

## **INVITATION TO TENDER FOR**

Fleet Air Arm Museum (Museum Cleaning Provision).

**WORK TO BE UNDERTAKEN AT FLEET AIR ARM MUSEUM –  
B3151, RNAS YEOVILTON, BA22 8HT.**

### **Annex A**

The National Museum of the Royal Navy  
HMS Naval Base (PP66)  
Portsmouth  
PO1 3NH

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## Annex A

### 1.0 Overview

1.1 - The Fleet Air Arm Museum (FAAM) is located 7 miles north of Yeovil, on the perimeter of Royal Naval Air Service (RNAS) Yeovilton airfield, HMS Heron, the largest active naval airbase in UK. The Museum opened in 1964 with just three aircraft housed in a single hangar beside RNAS Yeovilton. The museum grew incrementally with the addition of steel portal-framed buildings around the original hangar and is now one of the largest naval aviation museums in Europe. FAAM is one of the top three tourist attractions in Somerset, attracting around 100,000 visitors annually.

1.2 - The Museum is looking to appoint a contractor to undertake regular daily invasive cleaning of the Museum's toilet and washroom accommodation, as well as perform basic daily housekeeping such as emptying both internal and external bins.

1.3 - The Museum is typically open Wed – Sun only from 10am – 4.30pm, with the site open 8am – 6pm weekdays, 8am – 5pm weekends. Cleaning is required on each open day, which also includes Monday's and Tuesday's during school holiday periods and most bank holidays.

1.4 - The Fleet Air Arm Museum is located at the following address: Fleet Air Arm Museum, RNAS Yeovilton, Ilchester, Somerset, BA22 8HT.

### 2.0 Scope of Works

2.1 - Cleaning Schedule to be carried out listed in terms of MINIMUM standard. Museum Specifics (site open 8.00am until 6pm), opening to the public at 10am and closing at 4.30pm).

2.2 - Daily (inc. weekends and bank holidays), Clean the Toilets (M, F, Disabled - before opening at 10am) in all locations: -

- Hall Two
- Carrier (Hall Three)
- Hall Four

2.3 - All toilet accommodation –

- Clean basin, taps and mirrors.
- Clean tiled splash backs and unit surfaces.
- Remove marks from doors and soap dispensers.
- Damp dust all pipes, cisterns, hand dryer bodies and ledges to a height of 5ft 6".
- Clean and disinfect urinals.
- Clean and disinfect toilet bowls.
- Sweep then mop wash the floor area.
- Clean, disinfect both sides of the toilet seat and dry polish.
- Empty waste bins and replace bin liner.
- Replenish as required the toilet rolls and hand soap cartridges.
- Clean the baby changing unit where fitted.
- Ensure all cubicle toilet brushes and holders are clean.
- Ensure the toilet foyer is clean and clear of debris.

2.4 - Daily (inc. weekends and bank holidays), inside

- Empty the internal waste bins (10 in number).
- Replace bin liner where necessary.

Please refer to Annex G – Museum Floor Plans for Bin Location (10 in number)

2.5 – Daily (inc. weekends and bank holidays), external

- Empty the external waste bins.
- Replace bin liner where necessary.

Please refer to Annex G – Museum Floor Plans for Bin Location (5 in number)

2.6 - Rolling Deep Clean Programme (4-week cyclical programme, one hall a week)

Galleries (Hall One - inc. 1<sup>st</sup> Floor, Hall Two – inc. Skua WRNs and Merlin, Carrier – inc. Island, Hall 4 – inc. Future Carrier): -

- The cleaning of galleries and corridors / stairwells.
- Remove / Clear cobwebs.
- Wiping interactives / touchscreens.
- Sweeping and mopping floor surfaces / lifts.
- Report anything in need of repair or replacement to the Operations Manager.
- Glasswork (auto doors and display cases).

### 3.0 Uniforms and Protective Clothing

- 3.1 The Contractor shall ensure employees are properly and presentably dressed in appropriate uniforms of work wear, of a type and style agreed with the Authorised Manager, at all times whilst on duty.
- 3.2 The Contractor shall ensure that all uniforms are kept properly laundered and shall be replaced as necessary. When requested to do so or when communicating with other persons as representatives of the Contractor, employees shall disclose their identity as an employee of the Contractor.
- 3.3 The contractor will be responsible for the selection, provision and disposal of any PPE as required to fulfil the contract, as required under applicable regulation and as deemed appropriate by the contractors relevant risk assessments.

### 4.0 Waste Management

- 4.1 The Contractor shall be responsible for taking refuse and recycling to the appropriate nominated storage container prior to collection and shall ensure that all waste is disposed of safely and hygienically at these areas and does not leave waste in such a way that it may cause a health and safety risk to a third party.
- 4.2 The contractor will be wholly responsible for any costs arising from the contamination of segregated wastes, or failure to segregate or correctly dispose of wastes in line with prevailing regulations by their staff, agents or appointed contractors

### 5.0 Equipment, Materials and Chemicals

- 5.1 **The Client will require supply of consumables for the site e.g. toilet rolls, bin liners, soap for soap dispensers etc. and the contractor is required to ensure all his staff are trained to comply with the requirements of COSHH, PUWER etc.**
- 5.2 A separate price list is required for any consumables not included in the main overall price or hourly rate and must be highlighted as part of the overall tender. These consumables will be invoiced on a monthly basis once authorised by the General Manager.

- 5.3 It is expected that the contractor will supply all necessary cleaning equipment to deliver the minimum standard as defined in the scope of works. Any electrical equipment should be PAT tested and may be subject to independent inspection at the discretion of the Museum.
- 5.4 All provided equipment should be appropriate for the task undertaken, and subject to an appropriate inspection and maintenance regime in order to ensure its serviceability and safe operation. Due consideration should be made to the Electricity at work, PUWER and COSHH regulations.
- 5.5 Equipment and methods should consider the reduction and elimination of hazards by the provision of equipment and systems such as cordless equipment to eliminate trailing leads and dry floor cleaning to eliminate wet floor risks where appropriate.
- 5.6 The contractor will comply with the COSHH Hierarchy of control (elimination / substitution etc)
- 5.7 All cleaning chemicals will be stored in a locked container or vehicle when not in immediate use. The Museum can designate area's onsite for the control of equipment and / or materials.
- 5.8 The contractor will provide and maintain an accurate COSHH register and full assessments, Risk Assessments and Method Statements, a copy of these must be on hand at all times to the contractors team. No substitutions will be accepted without prior NMRN approval.

## **6.0 Use of Premises**

- 3.7.1 The permission to enter and use NMRN premises does not constitute the grant of tenancy of any part of the premises and is for the duration of the Contract Period only, or for any further period as the Authorised Manager may stipulate.
- 3.7.2 The Contractor accepts that the NMRN's premises are provided to the Contractor solely for the provision of his agents and for no other purpose unless agreed by the NMRN in writing.

## **7.0 Inspections**

- 7.1 NMRN monitoring inspections will take place. Part of the process will be to audit the Contractor's systems. The Contractor shall permit any of the NMRN's nominated staff to inspect, without prior notice and at any reasonable time, any premises, equipment or materials used, or proposed to be used, by the Contractor in the provision of the Services, and to test and take samples from them. The Contractor shall cooperate with the above staff or inspections to facilitate the carrying out of such inspections.
- 7.2 A copy of any report documenting such inspections will be given to the Contractor. The Contractor will supply the Authorised Manager/Supervisor with copies of any reports that are received in respect of inspections by an Environmental Health Inspector or any other recognised body.
- 7.3 The Contractor shall comply with any stipulations, advice or guidance contained in any report.
- 7.4 The Contractor will carry out monthly inspections with the Authorised Manager/Supervisor present. A signed copy of the inspection will be kept on file by both parties.

## 8.0 Customer Care

- 8.1 The Contractor shall ensure that all staff and other users are (if the need arises) responded to promptly, effectively and courteously at all times and shall make every effort to meet the user's needs and to take account of personal and special circumstances.
- 8.2 The Contractor shall introduce a complaints procedure to ensure that customer's complaints are dealt with effectively. This procedure should be submitted as part of the tender.
- 8.3 The Contractor shall deal with any complaints received, whether orally or in writing, in a prompt, courteous and efficient manner. The Contractor must promptly advise the Authorised Manager of all complaints that have been received and the action that was taken.

## 9.0 Sustainability

- 9.1 The NMRN recognises its responsibility to carry out its procurement activities in an environmentally and socially responsible manner. The NMRN will strive to incorporate environmental and social considerations into our product and services selection process. We recognise that it is our responsibility to encourage our suppliers and contractors to minimise negative environmental and social effects with the products and services they provide. The NMRN will also strive to ensure that local and smaller suppliers are not discriminated against in the procurement process and specifications.

Specifically, we aim to:

- Give preference to products and services that can be manufactured, used and disposed of in an environmentally and socially responsible way.
- To ensure that sustainability criteria are included in specifications to suppliers.
- To ensure that sustainability criteria are used in the award of contracts.
- Consider whole-life costs when assessing product suitability and in the award of contracts.
- Encourage internal purchasers to review their consumption of goods and materials in order to reduce usage.
- To ensure non-discrimination against local and smaller suppliers.

Quality Considerations:

- Maximum use of reusable containers.
- Maximum recuperation of packing materials.
- Maximum use of recycled or biodegradable packaging.
- Minimum use of plastic refuse bags (reusable ones are available from janitorial suppliers)
- Chemicals used must be known brands only, not own labels.
- All equipment and materials to be used within this contract must first be agreed with the NMRN's Authorised Manager.

## 10.0 Review Meetings

- 10.1 Quarterly and Annual review meetings will take place on site. The NMRN requires that the following Contractor's staff attend these meetings:

- Regional or Equivalent Manager and / or
- Local Contracts Manager/Supervisor

10.2 The Contractor will provide the following information at each meeting:

- Minutes of the previous meeting
- General review of the service delivery
- KPI results
- Complaints, operational issues and defaults
- Recycling

This information will be required at least two weeks before the meeting takes place.

## 11.0 Key Performance Indicators (KPIs)

3.13.1 The Contractor will work to the following KPIs:

- Standards (based on joint quality monitoring of sites – contractor monthly audit)
- Health and Safety (based on the number of incidents compared with the total staff numbers)

This list is not exhaustive and other indicators may be added with the agreement of the Authorised Manager.

## 12.0 Non-Performance

12.1 Default Notices and Notices of Unsatisfactory Performance will be applied.

12.2 If the Contractor receives 6 default notices in any 3-month period, then the NMRN reserves the right to terminate the contract.

12.3 Default notices and Notices of Unsatisfactory Performance will be sent via either the General Manager or Operations Manager.

## 13.0 Emergencies

13.1 The successful Contractor will be expected to respond to all emergencies within 2 hours, as long as emergencies are within standard opening hours 8am – 6pm.

13.2 You are required to confirm your ad-hoc emergency cleaning rate as part of this tender.

## 14.0 TUPE

14.1 The Museum is subject to an existing contract which is serviced by 17.5 hours a week as standard. The existing contractor has three operatives working 12.5 hours, 3.75 hours and 1.25 hours respectively to service this provision.

14.2 Tenderers will be aware of the issues surrounding the application of the Transfer of Undertakings (Protection of Employment) Regulations 1981 ("TUPE") and the European Acquired Rights Directive 77/187 ("the Directive"), to the competitive tendering process. Having made careful consideration of the potential contract in question, the National Museum's view is that TUPE and the Directive will apply to this contract.

14.3 For more information about TUPE specifics relating to this contract, please contact the General Manager, Marc Farrance, by email – [marc.farrance@nmrn.org.uk](mailto:marc.farrance@nmrn.org.uk).