

**TENDER FOR
CLEANING
CHAMPIONS MANOR HALL
COMMUNITY CENTRE**

**Tender closing date:
Monday 5 December 2016**

South Woodham Ferrers Town Council
Champions Manor Hall Community Centre
Hullbridge Road
South Woodham Ferrers
Essex CM3 5LJ

Tel 01245 321817
Email: enquiries@southwoodhamferrerstc.gov.uk

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Section 1

HOW TO TENDER

General

1. South Woodham Ferrers Town Council is responsible for Champions Manor Hall Community Centre.
2. The standard of cleaning plays an important part in maintaining the appearance of Champions Manor Hall Community Centre.
3. The Town Council invites tenders for the cleaning contract for a three year period commencing on 1 January 2017 with an option for the Town Council to extend the Contract for a further two years. The contract price will be adjusted annually each January for the subsequent years to reflect the rate of CPI inflation in the preceding November. No other adjustment or re-negotiation of the price will therefore be possible for the extended period.
4. The Tenderer shall be expected to have visited the site and familiarised themselves with the areas to which this contract applies. In doing so they shall be deemed to have made an assessment of any problems likely to be encountered in accessing the areas and all other site conditions likely to affect the accuracy and completeness of the tender and allowed for in this tender offer.

Evaluation

5. The Town Council will evaluate tenders by considering the following principal factors:
 - Compliance with tender documentation
 - Tender submission prices
 - Quality of service offered
 - References
 - Preference will be given to local companies with a local base and ability to respond quickly to problems should they occur
6. The Town Council does not bind itself to accept any tender but every effort will be made to reach a decision on the award of the contract by 14 December 2016.
Tenders should therefore remain open for acceptance until that date.

Canvassing

7. Any Tenderer who canvasses any Member or Officer of the Town Council, whether directly or indirectly, relating to the award of this contract will be disqualified.
8. If the Tenderer:
 - Fixes or adjusts the amount of the tender by arrangement with any other person; or
 - Communicates to any person other than the Council the amount of the tender (unless the disclosure is made for insurance purposes, for example); or
 - Agrees with any other person that they will agree not to tender or as to the amount of any other tender to be submitted; or
 - Offers or pays any sum of money to any person to induce such a person to accept the tender then the Tenderer shall be disqualified from tendering and may be subject to civil and criminal liability.

How to complete the Tender

9. (a) The tender must be calculated with careful reference to the contents of the Contract.
- (b) Tenderers must also submit with their tender:-
 - Documentary evidence to indicate that the Tenderer carries the insurance required under the contract conditions.
 - Details to two trade referees. The Town Council will contact all referees as part of the tender evaluation process.
- (c) Rates and Prices
 - All rates and prices should be quoted exclusive of VAT.
 - Prices quoted should be on a per annum basis for the first year as per the following schedule.
 - All travelling time and expenses should be included in the tender rates and prices.
 - No additional payment will be made in respect of any changes in the cost to the contractor of labour, materials and plant employed in carrying out the work.

Compliance with the Tender Documents

10. Tenders must be in accordance with all the contract documentation and no changes should be made to tender documents. Similarly tenders must not be accompanied by statements making the tender qualified in any way.

General

11. Any enquiries relating to the contract documents and requests for site visits, should they be required, should be addressed to Mrs C Revell, Community Officer, South Woodham Ferrers Town Council. Champions Manor Hall Community Centre, Hullbridge Road, South Woodham Ferrers, Essex CM3 5LJ. Tel. 01245 321817 email: christine@southwoodhamferrerstc.gov.uk

How and Where to Return the Tender

12. Tenderers must complete and sign the form of tender; where a Tenderer is an individual the tender must be signed by that individual, where the Tenderer is a partnership the tender must be signed by two authorised partners and where a Tenderer is a company two Directors or a Director and the Secretary should sign. Where the Tenderer is a local authority the responsible officer/s should sign. All signatories must be authorised to sign on the Tenderer's behalf.
13. Tenders must be returned in an envelope to Mrs C Revell, South Woodham Ferrers Town Council, Champions Manor Hall Community Centre, Hullbridge Road, South Woodham Ferrers, Essex CM3 5LJ on or before mid-day on **Monday 5 December 2016.**
14. The tender envelope and it's franking must not bear any indication of the Tenderer's identity and the envelope must only be marked

'TENDER FOR CLEANING CONTRACT'

Section 2

THE TENDER

NB

- You should only complete the tender after you have read and fully understood all the Contract documents
- Once a tender has been awarded no allowance can be made for any errors, omissions or mis-judgements in tendering
- If you have any doubt at all on how to complete the tender, please contact the Town Council office on 01245 321817

Total Cost for the first year (Contract Charges) (based on the provision of service as defined in the Contract Specification and Agreement)	£ Exc. Vat
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Company name	
Address	
Post Code	
Contact Name	
Contact Telephone No.	
Contact Email address	
Company Registration No.	
VAT Registration No.	

Signed _____ / _____

Name(s) if different to above

_____ / _____

Date: _____

Section 3

CONTRACT CONDITIONS

1. TERM

The Contract shall commence 1 January 2017 and terminate on 31 December 2019 ("the Contract Term"), with the option for the Town Council to extend the Contract for a further two years.

2. SERVICE PROVISION

The Contractor shall provide the Service to the Contract Standards referred to in the Specification and to the Council's satisfaction.

3. PAYMENT

3.1 The Council agrees to pay the Contractor for the Service at the rates and prices ("the Contract Charges") referred to in the Tender.

3.2 The Contractor shall submit invoices to the Council in a form acceptable to the Council at monthly intervals. The invoice will show the total amount of Contract Charges due for the previous one month period and such other details as the Council may require. The Council will pay undisputed invoices following the receipt of the invoice.

4. EMPLOYEES

4.1 The Contractor must employ sufficient numbers of appropriately trained and experienced staff to ensure that the Service is provided to the Contract Standard at all times including periods or absence through staff holiday, illness or otherwise. Should the Contractor himself undertake the work he must make provision for the work to be done by an appropriately trained and experienced replacement during periods of absence through holiday, illness or otherwise.

4.2 If the Town Council has grounds for concern about the actions, behaviour or record of any person involved in the provision of the Service, the Town Council will make representations to the Contractor who will use its best endeavours to comply with any recommendation made by the Town Council regarding the provision of the Service by that person.

4.3 All employees must wear photo ID badges at all times when on site.

5. ASSIGNMENT AND SUB-CONTRACTORS

The Contractor shall not assign or sub-contract the contract or any part of it.

6. INDEMNITY AND INSURANCE

6.1 The Contractor agreed to indemnify the Town Council against all actions, claims and costs relating to injury (including death) or loss of or damage to property which arises out of the Contractor's failure to provide the Service to the Contract Standard except where attributable to the Town Council's own negligence or that of its servant or agents.

6.2 The Contractor shall maintain adequate insurance to cover the potential liability in 6.1 which shall be for the minimum sum of £10 million in respect of any one occurrence.

6.3 The Contractor shall also take out and maintain in force with a reputable insurance company all appropriate insurance policies against loss and damages arising from the fault or negligence of the Contractor in the provision of the Service.

6.4 The Contractor shall produce a certificate of insurance certifying that the insurance referred to in this condition is in force and the Contractor shall not cancel or alter such insurance without first giving to the Town Council one month's prior notice in writing.

7. STATUTORY REQUIREMENTS

The Contractor shall comply with all relevant legislation relating to the provision of the Service. The Town Council will require the Contractor to provide a copy of its Health and Safety Policy at any time during the Contract Term.

8. EQUIPMENT

The Contractor shall ensure that all equipment relating to the provision of the Service is kept in safe working order and that all people using it are fully trained in its operation.

9. DISPUTE RESOLUTION

If a dispute or difference has arisen between the Council and the Contractor relating to this Agreement both parties shall use all reasonable endeavours to resolve the dispute and to this end shall meet as soon as possible with a view to discussing and resolving the matter. This clause will not operate to prejudice the rights of either party against the other whether through litigation or otherwise.

10. BREACH OF CONTRACT

The Contractor:

- (a) has offered any gift or consideration of any kind as an inducement or disincentive for doing anything in respect of this contract or any other contract with the Council; or
- (b) has committed an offence under the Prevention of Corruption Acts 1889 to 1916; or
- (c) becomes bankrupt; or
- (d) has a receiving order made against it; or
- (e) presents its petition in bankruptcy; or
- (f) is subject to a winding up order; or
- (g) has a receiver appointed; or
- (h) is in persistent and/or material breach of contract (by failure to achieve the Contract Standards or otherwise)

then the Town Council will terminate the Contract immediately and will seek to recover all losses resulting from such termination.

11. GENERAL

11.1 The Town Council may require the Service to be varied at any time upon such terms as may be agreed with the Contractor and where appropriate, the variation will include provision for adjustment of the Contract Charges. Such variation may apply to additional or reduced work or different categories of work.

11.2 All variations shall be recorded in writing and attached to this Agreement.

11.3 This Agreement is governed by English law.

11.4 A person who is not a party to this Agreement has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce or enjoy the benefit of any term of this Agreement.

11.5 The Contractor shall not be liable for any default in the provision of the Service caused by any relevant factor beyond the Contractor's control (eg Act of God, strikes, Act of Government, Force Majeure, etc).

11.6 Any notice to be served on the Contractor of the Council shall be sent by recorded delivery to their respective address referred to in the Agreement.

11.7 The Contractor will immediately notify the Town Council when damage is caused by the Contractor.

11.8 This Agreement represents the complete agreement the Town Council and the Contractor and supersedes all other undertakings, statements and agreements relating to the Service.

11.9 A copy of the Town Council's standard conditions for contractors is also enclosed and will form part of the Contract documents.

11.10 The 'Form of Tender' also enclosed is to be returned.



**SOUTH WOODHAM FERRERS
TOWN COUNCIL**

**Cleaning Specification
inc. Security Requirements
at
CHAMPIONS MANOR HALL
COMMUNITY CENTRE**

Comprising:

**1. STAFF OFFICE – located on the first floor
Specification**

The office to be cleaned twice weekly.

Each visit:

- Unlock the office and turn off alarm and site, secure the office on departure and re-set alarm on leaving
- The cleaning company will be responsible for any loss resulting from the failure of the cleaner to secure the property properly upon departure
- Empty, wipe and reline bins
- Dust and polish all desks where accessible
- Dust monitors and keyboards in the appropriate way
- Dust all other accessible surfaces and fittings, photocopier, shelves, etc.
- Dust windowsills and all flat surfaces
- Wipe all internal door glass and remove fingers marks from doors (where possible)
- Vacuum all carpeted areas

Weekly:

- Dust/damp wipe all areas below 2 metres
- Damp wipe all chair arms/bases/legs/ledges

Monthly:

- De-cobweb all areas
- Telephones to be damp wiped and sanitized
- Damp wipe cabinets, light switches, power points, door jambs/frames, skirting boards

2. PUBLIC AREAS

Specification:

All public areas to be cleaned daily as detailed below. All of the manufacturer's recommendations for cleaning the hard floor areas are to be followed.

Each visit:

Unlock premises/site on arrival and secure on departure. The cleaning company will be responsible for any loss resulting from the failure of the cleaner to secure the property/site properly upon departure

2.1 GROUND AND FIRST FLOOR TOILET AREAS INCLUDING DISABLED TOILETS

Daily:

Empty, wipe and reline bins
Clean and disinfect WC's, urinals, toilet seats and hand basins
Damp wipe all surfaces
Clean and polish mirrors – leaving smear free
Sweep and damp mop floor area
Damp wipe hot air hand drier and walls below and surrounding
Remove finger marks from doors

Weekly:

Damp wipe doors, walls, vertical surfaces, pipes and radiators
Damp wipe baby changing facility
Machine scrub and disinfect all floors

Monthly:

Wash and disinfect all walls, partitions, doors and door frames

As required:

De-scale WCs, urinals, wash hand basins

2.2 FOYERS/CORRIDORS/LANDING/STAIRS/FIRST FLOOR WAITING AREA AND LIFT including REAR CORRIDOR LEADING TO THE MEZZANINE INCLUDING STAIRCASE AND REAR STORAGE AREA

Daily:

Vacuum/sweep all mats and hard floor areas to remove surface dust and grit
Remove loose mats prior to mopping the floors and re-lay when floor is completely dry
Sweep and clean stairs (hard floors)
Damp mop floor – following on with microfibre mop
Remove finger marks from doors
Clean all internal glass doors and entrance doors

Weekly:

Damp wipe all ledges, doors, radiators, pipes and fire extinguishers
Damp wipe all cupboards, table and chair legs, stair handrail and glass panel underneath
Spot wipe walls, vertical surfaces and fabric of the chairs removing marks

Monthly:

All hard floor areas to be machine cleaned

2.3 MAIN HALL AND MULTI-PURPOSE ROOM

Daily:

Vacuum/sweep all loose mats and hard floor areas to remove surface dust and grit
Remove loose mats prior to mopping the floors and re-lay when floor is completely dry
Damp mop all Junckers wood flooring using Junckers floor cleaning products and specification (not over wetting the floors)
Remove finger marks from doors
Wipe all internal glass doors
Mop any marks and spillages
Empty, wipe and reline bins

Weekly:

Wipe down all table tops and legs and ensure correct location, according to the plans (Monday)
Spot wipe walls and vertical surfaces removing marks (up to 2 metres)
Using an extendable duster, dust the high level window ledges in the Main Hall up to 2 metres

Monthly:

Damp wipe all surfaces (up to 2 metres)
Hard floor areas to be cleaned to Junckers specification
Spot clean all chairs
Raise the motorized blinds in the Main Hall and damp mop the window ledges up to 2 metres
Damp wipe ledges, skirting boards, all door fittings and fire extinguishers

Six monthly:

Bona freshen up to be applied to all hard floor areas
Deep clean of all tables and chairs

2.4 FIRST FLOOR CONFERENCE AND MEETING ROOMS

Daily:

Empty, wipe and reline bins
Vacuum all carpeted areas
Damp wipe table tops
Remove finger marks from door glass
Replace furniture to correct positions

Weekly:

Dust monitor screen in the Meeting Room in the appropriate way
Damp wipe the top of the wall lights in the Conference Room
Damp wipe table and chair legs/ledges
Spot clean chairs
Vacuum chairs
Dust removing cobwebs etc (up to and including ceiling)

Monthly:

Using an extendable duster, dust the tops of the suspended lights
Damp wipe all doors, ledges, sills, radiators and skirting

2.5 KITCHENS – GROUND FLOOR AND FIRST FLOOR

Daily:

Empty, wipe and reline bins
Vacuum/sweep hard floor areas to remove surface dust and grit (using anti static sweeper or well wrung out cloth/mop)
Clean all sinks including draining boards
Clean all worktop surfaces, removing any stains

Weekly:

Spot wipe all external cupboard doors and walls to ceiling height
Machine scrub and disinfect all floors

Monthly:

Wash and disinfect all walls and doors
Fully clean cooker and refrigerator in ground floor kitchen
Fully clean both the inside and outside surfaces of the shutters

2.6 CHANGING ROOMS/STORAGE AREAS

Daily:

Empty, wipe and reline bins
Sweep hard floor areas to remove surface dust and grit
(using anti static sweeper or well wrung out cloth/mop)
Damp mop all hard floor area

Weekly:

Damp wipe doors
Spot wipe walls and vertical surfaces removing marks
(up to 2 metres)

Monthly:

Damp wipe all flat and vertical surfaces (up to 2 metres)
Hard floor areas to be machine cleaned

3. CLEANING MATERIALS AND EQUIPMENT

The Contractor is required to provide equipment and cleaning materials (excluding soap, toilet tissue, paper towels, white and black bags). In addition, cleaning materials recommended by the manufactures for the Junckers wooden floors, tiled floors, altro flooring and carpeted areas must be used.

All litter, debris and dust to be put in plastic sacks provided by the Town Council and disposed in the bins located at the side of the Community Centre.

All buckets to be emptied outside the building into an agreed drain.

All substances used in the workplace must be subject to a COSHH assessment and have an up to date Safety Data Sheet which must be retained on site. Any substances hazardous to health must be kept off site or in an agreed locked area on site.

4. PERIODIC DEEP CLEANING

To carry out periodic deep cleaning, as and when required.

5. TUPE

The Transfer of Undertakings (Protection of Employment) Regulations 2006 may apply in this case.

6. CLEANING TIMES

The cleaning of any areas occupied or in use by hirers is strictly prohibited.

The cleaning of the premises must be undertaken in the evening after the last booking at the Community Centre and be responsible for securing the property (including the setting of the burglar alarms).

7. CONTRACT PERIOD

The period of the contract is from 1 January 2017 to 31 December 2019, with an option for the Town Council to extend the Contract by a further two years. The contract price will be adjusted annually each January for the subsequent years to reflect the rate of CPI inflation in the preceding November. No other adjustment or re-negotiation of the price will therefore be possible for the extended period.

8. CONTRACT SUPERVISION AND CONTRACTORS INDUCTION PROCESS

All employees must wear photo ID badges at all times when on site.

The Town Council will require the Contractor to attend regular contract supervision meetings. Initially these shall be held each month for the first four months and then quarterly. The meeting dates are to be mutually agreed but will be completed during the normal office hours for the Town Council.

Attendance at such meetings should be viewed as an integral part of the Contract and any costs associated with attendance at such meetings should be factored into the costs quoted for the provision of the contracted service.

Following the appointment of a Contractor the Town Council shall seek to agree appropriate appointments for an induction process to be completed.

This shall include briefings provided by the Town Council to demonstrate the layout of the building and its key systems, provide the appropriate access codes for the building security systems and to provide appropriate keys (for which signatures for receipt will be required).

The induction visits are to be completed in the normal office hours for the Town Council with dates and times mutually agreed.

Any costs incurred by the Contractor associated with attendance at the sessions shall be met by the Contractor.

9. POOR PERFORMANCE

Where, in the opinion of the Council, the Contractor has failed to perform the whole or any part of the Contract, to the standard of skill, care and diligence which a competent and suitably qualified Contractor performing the same contract could reasonably be expected to exercise, or in accordance with the Contract, the Town Council may give the Contractor a Notice specifying the way in which his performance falls short of the requirements of the Contract, or is otherwise unsatisfactory.

Where the Contractor has been notified of a failure in accordance with the above condition the Town Council may:

- (a) Request from the Contractor that, at his/her own expense and as specified by the Town Council, he/she re-schedules and performs the contract to the Town Council's satisfaction within such period as may be specified by the Town Council in the Notice including where necessary, the repair or re-supply of any goods already supplied; or
- (b) Withhold or reduce payments to the Contractor, in such amount as the Town Council deems appropriate in each particular case.

10. NON ASSIGNMENT OF CONTRACT

The Contract for the provision of cleaning services at Champions Manor Hall Community Centre cannot be assigned, sub contracted, or otherwise transferred by the Contactor without the prior written agreement of the Town Council.

11. REPORTING BREAKAGES, DAMAGE OR INCIDENTS

Any damage to the building, its fittings and equipment must be notified to the Town Council as soon as possible. Any incident or accident involving a Contractor and or any member of the public must also be formally reported to the Town Council.

Appropriate emergency contacts for the Town Council will be provide to the Contractor.

12. CONTRACTORS STORE ON SITE

A secure store room is provided on the first floor of the building for the Contractor to store materials and equipment that are to be used to provide cleaning services for the Town Council. The store room measures 0.75m by 2m. The Contractor will be responsible for ensuring that the store is kept tidy and that materials stored are appropriate for keeping on site. There is a second storage area in the rear store which can be used for the storage of equipment.

References

Please provide details (names, addresses, telephone numbers and contact name) of two or more organisations for whom you provide a similar service to the service required by the specification

Company Name:

Address:

Contact Name:

Telephone number:

Email address:

Company Name:

Address:

Contact Name:

Telephone number:

Email address:

CHECKLIST

HAVE YOU INCLUDED THE FOLLOWING?

	YES	NO
Section 2 The Tender, completed and signed		
A copy of Insurance documents		
Two trade references		

Return date: mid-day Monday 5 December 2016