

## HUNGERFORD PUBLIC TOILETS TENDER FOR SERVICES SPECIFICATION

### 1. Introduction

- 1.1 Hungerford Town Council (HTC) wish to tender services for operating and maintaining the public toilets to the side of the Hungerford library.
- 1.2 There are three separate cubicles with an external door for each. One is male, one female and the other disabled for both male and female use. The toilets are accessed from the Church Street public car park.

### 2. Aims of the Contract

- 2.1 The aims of the contract are:
- 1) for the contractor to take over the entire operation of the toilets on behalf of HTC, to include their cleaning, and all maintenance;
  - 2) To have a public toilet that the town is proud of, which is important as many visitors to the town will be using them.

### 3. Schedule of Activities

- 3.1 Listed below are the schedule of work required

#### 3.1.1 Opening and closing the toilets

During the contract period an electronic automatic opening and closing system will be in place allowing opening of the toilets at 08.00 in the morning and closing at 18.00. The toilets will be open every day of the year. Keys will be provided and should be looked after with care. In exceptional circumstances the hours maybe extended such as for the Victoria Extravaganza evening and Xmas Lights switch on.

#### 3.1.2 Keeping the toilets clean

- a) Clean all toilets and rooms at least once per day (excluding Christmas day) and to include:
- Floors to be swept and scrubbed with disinfectant;
  - Clean out toilet pans and seats and use bleach to disinfect;
  - Clean all dirt and stains from other surfaces including wash basins, walls, dryer machines and Wallgate machines. This must be done with a different cloth to that used for the toilet pans and floors.
- b) Inspect at least twice per day and further clean again if not clean;
- c) Empty any bins and dispose of any waste or litter left in each in accordance with Industry standards. Note: A separate contract is in place to dispose of the sanitary waste and nappies. The 2 biozone units are serviced annually.
- d) Ensure sufficient disposable items are in place at the start of each day and top up on second visit as necessary.

#### 3.1.3 Supply of materials at the cost of the contractor

- a) Cleaning materials
- b) Toilet paper
- c) Soap
- d) Bin liners

**3.1.4 Maintenance of all equipment**

Maintain all equipment to include:

- a) Wallgate machines (water, soap, hand drying system). These have a full maintenance service at least once per annum;
- b) Hand dryer in the disabled toilet;
- c) Water heaters;
- d) Ventilation fans;
- e) Baby changing facilities;
- f) Toilet pans and cisterns;
- g) Lighting and replacement of bulbs;

**3.1.5 Emergency call out**

Provide a 24 hour call out service for any problems associated with the toilets and to include:

- a) a telephone number to be displayed neatly on the inside of each toilet;
- b) to attend to whatever the eventually is and to try to resolve urgently. This would be within 60 minutes of any phone call where there is a reported situation which could threaten the safety of the public and within 24 hours for all other incidents.

**3.1.6 Management of the toilet operations and maintenance**

Provide all day to day management of toilets operations. The contractor should provide the name, address and phone number of the Contracts Manager. The Contract Manager will be the main point of contact between HTC and the contractor.

To keep a record of:

- a) All incidents;
- b) Times of each daily full clean and subsequent visit, displayed on board inside each toilet.
- c) All maintenance activities.

**3.1.7 Training and Health & Safety**

The contractor should ensure and is responsible for all persons working on the contract having had appropriate training for conducting the work to a high standard and that they have had health and safety training.

**4. Exclusions**

**4.1** There are a number of exclusions which are:

- a) Vandalism and deliberate damage. When this has taken place the contractor will carry out the following activities:
  - Report the incident in writing to the clerk; on the Report Form provided.
  - Obtain at least two quotes for repair in writing (email is satisfactory);
  - If repair is less than £250 then proceed with appointing lowest quote and add to monthly invoice;

- If for more than £250 then request authorisation from the Clerk before proceeding with the preferred quote.
- b) Other unforeseen circumstance such as flood or fire.

## **5 Contract Issues**

### **5.1 Contract period to be:**

- Start on Sept 1<sup>st</sup> 2017 for a 3 month trial;
- If a satisfactory performance then to be extended for a further 33 months, making the whole contract up to 36 months;
- After 12 months a review of the contract price will take place from both HTC & the contractor. The purpose of this is ensure the costs of running the contract are not excessive and unreasonable such as with high maintenance of equipment or that it can be done at a lower price. For a change in the value of the contract written evidence and receipts of costs will be required.

5.2 Loss of keys to toilets. A set of keys for the toilet doors will be provided to the contractor at the start of the contract. If the contractor loses the keys then they are responsible to change the locks and provide three sets of keys. One of these to be given to the clerk.

5.3 Contract Review. The contractor's performance will be reviewed every quarter and if the Clerk is not satisfied with the performance then the performance must improve over the next month. If there is no improvement then one month's notice will be given to terminate the contract.

5.4 The contract will be subject to open tender each 36 months. During any changeover period contract extensions on a monthly basis can be agreed between the contractor and HTC.

## **6 Invoicing & Payment**

6.1 Payment will be monthly using BACS and 1/12<sup>th</sup> of annual agreed sum. Any additional costs to be submitted in writing and where agreed under the terms of this Contract, will be paid within 30 days.

6.2 HTC will endeavour to pay the invoice within one month of the submitted invoice, although there can be delays due to the Council cycle require for approving any payments.

## **7. Schedule of Rates**

7.1 The tender should include an annual cost for the activities listed in section 3 above, to be carried out in accordance with the tender specification for:

- a) All items mentioned in the schedule of activities (subject to the 12 months review referred to in section 5.1 above);