

Cleaning Services for NMRN Hartlepool, Portsmouth and Gosport Sites
Clarifications & Responses Issue 1

	Clarification Question	Responses
1	For the Portsmouth and Gosport sites are you able to confirm the TUPE information for the staff for these sites? Such as their hours etc.	Please see updated Appendix 2 for Portsmouth and Gosport sites for this information.
2	Is square meterage available for all buildings for Portsmouth and Gosport sites to be cleaned in lot 3 tender for the above reference please?	This can be provided to the winning bidder, the gallery spaces in Portsmouth and Gosport are looked after by the internal front of house team and conservation team.
3	Please clarify from the Price in your Evaluation Criteria that the consumables relate to the cleaning chemicals, cloths, etc used to clean with but not to items such as toilet rolls, bin liners, black bags? These can of course be supplied on a repayment basis.	Consumables relates to all items mentioned above, including toilet roll, bin liners, black bags.
4	Please confirm that you do not want Boathouse 6 in the tender pricing, but it will come into the contract when the works are completed?	BH6 costs are not required at this stage but will come into the contract in 2026 as the number of toilets and areas to clean will increase from the current number.
5	Also, HMS Warrior is not mentioned in the PHD sites, is it include?	HMS Warrior is included but days are changing from everyday cleaning to 4 days a week.
6	Please clarify if you require any daily cleaning in the offices and staff rest rooms/canteens or do they only require cleaning as part of the 4 weekly rolling Deep Clean?	Office and staff areas cleaning requirements will remain the same as existing schedule, but the Submarine Museum is changing from 5 days a week to 3 days a week. Please provide costs for deep cleans if this has a separate resource cost.
7	Please confirm that the areas covered by the 4-week rolling Deep Clean include all the museum glass cabinets, floors, etc.? Do the floors such as in the Victory Gallery, Submarine Museum Visitor Centre require a deep clean from a buff, would this be included during the 4-weekly Deep Clean?	Please quote costs as per current cleaning schedule. Include costs such as gallery cleaning, floor polishing as an optioned cost for the NMRN to consider in future for deep cleaning of the galleries.

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8	Please can you clarify the budget for this tender opportunity?	<p>Price Split for Cleaning Services</p> <p>a. NMRN Hartlepool- Maximum £60k for 3 years</p> <p>b. NMRN Portsmouth & Gosport £180k* for 3 years</p> <p>*This is not an exact split of £60k per year due to BH6 closure and re-opening in 2026.</p> <p>There is a 10% reduction moving into the next financial year.</p>
9	There has been a mention of a 10% decrease in budget, does that mean the £180K is to go down by 10%?	<p>Correct, this occurred post-advertising for the cleaning budget for 2025/26 is to be cut by 10% so this will affect the value of the contract in the short term.</p> <p>As the new Royal Marine Museum will be opening next year there will likely be an increase to the cleaning budget due to the increase in facilities requiring cleaning services.</p>
10	Please may we confirm that sanitary bins are also to be included within the services?	<p>Yes, please provide costings for these services.</p>
11	Do you wish for us to provide periodic carpet cleaning services?	<p>Please provide this as an optional cost if the NMRN like to take it up in future. As carpet cleaning would likely need supervision alongside our collections team if there were signs of pest infestation.</p>
12	Please may we ask for the reason this tender has been advertised? Is this due to a previous supplier being let go?	<p>Due to the value of the services for this contract the NMRN are obliged as a non-department government body to advertise our tenders via Contracts Finder under the Public Contract Regulations 2015.</p> <p>The NMRN in addition wish to explore the opportunity to appoint a single contractor for this service if it provides a cost benefit to the museum.</p>
13	Would the contractor holder be required to supply bin bags?	<p>Yes, this is detailed in the tender document to provide the costs of these items to the NMRN, as per the tender document;</p> <ul style="list-style-type: none"> These should include all costs within your tender proposal including consumables, machinery/equipment costs
14	At NMRN Hartlepool is there an expectation to clean windows?	<p>The lower-level quay shop windows will likely fall into the scope, however the higher-level external windows no.</p> <p>NOTE- In NMRN Portsmouth there is a separate contractor appointed by the landlords PHQT who fulfil these duties for external windows.</p>

Submission Deadline for this tender is Friday 21st March 2025 at Midday (1200)

All submissions are to be sent to tenders@nmrn.org.uk