



TENDER FOR
PUBLIC TOILET CLEANING CONTRACT
BELL STREET CAR PARK
WHITCHURCH
HAMPSHIRE

TENDER CLOSING DATE:

23 FEBRUARY 2024

**The Town Clerk
Town Hall
Newbury Street
Whitchurch
Hampshire
RG29 7DW**

**Tel: 01256 892107
email: clerk@whitchurch-hampshire-tc.gov.uk**



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SECTION 1

HOW TO TENDER

The Council's requirement

1. Whitchurch Town Council are inviting tenders from companies for the carrying out of Cleaning Services to the Town Council for the public toilets located in Bell Street Car Park.

The toilet doors are currently being updated to allow for automatic opening, seven days a week between 7am and 7pm. The building is made up of 3 sections -

- Female section with 2 cubicles, a baby change unit and a Wallgate washing facility.
- Male section with 1 cubicle and a trough urinal with a Wallgate washing facility.
- Disabled toilet with a Wallgate washing facility.
- Storeroom which houses the toilet cisterns, rear of the Wallgate machine and storage area.

Evaluation

2. The Town Council will evaluate tenders by considering the following principal factors:
 - a) compliance with tender documentation.
 - b) tender submission including price.
 - c) references.

3. The Town Council does not bind itself to accept any tender, but every effort will be made to reach a decision on a preferred tenderer by 8 March 2024.

Canvassing etc

4. Any tenderer who canvasses any member or officer of the Council, whether directly or indirectly, relating to the award of this contract will be disqualified.

5. If the tenderer:

- a) fixes or adjusts the amount of the tender by arrangement with any other person or business; or
- b) communicates to any person or business other than the Town Council the amount of the tender (unless the disclosure is made for insurance purposes, for example); or
- c) agrees with any other person or business that they will agree not to tender or as to the amount of any other tender to be submitted; or
- d) 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

6.
 - a) The tender must be calculated with careful reference to the contents of the contract.
 - b) Tenderers must also submit with their tender:
 - (i) Information about their insurance cover.



- (ii) Details of two referees for whom similar provision and service has been provided, unless the supplier has provided equipment or done work for Whitchurch Town Council within the past three years. The Town Council will contact referees as part of the tender evaluation process.
 - (iii) information regarding Health and Safety.
 - (iv) Information regarding quality of work.
- c) Price
- (i) The price should be quoted exclusive of VAT.
 - (ii) All travelling time and expenses should be included in the tender price.

Compliance with tender documents

7. Tenders made 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

8. Any enquiries relating to the contract documents should be addressed to

Mrs S Weir
Town Clerk
Whitchurch Town Council
Town Hall
Newbury Street
Whitchurch
Hampshire
RG28 7DW

Tel: 01256 892107

Email: clerk@whitchurch-hampshire-tc.gov.uk

How and where to return the tender

9. Tenderers must complete and sign the form of tender. The signatory must be authorised to sign the tender.

10. Tenders must be returned to the Town Clerk via email or post

BEFORE 5PM ON 23 FEBRUARY 2024.



SECTION 2

THE TENDER

- 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 misjudgements in tendering.

TO: Whitchurch Town Council, Town Hall, Newbury Street, Whitchurch, Hampshire. RG28 7DW

1. We tender to carry out the work referred to in the tender documents in accordance with the details set out below. We agree that this tender together with the Council's written acceptance will constitute a contract between us.
2. We certify that this is a bona fide tender and that we have not fixed or adjusted the amount of the tender by or under or in accordance with any agreement or arrangement with any other person. We also certify that we have not done, and we agree not to do at any time before the tender closing date any of the following:
 - a) communicating to a person the amount or approximate amount of the proposed tender except where the disclosure in confidence of the appropriate amount of the tender was necessary to obtain insurance premium quotations required in connection with the preparation of the tender.
 - b) entering into any arrangement or agreement with any other person or business that he/they should refrain from tendering or as to the amount of any tender submitted.
 - c) offering to pay any sum of money or gift to any person for doing any of the acts in (a) or (b).

Signed.....

Date.....

Company name

Address

.....

Telephone

e-mail

TENDER PRICE (EX VAT)



Whitchurch Town Council

Please supply the following information, using separate sheets if preferred.

1. Experience

2. Location

Please give the location of your main office and any branch office if relevant.

3. Insurance

Please provide details of your insurance and indemnity cover.

4. References

Please provide details (names, addresses, telephone number or email address and contact name) of:

- (a) two organisations/individuals for whom you have provided a similar service within the last 3 years.

5. Health and Safety

5.1 Please supply the name and designation of the person responsible for the implementation of the organisation's Health and Safety.

5.2 If you employ 5 or more employees, please enclose a copy of your current Health and Safety Policy.

5.3 If you employ less than 5 employees, please tell us how you ensure that your Health and Safety measures are put into place and practiced within your organisation.

6. Quality of work and supplier conduct

Please detail the checks that your organisation will make to ensure that the services will be carried out by a suitably trained and competent team / member of staff.



SECTION 3

CONTRACT CONDITIONS

1. SPECIFICATION OF WORKS

- i. Contractor to supply all cleaning equipment, including portable floor washer/drier/polisher and chemicals as required with Site Manuals to be provided for use of chemicals.
- ii. Cleaning chemicals to be used must be environmentally friendly and approved for use by the Town Council.
- iii. Contractor to supply, monitor, and top up the soap in the Wallgate units.
- iv. The Town Council will manage sanitary waste containment and disposal.
- v. Contractor to report vandalism and breakages to the Town Clerk.
- vi. Contractor to provide daily cleaning over 5 days per week and 3 Deep Cleans per annum (Easter, start of Summer and a further date to be agreed).
- vii. A daily record/checklist of visits will be located in each facility and must be completed by the Contractor to include attendance time of visit with arrival and departure time. The person or persons attending must also be clearly identifiable.
- viii. The immediate external area around the building is to be swept and litter picked as and when necessary, by the Contractor.
- ix. The Contractor is responsible for all aspects of their staffing and insurance costs.
- x. The Contractor to confirm that appropriate training is given to all employees and that full Risk Assessments are carried out, with a copy signed and submitted annually to the Town Council and when new employees start.
- xi. Risk Assessment and COSHH manuals to be kept up to date and on site.
- xii. The Town Council will meet the costs for water, electricity and annual upkeep such as painting and refurbishment.
- xiii. Periodic independent reviews to be carried out by external bodies and/or the Town Council unannounced.
- xiv. Any changes to daily practice to be implemented as dictated by National Government Guidelines.
- xv. Bi-annual review of toilet contract by both parties to discuss any areas of concern or to suggest improvements. These reviews can be more frequent if either party wishes to address a matter which remains unresolved.
- xvi. Extra cleans for special events out of agreed frequency to be paid to the Contractor at extra cost to the Town Council.



- xvii. The Contractor will be key holders for the Public Toilets and as such will be responsible for the safe keeping of the keys.

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| Daily – (5 days per week initially) | Brush and mop all floors Clean and sanitize WC's internally and externally Clean and sanitize urinals internally and externally Clean the surfaces and taps in the Wallgate units Clean and sanitize all high touch surfaces such as door handles, toilet roll holders and hygiene bins Wash walls if needed Top up toilet paper Clean and sanitize the baby change unit Spot clean walls, ledges, vents, partitions, doors and signs where specific soiling is visible Sign check sheets stating time arrived/departed |
| Weekly | Clean the basin in the store-room Clean internal walls and fittings Clean external doors and signage Remove all cobwebs Clean all pipework |
| Monthly | Clean internal windows (if applicable) Remove limescale from the taps in the Wallgate units and tap in the store-room Remove any visible graffiti |
| Three times a year | To be agreed but will include – Descaling of toilets and urinals Thorough cleaning of all walls Thorough cleaning of partition walls Thorough cleaning of all floors Cleaning of lights and PIR sensors |

2. WORKMANSHIP AND EQUIPMENT

The workmanship must be the highest standard and shall conform to all relevant British Standards, Specifications and Codes of Practice.

3. DURATION OF CONTRACT

The duration of the contract will be from 1 April 2024 to 31 March 2027, with the final decision on the duration of the Contract to be made by the Town Council after the tenders have been received. Tenders are to be priced on an annual basis. There will be no opportunity to alter the rates tendered during the term unless required by law.

4. ADDITIONAL FACILITIES



The Town Council may add additional facilities during the period of the Contract, and should this occur, then the cost of any additional work will be agreed in advance and added to the contract.

5. PAYMENT

The full contract sum shall be paid monthly, on receipt of a monthly invoice from the Contractor. The invoice and payment will be made in arrears with an agreed payment date to be determined with the successful Contractor.

6. TERMINATION OF CONTRACT

Either party may, without reason, terminate the Contract in writing, giving three months' notice.

7. INSURANCE

The Contractor is required to have a minimum of £5million public liability insurance. A current Certificate of Insurance to this effect must be produced to the Town Clerk annually.

The Contractor agrees 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 servants or agents.

8. HEALTH AND SAFETY

The Contractor shall accept full responsibility for compliance with the Health and Safety at Work Act 1974 and all other Acts and Regulations in respect of the work comprised in this contract.

9. GENERAL

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.

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

The Contractor will immediately notify the Town Council when damage is caused by the Contractor to any assets of the Town Council.

A regular inspection will be carried out by the Town Council throughout the period of the Contract to ensure the work is completed in accordance with the Specification of Works.