
Tender for the Cleaning of Public Conveniences In St Ives

on behalf of
St Ives Town Council

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TENDER PROCESS INSTRUCTIONS

1 **Summary**

St Ives Town Council ("the Council") wishes to recommission the cleaning of 5 public conveniences in the town (see paragraph 16 below). This document sets out the requirements, timetable and process for the procurement of the service and details of the information required to be submitted in order to be considered for the Contract.

2 **Timescales**

The Contract will commence on 30th October 2017 and run for a period of 2 (+1+1) years, with a break clause at the end of the first year that may be exercised by the Council if the chosen Contractor is not performing to the level expected. At the end of the 2 year term, the Council may elect to extend the contract for up to a further 2 years if the Contractor is performing as required.

3 **Contract Award**

Once the Council has reached a decision in respect of the Contract award, it will notify all tenderers of its decision as soon as is practically possible. It would be expected that the instruction will refer back to the tender document and the Contractor's response. Any responses provided by the Contractor are liable to be incorporated within the Contract terms.

4 **Tender Timetable**

Completed tenders must be returned along with all supporting documents addressed to The Town Clerk, St Ives Town Council, The Guildhall, Street-an-Pol, St Ives, Cornwall TR26 2DS, to be received no later than 5pm on the 26th May 2017. Tenderers must provide 1 x paper copy and are requested to also provide 1 x electronic version supplied on CD or memory stick. Tender documents must be sealed in a plain envelope with **Cleaning Of St Ives Public Conveniences Tender** written clearly in the top left corner. The envelope shall not show any name or any other mark (e.g. postal or franking devices on the envelope) by which the tenderer can be identified.

Tenderers should note that this is a timetable that may be subject to change. Any changes will be communicated to all known tenderers as soon as possible.

5 **Clarifications**

Any queries or requests for clarification relating to this tender must be made by email to enquiries@stives-tc.gov.uk no later than 5pm on 19th May 2017. The Council will endeavour, so far as is practical, to respond to all clarifications as soon as possible. The Council will issue a document listing all tenderers' questions and responses to them to all interested parties after the deadline for receipt of clarifications has passed. As such, it will be the tenderers' responsibility to ensure that they make reference back to the clarifications to obtain any updated information. Late requests may be replied to at the Council's discretion. The Council will not be obliged to comply with any such request and does not accept liability or responsibility for failure to provide any information requested.

6 **Sub-Contracting Arrangements**

The Council recognises that the tenderer may be a collaboration of organisations and this does not preclude a single organisation submitting a response on behalf of such a consortium. For tenderers who are lead Contractors and intend to sub-Contract part of the work, the lead Contractor will be required to enter into the Contract with the Council and take all legal responsibility for the obligations under such Contract. All correspondence in relation to the tender process will be sent to the lead organisation only.

7 **Tender Evaluation**

The tender will be evaluated based on a pass/fail basis for certain aspects and a scoring mechanism on other parts. Further details are outlined in the Tender Return document. The scoring is designed to assist the Council in determining the most appropriate Contractor to instruct, but the scoring result will not be binding on the Council. The Council does not wish to award the Contract based solely on who can best complete a tender document. The Council will wish to ensure that the work is carried out in a suitable manner, both in terms of carrying out the work on the ground and also interaction and communication between the Contractor and the Council. As such the Council reserves the right to award the tender to a party who has not scored the highest on the above marking schedule but who is deemed able to provide the best overall service to the Council.

8 **Interviews/Presentations**

It is not envisaged that tenderers will be required to prepare and deliver a presentation. However, after the initial assessment of tenders, the Council may wish to interview a selected shortlist and contact will be made at an appropriate time once this has been decided.

9 **Contract Terms**

By submitting a tender, tenderers are agreeing to be bound by the terms of this tender document without further negotiation or amendment.

10 **De-Brief**

Unsuccessful tenderers may request a de-brief as to why their tender was not successful. This will be provided by the Council as soon as practically possible.

11 **St Ives Town Council Rights**

The Council reserves the right to:

- Seek clarification or additional documents in respect of any tenderer's submission.
- Disqualify any tenderer that does not submit a compliant tender in accordance with instructions, or which submits a tender that is vague or incomplete.
- Discount evasive, unclear or hedged tenders.
- Withdraw this tender at any time or to re-invite tenders on the same or any alternative basis.
- Choose not to award any Contract as a result of the procurement process.
- Make whatever changes it sees fit to the timetable, structure or content of the procurement process depending on approvals, processes or any other reason.

12 **Warranties & Disclaimers**

While the information contained within this tender documentation is believed to be correct at the time of issue, tenderers should not rely on the information and should carry out their own due diligence checks and verify the accuracy of the information. The Council will not accept any liability for its accuracy, adequacy or completeness, nor with any express or implied warranty given. This exclusion extends to liability in relation to all information including any statement, opinion or conclusion contained in, or any omission from, this tender including its Appendices and in respect of any other written or verbal communication transmitted or made available to any tenderer.

13 **Costs**

The Council will not be liable for any bid costs, expenditure work or effort incurred by a tenderer or any third party acting under instructions from them in proceeding with or participating in this procurement, including if the procurement process is terminated or amended by the Council.

14 **Confidentiality of Data**

The Council will ensure that the information and data provided by tenderers is kept strictly confidential and only utilised for the assessment of this tender. Once the tender process has been successfully concluded, unsuccessful Contractors should alert the Council to any commercially sensitive data, which will destroy such documentation as required.

CONTRACT INSTRUCTIONS

15 **Properties**

The following properties are to be included within the Contract.

1. Dove Street toilets	TR26 1SE
2. West Pier toilets	TR26 1LF
3. Sloop car park toilets	TR26 1LU
4. Smeaton's Pier toilets	TR26 1LP
5. Porthgwidden beach toilets	TR26 1PL

This list is slightly simplified. For instance, men's and women's toilets at Smeaton's Pier are in separate buildings approximately 10 metres apart. The locations of the properties and details of the toilets may be found in Appendix B ("Property Details").

16 **Contract Variations**

Any variation to the service detailed in this document will not be valid unless recorded in writing by means of an appropriate form, completed by the Authorised Officer and delivered to the Contractor. Failure to complete the entire Form will render the variation null and void. Service variations will take effect as from the date specified in the form and shall not have retrospective effect unless expressly agreed and provided for in the form.

When a Service variation includes the commencement of a new service, a timetable for its introduction will be agreed as part of the variation and should normally consist of three months' notice with the services to commence at the

beginning of a month. For a reduction in the service or the withdrawal by the Council from a service, a minimum of six months' notice must be provided to the Contractor.

When the variation relates to a term or condition of the contract, then the procedures in the contract shall apply.

Save for the variation recorded on the form, the rest of the service will continue in full force and effect.

17 Specification of Works

The specification of works is found at Appendix A. The Contractor will be responsible for carrying out all the functions described in the specification and all other services ancillary to these and consistent with the Contractor being responsible for maintaining the properties in a suitable condition as stated within the specification.

18 Working Hours

The Contractor shall ensure that the individual toilets are cleaned every day that they are open according to the season and to the standards required. The toilets are closed overnight, so the first clean ("Clean A" – see paragraph 30 of the Specification) every day should take place after closing at the end of the day or immediately prior to their opening each morning. Cleaning should take place during the day as described in Appendix A to maintain a clean, safe and comfortable environment during opening hours.

19 Access

Access to some of the properties to be cleaned is difficult. The narrowness, layout and busyness of the streets, particularly in school holidays, places restrictions on the size of vehicles that can be used and where they can be parked. It is the responsibility of the Contractor to be cognisant of the access to each location and any other problems affecting access to all properties.

20 Safety, Health & Welfare

The Contractor will ensure that all activities are carried out in accordance with existing Health & Safety regulations, in particular, but not limited to, the following:

1. Health & Safety at Work Act 1974
2. Management of Health & Safety at Work 1999
3. Provision & Use of Work Equipment Regulations 1998
4. Care of Substances Hazardous to Health 2002

The successful Contractor will be required to satisfy the Council's Health & Safety advisor as to the knowledge, understanding and compliance with these regulations and will be required to hold an annual Health & Safety review. Spot checks may be carried out by the H&S advisor and/or Authorised Officer while work is being carried out. Machinery should be operated by suitably qualified and experienced workers. Contractor staff should wear the required personal protective equipment (PPE) when required.

The Contractor should inform the Council of any unsafe feature or any matter of cause of public concern at any location at which the services are being provided

by telephone as soon as is practicable. The Contractor shall confirm these details in writing (preferably email) within 24 hours of becoming aware of them.

21 Accident Reporting

In the event of an accident, incident, potentially dangerous or dangerous occurrence, the Contractor will inform the Council by telephone as soon as possible and will prepare a report which will be sent to the Council within 48 hours of the occurrence.

22 Precautions to Prevent Nuisance

The Contractor shall take all reasonable precautions to prevent nuisance from water, smoke, noise, dust, rubbish, fumes, chemicals and other elements during the provision of this service under the Contract.

The Contractor shall take all reasonable precautions during the carrying out of any service under this Contract to prevent damage to property and shall be held responsible for any damage resulting from the services and shall make good such damage at its own expense.

23 Prevention of Pollution

The Contractor shall take all reasonable precautions to prevent pollution of the atmosphere, waterways, rivers, seas and properties by discharge of deposits of liquids, solids or gases associated with the delivery of this contract, and will be held responsible for any damage caused by such discharge or deposit. The cost of rendering harmless or removing the discharge or deposit will be borne by the Contractor.

24 Tools & Plant

The Contractor shall provide all equipment, chemicals, vehicles and machinery necessary for the proper execution of the services and clear away on completion. Equipment and chemicals should at all times be used in the correct manner and for the correct purpose. Any equipment shall be satisfactorily maintained and records of maintenance shall be made available for inspection.

25 Materials

All vehicles, materials, equipment and chemicals to be used in connection with the provision of the service shall be supplied by the Contractor and included within its rates.

26 Reinstatement of Damage

The Contractor shall repair/replace any equipment, property, vehicles etc. damaged at any location as a result of its operations. Reinstatement of the damage shall be to the satisfaction of the Council and entirely at the Contractor's expense.

27 Inclement Weather

The Contractor shall perform the work required under the Contract regardless of weather or climatic conditions. In exceptionally adverse weather conditions, the Contractor may seek the Council's approval to suspend all or any part of the services for the period during which the adverse weather conditions continue. Any suspension is to be given at the Council's discretion.

28 **Provision of Advice**

The Contractor is required to provide general advice and recommendations to the Council based on its expertise and knowledge and to alert the Council to any damage done to or found in the properties, leaks, hazards, blocked drains etc. that are identified.

29 **TUPE**

Having carefully considered the matter, the Council's preliminary view is that Transfer of Undertakings (Protection of Employment) Regulations 2006, (as amended in 2014) ("TUPE") may apply to this contract.

Applicability will depend ultimately on the form of the proposal submitted by the successful tenderer, and tenderers may put forward proposals with different implications. Prospective tenderers must take their own advice on this matter and tender accordingly, and must not rely on the Council's view being correct in law.

The Council accepts no liability whatsoever for any loss or damage suffered by any tenderer who submits a successful bid pursuant to this invitation should it subsequently be held that such bid and the award of the contract to the tenderer does or does not constitute a transfer within the meaning of TUPE. The Council will not indemnify the Contractor against any such loss.

The current service providers have been requested to provide relevant information relating to staff employed in connection with the provision of the service and, when this is available, it will be provided to interested parties who shall have notified the Council of their interest in applying for this Tender. Tenderers should note that this information is provided on the basis that it is confidential and must not be used, other than in connection with this Tender. Tenderers who are not prepared to keep the information confidential, should ensure that it is returned with an undertaking that no copies have been made, to the Council by return of post.

Tenderers should note that this information has been provided by the existing service provider. The Council does not warrant the accuracy or completeness of this information and does not accept any liability ensuing from any inaccuracy in, or omission from, the information.

Tenderers are required to confirm whether their Tender is submitted on the basis that TUPE applies and, where this is so, whether the effects of TUPE have been taken into account in the submission of their rates

APPENDIX A

Specification of Works

References in this Specification to the Council's "Authorised Officer" are to its Facilities Manager, or to any other officer subsequently identified by the Council as holding that responsibility for the Contract.

1. Extent of Contract

The Contract generally covers the regular and periodic cleaning of internal and external areas in the public conveniences in the town of St Ives listed in paragraph 15 of the Tender Process Instructions. Further information on each toilet block may be found in Appendix B.

2. General Standards

The cleanliness of the public conveniences is of prime importance to the Town Council. Local people and holidaymakers use the toilets in vast numbers, particularly during school holidays. The reputation of the town as a great place to live and visit can quickly be damaged by unsanitary conditions in the conveniences, and the Council is determined that the holder of the cleaning Contract will provide a pleasant and hygienic experience for anyone using them. Any company that is considering applying for this Contract, but which is not as serious as the Council about providing an excellent service, should not tender.

3. Cleaning

For the purpose of this tender, "clean" in relation to the public conveniences means free from dirt or contaminating matter; unsoiled; maintained in what can reasonably be regarded as original state at the signing of the Contract; free from obscenity or indecency; and hygienic and conducive to personal cleanliness.

For the avoidance of doubt, the term "clean" is to be applied to all internal and external surfaces, up to ceiling height, including but not limited to:

- all material relating to the toilets, including pans, cisterns, handles etc.
- handwashing facilities, including sinks and taps, Wallgate machines etc.
- storage areas/cupboards, corridors and void areas
- horizontal and vertical surfaces, including floors, walls, windows, shelves, window ledges, ceilings etc.
- pathways and entrances to facilities
- fittings and fixtures
- pipework and outlets.

All of the above areas will, when cleaned, be free of dirt, soiling, chewing gum, dust marks, smears, excrement, urine, graffiti and litter and be germ-free with no unpleasant odours remaining. All areas shall be left as dry as possible, and clean. This standard is to prevail in all cases.

All floor areas will be cleaned every day and will be left dry and clear of debris to minimise the risk of trips and slips to users.

The Contractor will ensure that its staff has adequate supplies of all equipment and ensure that cross-contamination cannot take place between, for instance, WCs and other surfaces. Cleaning equipment will be appropriately marked to show its use, and Contractor staff will be trained to recognise the marks and to follow the Contractor's rules regarding its use in all circumstances.

4. Working Periods

Cleaning shall be carried out every day in accordance with the cleaning specification described in paragraph 30, except for the Christmas and New Year period when the following special provisions shall apply:-

Christmas Day

No cleaning will take place on Christmas Day, unless otherwise requested by the Authorised Officer. All toilets that are normally locked and unlocked shall stay locked until Boxing Day.

Boxing Day

All public conveniences shall be unlocked and locked at the specified times, as agreed with the Authorised Officer. The only cleaning required will be the sweeping of floors, the cleaning of any dirty pans and the replenishment of consumables.

New Year's Eve and New Year's Day

The Council will require some toilets (currently, Sloop car park men's and women's) that are closed during the off-season to be opened for New Year's Eve only. The Contractor will unlock those toilets at midday on that day, and then will clean and lock them on New Year's Day. The same will be done for other town centre toilets which would ordinarily be open at this time of year (currently Dove Street, West Pier, Smeaton's Ladies and Gents). Other toilets will be unaffected by this additional element of the Contract.

For clarity, the cost of cleaning, opening and shutting should be included in the costs submitted in Section 10 – Pricing.

5. Provision Of Cleaning Materials And Equipment

The Contractor shall be responsible for the provision of all cleaning materials, tools and equipment necessary for the proper execution of the Contract. Such materials, tools and equipment shall be approved by the Authorised Officer prior to the commencement of the works.

6. Litter And Refuse (All Buildings)

All litter and waste collected within the buildings included in this Specification is classified as commercial waste. It will be the Contractor's responsibility to dispose of the waste lawfully. If the Contractor requires such waste to be collected from the public conveniences and so disposed of, it must make the necessary collection arrangements with a certified collection Contractor. If the Contractor wishes to dispose of this waste from its own depot facilities, it must hold an up-to-date Waste Carrier's Licence. Relevant certification is to be provided to the Council upon request.

Plastic liners shall be supplied by the Contractor for every litter bin in each public convenience. Bin liners must be robust. The Contractor must ensure that it uses the correct clinical sacks for the containment and disposal of clinical waste (chiefly from sanitary and nappy bins) and sharps boxes (where the collection of needles is required).

Bin liners should be changed whenever they contain materials giving off an unpleasant odour and/or when it can be assumed that they will be full before the next scheduled clean. This means they must be checked, but need not

necessarily be changed, at every clean. Clinical waste shall be segregated and kept in a sealed container within the vehicle transporting such waste.

7. Storage Of Materials And Equipment

Storage cupboards and corridors may be found in all toilets and are available free-of-charge for the Contractor's use in the delivery of the service. The Contractor may make use of these facilities or make other arrangements with the prior agreement of the Authorised Officer. All such facilities shall be properly cleaned and maintained in a tidy state. The Council shall not be liable for loss of materials stored within these facilities.

8. Provision Of Services For The Contractor

The Contractor shall be allowed free use of water and electricity (where available within the buildings being cleaned under this Contract). The Contractor will be expected to exercise economy in the use of such facilities and shall not abuse this concession. Therefore, for the avoidance of doubt, unless expressly agreed in advance by the Authorised Officer, the Contractor will only use water and electricity provided by the Council for the purposes outlined in this Specification.

9. Policy Changes

The Council is continually reviewing its policies regarding the adequacy and location of its buildings generally. Although it has no such changes planned at the time of writing, it reserves the right to make changes within the period of this Contract that may affect the buildings and/or services covered by the Contract for the cleaning of its public conveniences. Such changes will be discussed in full with the Contractor and will only be imposed if deemed necessary by the Council and within the confines of the Contract. The initial Contract period runs from 30th October 2017 to 28th October 2019.

10. Compatibility Of Products

The Contractor must ensure that all products and equipment used in the performance of the Contract are compatible with each other and with the surfaces to which they are applied, and are only used according to the manufacturer's guidance. Any damage caused to the Council's property as a result of failing to observe this clause will be repaired or replaced by the Contractor at its expense. Any injuries caused to persons, pets etc by a similar failure will be entirely the responsibility of the Contractor.

11. Unlocking And Overnight Closure

All Public Conveniences shall be unlocked by the Contractor and available for use each day by no later than 0800 hours throughout the year, but shall not be available for use before 0700 hours. Prior to opening, the facilities must be of an acceptable standard of cleanliness to be ready for public use.

When locking each public convenience, the Contractor shall ensure that there is no-one in the section of the building being locked. All areas, including individual cubicles, shall be checked visually. For the avoidance of doubt, it is not acceptable simply to shout and await an answer.

All lights, illuminated signs or any other relevant switches shall be turned off so that there is nothing that may lead the public to believe the conveniences are available for use after they have been locked.

12. Seasonal Demands

Demands on the toilets and other elements of the town's infrastructure fluctuates throughout the year. As well as the main summer season, the town comes under intense pressure from visitors during school half-terms, the Christmas and New Year period, during the St Ives September Festival and on bank holidays. Accordingly, the Council wishes to commission a toilet-cleaning service that can adapt to those fluctuations, meaning it requires more or fewer cleans according to the anticipated footfall in the town. On days anticipated as being busy in the town, five cleans per day are required in each toilet; on medium-busy days, four cleans per day are required; and on quieter days, two cleans are needed.

The table below shows the number of days by month in the 2017/8 financial year when the anticipated demand is anticipated to be high, medium and low. It is shown for illustrative purposes only – the number of days will vary from year-to-year (for instance depending on the dates during which Easter falls).

2017/18: Number of days per month when 5, 4 or 2 cleans per day are required

	5 Cleans per day	4 Cleans per day	2 Cleans per day
April	20	2	8
May	1	30	0
Jun	30	0	0
Jul	31	0	0
Aug	31	0	0
Sep	3	27	0
Oct	22	7	2
Nov	0	0	30
Dec	11	0	20
Jan	3	0	28
Feb	0	0	28
Mar	5	0	26
Total	157	66	142

13. Provision of Consumables

As a minimum, toilet rolls shall be two-ply, soft, recycled paper of nominal minimum sheet size 125mm x 100mm.

'Jumbo Mini Roll' dispensers are installed in each cubicle. At each cleaning visit jumbo mini rolls will be checked and replenished as appropriate to ensure that adequate toilet roll is available until the next clean. If complaints are received regarding the jumbo mini rolls being empty between cleans, the Contractor will be required to return to the public convenience to replenish within 30 minutes of being notified of the complaint.

Liquid soap for 'Wallgate' hand washer/dryer units shall be obtained from the manufacturer C A Wallgate & Co Ltd, Crow Lane, Wilton, Salisbury, Wiltshire, SP2 0HB (Phone 01722-744594). Liquid soap shall not be diluted but used strictly in accordance with the manufacturer's instructions. No other soap shall be used within these units.

Liquid soap containers must be replenished with 'Salut' liquid soap.

Sanitary bags shall be supplied in adequate quantities in each ladies' and disabled persons' cubicle.

Where they are used, paper towel receptacles must be replenished with 1 ply-fold recycled paper towels.

Deodoriser screens or gels shall be used in each urinal slab or bowl on a continual basis. Where these are not suitable, to disguise any smells the Contractor can provide another form of deodorant system, upon agreement with the Authorised Officer.

Where facilities have PHS Airscent automatic battery operated aerosol air freshening units which take Airscent aerosols and a 9V battery these must be maintained and replaced as and when necessary.

14. Security of Buildings

The Contractor will be supplied with an agreed number of keys. Keys shall be signed for and the Contractor shall issue them to employees and ensure that they are kept safe and returned to the Council upon termination or cessation of the Contract, at which time a receipt will be issued. These keys shall only be used for the purposes required by this Contract. In the event of loss, the Contractor shall, at its own expense, replace lost keys.

15. Seasonal Closing

On the agreed day each year, seasonal public conveniences shall be cleaned, to the Specification of an "A" clean, set out in paragraph 30. Any defects noted at that time shall be reported to the Authorised Officer. The toilets shall then be locked by the Contractor for the proscribed period.

16. Seasonal Opening

For the sake of this contract, the Council considers there to be three levels of pressure on the public conveniences and three corresponding levels of cleaning during the year. These are

High	5 cleans (i.e 1 Clean A and 4 Clean Bs) per day
Middle	4 cleans (i.e 1 Clean A and 3 Clean Bs) per day
Low	2 cleans (i.e 1 Clean A and 1 Clean B) per day

Descriptions of Clean A and Clean B may be found in paragraph 30.

17. Additional Cleaning

Where additional cleaning is necessary due to exceptional use of facilities or some other reason, the Authorised Officer shall consult with and instruct the Contractor accordingly. The cost of such additional cleaning shall be met by the Council – tenderers are invited to indicate the cost of additional cleans in Section 10 – Pricing.

18. Deep Cleansing

Four times each year, on dates agreed between the Contractor and the Town Council, the Contractor will carry out a deep clean of each convenience. This may involve steam-cleaning, power-washing or other method of cleansing as agreed with the Authorised Officer and will depend on the type of fabric of building where

the deep cleansing is to be applied. The deep cleans will be carried out on dates and times convenient to both parties outside of the busiest times of public use. The Authorised Officer and the Contractor will review each toilet after each deep clean. The Authorised Officer will have the authority to require any substandard clean to be re-done. For clarity, deep cleans are deemed to be part of the regular contract and be included in the general costs listed in the Table One in Section 10 – Pricing.

19. Cleaning Frequency And Times

The cleaning frequency for each public convenience is indicated in the list of public conveniences and the specified requirements for each visit are indicated in paragraph 30 of this Specification. Each of these provisions shall be read in conjunction with the other.

The Authorised Officer and Contractor shall determine the order in which cleaning shall take place to suit local circumstances and to avoid a subsequent clean following too closely on the previous one. The time bands shown in paragraph 30 shall be strictly adhered to.

20. Use of Water

During icy or sub-zero temperatures, the pathways and entrances to facilities must not be washed in order to minimise the risk of slips and falls.

21. Gender Of Workers And Availability Of Public Facilities During Cleaning

The Contractor may employ staff of any gender to carry out the specified work. Care shall be exercised to ensure that no undue embarrassment occurs where males are used to clean female conveniences and vice-versa.

Where separate facilities exist for disabled persons, the Contractor shall ensure that such facilities are available for use by able-bodied people of any gender when their particular facility is closed for cleaning. Generally, when circumstances allow, the door to the particular part of the building should be locked to prevent public access when cleaning is taking place.

22. Signs During Cleaning

Where access to a building or part thereof is barred during the cleaning operation, a professionally-made plastic sign 600 mm x 300 mm high shall be provided by the Contractor and displayed in the appropriate place and shall read:- "CLOSED FOR CLEANING". If, because of exceptional pressure on the toilets, cleaning is carried out while the building remains in use, appropriate, professionally-made signs should be displayed to alert people to the presence of cleaning staff and the possibility of hazards related to the cleaning process.

23. Attendance Sheets Regarding Visits

At its own expense, the Contractor will be responsible for providing, at each site, a public, up-to-date display of the date and time when cleaning last took place and by whom the cleaning was done. Additionally, for each site, a daily record should be kept for each month showing the date and time of each clean and signed by the cleaner involved in that shift. Such records will be made available to the Council on request.

24. Information Signs

The Council will be responsible for providing information signs advising the public whom to contact with regard to complaints, compliments and comments about the cleanliness and general environment of the toilets.

25. Graffiti

The removal of graffiti shall generally be part of the cleaning operation, and the Contractor shall equip its staff with appropriate equipment and substances to remove such without delay whenever it is found. Where persistent graffiti artists are at work, or graffiti appears in excessive quantities, the Contractor shall consult the Authorised Officer for instructions.

26. Minor Works

The Contractor is not required to carry out minor maintenance or repair of the toilets. However, it is the Council's not unreasonable expectation that discharge of the duties outlined in this document gives the Contractor an excellent opportunity to identify any hazards existing in the toilets. Such issues will include but are not limited to:

- broken or missing toilet seats
- blocked drains or toilets (see paragraph 27 below)
- stiff, loose, broken or missing locks, hinges, handles, ironmongery etc.
- damaged or loose pipework
- leaks
- damaged or loose toilet pans, sinks etc.
- mal- or non-functioning Wallgate machines

The contractor shall ensure that it is vigilant to such hazards, and shall report them to the Council by telephone as soon as practicable, and immediately if the defect is reasonably deemed to be urgent i.e. it is in a toilet under severe pressure of use or poses a threat to users. If the likelihood and/or degree of risk of harm is high, the Contractor shall close the cubicle or whole toilet block display an 'out of order' sign, and advise the Council without delay.

27. Blocked Toilets

The Contractor is required to make a reasonable attempt to clear any apparently blocked toilets by use of a plunger, which should be used with care and vigour to remove any blockage. All of the contractor's staff carrying out the duties should be aware of and trained to use a plunger for this purpose. Any toilet in which such actions fail to remove the blockage should be locked with an appropriate sign placed on the door, and the Authorised Officer informed without delay.

28. Complaints

The Contractor shall assist the Council in the investigation of complaints regarding a toilet, including, but not limited to, its cleanliness, bad smells, the provision of consumables, the safety of the environment, the functioning of equipment etc. Where deemed appropriate by the Council – for instance, where the complaint relates to the behaviour of staff – the contractor will lead the investigation and report to the Council on its findings.

29. Extent of Cleaning

The detailed cleaning requirements relative to each operation (specified below) shall include all internal and external aspects of each building other than roof voids and external roof and wall surfaces. The following relates to all toilet areas i.e. including separate disabled toilets where they exist.

30. Daily Cleaning Regime

In **high season**, **Clean A** will be carried out before 0800; and **Clean B** at **four** equally-spaced times each day, with the last clean being carried out between 1700 and 1830.

In **middle season**, **Clean A** will be carried out before 0800 (including, if preferred, after closing the night before) and **Clean B** between 1000 and 1200, 1300 and 1500 and again between 1600 and 1800, each day.

In **low season**, **Clean A** will be carried out before 0800 (including, if preferred, after closing the night before) and **Clean B** between 1300 and 1500, each day.

Clean A

Floors

- a) Brush/wash entrance, binning sand, litter etc.
- b) Pick up and bin litter, and sweep up and bin sand and dust etc, from internal floor areas.
- c) Thoroughly wash floors using an approved detergent. Rinse with clear water and/or disinfectant and mop to a clean, dry surface.

Sanitary Ware

- a) Clean **all surfaces of urinals** together with cisterns, flush pipes and all fittings using an appropriate cloth brush/mop and appropriately-diluted germicidal detergent. If necessary, to comply with the definition of “clean” above, also use an approved, mildly-abrasive cleaning cream or paste. Rinse with clear water and dry wipe.
- b) Clean the **inside of WC pans** using a WC brush and germicidal detergent, paying particular attention to WC traps and flushing rims. If necessary, to comply with the definition of “clean” above, also use an approved, mildly-abrasive cleaning cream or paste. Rinse with water.
- c) Clean the **outside of WC pans and seats, cisterns and handles** using an appropriate cloth/mop and germicidal detergent, paying particular attention to the rear of the WC pan and hinges. If necessary, to comply with the definition of “clean” above, also use an approved, mildly-abrasive cleaning cream or paste. Rinse with water and dry wipe to leave a clean, dry surface.
- d) Clean the **surfaces and taps of washbasins, including splashbacks, and all surfaces of Wallgate machines** using appropriate cloths/mops and germicidal detergent. If necessary, to comply with the definition of

“clean” above, also use an approved, mildly-abrasive cleaning cream or paste. Rinse off and damp wipe to leave a clean surface.

- e) Clean **baby-change units** using an appropriate disinfectant wipe or spray, wiping the unit as directed by the manufacturer to leave a safe, clean surface.
- f) Clean all **mirrors**, using appropriate cleaning material.
- g) Spot clean **doors, walls and cubicle partitions** using detergent, as necessary. Rinse off and wipe dry.
- h) Provide and replenish missing or depleted **solid disinfectant blocks** or **urinal gel** pads as appropriate in urinals and cisterns in toilets.
- i) Clean door handles and bolts with approved germicidal detergent. Rinse off and wipe dry.
- j) Ensure sanitary waste units and bins are cleared of dust, debris and removable stains.

General

- a) Check and replenish, as necessary **mini jumbo toilet roll dispensers**.
- b) Check and replenish, as necessary, **liquid soap dispensers** (including in Wallgate machines).
- c) Empty **litter bins** and dispose of litter, as appropriate. For clarity, waste bins should always be emptied if they hold unpleasant-smelling objects and/or it is likely that they will overflow before the next scheduled clean.
- d) Inspect interior and exterior of buildings and remove **graffiti** using normal cleaning methods, including the application of approved, graffiti-removing solutions. If such methods are not effective, additional methods should be employed after consultation with the Authorised Officer.
- e) Note and report all **defects and vandalism** to the Authorised Officer.
- f) Dust for and remove any **cobwebs** found anywhere in the curtilage of the toilets.

Clean B

- a. Pick up and bin litter, and sweep up and bin sand and dust etc, from internal floor areas.
- b. As required, thoroughly wash floors using an approved detergent. Rinse with clear water and/or disinfectant and mop to a clean, dry surface.
- c. Check and replenish, as necessary mini jumbo toilet roll dispensers.

- d. Check and replenish, as necessary, liquid soap dispensers (including in Wallgate machines).
- e. Clean all surfaces of urinals and the floor area in front of their whole length for a distance of at least 60cm from the wall to which the urinal is attached and 60cm from each urinal end.
- f. As required, clean the inside of WC pans, the outside of WC pans and seats, cisterns and handles, the surfaces and taps of washbasins, baby-change units and all surfaces of Wallgate machines as described in Clean A above.
- g. Empty litter bins and dispose of litter, as appropriate.
- h. Report all defects and vandalism to the Authorised Officer.

31. Weekly Clean

- a) Open all Wallgate machines and remove sand, soap residue and other debris from pipes and traps, ensuring swift drainage.
- b) Clean all windows, doors, walls, ledges, woodwork, paintwork, lights, fixtures and fittings as appropriate inside and out.
- c) Remove dust and debris from high level areas including ceilings and ledges.
- d) Clean exterior of WC pans including U-bends and pipework.

32. Legionella Testing

On a monthly basis, the Contractor will carry out tests to ensure that the temperature of cold water in all the toilets subject to the Contract is below 20°C. the results will be kept in a log book to which the Contractor will give the Council access on request. Reports after each test will be sent to the Authorised Officer. Any occurrence when the cold water temperature exceeds the above value will be reported to the Council immediately. The legionella testing is to be carried out by a qualified, competent person who will fulfil the requirements of the Approved Code of Practice (ACOP L8).

33. Quality Checks

Quality checks will be conducted by the Council on a random basis to ensure all aspects of the work performed by the Contractor are carried out to the required standard. On at least a monthly basis, and more frequently if the Council has concerns about the delivery of the service, the Contractor will attend and carry out joint inspections with the Authorised Officer and/or councillors

APPENDIX B

Property Details

Name:	Dove Street toilets TR26 1SE.
Location:	Ground floor under a pottery
Description:	5 pay-for-use unisex cubicles, 2 Wallgate machines and 1 baby changing unit (following refurbishment in the autumn of 2017).
Name:	West Pier toilets TR26 1LF.
Location:	Adjacent to the RNLI station.
Description:	<i>Male toilets</i> 2 3-man urinal, 4 cubicles and 3 Wallgate machines <i>Female toilets</i> 9 cubicles, 1 baby-changing unit and 2 Wallgate machines 1 disabled toilet with Wallgate machine.
Name:	Sloop car park toilets TR26 1LU.
Location:	In the car park behind the Sloop Inn.
Description:	<i>Male toilets</i> 5-man urinal, 4 male cubicles, 1 baby-changing unit, 3 sinks <i>Female toilets</i> 8 cubicles, 1 baby-changing unit, 4 sinks 1 disabled toilet with baby-changing unit and washbasin
Name:	Smeaton's Pier toilets TR26 1LP.
Location:	At the entrance to the lighthouse pier.
Description:	<i>Male toilets</i> 4 individual urinals, 2 cubicles and 2 Wallgate machines. <i>Female toilets</i> 4 cubicles, baby-changing unit, 2 Wallgate machines.
Name:	Porthgwidden beach toilets TR26 1PL.
Location:	Above the beach beside Porthgwidden beach café.
Description:	<i>Male toilets</i> 4-man urinal, 3 cubicles, 1 baby-changing unit, 2 sinks <i>Female toilets</i> 4 cubicles , 1 baby-changing unit, 2 sinks 1 disabled toilet, baby change unit, sink

APPENDIX C

Tender Return

TENDER RETURN

This appendix must be completed and returned, along with any additional information required or that the tenderer wishes to provide that cannot fit within the document itself.

Tenders must be completed and returned along with all supporting documents addressed to The Town Clerk, St Ives Town Council, The Guildhall, Street-an-Pol, St Ives TR26 2DS, to be received no later than 5pm on 26th May 2017.

Tenderers must provide 1 x paper copy, and are requested to also provide 1 x electronic version supplied on CD or memory stick. Tender documents must be sealed in a plain envelope with **Tender For The Cleaning Of Public Conveniences** written clearly in the top left corner. The envelope shall not show any name or any other mark (e.g. postal or franking devices on the envelope) by which the tenderer can be identified.

Tenderers should note that the deadline date may be subject to change, any changes will be communicated to all known tenderers as soon as possible.

Where tenders are delivered by post or courier, they must be delivered to the address during normal working hours, 9am – 5pm Monday to Friday excluding statutory holidays, and a receipt obtained. Proof of postage will not be accepted as proof of delivery and it is for the tenderer to ensure that the document is delivered and a suitable receipt received, the Council takes no responsibility for tenders which are not delivered securely.

Tender Evaluation Methodology

The tender submission will be evaluated in two parts:

- a) Statutory Selection Criteria. Sections 1-8. These will be evaluated on a pass/fail basis and any tenderer not satisfying the criteria will, at the discretion of the Council, be excluded from the remainder of the evaluation process and their tender shall not be considered further.
- b) Specific Tender Award Criteria.
 - a. Scored questions. Sections 9 & 10. These will be evaluated on a scoring of 0 – 5 with the scoring in accordance with the following table:

Score	Definition	Interpretation
5	Excellent	Exceptional and full evidence of the relevant ability, understanding, experience, skills, resource and/or quality measures required to meet the criteria.
4	Good	Above average demonstration of the relevant ability, understanding, experience, skills, resource and/or quality measures required to meet the criteria. Majority of evidence provided to support the response.
3	Acceptable	Demonstration of the relevant ability, understanding, experience, skills, resource and/or quality measures required to meet the criteria, with some evidence to support the response.

2	Minor Reservations	Some minor reservations of the relevant ability, understanding, experience, skills, resource and/or quality measures required to meet the criteria with little or no evidence to support the response.
1	Serious Reservations	Considerable reservations of the relevant ability, understanding, experience, skills, resource and/or quality measures required to meet the criteria, with little or no evidence to support the response.
0	Unacceptable	Does not comply and/or insufficient information provided to demonstrate that there is the ability, understanding, experience, skills, resource and/or quality measures required to meet the criteria, with little or no evidence to support the response.

- b. Commercial. The commercial (cost) element of the evaluation will be carried out after tenderers have been selected using the selection criteria. The pricing section at the end of this document contains the cost details that are required to be provided in relation to this tender. The commercial element will account for 50% of the weighting and will be scored on a proportional comparative basis. This will be done by recording the lowest grand total price submitted by the tenderers (ignoring those who have failed the statutory tests) and dividing this by each of the other tenderers' grand total prices and then multiplying it by the allocated weighting of 50%. The equation set out below explains this in a simpler way:

$$\frac{\text{Lowest Total Price}}{\text{Tenderer's Total Price}} \times 50\% \text{ Weighting}$$

The example below provided for indicative purposes only, the table below shows that the pricing provided by Tenderer C is the lowest. As such Tenderer C would be allocated the maximum score of 50 points, and then all other scores would be a percentage reduction against this, e.g. Tenderer A would score £9,400/£12,000 x 50% = 39.2 points.

Tenderer A	£12,000	39.2 points
Tenderer B	£9,500	49.5 points
Tenderer C	£9,400	50.0 points

This scoring mechanism is designed to assist the Council in determining the most appropriate Contractor to instruct but the scoring result will not be binding on the Council. The Council does not wish to award the Contract based solely on who can best complete a tender document. The Council will wish to ensure that the work will be carried out in a suitable manner, both in terms of carrying out the work on the ground and also interaction and communication between the Contractor, the Council and public. As such the Council reserves the right to award the tender to a party who has not scored the highest on the above marking schedule but who is deemed able to provide the best overall service to the Council.

Section 1 – Tender Details

1.1	Full name of the company completing the tender		
1.2	Registered company address		
1.3	Registered company number		
1.4	Registered VAT number (if applicable)		
1.5	Name of parent company (if applicable)		
1.6	Please mark 'X' in the relevant box to indicate your trading status	i) a public limited company	<input type="checkbox"/> Yes
		ii) a limited company	<input type="checkbox"/> Yes
		iii) a limited liability partnership	<input type="checkbox"/> Yes
		iv) other partnership	<input type="checkbox"/> Yes
		v) sole trader	<input type="checkbox"/> Yes
		vi) other (please specify below)	<input type="checkbox"/> Yes
1.7	Any other information which is relevant to the company completing the tender		

1.8	Contact details
Contractor contact details for enquiries about this tender	
Name	
Postal address	
Country	
Phone	
Mobile	
E-mail	
Main business	

Section 2 – Financial

Please select the one organisation description that most closely matches your organisation and provide information accordingly			
	Type of Organisation	Description of information expected, which will be taken into account in assessment	Please indicate your answer by marking 'X' in the relevant box. Use only one box.
2.1	Financial information for a start-up business that has not reported accounts to the Revenue or Companies House	Forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, as an alternative means of demonstrating financial status	<input type="checkbox"/> Yes Reference for additional information:
2.2	Accounts for an unincorporated business (sole traders and partnerships)	Copy of the most recent accounts that contain turnover, profit before tax and balance sheet (if prepared) covering either the most recent two year period of trading or if trading for less than two years, the period that is available. If accounts are not prepared, provide the relevant pages from the latest tax returns (self-employment pages for sole traders, partnership pages for partnerships) together with the tax assessment	<input type="checkbox"/> Yes Reference for additional information:
2.3	Accounts for a small company or limited liability partnership with a turnover of below the audit threshold (currently £6.5 million) that is not required to prepare audited accounts	Copy of the most recent accounts as submitted to the HM Revenue & Customs covering either the most recent two year period of trading or if trading for less than two years, the period that is available. Abbreviated accounts are not acceptable	<input type="checkbox"/> Yes Reference for additional information:
2.4	Accounts for a medium to large incorporated entity and all other organisations that are required to prepare audited accounts	Copy of the most recent audited accounts for your organisation covering either the most recent three year period of trading, or, if trading for less than three years, the period that is available	<input type="checkbox"/> Yes Reference for additional information:
2.5	Accounts for other organisation types (e.g. not for profit entities, local authorities, housing associations, charities)	In most cases it is likely that audited accounts will have been prepared and the accounts required at 2.4.1 – 2.4.4 above will suffice. Where this not the case, an unaudited copy of the most recent accounts as described in 2.4.1 and 2.4.2 above should be provided	<input type="checkbox"/> Yes Reference for additional information:

Section 3 – Health & Safety

Note 1. Prior to awarding the Contract, applicants will be expected to provide evidence to support the response to these questions. Requests will be issued from the Council's Health & Safety advisor, proportional to the risk associated to this Contract, once the preferred applicant has been selected. The receipt of satisfactory evidence is a condition required prior to the awarding of the Contract.

Note 2. Organisations with fewer than 5 employees are not legally required to have a documented Policy Statement. If the tenderer is in this category, they do not have to write down their policy, organisation or arrangements. However, they do need to be able to demonstrate that their policy and arrangements are adequate in relation to the type of activity likely to be undertaken and assessments of competence will be made easier if and when procedures are clear and accessible.

3.1	If your organisation meets the criteria identified in one of 3.2, 3.3 or 3.4 below and you can provide the supporting evidence required prior to Contract award, you do not need to complete questions 3.5 to 3.14 in this table. If exemption is not claimed, please move to 3.5.		Confirm if you meet any of the exemption criteria
3.2	You have within the last twelve months successfully completed a prequalification application undertaken by an assessment provider able to demonstrate that its information gathering process conforms to PAS 91		<input type="checkbox"/> Yes <input type="checkbox"/> No
3.3	You have within the last twelve months, successfully met the assessment requirements of a scheme in registered membership of the <u>Safety Schemes in Procurement (SSIP) forum</u>		<input type="checkbox"/> Yes <input type="checkbox"/> No
3.4	You hold a UKAS or equivalent, accredited independent third party certificate of compliance with BS OHSAS 18001		<input type="checkbox"/> Yes <input type="checkbox"/> No
	Question	Example of the type of information in support of responses, which will be taken into account in an assessment carried out before Contract award.	Yes / No
3.5	Are you able to demonstrate that you have a policy and organisation for health and safety (H&S) management?	You will be expected to demonstrate and provide evidence on request of a periodically reviewed H&S policy. The policy should be relevant to the anticipated nature and scale of activity to be undertaken and set out responsibilities for H&S management at all levels in the organisation (<i>Companies with fewer than 5 employees, please see Note 2 to this section</i>)	<input type="checkbox"/> Yes <input type="checkbox"/> No
3.6	Are you able to describe your arrangements for ensuring that your	You will be expected to demonstrate and provide	<input type="checkbox"/> Yes

	H&S measures are effective in reducing/preventing incidents, occupational ill health and accidents?	evidence on request of the arrangements for H&S management that are relevant to the anticipated nature and scale of activity to be undertaken and show clearly how these arrangements are communicated to the workforce (<i>Companies with fewer than 5 employees, please see Note 2 to this section</i>)	<input type="checkbox"/> No
3.7	Do you have access to competent H&S advice/assistance?	You will be expected to demonstrate and provide evidence on request of how your organisation obtains access to competent H&S advice	<input type="checkbox"/> Yes <input type="checkbox"/> No
3.8	Do you have a policy and process for providing your staff with training and information appropriate to the types of activity that your organisation is likely to undertake?	You will be expected to demonstrate and provide evidence on request that your organisation has in place and implements, training arrangements to ensure that its staff/ workforce has sufficient skills and understanding to discharge their various duties. This should include refresher training (e.g. a CPD programme) that will keep the workforce updated on good H&S practice applicable throughout the company	<input type="checkbox"/> Yes <input type="checkbox"/> No
3.9	Do your employees have H&S or other relevant qualifications and experience sufficient to implement your H&S policy to a standard appropriate to the activity that your organisation is likely to undertake	You will be expected to demonstrate and provide evidence on request, that your staff/ workforce possesses suitable qualifications and experience for the tasks assigned to them, unless there are specific situations where they need to work under controlled and competent supervision e.g. trainees	<input type="checkbox"/> Yes <input type="checkbox"/> No
3.10	Do you check, review and where necessary improve your H&S performance?	You will be expected to demonstrate and provide evidence on request that your organisation has in place and implements, an ongoing system for monitoring H&S procedures on an ongoing basis and for periodically reviewing and updating that system as necessary	<input type="checkbox"/> Yes <input type="checkbox"/> No
3.11	Do you have procedures in place to involve your staff in the planning and implementation of H&S measures?	You will be expected to demonstrate and provide evidence on request that your	<input type="checkbox"/> Yes

		organisation has in place and implements a means of consulting with their staff on H&S matters and show how staff comments and complaints are used to improve services	<input type="checkbox"/> No
3.12	Do you routinely record and review accidents/ incidents and undertake follow-up action?	You will be expected to provide access on request to records of accident rates and frequency for all RIDDOR reportable events for at least the last three years. Demonstrate that your organisation has in place a system for reviewing significant incidents, and recording action taken as a result including action taken in response to any enforcement	<input type="checkbox"/> Yes <input type="checkbox"/> No
3.13	Do you operate a process of risk assessment that supports safe working the reliable delivery of the service?	<p>You will be expected to provide evidence on request that your company carries out relevant risk assessments and implements safe systems of work ('method statements'). Identifying and controlling significant occupational health and safety issues should be prominent (<i>Companies with fewer than 5 employees, See Note 2 to this section</i>)</p> <p>NOTE Risk assessments should focus on the needs of the particular job and should be proportionate to the risks arising from the work to be undertaken.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No

Section 4 – Grounds for Exclusion from Tender

If the Council becomes aware of an exclusion at a later date, following Contract award, your Contract may be terminated and the Council will reclaim all costs in re-issuing the Contract to another tenderer.

	Within the past five years, has your organisation (or any member of your proposed consortium, if applicable), directors or partner or any other person who has powers of representation, decision or control been convicted of any criminal offences?	Please indicate your answer by marking 'X' in the relevant box.	
		Yes	No
4.1	In relation to the management, operation & control of a business		
4.2	Any other offence not directly linked to the operation of the business submitting an application for this tender		
4.3	If you have answered "Yes" to either of the above questions, please demonstrate clearly with the use of evidence as required, details of the conviction, the outcome, how this will / will not have an impact on the carrying out of the tender and any other information that you feel is relevant		

Section 5 – Grounds for Discretionary Exclusion

If the Council becomes aware of an exclusion at a later date, following Contract award, your Contract may be terminated and the Council will reclaim all costs in re-issuing the Contract to another tenderer.

	Within the past three years, please indicate if any of the following situations have applied, or currently apply, to your organisation.	Please indicate your answer by marking 'X' in the relevant box.	
		Yes	No
5.1	Your organisation has been found guilty of causing damage and pollution to the environment		
5.2	Your organisation is bankrupt or is the subject of insolvency or winding-up proceedings, where your assets are being administered by a liquidator or by the court, where it is in an arrangement with creditors		
5.3	Your organisation is guilty of professional misconduct, which renders its integrity questionable		
5.4	Your organisation has entered into agreements with other economic operators aimed at distorting competition		
5.5	Your organisation has shown significant deficiencies in the performance of a substantive requirement under a prior public Contract which led to early termination, damages or other comparable sanctions		
5.6	Your organisation has been guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria		
5.7	Your organisation has undertaken to unduly influence the decision making process of the Council		
5.8	Your organisation has obtained confidential information that may confer upon your organisation undue advantages in the procurement procedure		
5.9	Your organisation has negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award		
5.10	If you have answered "Yes" to any of the above questions please demonstrate clearly, with the use of evidence as required further information with regard to the matter and how it affects the tender application <div style="border: 2px solid black; height: 100px; width: 100%;"></div>		

Section 6 – Safeguarding Staff and Vulnerable People

6.1	<p>Please confirm your organisation has a safeguarding policy that complies with the Council's policy.</p> <p>If you do not have an in-house policy, can you show evidence that the organisation operates so as to comply with the Council's safeguarding policy.</p> <p>If the answer to the above questions is no, confirm that you will make such amendments to your in-house policy or in-house operations to ensure compliance with the Council's safeguarding policy</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
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Section 7 – Insurances

7.1	<p>Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the Contract, the levels of insurance cover indicated below. Copies of the policy certificate will need to be provided before Contract award and so please enclose copy certificates, if relevant.</p> <p>If the policy held is in the aggregate, the remaining cover must exceed the minimum requirements shown.</p> <p>Employer's (Compulsory) Liability Insurance = £10m Public Liability Insurance = £10m Professional Indemnity Insurance = £2m Product Liability Insurance = N/A</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
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Section 8 – Experience of Similar Contracts

8.1	Please provide reference details of two Contracts that you have been recently awarded, carried out or are continuing to carry out (within the last 3 years) for the provision of works similar to those required by St Ives Town Council	
	A	B
Reference Company Name		
Address		
Contact Name		
Telephone Number		
E-mail Address		
Contract Reference Number		
Description of goods/works/services undertaken		
Date Contract Awarded		
Type of Contract		
Value of Contract (£)		
Details of relevant qualifications, skills, memberships to professional bodies, etc., used in support of delivery of the Contract		
Details of known risks involved with delivery of this type of work and suggested mitigations		

Section 9 – Delivering The Service

	Question	Tenderers Response
9.1	<p>Please provide details of named individuals that will be responsible for delivering the service at management level.</p> <p>Please include CVs for the key personnel showing skills and experience</p> <p>Please provide details confirming the availability of the above mentioned individuals and overall capacity of your organisation to meet the requirements of the tender</p>	
9.2	<p>Office/Base Locations Please provide information on the office locations from which you will deliver the service</p>	
9.3	<p>Technical Qualifications Please provide details of the experience of, and/or qualifications held by,</p> <ul style="list-style-type: none"> a) the company, b) named individuals and others who will work on the tender which are applicable to the works required to be carried out under the tender 	
9.4	<p>Management Please explain how staff carrying out the cleaning will be managed to ensure that the works adhere to the specification and deliver the best/optimum solution to the Council.</p>	

9.5	<p>Methodology Describe the proposed methodology for deploying staff and equipment to meet the service delivery requirements.</p>	
9.6	<p>Equipment and Materials Please provide details of the equipment your company will use if awarded the Contract to:</p> <ul style="list-style-type: none"> a) move staff from toilet to toilet b) carry out general cleans c) carry out deep cleans. <p>Please provide details of the cleaning materials your company will use if awarded the Contract to:</p> <ul style="list-style-type: none"> a) carry out general cleans b) carry out deep cleans. <p><i>(Note that the Council both wants the toilets to be thoroughly cleaned and the environmental cost of doing so to be balanced).</i></p>	
9.7	<p>Refuse Disposal Please provide information regarding how rubbish and clinical waste will be disposed of.</p>	
9.8	<p>Training and Motivation Describe how your company ensures that staff are properly trained to carry out the cleaning service and are motivated to do a good job.</p>	
9.9	<p>Risk Management What do you perceive to be the main risks associated with the successful delivery of this Contract and how would you mitigate against them?</p>	

Section 10 - Pricing

Please indicate in the table below the **annual** cost of cleaning each toilet, based on the number of cleans required in the summer and winter seasons and the off-season closure of toilets where this is relevant.

Table One

Works	Price (exc. of VAT) £	Price (inc. of VAT) £
Dove Street		
West Pier		
Sloop Car Park		
Smeaton's Pier		
Porthgwidden		
Total Annual Cost		

Additional Works.

If additional work is required to be instructed outside the Contract that is the subject of this tender, outline the rates that would apply to the following roles:

Table Two

	One Additional Daily Clean	Two Additional Daily Cleans
Dove Street		
West Pier		
Sloop Car Park		
Smeaton's Pier		
Porthgwidden		

Table Three - Payment Terms

Please outline how you would propose to invoice for work completed (e.g. monthly or quarterly in advance/arrears etc.)	
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All the costings above to include all staff costs, transport, the provision of equipment, personal protective equipment, materials and sundries etc.