>	
<b>Contact Email</b>	

#### ***Trade Reference 2***

<b>Contact Name</b>	
<b>Company</b>	
<b>Contact Telephone Number</b>	
<b>Contact Email</b>	

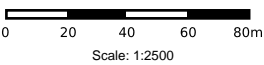
# St Ives Town Council

## Cleaning Tender and Contract

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### Appendix G: Plans

Attached are the plans providing the locations of the various buildings covered by this tender document.



Parish



Buildings



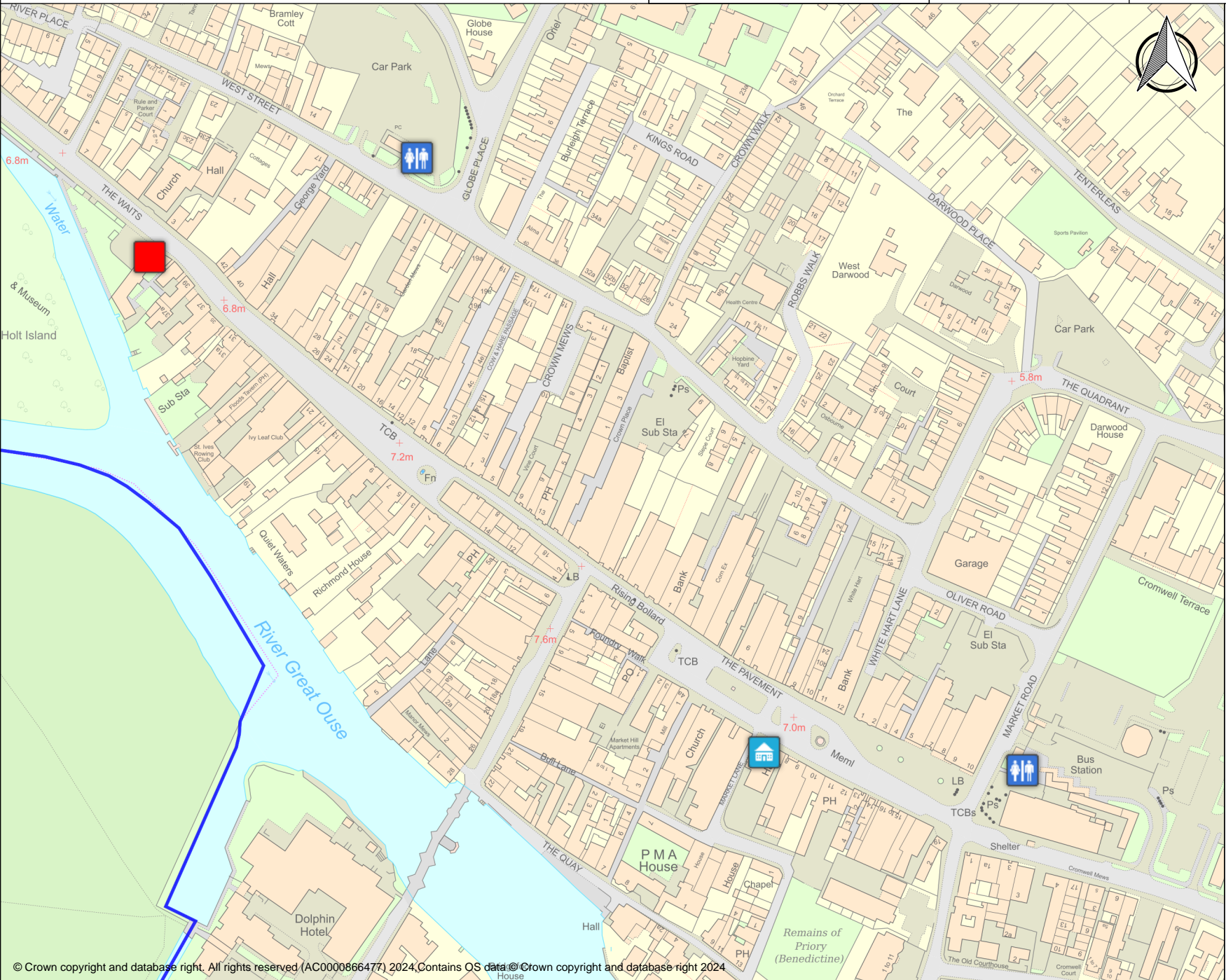
Public Convenience

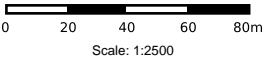


Town Hall



Other





Parish



Buildings

