



**RYDE TOWN COUNCIL**

**TENDERING DOCUMENTATION FOR**  
**RYDE PUBLIC TOILETS CLEANING SERVICES**

**2022-2024**

**Issue date 7th February 2022**

**Return date March 2022**

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**Introduction**

Ryde Town Council (RTC) is responsible for three public conveniences within Ryde.

- Appley Park
- Eastern Esplanade & Harbour Facilities
- St John's Road

### **Key aims and objectives**

The Town Council wishes to appoint a suitably experienced contractor to undertake the cleansing of the Public Conveniences stated above.

- To have public conveniences that meet the expectations of the users and the Town Council
- To establish and maintain high standards of cleanliness
- To provide a reactive emergency service

### **Contract duration**

The Town Council is inviting tenders from suitably qualified and experienced contractors to undertake this contract for a period of 2 years with an option to extend for a further year subject to the contractor's satisfactory performance.

### **Invoicing and payment**

This is a fixed price contract with no RPI increase. Invoices shall be submitted quarterly.

### **Contract start date**

1<sup>st</sup> April 2022

### **Contract end date**

31<sup>st</sup> March 2024

## **Definitions**

### **1. Definitions**

**1.1 'RTC'** – Ryde Town Council

**2.2 'SLA'** – Service Level Agreement

## **Instruction, information, and service level agreement**

Tenders are sought by Ryde Town Council for the provision of **CLEANING SERVICES – RYDE PUBLIC TOILETS**.

The tenderer **MUST** tender for all specifications listed below.

The tenderer shall be deemed to have satisfied itself before submitting its tender as to the accuracy and sufficiency of the rates and prices stated in their tender which shall (except in so far as is otherwise provided in the Contract) cover all the Contractor's obligations under the Contract and the Contractor shall be deemed to have obtained for itself all necessary information as to risks and any other circumstances which might reasonably influence or affect the Contractor's tender.

The contract will be awarded based on the most economically advantageous tender received. The assessment will be based on the following criteria:

- 65% on Price
- 25% on Qualitative Criteria
- 10% on Social Value

The qualitative criteria will be based on the additional information to be provided by the contractor.

The social value will cover aspects of the contractor's equality and diversity policies and equality act, tackling economic inequality, fighting climate change, equal opportunity, and wellbeing within their working environment which they will provide as additional paperwork.

Ryde Town Council will consider the track record of contractors that have previously provided satisfactory work for Ryde Town Council and will evaluate references for new contractors or performance on similar contracts.

It is to be noted that the Council is not bound to accept the lowest tender. If no tenders are received or if the assessment of the tenders based on the above criteria are equal, then the Council may make such alternative arrangements for procuring the goods or services or executing the works as it thinks fit.

Once completed, a signed copy of the form of tender document, a completed pricing schedule and any other additional information you think may support your tender should be returned in the enclosed envelope. **The envelope shall not bear any distinguishing marks to identify the tenderer.** Please remember to ensure the correct postage is used. Ryde Town Council cannot be held responsible for non-delivery.

The sealed tender must be returned to Ryde Town Council at the address given in the Form of Tender by: **2pm Friday 4<sup>th</sup> March 2022**

**Procurement timetable**

<b>Activity</b>	<b>Deadline date &amp; time</b>
Publication of advert	7 <sup>th</sup> February 2022
Closing date for submission of tenders	2pm 4 <sup>th</sup> March 2022
Tender opening process	7 <sup>th</sup> March 2022
Report to Council	8 <sup>th</sup> March 2022
Notice of contract award (10 day waiting period)	18 <sup>th</sup> March 2022
Contract award date	28 <sup>th</sup> March 2022
Contract start date	1 <sup>st</sup> April 2022
Contract end date	31 <sup>st</sup> March 2024

# SECTION 1 - GENERAL REQUIREMENTS

## Locations and inventory of toilet blocks

### Eastern Esplanade, PO33 1JE

The external floor area of the toilet building is calculated at 90m<sup>2</sup>.

Toilet block	Washing/drying facilities	Urinals	Cubicles	Baby changing facilities	Service room	Showers
Ladies	3 x Wall gate units	N/A	6	1 x changing table	1 x internal 1 x external	2 x external showers
Gents	2 x Wall gate units	3 adults & 1 child height standalone urinals	3	1 x baby changing table	1 x internal 1 x external	
Easy access	1 x Wall gate unit	N/A	1	None	None	

### Ryde Harbour Hospitality suite (attached to Eastern Esplanade public toilet block)

Harbour facilities	Washing/drying facilities	Urinals	Changing rooms	Service room	Showers
Unisex	2 x basins 2 x paper towel dispensers	N/A	2 x changing/washrooms	1	2 x showers

### St Johns Hill, PO33 2RL

The external floor area of the building is calculated at 80m<sup>2</sup>

Toilet block	Washing/drying facilities	Urinals	Cubicles	Baby changing facilities	Service room
Ladies	2 x Wall gate units	N/A	5	None	1
Gents	2 x Wall gate units	1 x large trough	3	None	None
Easy access	1 x Wall gate unit	N/A	1	None	1

## Appley, PO33 1ND

The external floor area of the building is calculated at 75m<sup>2</sup>.

Toilet block	Washing/drying facilities	Urinals	Cubicles	Baby changing facilities	Service room	External Showers
Ladies	3 x Wall gate units	N/A	5	1 x baby changing tables 1 x baby chair	1 external service room to that rear of the building	1 x external shower at the front of the building
Gents	3 x Wall gate units	2 x adult 1 x child height standalone urinals	3	1 x baby changing table 1 x baby chair		
Easy access	1 x Wall gate unit	N/A	1	None		

## External Areas to be cleared for each unit during A Cleans

Location	Details
<b>Appley</b>	The whole frontage up to 220sqm all surrounding pathways, hedges, shower area.
<b>Eastern</b>	All surrounding pathways and hedges and external showers.

## Service Level Agreement

The information within the document provides information of the SLAs.

## Inspections

Inspections and spot checks will be completed by RTC Officers and IWC Environment Officers regularly to ensure the highest level of cleanliness that meets the specification standards set out within this document.

The appointed contractor's Contract Manager will be required to undertake weekly inspections and provide a report of their findings to RTC officers.

## Dates of Seasons

Summer Season	Winter Season
Monday before Good Friday – 31 <sup>st</sup> September each day	1 <sup>st</sup> October to the Sunday before Good Friday

## Opening and Closing times, Times of Cleans, Lengths of Cleans.

Toilet Block	Opening times	Closing times	Time of A Clean	Length of A Clean	Time of B Clean	Length of B Clean
St Johns Hill	5:30am – 9am	Summer – Dusk Winter – 6pm	Before opening AM or after closing PM	Minimum 45 minutes	Summer - 2pm to 6pm Winter -Midday to 2pm	Minimum 30 minutes
Eastern Esplanade & Hospitality Suite	5:30am – 9am	Summer - Dusk Winter – 7pm	Before opening AM	Minimum 60 minutes	Summer – 2pm to 5pm Winter – Midday to 2pm	Minimum 45 minutes
Appley	5:30am – 9am	Summer - Dusk Winter – 7pm	Before opening AM	Minimum 45 minutes	Summer – 2pm to 5pm Winter – Midday to 2pm	Minimum 30 minutes

An A Clean is to be completed prior to opening the toilets or after closing the toilets to ensure that the toilets are being opened in their cleanest state.

These times can be determined according to the contractor's employee Rota's. Rota's can be changed weekly/monthly, but RTC Officers must be informed with good time.

The minimum length of clean stated will assist contractors to hit all specification targets provided. However, this is a guide and contractors should allow sufficient time for cleaners to complete all the targets specified in varying circumstances.

We give contractors freedom to decide the exact times of A & B cleans within the parameters stated above. This is to ensure that the toilets are being cleaned to the highest standard and enables members of the contractor's staff to work as proactively as possible.

The facilities located on the seafront will be more likely to require reactive services during good weather, high footfall, and events within the surrounding areas.

Dates for Weekly, Monthly and Quarterly Cleans will need to be provided to RTC Facilities Officers as they will be monitored and inspected to standard.

## Bank holidays

All public toilets are to be treated as normal days EXCEPT Christmas Day where no service is provided, and the public toilets can remain open until dusk on Boxing Day.



## **Parking**

The contractor will make their own arrangements for any parking or access to the public conveniences for their own vehicle. The Council shall not be responsible for any fines or parking charges incurred by the contractor at any time. Contractors' vehicles shall be appropriately and legally parked at all times.

## **Signs**

The contractor may deploy operatives of either sex to complete the programmed cleans. A notice **MUST** be shown on the entrance of the toilet to ensure members of the public are aware.

The contractors are to provide a sign at all public toilets stating their contact details.

The contractor is responsible for providing and erecting signs to indicate that a public convenience or cubicle is out of order and indicate the nearest alternative.

## **Reporting and communication**

There are to be members of staff made available as a point of contact for this contract 7 days a week. Working with the Council to decide the most effective way of communicating for both parties and this will be determined in a pre-contract meeting.

The contractor shall ensure that all reports of defects, including vandalism, graffiti or drug paraphernalia are made to the council within 24 hours including additional photographs.

In the event of witnessing any act of vandalism, improper, lewd or disorderly conduct by any person either within or immediately adjacent to any public convenience the incident should be reported to the police.

The contractor should be familiar with the graffiti removal provisions contained in the Anti-social Behaviour Act 2003.

<https://www.legislation.gov.uk/ukpga/2003/38/enacted?timeline=false&view=extent>

## **Waste bins supply and service**

The contractor should supply and service sanitary waste bins and nappy waste bins in all ladies, disabled and baby changing units. These bins shall be exchanged for clean bins at least weekly or more frequently if deemed necessary.

## **Disposal of sharps**

The contractor is to provide correct storage for sharps/drug paraphernalia during cleans for their safety and the safety of the public. Once the clean is completed

contractors are to dispose of the sharp(s) safely into the correctly coloured box in accordance with current relevant legislation. Sharps bins are to be safely stored in the storage cupboards and emptied when  $\frac{3}{4}$  full.

### **Time sheets**

The contractor should ensure that timesheets are provided at all toilet block storerooms for employees to sign at each clean. These will be checked by Environment officers and RTC officers.

### **Reactive Service**

Contractors are to provide a reactive service for any issues that may arise throughout the duration of the contract. The timeframe for response is 1-to-48-hour period depending on the severity of the issue. This will be specified each time.

### **Emergency locking**

In an emergency where the toilets need to be closed ASAP the contractor will be available to close the site and inform RTC.

### **E-pa Service**

Ryde Town Council use a service called E-pa <https://e-pa.com/> this service is used for out of hour calls for issues regarding the public toilets. This is an emailing system, and the contractors will be added to the emailing list to be updated the same as RTC officers in case of any cleaning issues that need resolving.

### **Supplying materials and equipment**

The contractor shall supply all suitable cleaning products, materials and equipment required to fulfil the specification for the lifetime of the contract. Example of the materials

- Liquid soap suitable for use in Wall gate units. (If the Wall gate units are temporarily out of use for any reason sanitised hand gel or hand soap shall be provided)
- Toilet rolls
- Toilet roll holders
- Cleaning fluids and disinfectant
- Paper towels
- Urinal grids or similar agreed
- Fly spray

- Cleaning equipment and tools required to fulfil the specification
- Sanitary waste and nappy bins

The quality and adequacy of the materials shall be to the entire satisfaction of the Council.

The contractor shall provide on the bills of quantity information on all materials to be used within the contract via separate document attached by contractor.

The Council asks that contractors use materials wherever practical that have minimal impact on the environment.

### **Extraordinary events**

Contractors are to provide additional cleaning services prior to arrangements made with RTC for extraordinary events that may be happening in Ryde that will require use of the public toilets.

We ask for contractors to quote on the bills of quantity prices for additional cleans with the requirements of Daily A Cleans stated below.

These events could include events such as Pride, The Classic Car Show, Beach events and Carnivals.

RTC will give a minimum of 2 weeks' notice before any event.

## **SECTION 2 - CLEANING REQUIREMENTS FOR PUBLIC TOILETS**

### **Daily A Clean for Public Toilets (Full Clean AM)**

- Thoroughly sweep all floors.
- Wash, clean, sanitise and dry ALL the following surfaces leaving all surfaces as dry and possible.  
Such as.
  - Hand basins
  - Wall gate units
  - Mirrors
  - Tiles
  - Walls
  - Sanitary fittings
  - Urinals

- Lavatory pans
- Toilet seats
- Baby changing facilities
- Solid areas such as walls, shelves, doors and other finishes and floors (removing all dirt and stains)

*PLEASE NOTE - BABY CHANGING FACILITIES AND TOILET SEATS MUST BE FREE FROM ANY DETERGENT.*

- Remove all graffiti on both inside and outside surfaces of all toilet blocks.
- Replenish toilet rolls and paper towels to always ensure adequate supply.
- Inspect all Wall gate units for satisfactory operation. Fill the container with liquid soap to maximum capacity with soap of a viscosity in accordance with Wall gate specifications. The contractor shall not at any time use soap that requires dilution with water.
- Keep all internal and external access paths free of weeds, litter, sand and detritus. Sweep clean footpaths and paved areas, litter pick and clear accumulated rubbish from the areas.
- Keep all storage/service areas kept clean and tidy.
- Replace any missing trap grids on urinals.
- Empty all litter and sanitary waste bins and all other waste arising in the course of the service and dispose of the contents at a suitably licensed waste management facility. Any charges for waste disposal and waste transfer notes are to be paid for by Ryde Town Council the contractor and shall be deemed to have been included in the rates entered in the bill of quantities. If the disposal site is closed the contractor must make alternative arrangements for temporary storage until such time as disposal of the waste can take place. Storage will not be permitted within the premises concerned.

- Remove and safely dispose of any drug related paraphernalia in accordance with current relevant legislation. Notifying the Facilities Officers Cc'ing IWC Environment Officers of evidence.
- Keep all premises smelling as clean and fresh as possible and take all reasonable and practical steps to prevent or eliminate the build-up of any offensive odour. This shall include use of odourising sprays and any other suitable deodorising devices the charges for which shall be deemed to have been included in the rates entered in the bill of quantities.
- All channel and gully grid traps to be kept clear of sand and other debris.
- Remove cobwebs at all levels and all chewing gum deposits, mould, fungus or slime or any other deposits as appropriate.
- Spray any flies found within the premises using a suitable approved chemical but not to cause a nuisance or danger to any person using the premises.
- Clear any blockages as far as the first inspection pit using drain rods with appropriate end attachment to ensure free flowing drainage at all times. Any blockages after the first pit to be notified immediately to the Facilities Officers.
- Check premises for damage or defects including water services and immediately report to RTC Officer.

#### **DAILY B CLEAN FOR PUBLIC TOILETS (SPOT CLEAN)**

- Thoroughly sweep all floors
- All internal surfaces shall be checked and where required cleaned as provided for within this specification. For the purposes of this section “where required” means where there is any evidence of dirt, sand, staining, spillage, or other foreign contamination.
- Litterbins and sanitary bins to be emptied. Bin liners to be replaced where required to ensure that no bin is overflowing by the time of the next clean.

- All toilet pans, urinals, wash hand basins and grid covers shall be cleaned of any blockage or part blockage.
- Toilet roll, soap and Wall gate soap and paper towels shall be replenished where required.
- Any defect or vandalism to be reported.
- Remove and safely dispose of any drug related paraphernalia in accordance with current relevant legislation. Notifying the Facilities Officers Cc'ing IWC Environment Officers of evidence.
- Clear any blockages as far as the first inspection pit using drain rods with appropriate end attachment to ensure free flowing drainage at all times. Any blockages after the first pit to be notified immediately to the Facilities Officers.

#### **WEEKLY CLEANS (PUBLIC TOILETS)**

- Wash all sills, ledges and windows inside and outside and ensure they are free from dust and grime.
- Run all service / cleaners taps plus external shower units, if fitted, for a two-minute period in accordance with the requirements of the legionella risk assessment (Copy to be supplied to the contractor)

#### **MONTHLY CLEANS (PUBLIC TOILETS)**

- Remove all stains, grime and deposits at floor edges, under doors or behind WC pans.
- Mechanically scrub all floors and walls.
- Remove all visible scale and deposits from all stainless steel and ceramic faces.
- Descale, clean and remove all built up deposits from the whole of the faces of the public conveniences particularly,
  - ✓ Urinals
  - ✓ Outlet taps
  - ✓ Immediate pipework
  - ✓ Domical grating
  - ✓ All metal doors
  - ✓ Partitions
  - ✓ Sparge pipes
  - ✓ External flushing tanks

- Descale, clean and remove all built up deposits from internal and external surface areas and parts of the public conveniences including,
  - ✓ The flush rim
  - ✓ Seats
  - ✓ Seat covers
  - ✓ Hinges
  - ✓ Traps
  - ✓ Exterior of flushing tanks of the WC bowls
  - ✓ Wash basins
  - ✓ Sinks (including underneath)
  - ✓ Exterior showers and shower heads (Eastern & Appley)

#### **QUARTERLY CLEANS (PUBLIC TOILETS)**

- The contractor shall clean the exterior of all light fittings and thoroughly wash all ceilings
- Remove sludge and deposits from waste outlet trap pillar and waste pipes of washbasins and sinks and re-filleting of any joints when necessary.
- Re-fillet of any open joints including those revealed by the removal of deposits.
- Deep clean of all storage cupboards.
- External deep clean of pathways, outside showers and walls.
- Clear roof guttering
- Flush through drains

# SECTION 3 - CLEANING REQUIREMENTS FOR HARBOUR HOSPITALITY SUITE

## A and B Cleans

- Empty all litter and sanitary waste bins and all other waste arising in the course of the service and dispose of the contents at a suitably licensed waste management facility. *(Any charges for waste disposal and waste transfer notes are to be paid for by Ryde Town Council the contractor and shall be deemed to have been included in the rates entered in the bill of quantities. If the disposal site is closed the contractor must make alternative arrangements for temporary storage until such time as disposal of the waste can take place. Storage will not be permitted within the premises concerned).*
- Remove cobwebs at all levels and all chewing gum deposits, mould, fungus or slime or any other deposits as appropriate.
- Wash, clean and sanitise all tiled walls and surfaces, solid areas, doors, mirrors, showers, shower screens, toilets, and wall seat.
- Sweep, wash and sanitise all floors.
- Replenish toilet rolls and paper towels to always ensure adequate supply.
- Clear any blockages as far as the first inspection pit using drain rods with appropriate end attachment to ensure free flowing drainage at all times. Any blockages after the first pit to be notified immediately to the Facilities Officers.
- Any defect or vandalism to be reported.
- Remove and safely dispose of any drug related paraphernalia in accordance with current relevant legislation. Notifying the Facilities Officers Cc'ing IWC Environment Officers of evidence.

## Monthly cleans

- Mechanically scrub all floors and walls.

## Quarterly cleans

- Descale, clean and remove all built up deposits from internal and external surface areas and parts of the harbour washrooms including,
  - ✓ Seats
  - ✓ Seat covers
  - ✓ Exterior the WC bowls
  - ✓ Wash basins



- ✓ Sinks (including underneath)
- ✓ Doors
- ✓ Tiled surfaces
- ✓ Toilets
- ✓ Wall seat
- ✓ Showers/shower screens

## **SECTION 4 - HEALTH & SAFETY**

The successful contractor will be required to supply all up to date and relevant risk assessments and safe working method statements for all toilet blocks before the contract commences.

An up-to-date risk assessment and method statement must be provided each year.

The method statement will consider the various risks within the works and set out clear methods for avoiding injury to operatives, the public or property.

## **SECTION 5 - INSURANCE AND COMPETENCY**

Tenderers must provide up to date and relevant insurances including £10 million public liability, driving licence and car insurances, proof of any relevant cleaning qualifications.

## **SECTION 6 - OTHER**

### **Meetings**

Prior to commencement of the contract a meeting will be held to ensure the contractor fully understands the contract, the standards expected by the Town Council and for the contractor to raise any queries.

Ryde Town Council will also arrange a minimum of two annual contract meetings to enable both parties to discuss the contract.

Emergency meetings can be called at any time by RTC officers or the Contractor.

### **Site visits**

The contractor is strongly advised to visit the locations listed and fully inform themselves as to the nature of the works asked of them.

# SECTION 7 - FORM OF TENDER FOR RYDE PUBLIC TOILET CLEANING SERVICES 2022- 2024

Town Hall Chambers,  
10 Lind Street,  
Ryde,  
Isle of Wight,  
PO33 2NQ

Monday, 07 February 2022

Dear Sirs,

I / we have read the specification & contract terms and having understood, by site visits or otherwise, the requirements & the contract.

We offer to deliver the **RYDE PUBLIC TOILETS CLEANING SERVICES** stated in the specification above for the fixed price sum of £..... (Including VAT) (in words) Per Annum.

The above prices are detailed in the supporting bill of quantity quotation checklist section (APPENDIX 5) and in a personal business quotation submitted including as much detail as possible.

I/we understand that Ryde Town Council is not bound to accept the lowest or any tender received. It can also accept either or both of the above at its sole discretion

I/we undertake, in the event of your acceptance of this tender, to execute a formal contract containing the terms & conditions of the tender.

I/we certify that this is a bona fide tender, intended to be competitive and that the amount has not been fixed or adjusted by any arrangement with any other person or organisation.

I/we undertake to keep this tender open for 6 months from the tender return date.

By signing this document, I/We have read and understood Ryde Town Council's Data Protection policy (APPENDIX 1).

Signature:.....

Position:.....

Being authorised to sign tenders on behalf of:.....

Name of Contractor:.....

Address:.....