

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. These should be separated out and itemised for the NMRN to assess.
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. Please refer to NMRN Hartlepool specification which requires 4 weekly deep clean.
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 for the Portsmouth & Gosport Sites.</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, nappy bins, vending care machines are also to be included within the services?	<p>Please provide separate costings for these services across all lots.</p> <p>NMRN Hartlepool site has a separate contract in place, therefore will consider optioned cost if it is competitive.</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? Are there any issues with the current provider?	<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> <p>There are no significant issues with current providers.</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>No, window cleaning is not expected to be included</p>
15	Do you currently have any periodic cleaning e.g. carpet cleaning?	<p>No but we would liaise with the contractor to provide separate quotes for such activity should it be required.</p>
16	For Hartlepool TUPE staff, what hours do they currently do? What time do they come in and leave?	<p>The current start and finish times are unlikely to continue to be relevant as the cleaning requirements and specification are being changed/reduced. Please provide an appropriate</p>

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		cleaning schedule proposal that meets the specification provided. We will then work with the new supplier to provide appropriate notice of any changes (subject to requirements under TUPE regulations) to the current supplier.
17	What is the pay rate for bank holidays?	Bank Holiday pay for the incoming TUPE staff at Hartlepool is 'Time plus Time plus a day off in lieu if worked more than half a day or a half day off in lieu if worked less than half a day'.
18	Are the TUPE hours adjusted during term time, and are the hours flexed up and down accordingly?	Not currently, no but the cleaning requirement is changing. See response at Q16.
19	Could you provide the current cleaning schedule for all 52 weeks of the year, and, if available, a sample of the previous years schedule?	See response to Q16. The current schedule is not relevant.
20	What machinery is currently being utilised on site, if any?	The contractor is to assess what machinery is required to fulfil the tender specification and must provide and maintain any necessary equipment.
21	Is there an annual requirement for staff to undergo DBS checks?	DBS checks are not required at the Hartlepool site. DBS Checks are required for those working at NMRN Portsmouth when applying for security clearance passes which is required for all staff on this site.
22	Are dual uniforms required for cleaning staff, or will the contractor uniform be sufficient?	Contractor uniforms will be sufficient.
23	Could you provide the typical start and finish times for staff? We would like to understand if the cleaning schedule overlaps with the museums opening hours to the public.	NMRN Hartlepool museum is typically staffed from 8am until 5pm. The museum operates seasonal opening hours of 11am-4pm in the winter and 10am-5pm in the summer. The museum is closed on Mondays and Tuesdays outside the school holidays. NMRN Portsmouth & Gosport will require a further discussion with the appointed supplier for specific timings, this is due to security passes being required to access the site prior to 0900 and to the Historic Ships Workshop.
24	Is there a need for staff to work varying shift times to accommodate special events at the museum?	At Hartlepool, not generally, no. There may be occasional alterations to the cleaning schedule to accommodate post event clear up in function rooms, but this would be substituted for other tasks on the schedule to avoid adding time. This is generally limited to hoovering – the staff deal with the removal of rubbish and table cleaning etc. NMRN Portsmouth and Gosport sites the cleaning for special events will be done on an ad-hoc basis which will be worked with the Operations and Facilities team. As there is a separate contractor for outside spaces around Portsmouth Historic Dockyard who are managed by Portsmouth Historic Quarter Trust.

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

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