# **NMRN Hartlepool Tender Specification**

Provision of Cleaning Services

# **Overview**

1.1 – The National Museum of the Royal Navy Hartlepool is the key attraction in Hartlepool’s waterfront. HMS Trincomalee sits afloat in its historic graving dock and is surrounded by a themed Georgian quayside. The site operates a coffee shop and gift shop and corporate hire facilities. The museum draws c. 50,000 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 internal bins.

1.3 – The Museum is typically open Wed – Sun only from 11am-4pm, with the site open 8am – 4pm weekdays, 9.30am – 4pm weekends. In Hartlepool school holidays, the site also opens on Mondays and Tuesdays. From April until October, the site opening hours extend to 10am until 5pm. Cleaning is required on each open day with a more invasive clean required on a Monday.

1.4 – NMRN Hartlepool is located at the following address: NMRN Hartlepool, Maritime Avenue, Hartlepool, TS24 0XZ.

# **Scope of Work**

2.1 - Cleaning Schedule to be carried out listed in terms of MINIMUM standard.

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

* Reception
* Staff Room
* Trincomalee Gallery (Ground Floor)
* Coffee Shop (First Floor)
* Quayside (Playground/HMST)

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.

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

* Empty the internal waste bins in all areas.
* Replace bin liner where necessary.

2.6 - Rolling Deep Clean Programme (4-week cyclical programme, one zone per week)

|  |  |  |  |
| --- | --- | --- | --- |
| **Zone 1** | **Zone 2** | **Zone 3** | **Zone 4** |
| Museum of Hartlepool & Gift Shop | Quayside ShopsStaff RoomFighting ShipsHindmarsh Gallery | Trincomalee Foyer & GalleryDiving DeepPirates Exhibition | Coffee ShopFirst Floor Offices & StairwellSir William Grey Suite\* |

The areas allocated within each zone can be changed by the contractor, as long as all areas are covered within the rolling 4 week period.

* 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).

\*This area will only require to be cleaned following an event and this would be notified to the contractor in advance and the schedule adjusted accordingly to accommodate.

2.7 – all equipment and consumables should be provided by the contractor. Storage can be provided at the museum.

2.8 - The contractor should be aware that the cleaning schedule may vary from time to time in response to any changes in opening hours. The contract will allow for such changes which may either represent an increase or decrease in cleaning provision.

# **3.0 TUPE**

3.1 TUPE - The Museum is subject to an existing contract which is serviced by 4 operators as follows:

|  |  |
| --- | --- |
| **Contracted Weekly Hrs** | **Shift Patterns** |
| 10 | 8.5 hours M-F, 1.5 hours Sat |
| 11.5 | 8.5 hours M-F, 3 hours Sun |
| 7.5 | Mon-Fri |
| 1.5 | Sat |

 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.

3.2 These requirements may change through the due diligence process but are correct at the time of writing.

# **4.0 Additional Information**

NMRNH – Floorplan.