



PUBLIC CONVENIENCE CLEANING CONTRACT

2026 - 2029

SYSTON TOWN COUNCIL

PUBLIC CONVENIENCE CLEANING CONTRACT

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SYSTON TOWN COUNCIL

PUBLIC CONVENIENCE CLEANING CONTRACT

INVITATION TO TENDER

1. Syston Town Council ("the Council") hereby invites tenders for the carrying out of the Service of Cleaning at the Public Conveniences on Melton Road car park, Syston, Leicestershire LE7 2EN in accordance with the Contract documents attached, which comprise of:-
 - Appendix A Standard Conditions of Contract
 - Appendix B Specification of Works
 - Appendix C Commercial Information
 - Appendix D Form of Tender
 - Appendix E Declaration
 - Appendix F Site Plan
2. 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.
3. Any queries regarding the interpretation of any part of the Contract documents should be addressed to the Deputy Town Manager by no later than 12:00pm midday on Wednesday 4 March 2026.
4. The tender shall be submitted on the Form of Tender attached at **Appendix D**.

5. Prospective Contractors should note that the Council is not bound to accept the lowest, or any tender and that the Council's decision is final.
6. The successful tender together with the Council's written acceptance shall form a binding agreement in the terms of the Contract documents.
7. If having examined the tender documents you wish to submit a tender you should: -

- (a) Fully complete and return the following documents:

Appendix C Commercial Information

Appendix D Form of Tender

Appendix E Declaration

- (b) **Return tenders and all related documentation to: -**

Town Manager

Syston Town Council

Community Centre

School Street

Syston

Leicestershire LE7 1HN

By 12:00pm midday on Wednesday 11 March 2026.

Tenders received late will not be considered.

(c) Please note that the package containing the tender must be clearly marked: -

“Strictly Confidential: - Public Conveniences Cleaning Tender” on the outside. This is in the interests of fairness, to ensure that all tenders are opened at the same time.

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STANDARD CONDITIONS OF CONTRACT

Contract Documents

The Contract Documents will comprise:

Appendix A	Standard Conditions of Contract
Appendix B	Specification of Works
Appendix C	Commercial Information
Appendix D	Form of Tender
Appendix E	Declaration
Appendix F	Site Plan

Officer

The Officer will be the Town Manager.

Extent of Work

Generally, the work will comprise of the cleaning and caretaking of the public conveniences on Melton Road car park from 8:00am to 5:00pm Monday to Saturday (although these timings may be altered and may include Sundays / Bank Holidays for certain public events).

Site Details

The site is located at Melton Road car park, Syston, Leicestershire LE7 2EN.

What 3 Words: - ///fuels.land.banana

Before tendering, the Contractor is advised, at his own discretion, to visit the site to satisfy himself 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 British Standards, Specifications and Codes of Practice.

Duration of Contract

The duration of the Contract will be from 1 May 2026 until 31 March 2029, with the final decision on the duration of the Contract to be made by the Council after the tenders have been received. Tenders are to be priced on an annual basis. There will be no opportunity to alter the rates tendered during the term. There is likely to be the option to extend for a further two years based on service satisfaction.

Payment to Contractor

The full contract sum shall be paid in equal monthly instalments throughout the year, on receipt of monthly invoice from Contractor.

Termination of Contract

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

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 Manager prior to commencement of the Contract. The Contractor shall indemnify the 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 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 on the Form of Tender.
If these prices do not include consumables, then these should be detailed separately.
- 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) Invoices presented for payment must include a schedule of the works completed in that month including the dates of the work.

g) Contractors are asked to contact the Deputy Town Manager if any clarification is required, by no later than 12:00pm midday on Wednesday 4 March 2026.

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SPECIFICATION OF WORKS

Syston Town Council invites tenders to provide cleaning services at the Public Conveniences on Melton Road car park, Syston, Leicestershire LE7 2EN for 3 years for consideration.

The public convenience opening hours are 8:00am to 5:00pm Monday to Saturday and the contractor is required to open and lock the facilities in accordance with these times (although these timings may be altered upon agreement and may include Sundays / Bank Holidays for any special events).

Please note that the current contractor has advised that the Transfer of Undertakings (Protection of Employment) (TUPE) applies to the cleaning contract and therefore the current cleaner's role, hours, etc. will be protected by the TUPE legislation. This information will be provided to the successful contractor.

Cleaning Specification – Public Conveniences

1. Purpose

This specification sets out the minimum standards, frequencies, and methods required for the effective cleaning and maintenance of the public conveniences on Melton Road, Syston to ensure hygiene, safety, accessibility, and a positive user experience.

This specification applies to all public convenience facilities, including but not limited to: - Male, Female, and Accessible (disabled) toilets and External areas immediately surrounding entrances (where specified).

2. Scope

Frequency of cleaning: - ONCE, DAILY (6 days a week) (excluding Bank Holidays). The Town Council expect the clean to be carried out either just before the facilities are locked or on opening. The Council appreciates that the facilities can only be as clean as their last user, however the standard must be set each day. It is the Council's expectation that the toilets are cleaned to a high standard for public use and any issues that arise must be raised and promptly rectified.

On closing and locking of the facility, it is the responsibility of the Contractor's staff to ensure that there are no persons remaining in the facilities and that they are unoccupied before locking. The

Contractor will also be solely responsible for rectification of any damage resulting as a failure of their “locking up” responsibilities.

Scope of cleaning: - Ensuring cleanliness of floor spaces, interior wall surfaces, toilet and urinal facilities, toilet cubicles, cleanliness of wash basin and taps / tap bases, restocking of toiletry consumables as appropriate (i.e. soap, toilet paper).

- Male Toilets: - 1 x cubicle & 1 x large urinal
- Female Toilets: - 3 x cubicles
- Accessible Toilet: - 1 x cubicle

The Council reserves the right to add or remove specific sites or facilities during the term of the contract.

3. Standards and Compliance

It shall be the responsibility of the contractor to fully comply with the requirements of legislative Health & Safety Law and Regulations, including COSHH, and the use of appropriate PPE (personal protective equipment).

The contractor must provide a Health and Safety statement with this application. Risk assessments and method statements must also be provided prior to the commencement of the contract.

The contractor must provide any information from notifications to the HSE as well as any reports of near misses over the last two years.

Cleaning services shall comply with: -

- Relevant national and local health and safety legislation;
- COSHH regulations for cleaning chemicals;
- Equality and accessibility requirements;
- Environmental and sustainability policies; and
- Manufacturer instructions for fixtures, fittings, and equipment.

Prior to commencing any work, a thorough risk assessment must be undertaken by the Contractor. This assessment should identify potential hazards, evaluate the risks associated with these hazards, and implement control measures to mitigate identified risks. The risk assessment must be documented and available for review by the Council’s Authorised Officer upon request.

In addition, the risk assessment must be updated regularly or whenever there are significant changes to the work environment, procedures, or following an incident.

Risk assessments must be made known and readily available to Contractor’s Employees to refer to.

4. Responsibilities

- **Cleaning Contractor/Staff:** Deliver cleaning services in accordance with this specification.
- **Contract Manager/Supervisor:** Monitor performance, carry out inspections, and ensure compliance.
- **Client/Authority:** Provide timely feedback on performance.

5. Cleaning Frequencies

5.1 Routine Cleaning (Daily – Minimum)

The awarded contractor will need to supply all cleaning equipment, chemicals and consumables. The contractor will be responsible for ensuring levels are stocked appropriately. It is the Council's preference that eco-friendly chemicals are used where possible.

To be carried out daily: -

- Opening of facilities at 8:00am Monday to Saturday and locking the facilities at 5:00pm;
- Clean, descale and disinfect toilets and urinals – WC pans, seats and surrounds;
- Clean, descale and disinfect sinks;
- Sweeping and mopping of all floor areas with appropriate disinfectants and removal of stains and loose debris;
- Damp wipe / wash of mirrors and windows (streak free);
- Damp wipe / wash of partition / cubicle walls: - keep free from cobwebs, debris, dust and removable stains / graffiti;
- Damp wipe / wash and disinfecting of hand contact areas: - doors, handles and damp cloth wipe of light switches;
- Damp wipe / wash and disinfecting of baby changing facilities;
- Bins to be emptied and waste removed (with the exception of sanitary disposal units as these are emptied by another contractor);
- Dust / damp wipe and disinfecting of furniture / fixtures / fittings; and
- Replenish consumables are required: - toilet rolls and soap.

To be carried out monthly: -

- Descale all fittings;
- Clean light fittings and high-level surfaces; and

- Polish stainless-steel fixtures.

To be carried out quarterly: -

- Deep clean including behind and under fixtures.

6. Methods and Materials

- Use colour-coded cleaning equipment to prevent cross-contamination.
- Use approved disinfectants effective against bacteria and viruses.
- Follow correct dilution rates and contact times.
- Microfibre cloths and mop systems to be used where possible.
- Mechanical equipment (e.g. scrubber dryers) to be used in accordance with manufacturer guidance.

7. Health, Safety, and Security

- Display “Cleaning in Progress” signage during operations.
- Secure facilities during cleaning where required.
- Store chemicals securely and label correctly.
- Report hazards, vandalism, sharps, or biohazards immediately.
- Staff to wear appropriate PPE at all times.

The Contractor’s Operatives will be required to ensure that they have ID visible during the time they are onsite either via an approved lanyard, or card holder clipped to the Operatives apparel. Operatives should look professional and presentable when working on Council facilities.

The contractor must have a lone working policy in place that advises how it makes provision for the lone working of its employees.

8. Quality Standards

- Facilities must be visibly clean, free from odours, and safe for use.
- No build-up of scale, grime, or waste
- Floors to be clean and dry (or safely signed if wet)
- Consumables to be adequately stocked at all times.

9. Inspections and Monitoring

- Routine inspections to be carried out by supervisors.
- Spot checks by the Town Council
- Use of cleaning schedules, checklists, or digital monitoring systems
- Defects or non-compliance to be rectified promptly.

10. Environmental Considerations

- Use environmentally friendly products where possible.
- Minimise water and energy usage.
- Dispose of waste in accordance with local regulations and duty of care.
- Reduce single-use plastics where feasible.

11. Reporting and Communication

- Maintain cleaning logs.
- Report maintenance issues (e.g. leaks, broken fittings, lighting failures)
- Record incidents of vandalism or misuse.

12. Access to Premises

The contractor will be provided with a set of keys to the site to enable them to fulfil the requirements of the Contract which will include opening up the facilities in the morning and locking up the facilities at the end of each day.

The Contractor shall be responsible for issuing the provided keys to their Operatives and ensuring that upon termination of employment or other relevant situation all keys are returned to the Contractor. Similarly, on termination of the Contract the Contractor shall provide to the Council all sets of keys issued / in their possession.

In the event of loss, the Contractor shall, at the Contractor's own expense, renew the respective locks and provide sufficient keys. These keys shall only be used for the purposes required by this Contract.

13. Insurance

The contractor must provide insurance details with their application, including public liability to a minimum of £5,000,000.

14. Duration and Conditions of Contract

The Council is looking to enter into a three-year contract agreement with a suitable company, commencing on 1 May 2026, with the option to extend it for a further two years based on service satisfaction.

The Town Council will have the right to terminate the contract early due to any breaches of the contract.

15. Transfer of Undertakings (Protection of Employment) (TUPE)

Position title	Cleaner
Age	63
Gross Annual Salary	£7,639.55
Contracted Hours	12 per week
Overtime Rates	No guaranteed additional payments
Annual Leave / Sick Pay Entitlements	28 (20 + 8) / SSP
Pension Scheme Membership	n/a
Disciplinary / Grievance records from the past two years	n/a

16. Assessment of Submission

It is the intention of the Town Council to assess its decision based on a quantitative and qualitative assessment. This will be made up as follows: -

- 65% price
- 15% previous experience and references
- 10% health and safety and other supporting documents required.
- 10% local business and therefore reduced carbon footprint.

The Town Council does not bind itself to accept the lowest or any tender, nor will it pay any expenses which may be incurred by any tenderer in the preparation of this tender or in attending an interview.

17. Documents Required and Process

Any company interested in applying for this work will need to submit the following documents: -

The Form of Tender;

Health and Safety Statement;

Copy of public liability insurance;

Minimum of two contact details of clients for whom your company has undertaken similar work. References will be undertaken.

Please submit any additional information that would be beneficial to the assessment of the tender. No tender bids will be considered that do not include the requested documents.

18. Review

This specification shall be reviewed periodically and updated to reflect changes in legislation, usage levels, or service requirements.

Tender submissions must be submitted to the Town Manager, Catherine Voyce, Syston Town Council, Community Centre, School Street, Syston, Leicestershire LE7 1HN by 12:00pm midday on Wednesday 11 March 2026. Submissions received after this date / time will not be considered.

Envelopes should be marked Strictly Confidential – Public Conveniences Cleaning Tender.

Any queries regarding the tender process, the proposed contract or the specification should be addressed to: -

Hannah Surtees, Deputy Town Manager

Telephone: - 0116 2607150

Email: - hannah@systontowncouncil.gov.uk

Queries should be received no later than 12:00pm midday on Wednesday 4 March 2026.

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COMMERCIAL INFORMATION

Part A

Commercial Information

A.1. Company/Organisation identity –

A.1.1. Company name of organisation submitting the tender:

A.1.2. Contact name and position in organisation:

A.1.3. Company address:

A.1.4. Contact telephone number:

A.1.5. Contact e-mail Address:

A.1.6 Company Web Site Address:

A.1.7 Company Registered Address if different from above:

A.2 Areas of Business

A.2.1 Please indicate below the principal areas of business activity of your organisation:

A.2.2 Please indicate which elements if any of the services your organisation anticipates may be sub-contracted:

A.3 Insurance

A.3.1 Please provide a copy of your organisation's insurance certificates and provide the required information regarding your company/organisation's insurance cover:

Public Liability Insurance Min £5,000,000	
Insurer	
Policy Numbers	
Expiry Date	
Limits of indemnity (per occurrence and aggregate)	
Excess (if any)	

Employers Liability Insurance £5,000,000	
Insurer	
Policy Numbers	
Expiry Date	
Limits of indemnity (per occurrence and aggregate)	
Excess (if any)	

A.4 Health and Safety

A.4.1 Please supply the name and designation of the person responsible for the implementation of the organisation's Health and Safety Policy and Risk Assessments.

A.4.2 If you employ 5 or more employees, please enclose a copy of your current Health and Safety policy.

A.4.3 If you employ less than 5 employees, please tell us how you ensure that your Health and Safety measures are put into place and practiced within your organisation.

A5 Environmental Sustainability

A.5.1 Please enclose a copy of any environmental management certification that your organisation holds. If you do not have any certification, please detail how your organisation complies with environmental legislation and how it would work with the Town Council to help its aims in becoming net zero.

A6 Policy Documentation

A.6.1 Please confirm that you have the following policies in place i.e. Equality, General Data Protection, Complaints Procedure, Equal Opportunities, Covid / Pandemic procedure. A copy of these policy documents will be requested if shortlisted for interview.

Part B

TECHNICAL CAPABILITY

B.1 Previous Experience

B.1.1 Please provide information about your organisation's technical capacity and expertise and experience over the past five years of carrying out similar services under a formal contract with the public sector, in particular parish councils or other public bodies.

B.1.2 Please detail below any problem/delay that has been encountered by your organisation when implementing new contracts such as this. If problems / delays have been encountered, please explain how the situation was resolved.

B.1.3 Bidders must have existing experience of all the equipment that is currently in use in order to ensure that they can deal with faults from the start of the contract.

B.2 Staff Skills and Development

B.2.1. Please indicate below whether any operatives you employ (and would expect to engage on this contract) have specific skills/qualifications related to the range of requirements set out in the specification.

Skill / qualification	Number of operatives

B.2.2 Please provide details of your current training policy/procedures (including any health and safety training) and describe how you ensure that skills are maintained. Max 400 words

C.1 References – please provide 2 references

Please provide details of two companies for which you have delivered similar work that will provide a reference. The Authority will take up two references.

Reference 1

Company Name	
Company Address	
Contact name	
Contact Phone Number	
Contact e-mail address	
Website details	
Contract start / end dates	
Value of contract	
Brief description of contract including use of sub-contractors if applicable	

Reference 2

Company Name	
Company Address	
Contact name	
Contact Phone Number	
Contact e-mail address	
Website details	
Contract start / end dates	
Value of contract	

Brief description of contract including use of sub-contractors if applicable	
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Part D

TECHNICAL PROPOSAL

D.1 Service Requirements

D.1.1 Please detail below the format in which your organisation can receive Service Requests.

D.2 On-site Arrangements

D.2.1 What arrangements does your organisation have for the removal and recycling of any rubbish and debris accumulated during the supply of the services?

D.3 Quality of work and Supplier conduct

D.3.1 Please detail the checks that your organisation will make to ensure that the services will be carried out by a suitably trained and competent team / member of staff:

D.4 Sub-Contracting

D.4.1 Please detail your organisation's methodology for employing sub-contractors and ensuring that sub-contractors if used on this contract are fully compliant with the terms and conditions of the Framework Agreement.



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FORM OF TENDER

2026-27	2027-28	2028-29
£	£	£
<i>Should the above prices not include consumables, please detail these separately.</i>		

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

I/We understand that Syston 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:.....

Of:
.....

Address:
.....

Telephone Contact number:

Declaration

I certify that the information supplied is accurate to the best of my knowledge and belief.

I understand that Syston Town Council may contact anyone to verify this information, and that false or misleading information could result in my/our exclusion from the select tender list.

I also understand that it is a criminal offence, punishable by imprisonment to give or offer to give any gift or consideration whatsoever as an inducement or reward to any servant or member of a public body. In addition, your specific attention will be drawn to the clause in the proposed contract empowering the Authorities to cancel the contract and to recover any loss from the contractor if the contractor has offered any gift or inducement of any kind in relation to obtaining the contract.

Signed _____

Position held _____

For and on behalf of _____

Date _____

Before returning this application form, please ensure that you have: -

- Answered all questions.
- Enclosed all relevant documents.
- Completed the above declaration.