



BRIDGNORTH TOWN COUNCIL

Tender for Cleaning and Routine Maintenance of Public Toilets

SPECIFICATION

GENERAL INFORMATION

Toilets to be visited, inspected, and cleaned Monday to Sunday, opening time detailed within this document. Each toilet shall be visited, inspected, and cleaned in accordance with the programme of work as specified by the bidder.

During programmed visits, the bidder shall ensure that all necessary work is carried out to ensure the facilities are in a clean and well-maintained condition in accordance with this specification and ensure adequate supply of consumables.

Specification Information General:

The specification information is detailed below for this Tender.

1. To open and close two toilet blocks daily, Listley Street and Fox Corner
2. To carry out a daily, weekly, and quarterly deep cleans
3. To provide and top up consumables
4. To carry out sanitary and sharps disposal
5. To carry out minor maintenance of fixtures and fittings
6. To carry out weekly maintenance inspections and report any issues identified

Sites:

Bridgnorth Town Council have two (2) sites for the provision of public toilets.

The first site is Listley Street which is located in the high town area of Bridgnorth. The second site is Fox Corne, St John's Street which is located in the low town area of Bridgnorth.

Appendix B. provides photo information

Appendix C. provides detailed maps for the location of both sites.

Opening Times :

The public toilets are open days a week including bank holidays but excluding Christmas Day and Boxing Day. There are two season opening times, spring/summertime, and autumn/wintertime. Detailed below are the seasonal times of opening.

Open at 8 am and close at 7pm	(spring/summer)	April to October
Open at 8am and close at 5pm	(autumn/winter)	October to March

Access to Toilets :

Detailed below provides information on the public access to the toilets.

Listley Street	Free of charge to members of the public. Disabled Toilet outside is accessible with a radar key.
Fox Corner	Unisex toilet is free of charge to members of the public. Disabled Toilet is accessible with a radar key. Other users of this facility will need to pay using contactless card machine (20p).

Please note for Listley Street there is a provision for turnstile pay access but this is not in operation.

The successful contractor will be provided with keys to both sites.

Facilities Summary :

Detailed below is the site specification information. Bidders are advised to visit the sites before submitting the Tender.

LISTLEY STREET : WV16 4AW	FOX CORNER : WV15 6BP
1 entrance hall: 1 x built in reception desk. (No longer used)	Unisex: 1 x all in one automatic hand wash basin/ soap dispenser and hand dryer 1 x toilet 1 x sanitary waste bin
Ladies: 4 x toilet cubicles 4 x toilet roll holders 2 x soap dispensers 3 x hand wash basins and taps 2 x hand dryers 4 x sanitary waste bins	Disabled: 1 x all in one automatic hand wash basin/ soap dispenser and hand dryer 1 x toilet 1 x sanitary bin
Baby Changing : 1 x toilet 1 x soap dispenser 1 x changing station 1 x toilet roll holder 1 x hand wash basin 1 x hand dryer 1 x sanitary waste bin	
Gents : 4 x urinals 3 x toilet cubicles 3 x toilet roll holders 3 x hand wash basins 2 x soap dispensers 2 x hand dryers	
Disabled : 1 x toilet 1 X hand wash basin 1 x hand dryer 1 x soap dispenser 1 x sanitary bin	

Cleaning Requirements :

Bidders are asked to provide information on the sequence of daily cleaning and cleaning schedule for a daily, weekly, and quarterly deep clean.

Bidders are asked to include the following information for **daily** cleaning, this is not exclusive:

- (a) Supply and replace all consumables i.e. toilet rolls, liquid soap.
- (b) Cleaning of floors
- (c) Removal and disposal of needles, sharps, or potential hazards, including the H&S and COSHH information.
- (d) Clean and sanitize toilets and urinals.
- (e) Clean and sanitize wash basins.
- (f) Clean mirrors and polish all bright work i.e. door handles, taps, flush handles, push plates, pull handles etc.
- (g) Clean all external surfaces and toilet paper dispensers.
- (h) Spot clean walls, ledges, vents, partitions, doors, and signs (including externally) where specific soiling is visible.
- (i) Inspect interior and exterior of building and remove graffiti by normal cleaning methods. If normal cleaning methods fail to remove graffiti additional methods must be employed to remove such vandalism.
- (j) Inspect contactless card machine for damage (Fox Corner)
- (k) Remove dirt, dust, rubbish, litter, and glass from site, including from storerooms.
- (l) Report any damage, faults, or defects to the Property & Asset Manager at Bridgnorth Town Council. In the first instance, attempt to free blocked toilet pans or shut off water and then report to client.
If any damage, faults, or defects are found which potentially affect the safe use of the toilets, the affected area must be locked and signed "Out of Order"
- (m) Remove any signage once cleaning is complete and facilities are ready for safe use.

Bidders are asked to include the following information for **weekly** cleaning, this is not exclusive:

- (a) Clean external doors and signage.
- (b) Clean internal walls and fittings.
- (c) Remove cobwebs at all levels
- (d) Dust around light fittings, windows, and ceiling corners.

Bidders are asked to include the following information for **Quarterly** cleaning, this is not exclusive:

- (a) To be completed within one month of commencement of the Contract and thereafter during the first full week in December, March, June, and September throughout the contract period.

Minor Maintenance Requirements:

The bidders are required to include the following minor maintenance requirements as part of the specification requirements:

Graffiti removal; defective or missing cubicle door locks; defective or missing toilet roll holders; light bulbs, fittings of toilet seats; replacement of toilet handles, or chain pulls and toilet seat pads, shall be supplied and remedied by the contractor upon discovery.

Blocked drains between the sanitary fittings or appliance and the nearest external inspection chamber and blocked roof drainage shall be cleansed and put into a working order following discovery.

Minor repair of contactless card machine.

All other items requiring repair or replacement, including electric hand dryers, cracked or broken glazing; toilet bowls; hand basins; urinals; cisterns; door panels, shall upon discovery be reported to the Property & Asset Manager without delay.

Other Maintenance:

Other maintenance work is to be completed by Bridgnorth Town Council.

Toilet Checks:

The contractor is expected to carry out quarterly on-site audits to ensure services are kept to the highest standards.

The Town Council will complete their own ad hoc spot checks on these facilities.

Condition Report:

Bidders are to arrange and provide their own current condition report.

Utilities :

Bidders are advised that the electricity and water supply is in contract with Bridgnorth Town Council.

Staff:

The current contract is delivered by a supplier with one member of staff. There may be a requirement to TUPE this member of staff.

The contractor must provide staff to cover sickness, holiday, or late absence.

Contract Meetings:

The Contractor shall meet regularly with the Property & Asset Manager at Bridgnorth Town Council to discuss the services and provide a task history that identifies complaints, faults and actions undertaken. The frequency shall be no less than quarterly.

End.