

## **Cleaning Tender 2020 FAQ**

### **Can I come and visit the site to complete a site survey?**

You can, dates have been allocated to show round potential contractors on: -

15 Jan, 11am and 2pm.

16 Jan, 11am and 2pm.

22 Jan, 11am and 2pm.

Please note these sessions will be group sessions and you may well be present with representatives of other tenderers.

### **Can I have a copy of the tender document in Microsoft word?**

This is fine, please request this from [marc.farrance@nmrn.org.uk](mailto:marc.farrance@nmrn.org.uk).

### **Do I need to sign the contract contained in appendix one?**

Not at this stage, but do complete and sign as appropriate sections contained on pages 22 – 37.

### **Do you expect different levels of operation in Summer / Winter months? What are they?**

The frequency of cleaning is identified clearly in the schedule of services (section 3.2 – page 13). That said, the Museum does acknowledge that although things like toilets and other amenities do need to be cleaned daily, the severity of use will change throughout the season. The rise in visitors in the Summer season mean that some of the daily tasks may require more intense remedy to achieve the standard required then during the Winter months, simply due to increased footfall from our visitors.

Therefore, the Museum would expect some variation in provision from Summer to Winter. (Summer is defined as April to October, Winter as November until March).

### **Is cleaning outfacing windows externally part of the overall brief?**

We would expect windows to be cleaned from within the Museum as part of the standard routine cleaning, although cleaning externally does not form part of the brief. This sort of activity is usually completed annually and would be arranged separately to tender.

### **Would you like us to quote or include sanitary bin disposal as part of this tender?**

The Museum has an existing contract in place for this service at the current time and it does not form part of the tender. However, should tenderers be able to provide this service we would be pleased to see a quote and discuss this when our existing contract comes up for renewal.

**Can we have a floor plan of the main Museum site which shows the location of meeting rooms and toilets?**

Yes, one will be provided to your representative during the onsite meetings with us and the plan will also be included as a digital download with our frequently asked questions.

**Do you require a litter pick within the Museum Car Park on a regular basis?**

We do not require this as part of this tender although the frequency of external bin emptying is identified in the schedule of services (section 3.2 – page 13).

**Is there an expectation of contract hours or contract value that can be used to steer our quotation?**

The Museum wants tenderers to use their experience and knowledge to deliver a creative solution that meets the minimum standard detailed in section 3.2 – page 13. The Museum has an absolute maximum contract value of £60,000 (net, over two years).

**Can we ask what hours and provision existed previously?**

The previous contract did not work for the Museum and we are reluctant to go into it in detail for fear of influencing future bids. We want tenderers to use their experience and expertise to submit a proposal that satisfies the minimum standard detailed in section 3.2 – page 13, while offering best possible value.

**Where should the completed tender be sent, and to whom?**

1.2 Submission of Tenders refers that your completed response should be submitted by the due date and time required:

Date: 14th February 2020, Time: 1200 Hrs, Responses should be submitted in an electronic format addressed to [tenders@nmrn.org.uk](mailto:tenders@nmrn.org.uk). Refer to the tender document (1.2 Submission of Tenders) for full clarification.

**Will the Museum consider allowing Cleaning outside of site operations hours?**

Our site operations hours are defined in the tender as 8am until 6pm. Because of our location adjacent to a military air-station, Museum staff need to be onsite to facilitate security and access.

The Museum may consider a slightly earlier start (eg. 7am) or later finish on a regular occasions (once weekly) if a sound business case can demonstrate the benefit of this, we may consider it. However, we would want an alternative to be available should we decline this suggestion.

**Will our staff require base access or security clearance?**

Base access is not required to facilitate cleaning provision within the Museum. However, all regular staff at the Museum are required to complete a standard DBS via the air-station and we would request that staff working regularly at the site complete the same check. There is usually no cost to this to applicants.

**Can you confirm if TUPE applies to this tender in any way?**

We do not believe that TUPE applies to this tender, although we will inform everyone should this change prior to the submission date.

**Can you confirm what consumables are currently in use so we can quote you accordingly for supply?**

We would prefer you to list the consumables you will need to service the contract at the Museum, that reflects your submission. These should be listed and itemised including price per unit / pack as appropriate.