



**RAYLEIGH TOWN COUNCIL**  
**The Pavilion, King George V Playing Field, Bull Lane,**  
**Rayleigh, Essex, SS6 8JD**  
**Tel: 01268 741880**  
**Email: [clerk@rayleightowncouncil.gov.uk](mailto:clerk@rayleightowncouncil.gov.uk)**  
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**VAT number: 830 7558 23**

9<sup>th</sup> October 2017

Dear Sir or Madam,

**CLEANING & MAINTENANCE CONTRACT  
PUBLIC TOILETS, CROWN HILL RAYLEIGH.**

Please find enclosed specification for the cleaning and maintenance of public toilets at Crown Hill, Rayleigh, Essex.

You are invited to submit a tender as per the specification. Tender documents must be returned sealed, in the envelope provided, to the Town Clerk, Rayleigh Town Council Offices, The Pavilion, King George V Playing Field, Bull Lane, Rayleigh, Essex, SS6 8JD by no later than

**NOON on Monday 27<sup>th</sup> November 2017**

Emails will not be accepted.

Please note that:

1. If a person submitting a tender is to his knowledge related to any member(s)/employees of Rayleigh Town Council he/she and the person he/she is related to shall disclose the relationship in writing to the Town Clerk
2. Canvassing of members of the Town Council or any committee or sub-committee or employee(s) for any contract under the Town Council shall disqualify the contractor from such a contract.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'K Cumberland'.

Mrs K Cumberland  
Town Clerk

I/We understand that you are not bound to accept the lowest or any quotation you may receive.

I/We understand that no increased cost of labour and or material will be allowed during the period of the contract.

If this quotation is accepted I/We agree that these quotation documents together with your written acceptance and order shall constitute a binding contract between us.

This agreement is made between the undersigned contractor and Rayleigh Town Council.

### CONTRACTOR DETAILS

Signed.....

For and on behalf of.....

Address.....

.....

Post Code.....

Telephone.....

Mobile Telephone no.....

E-mail Address.....

Date.....



**COSTS – PUBLIC TOILETS, CROWN HILL, RAYLEIGH**

	<b>2017/18</b> <b>3 months</b> <b>1<sup>st</sup> January</b> <b>2017 to</b> <b>31<sup>st</sup> March</b> <b>2018</b>	<b>2018/19</b> <b>12 months</b> <b>1<sup>st</sup> April</b> <b>2018 to</b> <b>31<sup>st</sup> March</b> <b>2019</b>	<b>2019/20</b> <b>12months</b> <b>1<sup>st</sup> April</b> <b>2019 to</b> <b>31<sup>st</sup> March</b> <b>2020</b>	<b>2020/21</b> <b>12 months</b> <b>1<sup>st</sup> April</b> <b>2020 to</b> <b>31<sup>st</sup> March</b> <b>2021</b>	<b>TOTAL</b> <b>COSTS FOR</b> <b>CONTRACT</b>
<b>Operating Hours:</b>  <b>Monday to Thursday</b> <b>7am to 6pm</b> <b>Friday and Saturday</b> <b>7am to 3am the following</b> <b>day and Sunday 9am to</b> <b>6pm</b>					
Cleaning every 3 hours					
Cleaning 3 times a day					
<b>Operating Hours:</b> <b>Monday to Sunday 7am</b> <b>to 6pm</b>					
Cleaning every 3 hours					
Cleaning 3 times a day					

# CROWN HILL PUBLIC TOILETS, RAYLEIGH

## PUBLIC TOILET MAINTENANCE AND CLEANSING SERVICE CONTRACT

Rayleigh Town Council will have a long term (10 years) lease with Rochford District Council for a new 4 cubicle modular toilet block (male, female, unisex and disabled), which is to be installed at the top of Crown Hill, Rayleigh. This site, which will include a small piece of adjoining land, is in the centre of a busy town and is expected to be well used by the public. The site that is included within this specification is marked on the attached plan by blue diagonal lines. The specification does **NOT** include the other area within the red boundary which shows the existing public toilet building and surrounding land that is due to be retained by Rochford District Council for a purpose other than public toilets.

The new toilet building is yet to be built and the completion is expected in December 2017.

The aim of this service contract is to provide clean, well serviced public toilets that are maintained to the highest standards of cleanliness and that are available throughout specified operating hours. All cubicle doors will have an automatic locking facility.

For the avoidance of doubt, all contract staff shall be employees of the Contractor and not of Rayleigh Town Council. The Contractor shall be fully responsible for discharging all liabilities in respect of the employment of the contract staff and shall indemnify Rayleigh Town Council against any liability, costs and expenses in respect thereof.

Save to the extent expressly assumed by Rayleigh Town Council, the Contractor shall be responsible for ensuring compliance with the obligations of Rayleigh Town Council under the long term lease of the facility from Rochford District Council.

The Contractor shall indemnify and keep indemnified Rayleigh Town Council against all liability, damages, costs claims and expenses whatsoever incurred by Rayleigh Town Council arising directly or indirectly out of any breach of the provisions of this agreement by the Contractor or its staff or employees.

### **1. Repairs and Maintenance**

1.1 Minor repairs and maintenance should be conducted by the Contractor (who has been given appropriate training) to prevent or stop water leaks, including clearing blockages in pipework. Problems that cannot be resolved by the Contractor should be immediately reported to the Town Council or dealt with by calling an emergency plumber as necessary. Water should be cut off by the Contractor at stop cocks as necessary.

1.2 The Contractor is responsible for taking the decision to close and then re-open the toilets to the public if this becomes necessary during normal operating hours. The Contractor must provide an out of operating hours service to Rayleigh Town Council as required.

### **2. Contract Staff**

2.1 The Contractor is responsible for adhering to all legal requirements which are in place for the duration of this contract, in relation to new and existing staff. The Contractor will also ensure that staff receive the correct training to the BICSc level of competence and that they have attended and completed the Cleaning Operators Proficiency Certificate (COPC). Contract Staff should be able to meet Rayleigh Town Council's requirements, including minor maintenance and repair of toilets and

all aspects of cleaning before they commence work. Contract staff should have the necessary DBS clearance certification.

2.2 The contractor should provide suitable cover to be maintained at all times for sickness and holidays. Contract Staff should wear clearly recognisable uniforms or carry identity cards. Contract Staff must at all times be in possession of an operating mobile phone the number of which to be made available to Rayleigh Town Council.

2.3 Contract staff shall immediately report any issues to the Council or to the police as appropriate regarding anti-social behaviour, criminal activity or matters concerning health and safety.

2.4 The Contractor must produce evidence of all appropriate insurances (including employee and at least £5m public liability) and must not sub-contract any part of this contract, other than for quarterly deep cleaning and removing and cleaning of sanitary and nappy bins.

### **3. Operating Times**

3.1 The operating times of the toilets will be deemed by Rayleigh Town Council and 14 days notice will be given to the Contractor of any changes to previously notified operating times. The toilets will automatically open and close each day.

### **4. Vandalism/Graffiti/Wear and Tear**

4.1 The Contractor will be responsible for removing all graffiti within 24 hours. Offensive graffiti should be removed as soon as discovered or notified.

4.2 Rayleigh Town Council is responsible for the costs of repairing and replacing vandalised, damaged, worn or broken items within the cubicles. Upon discovery of damage or vandalism the contractor should immediately inform Rayleigh Town Council of incidents in order to for the Town Council to report to the police and to check CCTV.

### **5. Other Expenses**

5.1 Rayleigh Town Council will be responsible for paying all other expenses including utility invoices for water, sewage, electricity, costs of alarms if fitted, CCTV and property/public liability insurance.

### **6. Service Room**

6.1 The Contractor is responsible for purchasing and storing all cleaning products and related equipment/materials. Stock and equipment should be stored in the Service Room, which should be locked at all times to deter access by the public. The Service Room should be maintained in a clean and tidy condition. The Contractor is responsible for ensuring that adequate levels of stock eg of toilet rolls, cleaning products are maintained.

### **7. Exterior (within Rayleigh Town Council's boundary)**

7.1 The Contractor shall be responsible for keeping the exterior of the building and equipment (lights, CCTV, meters etc) and adjacent land (within Rayleigh Town Council's boundary) clean and tidy and for removing and disposing of any rubbish and debris in litter bins or on the site in accordance with current legislation. Appropriate recycling of waste should be conducted. Broken glass should be removed immediately on discovery or on notification. Fly tipping should be removed at Rayleigh Town Council's expense.

7.2 Grass should be cut regularly and weeds removed. Flower or shrub beds should be maintained. Pathways should be swept and kept clear and safe to use. Leaves should be removed. Rayleigh Town Council is responsible for conducting an annual tree survey of any trees on site and any necessary work to the trees to ensure public safety and to prevent damage to the toilet building. None of these trees have preservation orders.

7.3 After snowfall all paths and the entrance areas to the toilets should be cleared and suitable signs displayed to warn the public of slippery conditions. Snow shall be stacked to the side of the path, applying rock salt to the cleared surface to prevent icing. Avoid salt damage to adjacent landscape areas and the toilet building. Any turf or plant loss shall be made good by the Contractor at his/her own expense. The contractor at his/her expense shall supply rock salt. Cleared snow shall not be piled on any bed or shrubbery. Where snow falls have been so heavy as to present danger to trees, hedges, bushes and other features by causing possible collapse, on instruction from Rayleigh Town Council, remove snow by beating, stacking, sweeping or other appropriate method.

## **8. Interior & Exterior Maintenance**

8.1 Check the building for damage or structural defects on a regular basis, including water services to prevent wastage. Effect minor repairs and maintenance work at times to avoid disruption to the public's use of the toilet facility. Report any defects of a substantial nature to Rayleigh Town Council immediately. Change time switches if necessary when clocks go forwards/back.

8.2\_ The Contractor is required to replace all interior light fittings as necessary, both interior and exterior, at his/her expense immediately on discovery or as notified.

## **9. Communication with Rayleigh Town Council**

9.1 The Contractor will be expected to keep Rayleigh Town Council fully informed of any incidents on a daily basis and is expected to attend monthly meetings to discuss all aspects of the contract. The Contractor is responsible for reporting any health and safety issues to Rayleigh Town Council.

## **10. Accidents/Emergencies**

10.1 The Contractor should report any accidents that affect members of the public to Rayleigh Town Council for inclusion in the Accident Record Book. Contract Staff should respond to any emergency calls whenever the device is activated from the toilet cubicles and should call the appropriate emergency services without delay. Contract Staff should seek advice from the Contractor before over riding the locking mechanism and entering locked cubicles if this becomes necessary and only after giving adequate warnings to the occupant.

## **11. Lost Property**

11.1 The Contractor will be required to keep a record of all property lost or found in the toilets or the adjacent land. Details of the person reporting such finds/losses should be recorded. All lost property items shall be properly labelled and passed immediately to Rayleigh Town Council.

## **12. Cleaning Requirements**

12.1 The Contractor must leave toilets, changing room/buildings in a neat, tidy, clean condition on completion of cleaning duties. All cleansing materials and products should be in accordance with those specified by the toilet installation company. A list of cleaning products must be supplied to Rayleigh Town Council and no changes should be made without prior agreement.

12.2 Broken glass should be removed immediately on discovery or on notification.

12.3 All cubicles should be thoroughly cleaned on a daily basis (seven days a week) when opened in the mornings. This procedure should be complete within one hour of opening at the latest every day. The toilets should be checked periodically during hours of operation, no less than every 3 hours or 3 times a day (*see costings sheet – frequency of cleaning is yet to be confirmed by Rayleigh Town Council*) for cleanliness, damage, misuse with more frequent checks during peak times, such as mid-morning, lunch time and end of day. Any issues arising from these checks should be dealt with immediately in order to bring the toilets up to acceptable levels of cleanliness throughout hours of operation. A record of daily cleaning must be kept by the Contractor and produced to Rayleigh Town Council as required. The Contractor must adopt a system of notifying the public in a prominent place within the cubicles advising when the toilet was last cleaned and the time of the next inspection. The Contractor's telephone number must be displayed within the toilets to allow the public to report any issues that may require immediate action. The Contractor shall place a warning sign outside the toilets when cleaning is in progress during operation times.

12.4 The Contractor should ensure that the correct colour coded equipment is provided and used:  
RED – Cloths, Mops, Buckets for higher risk areas such as toilet bowls and floors.  
YELLOW – Cloths for basins, mirrors and other fixtures, including door handles which represent lower risk.

12.5 Waste water must not be poured into toilet bowls, this should be emptied in a cleaner's sink.

12.6 Daily Cleaning Schedule:

#### Waste Receptacles, Toilet Roll Dispensers and Hand Dryers

All waste receptacles (and any other debris within toilets, including needles) are to be emptied and contents disposed of in accordance with current legislation.

The equipment shall be thoroughly washed with approved germicidal detergent solution and dry polished.

#### Nappy and Sanitary Bins

The Contractor should employ a registered company to regularly empty, clean and sanitise (replace if necessary) sanitary and nappy bins and dispose of contents in accordance with current legislation.

#### Mirrors, Baby Change Tables

Mirrors to be wiped with a damp leather and dry polished

#### Soap Dispensers

Soap dispensers are to be refilled with approved liquid as required and wiped clean.

All dispenser outlets must be cleaned and cleared of blockages.

#### Toilet Seats, Doors, Partitions, Sanitary fittings and pipework

Remove soil, finger marks, chewing gum, graffiti and posters with required solution and dry polish. Remove adhesive from posters

#### Lavatory Bowls

The inside and outside of the pan is to be scrubbed down with a WC brush using a germicidal detergent. Particular attention is to be paid to the WC traps and flushing rims. Toilet seats are to be washed down both sides and dry polished.

### Toilet Rolls

Anti-vandal toilet roll holders, which reduce waste, should be installed by the Contractor. Toilet rolls will be supplied and replaced by the Contractor as required and of a type approved by Rayleigh Town Council.

### Floors

Remove litter and chewing gum and dispose in accordance with current legislation, remove all soil traces, wash with a germicidal detergent solution. Pay particular attention to corners and edges; remove all standing liquid. Deep clean floors once a month.

#### 12.7 Cleaning of General Areas

##### Once per week

1. Partitions and Doors  
Remove dust from top surfaces
2. Windows  
Cleaned and dry polished
3. Window Ledges  
Damp wipe and where possible dry polished

##### Once per Month

1. Ceilings  
Remove dust and cobwebs
2. Window Frames and Walls  
Wash with neutral detergent and where possible dry polish
3. Deep clean floors

##### Once per Quarter

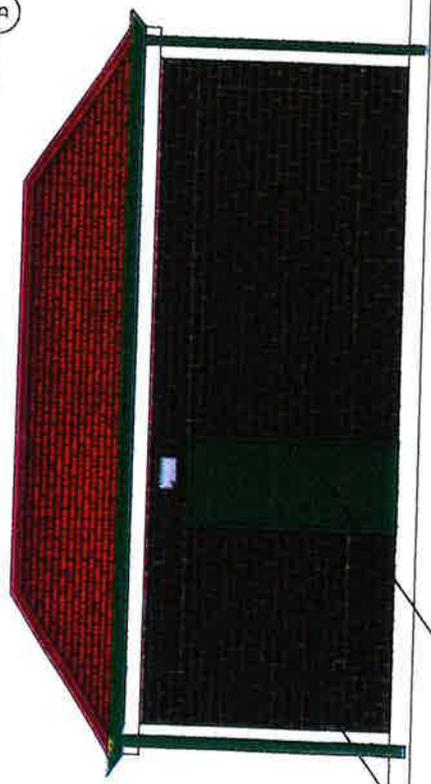
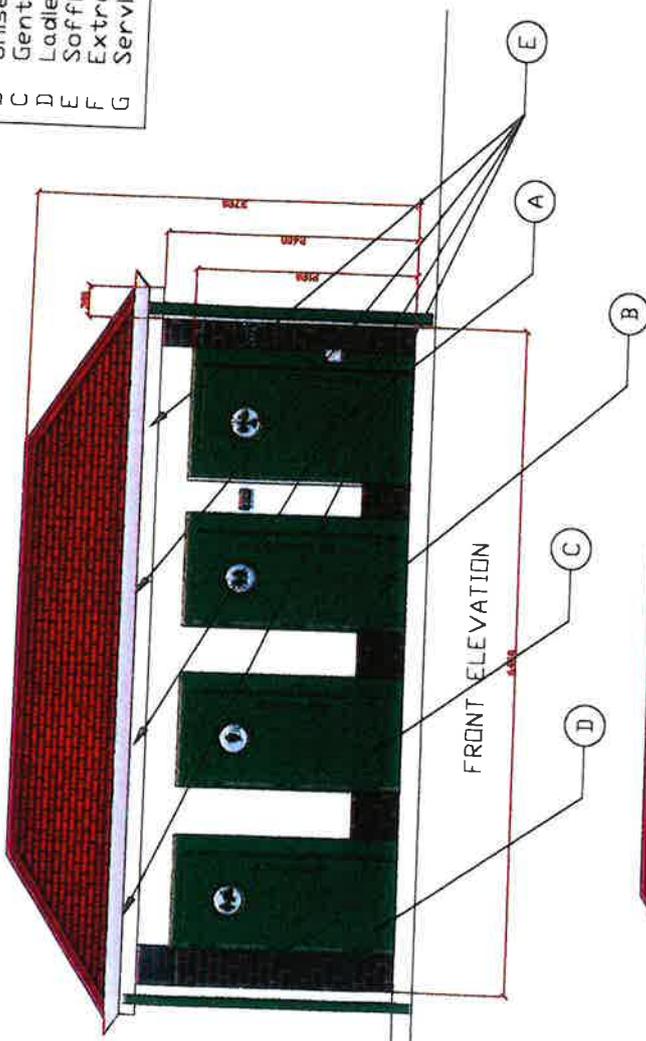
Deep clean by specialist, registered company at the expense of the Contractor

### **13. Variation to the Contract**

13.1 Rayleigh Town Council reserves the right to vary this contract in consultation with the contractor.



- A Accessible
- B Unisex
- C Gents
- D Ladies and baby change
- E Soffit lights
- F Extract system
- G Service door



scale 1:50