

**Freshwater Parish Council**

**Cleaning Tender Specification**

*For the provision of services from*

**01/04/2025 – 31/03/2028**

Priced bids are invited for the provision of cleaning services for Freshwater Parish Council as set out down below and should be **returned to the Parish Clerk** [clerk@freshwater-parish.org.uk](mailto:clerk@freshwater-parish.org.uk) **no later that 12 noon on Friday 21st February 2025.** As part of their bid applicants must provide:-

* Copies of current Public Liability and Employer’s Insurance (£10 million)
* Testimonials/examples of providing cleaning services to Town/Parish Councils
* Priced Schedule/bid.

In addition the Parish Council expects the contractor to demonstrate proven financial stability and a commitment to Health and Safety, including good safety practices.

Heather Rowell

Clerk to the Council

This document relates to the provision of general cleaning services to Freshwater Parish Council, for the period 1st April 2025 – 31st March 2028, covering the Council’s Public Toilets at Moa Place and Gate Lane and Freshwater Library.

Freshwater Parish Council takes pride in its assets and strives to maintain a high standard of cleanliness and neatness in the Village. General responsibilities include daily cleaning of facilities and a monthly deep clean.

As the appointed contractor, you will be expected to provide a high quality service and be capable of reacting to queries in a timely and professional manner.

In addition

**The appointed contractor will ensure that:**

* They have current Employers and Public Liability Insurance Policy with an indemnity limit of a minimum of £10 million for public liability insurance. *Proof of cover and an up-to-date Public Liability Insurance Certificate is required to be submitted as part of the tender bid.*
* Attention is paid to appropriate health and safety procedures and PPE is worn.
* Upon award of the contract site specific risk assessments/method statements are produced.
* COSHH risk assessments are completed.
* When accessing Council property, they are responsible for its’ safekeeping and safety of the public.
* Facilities are closed to the public as required during maintenance operations
* They are mindful that they represent the Council at all times when on Council owned land/assets and undertaking contracted work.
* They are always helpful and courteous to members of the public.
* A high standard of workmanship is provided as is expected by the Council
* In the event of an incident occurring the Parish Clerk is advised immediately.

**Assets included in the contract:**

1. Moa Place Public Conveniences
2. Gate Lace Public Conveniences
3. Freshwater Library

The following service specifications cover the general responsibilities of the contract and specific work to be undertaken.

1. **Public Conveniences Service Specification**

This service specification is for the cleaning of the public toilets at:

* Moa Place, Freshwater PO40 9DS and
* Gate Lane, Freshwater Bay PO40 9QT

**Frequency of cleans:**

One clean per day at both facilities.

One thorough monthly deep clean for each location.

The contractor will be expected to arrange cover for any sickness, annual leave or absence to ensure the service is carried out 7 days per week excluding Christmas Day.

**Maintenance:**

The contractor will report any necessary maintenance works to the Parish Council within 12 hours of the works coming to the contractor’s notice either by telephone or in person to enable the best service possible for the public.

**Notice of cleaning**

A notice shall be displayed at the entrance of the toilets whilst cleaning is in progress particularly if the operative is of the opposite sex to the toilet provided.

**Cleaning**

**The daily cleans to include the following: -**

1. Wash with clean water containing suitable cleaning agent and dry all hand basins, taps, mirrors, sanitary fittings etc.
2. Clean and sanitise all urinals, lavatory pans, toilet seats, leaving the seats dry and free of any cleaning agent.
3. Clean and sanitise as necessary all soiled areas of walls, door or other surfaces.
4. Sweep and wash all floors. Remove all excess water with a clean mop leaving the floors as dry as is practicable at all times.
5. Replenish toilet rolls and soap bars/hand wash to ensure adequate supply at all times.
6. Cleanse and check the Wallgate units for satisfactory operation and fill the containers with appropriate liquid soap.
7. Replenish paper towels where required.
8. Keep access paths and doorways clear of any rubbish or debris.
9. Empty all litter and sanitary waste bins and dispose of waste as appropriate.

**The monthly deep cleans to include the following:**

1. Wash all windowsills, ledges and windows inside and out and ensure they are free from dust and grime.
2. Sweep out litter and debris and remove any cobwebs from the facilities.
3. Remove all stains, grime and deposits at floor edges, under doors and behind toilet pans.
4. Remove all visible scale and deposits from all stainless steel and ceramic faces.
5. Descale, clean and remove all built up deposits from internal and external parts of the urinals and toilets including cisterns, flush rim, seat, seat covers, hinges, outlet pipes and wash basins including the underneath.
6. Keep all premises smelling as clean and fresh as possible and take necessary steps to prevent the build-up of offensive odours.

The daily and monthly clean lists are not extensive and may change to include additions as and when required.

**Locking of premises:**

Daily locking/unlocking is required at both Moa Place and Gate Lane Public Conveniences.

**Key holding:**

The contractor will be issued with keys to all lockable toilet blocks. These keys are to be used by the contractor for gaining access, cleaning duties, safety requirements, the prevention of vandalism and locking/unlocking duties as directed by the Council. All keys issues to the contractor shall be returned at the end of the contract. Any lost keys to be replaced at the contractor’s expense.

**Health & Safety:**

The client and contractor have a joint responsibility for Health & Safety and must comply with the following <http://www.hse.gov.uk/pubns/indg368.pdf> .The contractor shall ensure all staff are aware of their requirements under Health & Safety legislation and that all staff are equipped with mobile phones for lone working purposes. Any public convenience deemed unsafe by the contractor upon inspection shall be closed to the public for safety reasons. The Council to be informed immediately in the event of closure.

**Sanitary Bin Emptying:**

These to be changed weekly or on demand.

**Drains**

It will be the contractor’s responsibility to rod to the first inspection cover when necessary.

**Litter picking**

The Contractor will be responsible for litter picking 1 metre around the toilet buildings.

**Consumables:**

The contractor will provide toilet rolls, hand soaps, liquid soaps and paper towels, as well as all cleaning materials, cleaning tools and bin liners. ***Although this has been estimated the actual cost may be different and the contract sum shall be varied to reflect any such differences.***

1. **Freshwater Library Cleaning Service Specification**

This service specification is for the cleaning of Freshwater Library, School Green Road, Freshwater, PO40

**Frequency of cleans:**

One clean per day for the 5 days the library is open to the public (Monday, Tuesday, Wednesday, Friday and Saturday.

One monthly clean of the external windows.

One thorough quarterly deep clean.

The contractor will be expected to arrange cover for any sickness, annual leave or absence to ensure the service is carried out 5 days per week excluding Public Holidays.

**Maintenance:**

The contractor will report any necessary maintenance works to the Parish Council within 12 hours of the works coming to the contractor’s notice either by telephone or in person to enable the best service possible for the public.

**Daily Cleans to Include:**

1. Hard surface floors
2. Vacuum Carpet areas
3. Cleaning common touch points such as door handles
4. Damp wipe tables, ledges and shelves
5. Damp wipe glass partitions
6. Clean sink areas
7. Empty disinfect and wipe bins
8. Removal of waste
9. Damp wipe telephones

**Weekly Cleans to Include:**

1. Damp wipe fixtures, fittings, radiators and furniture
2. Remove marks from walls
3. Clean under bonded barrier matting
4. Wax polish real wood surfaces
5. Remove cobwebs

**Monthly Cleans to Include:**

1. External window cleaning

**Quarterly Deep Clean to include:**

1. Deep-clean or wash walls
2. Clean blinds
3. Clean internal glass of windows
4. Vacuum furnishing fabrics
5. Machine scrub hard surface floors

**General Requirements**

**Performance management:**

Contractor to submit a programme of works including the time that each area was cleaned and inspected, and any reports of maintenance work required for the three locations on a monthly basis.

The Council and Contractor will meet on a bi-monthly basis to tour and inspect the public conveniences and the library to ensure all facilities receive high standards of cleanliness. Any improvement required would be expected within the resources of the agreed specification. Spot checks will be made from time to time by the Parish Clerk and any remedial action required will be reported to the contractor for resolution. Overall performance of the contractor in providing the services shall be reviewed once per year.

**Confidentiality**

The terms and conditions of this contract are confidential between the parties and should not be disclosed to third parties except as may be necessary to fulfil the service. Any information gained during the term of the contract from the Council may also be deemed as confidential and should not be disclosed.

**Renegotiation/Renewal**

There may be terms and conditions contained within this contract that need to be changed or amended during its term, which would be achieved by renegotiations between the client and contractor and both parties must be agreeable.

**Default**

In the event of the Contractor failing to comply with the terms of this contract the Council may serve notice on the Contractor requiring the default to be rectified within 24 hours. Failure by the Contractor to comply with such notice shall give the Council the right to terminate the contract immediately.

**Termination**

The contract is for a 3-year period. The Council may however determine it during that period on 30 days’ notice if it decides not to provide the public toilet facility. Upon termination of the contract the contractor shall surrender any keys or materials that he or she has been holding on behalf of the Council.