



TENDERING DOCUMENTATION FOR

THE PROVISION OF CLEANSING SERVICES

TO RYDE PUBLIC CONVENIENCES

2022 – 2024

Issue date 1st June 2022

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Preamble

Introduction

Ryde Town Council (RTC) is responsible for three public conveniences within Ryde.

- Appley Park
- Eastern Esplanade and Harbour Facilities
- St John's Road

Key aims and objectives

The Town Council wishes to appoint a suitably experienced service provider to undertake the cleansing of the Public Conveniences stated above.

- To have public conveniences that meet the expectations of the users and the Town Council
- To establish and maintain high standards of cleanliness
- To provide a responsive active emergency service

Contract duration

The Town Council is inviting tenders from suitably qualified and experienced service providers to undertake this contract for an initial period of 2 years with an option to extend for a further one or two years subject to the service provider's satisfactory performance.

Pricing, invoicing and payment

This is a fixed price contract for the duration of the initial two-year period, invoiced monthly in arrears with payment made 30 days nett.

Contract start date

1st October 2022

Contract end date (Initial Term)

30th September 2024

Instruction, information, and Service Level Agreement (SLA)

Tenders are sought by Ryde Town Council (RTC) for the provision of **CLEANSING SERVICES – RYDE PUBLIC CONVENIENCES**

The tenderer **MUST** tender for all specifications listed below.

The tenderer shall be deemed to have satisfied itself before submitting a tender as to the accuracy and sufficiency of the rates and prices (appendix 5) stated in their tender which shall (except in so far as is otherwise provided in the Contract) cover all the service provider's obligations under the Contract and the service provider shall be deemed to have obtained for itself all necessary information as to risks and any other circumstances which might reasonably influence or affect the service provider's tender submission.

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

- 60% on Annual Price (Appendix 5)
- 25% on Qualitative Criteria (Appendix 6)
- 15% on Sustainability Criteria (Appendix 7)

The qualitative criteria will be based on the additional information provided by the service provider (appendix 6), with respect to service delivery and management, contract mobilisation, staffing, staff training and customer satisfaction.

The sustainability criteria will be based on the additional information provided by the service provider (appendix 7), with respect to the value of the social and environmental impact the service provider will have on the service, the Council and the community and should include but not limited to the service provider's equal opportunity and diversity policies, environmental policy and health, safety and well-being policies.

Ryde Town Council will evaluate references for tenderers performance on similar contracts.

It is to be noted that the Council is not bound to accept the lowest tender. If no tenders are received or if the assessment of the 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.

Once completed, a signed copy of the form of tender document, a completed pricing schedule and any other additional information you think may support your tender should be returned in the enclosed envelope. **The envelope shall not bear any distinguishing marks to identify the tenderer.** Please ensure the correct postage

is used as Ryde Town Council cannot and will not be held responsible for non-delivery.

The sealed tender must be returned to Ryde Town Council at the address given in the Form of Tender by: **9am Monday 18th July 2022**

Procurement timetable

Activity	Date
Publication of advert	1 st June 2022
Closing date for submission of tenders	22 nd July 2022
Conclusion of Tender Evaluation	12 th August 2022
Notice of contract award (10 day waiting period)	15 th August 2022
Contract award date	25 th August 2022
Contract start date	1 st October 2022

SECTION 1 - GENERAL REQUIREMENTS

Locations and inventory of toilet blocks

Eastern Esplanade, PO33 1JE

The external floor area of the toilet building is calculated at approximately 90sqm.

Toilet block	Washing/drying facilities	Urinals	Cubicles	Baby changing facilities	Service room	Showers
Ladies	3 x 'Wallgate' units	None	6	1 x changing table	1 x internal 1 x external	2 x external showers
Gents	2 x 'Wallgate' units	3 x adult 1 x child individual urinals	3	1 x baby changing table	1 x internal 1 x external	
Easy access	1 x 'Wallgate' unit	None	1	None	None	

Ryde Harbour Hospitality Suite (attached to Eastern Esplanade public toilet block)

Harbour facilities	Washing/drying facilities	Urinals	Changing rooms	Service room	Showers
Unisex	2 x basins 2 x paper towel dispensers	None	2 x changing/washrooms	1	2 x showers

St Johns Hill, PO33 2RL

The external floor area of the building is calculated at approximately 80sqm

Toilet block	Washing/drying facilities	Urinals	Cubicles	Baby changing facilities	Service room
Ladies	2 x 'Wallgate' units	None	5	None	1
Gents	2 x 'Wallgate' units	1 x large channel	3	None	None

Easy access	1 x 'Wallgate' unit	None	1	None	1
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Appley, PO33 1ND

The external floor area of the building is calculated at approximately 75sqm.

Toilet block	Washing/drying facilities	Urinals	Cubicles	Baby changing facilities	Service room	External Showers
Ladies	3 x 'Wallgate' units	None	5	1 x baby changing tables 1 x baby chair	1 external service room to that rear of the building	1 x external shower at the front of the building
Gents	3 x 'Wallgate' units	2 x adult 1 x child heigh standalone urinals	3	1 x baby changing table 1 x baby chair		
Easy access	1 x 'Wallgate' unit	N/A	1	None		

External Areas to be cleared for each unit

Location	Details
Appley	The whole frontage up to 220sqm all surrounding pathways, hedges, and shower area.
Eastern	All surrounding pathways and hedges and external showers.

Service Level Agreement (SLA)

The information within the document provides information of the SLAs.

Inspections

Regular weekly and ad hoc inspections will be completed to ensure the highest level of cleanliness that meets the specification standards set out within this document.

The appointed service provider will be required to undertake weekly inspections and provide a report of their findings to the Council's authorised representative.

Definition of Seasons for Purposes of Cleaning Schedule

Summer	Winter
1 st April to 30 th September (Six Months)	1 st October to 31 st March (Six Months)

Opening Times and Timing of Primary and Secondary Cleans

Toilet Block	Opening times	Closing times	Primary Clean	Secondary Clean	
St Johns Hill	5:30am	Dusk	Whilst closed	Between Noon and 2:00pm	Summer
	9:00am	6:00pm	Whilst closed	Between Noon and 2:00pm	Winter
Eastern Esplanade	5:30am	Dusk	Whilst closed	Between Noon and 2.30pm	Summer
	9:00am	7:00pm	Whilst closed	Between Noon and 2.30pm	Winter
Appley	5:30am	Dusk	Whilst closed	Between Noon and 3:00pm	Summer
	9:00am	7:00pm	Whilst closed	Between Noon and 3:00pm	Winter

The Primary clean must be completed when the toilet blocks are closed to members of the public to ensure safety of staff and the public and to ensure the toilets are opened in their cleanest possible state.

A four-weekly rota of specific timings of cleans scheduled must be shared by the service provider with the Council's authorised officer on a rolling, weekly basis.

The facilities located on the seafront will be move likely to require additional, reactive services during good weather, high footfall, and events within the surrounding areas.

Date and times for Weekly and Biannual Cleans will need to be provided to RTC Authorised Officers.

Bank and statutory holidays Such days are to be treated as normal days, except Christmas Day where no service is required, and the public toilets will remain open overnight until 7:00pm on Boxing Day.

Parking and Vehicular Access The service provider will make their own arrangements for vehicular access to the public conveniences. The Council shall not and will not be held responsible for any fines or parking charges incurred by the service provider at any time.

Signage The contractor may deploy operatives of any gender to complete the programme of cleans, however signage must be displayed at the entrance of the block to ensure the safety and security of the members of the public in that they are made aware, that the toilets are being cleaned.

The service provider will provide the signage incorporating their contact details.

The service provider is responsible for providing and displaying signs to indicate that a public convenience or cubicle is out of order and indicate the nearest alternative.

Reporting and communication There is to be a member of the service provider's staff available as a point of contact during toilet block opening times. Working with the Council to decide the most effective way of communicating for both parties and will be agreed within a mobilisation meeting.

The service provider shall ensure that all reports of defects (incorporating photographic evidence), including vandalism, graffiti or drug paraphernalia are made available to the Council by 9am following the day of identifying the defect.

In the event of witnessing any act of vandalism, improper, lewd or disorderly conduct by any person either within or immediately adjacent to any public convenience the incident should be reported immediately and directly to the police and to the Council by 9am following the day of witnessing such acts.

The service provider should make themselves aware and be familiar with the graffiti removal provisions contained in the Anti-social Behaviour Act 2003.

<https://www.legislation.gov.uk/ukpga/2003/38/enacted?timeline=false&view=extent>

Waste bins supply and service The service provider will supply and service sanitary waste bins and nappy waste bins in all ladies, disabled and baby changing units. These bins shall be exchanged for clean bins at least weekly, or more frequently if reported necessary.

Care of and Disposal of sharps The service provider will supply storage facilities for sharps during cleans for their safety and the safety of the public. Once the clean is completed, service providers are to dispose of the sharps safely into the coloured box bins in accordance with the relevant legislation. Sharps bins are to be safely stored in the storage cupboards and emptied when $\frac{3}{4}$ full.

Reactive Services Service providers are to provide a reactive service for any issues that may arise throughout the duration of the contract. The timeframe for response is 1 to 2 hrs for high priority; 2 to 24 hours for medium priority; more than 24 hours but less than 48 hours for low priority. The priority level will be specified by the Council's authorised representative on each occasion that reactive services are required.

Emergency locking In an emergency where the toilets need to be closed, the service provider will be available to close the site and inform the Council.

E-pa Service Ryde Town Council use a service called E-pa <https://e-pa.com/> this service is used for out of hour calls for issues regarding the public toilets. This is an emailing system, and the contractors will be added to the emailing list to be updated the same as RTC officers in case of any cleaning issues that need resolving.

Supplying materials and equipment The contractor shall supply all suitable cleaning products, materials, equipment and consumables required to fulfil the specification for the lifetime of the contract.

Example of consumables:

- 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
- Toilet roll holders
- Paper towels
- Sanitary waste and nappy bins

Example of cleaning products, materials and equipment:

- Cleaning fluids
- Disinfectant
- Urinal grids or similar agreed
- Fly spray
- Cleaning equipment and tools required to fulfil the specification

The quality and adequacy of the consumables and materials shall be to the entire satisfaction of the Council.

The service provider will provide bills of quantity information on all materials and consumables to be used within the service.

Exceptional Events Service providers are to provide additional cleaning services prior to arrangements made with the Council for events that may be happening in Ryde that will require use of the public conveniences.

We ask for contractors to quote on the bills of quantity prices for additional cleans based on a primary clean for each block.

The Council will give a minimum of two weeks' notice before any such event.

SECTION 2 - CLEANING REQUIREMENTS

Primary Clean for Public Toilets (Full Clean)

- Thoroughly sweep all floors.
- Wash, clean, sanitise and dry all internal surfaces leaving all surfaces dry and safe.

PLEASE NOTE - BABY CHANGING FACILITIES AND TOILET SEATS MUST BE FREE FROM ANY DETERGENT.

- Remove all graffiti on both inside and outside surfaces of all toilet blocks.
- Replenish toilet rolls and paper towels to always ensure adequate supply.
- Inspect all 'Wallgate' units for satisfactory operation. Fill the container with liquid soap to maximum capacity with soap of a viscosity in accordance with 'Wallgate' specifications.
- Keep all internal and external access paths free of weeds, litter, sand and detritus. Sweep clean footpaths and paved areas, litter pick and clear accumulated rubbish from the areas.
- Keep all storage/service areas clean and tidy.
- 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 service provider and shall be deemed to have been included in the rates entered within 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.
- Remove and safely dispose of any drug related paraphernalia in accordance with current relevant legislation, notifying the Council's authorised officer.
- Keep all premises odour to an optimal minimum, taking all reasonable and practical steps to prevent or eliminate the build-up of any offensive odour. This shall include use of equipment, materials or consumables for which shall

be deemed to have been included within the rates listed in the bill of quantities.

- All channel and gully grid traps to be kept clear of sand and other debris.
- Remove cobwebs at all levels and all chewing gum deposits, mould, fungus or slime or any other deposits as appropriate.
- Spray any flies found within the premises using a suitable approved chemical but not to cause a nuisance or danger to any person using the premises.
- 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 Council's authorised officer.
- Check premises for damage or defects including water services and immediately report to Council's authorised officer.

Secondary Clean for Public Toilets (Refresh Clean)

- As per full clean, except for:
- Remove all graffiti on both inside and outside surfaces of all toilet blocks.
- Keep all internal and external access paths free of weeds, litter, sand and detritus. Sweep clean footpaths and paved areas, litter pick and clear accumulated rubbish from the areas.
- Replace any missing trap grids on urinals.
- Remove cobwebs at all levels and all chewing gum deposits, mould, fungus or slime or any other deposits as appropriate.

Weekly Clean (In Addition to Primary Clean)

- Wash all external sills, ledges and windows and ensure they are free from dust and grime.
- 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.
- Mechanically scrub and dry all floors
- Remove all stains, grime and deposits at floor edges, under doors or behind WC pans.
- Remove all visible scale and deposits from internal and external surfaces

Bi-Annual Deep Clean (Pre Summer and Winter Season)

- The contractor shall clean the exterior of all light fittings and thoroughly wash all ceilings
- Remove sludge and deposits from waste outlet trap pillar and waste pipes of washbasins and sinks and re-filleting of any joints when necessary.
- Re-fillet of any open joints including those revealed by the removal of deposits.
- Deep clean of all storage cupboards.
- External deep clean of pathways, outside showers and walls.
- Clear roof guttering
- Flush through drains

SECTION 4 - HEALTH & SAFETY

The successful contractor will be required to supply all up to date and relevant risk assessments and safe working method statements for all toilet blocks before the contract commences (RAMS).

Reviewed and updated RAMs must be provided on an annual each year.

The RAMs will consider the various risks within the works and set out clear methods for avoiding injury to operatives, the public or property.

SECTION 5 - INSURANCE AND COMPETENCY

Tenderers must provide up to date and relevant insurances including public liability insurance (£10m), employee liability insurance and vehicle insurance

SECTION 6 - OTHER

Formal Meetings

Prior to commencement of the contract a mobilisation meeting will be held to ensure all parties understand the contractual and service provision arrangements.

RTC will also arrange two pre-season meetings per annum, with the purpose of completing a strategic review of the service provision and enabling continuous service improvement for the public of Ryde.

Extraordinary and Emergency meetings can be called at any time by either party.

Site visits

The contractor is strongly advised to visit the locations listed and fully inform themselves as to the nature of the works asked of them.

SECTION 7 - FORM OF TENDER FOR RYDE PUBLIC TOILET CLEANING SERVICES 2022- 2024

Town Hall Chambers,
10 Lind Street,
Ryde,
Isle of Wight,
PO33 2NQ

Wednesday, 01 June 2022

Dear Sirs,

We have read the specification and contract terms and having understood, by site visits or otherwise, the requirements and the contract.

We offer to deliver the **RYDE PUBLIC CONVENIENCES CLEANSING SERVICES** stated in the specification above for the fixed price sum of £.....
(Including VAT) (in words) Per Annum.

The above prices are detailed in the supporting bill of quantities section (APPENDIX 5) and personal business quotation submitted.

We understand that Ryde Town Council is not bound to accept the lowest or any tender received. It can also accept either or both of the above at its sole discretion

We undertake, in the event of your acceptance of this tender, to execute a formal contract containing the terms and conditions of the tender.

We certify that this is a bona fide tender, intended to be competitive and that the amount has not been fixed or adjusted by any arrangement with any other person or organisation.

We undertake to keep this tender open for 6 months from the tender return date.

By signing this document, we have read and understood Ryde Town Council's Data Protection policy (APPENDIX 1).

Signature:

Position:

Being authorised to sign tenders on behalf of:

Name of Service Provider:

Address: