

FAAM Cleaning Tender FAQ

How much are you looking to spend on this contract?

Barring materials, the Museum has recently employed staff (2FTE) to deliver an in-house cleaning provision. The Museum would not expect the cost any new external contract to increase beyond a like for like expectation of spend (taking into account basic salary, NI contributions etc).

We notice that an interview date is listed as tbc. in the tender, do you have this date please for the diary?

Yes – those contractors who are invited for interview will be notified in advance. Interviews will commence on the 19th of April 2018.

Can we have a copy of the document in Microsoft word form?

Yes – please request this via Bob Turner, Facilities Manager – bob.turner@nmrn.org.uk.

The tender document says there is one operative for 37.5 hours per week, but it was mentioned on the site visit that currently an external company also covers every other weekend, can you confirm what the actual current arrangement is (to gain clarity around the hours worked and by whom)?

The current external company provides 12 hours a week, 2 staff between 0800 and 1100 on alternate Thursday/Friday one week and Saturday/Sunday the other

Is the current operative directly employed?

Yes, hence the requirement of the TUPE process

How many hours a week does he work?

He works Monday to Friday 0800 to 1600, every other Saturday and Sunday 0800 to 1100, Bank Holidays 0800 to 1100

Can you please provide the TUPE information?

For all matters relating to HR please contact our HR office, HR@nmrn.org.uk

I've noted that there is no site information, such as plans and meterage data for the cleaning areas, is this something you are able to provide?

An approximate meterage area can be provided, please see below, due to the location of the museum and because of it being a museum no plans are available.

Hall and other room floor areas – square meterage for cleaning purposes

(All quoted square metres are approximate due to irregular shapes of different areas/rooms)

Hall 1 – 1181 m² - all public display area's where the aircraft are displayed

Classroom – 63.9 m²

Learning Centre – 95.4 m²

Warnefords café – 125.42 m²

Auditorium – 100 m²

Welcome area – 198 m²

1st floor gallery – (red floor) – 154.6 m²

Ramp to ground floor – 53 m²

Retail shop – 225.0 m²

Leander office area – Lobby – 11.69 m²

Retail office – 14.31 m²

Group visits – 18.27 m²

Meetings area – 17.61 m²

WRNS workshop – 13.96 m²

Workroom – 16.38 m²

Corridor – 19.25 m²

2nd floor offices – Learning – 36.41 m²

Heritage 1 – 19.60 m²

Heritage 2 – 11.38 m²

Lobby – 16.49 m²

Mail order – 11.97 m²

Staircase – 3.25 x 3.25 (2 staircases acting as fire escapes each with 2 landings)

Catering office – 14.33 m²

Business support office – 22.89 m²

Registry – 15.31 m²

Duty Manager office – 20.68 m²

General Manager office – 10.64 m²

Meetings room – 24 m²

Hall 2 – 2542 m² - all public display area's where the aircraft are displayed plus the History Intro area and all mezzanine galleries (Battle of the Atlantic, WRNS, Dennis White/Merlin, Operation Skua and the bridge)

Archive area – main office – 24.57 m²

Corridor – 5.12 m²

Workroom – 19.05 m²

Study – 12.11 m²

Office – 9.86 m²

Workroom – 20.08 m²

Collections – office – 17.76 m²

Workroom – 20.08 m²

First Aid Room – 6.67 m²

Aircraft Curator office – 22.65 m²

Staffroom(including kitchen) – 26.91 m²

Toilets

Male – 1 x cubicle, 2 x hand basins, 3 x urinals, 1 x mirror, 1 x hand dryer – 7.94 m²

Female – 3 x cubicle, 2 x hand basins, 2 mirrors, 1 x hand dryer – 8.85 m²

Disabled – 1 cubicle, 1 x hand basin, 1 x mirror, 1 x hand dryer, 1 x pull down changing station – 4.38 m²

Lobby – ramp up to toilet unit – 17.62 m²

Hall 3 – 1932 m² – Flight deck area where the aircraft are displayed only

Island tour – the various compartment floor areas that need cleaning come to 784 m²

(This includes Future Carrier, Recent Conflicts, the Experience Chamber, the wood floor in the Wardroom and the goofer's deck)

Flyco office – located under flyco – 20.60 m²

Toilets

Male – 1 x cubicle, 3 x hand basins, 2 x urinals, 3 x mirrors, 1 x hand dryer – 12.86 m²

Female – 3 x cubicles, 4 x hand basins, 5 x mirrors, 1 x hand dryer – 10.35 m²

Disabled – 1 x cubicle, 1 x hand basin, 2 x mirrors, hand towels, 1 x pull down changing station

- 4.09 m²

Hall 4 – 2176 m² - the floor of hangar only where the aircraft are displayed

Toilets

Male – 3 x cubicles, 3 x hand basins, 4 x urinals, 2 x mirrors, 1 x hand dryer – 14.08 m²

Female – 4 x cubicles, 4 x hand basins, 3 x mirrors, 1 x hand dryer, 1 x pull down changing station

- 12.0 m²

Disabled – 1 x cubicle, 1 x hand basin, 1 x mirror, 1 x hand dryer, 1 x pull down changing station

- 3.26 m²

Lobby – 8.35 m²

Swordfish Centre – 412.50 m²

Outer lobby – 17.55 m²

Inner lobby – 45.6m²

Toilets

Male – 2 x cubicle, 1 x trough style hand basin, 4 x urinals, 1 x mirror, 1 x blade hand dryer

14.61 m²

Female – 6 x cubicle, 3 x hand basins, 5 x mirrors, 2 x blade hand dryers – 17.30 m²

Disabled – 1 x cubicle, 1 x hand basin, 1 x mirror, 1 x hand dryer, 1 x pull down changing station

3.80 m²

Facilities – office – 19.66 m²

Staffroom – 12.39 m²

Cobham Hall (Reserve Store)

Lobby (ground floor) – 24.81 m²

Stairwell – 13.97 m²

Lobby (1st floor) – 35.65 m²

Ground floor office – 33.69 m²

Ground floor workroom – 16.21 m²

Search room – 13.17 m²

Staffroom – 13.43 m²

Kitchen – 4.49 m²

1st Floor workroom – 32.00 m²

Toilets

Male – 1 x cubicle, 2 x hand basins, 1 x mirror, 2 x urinals, paper towels – 7.45 m²

Female – 2 x cubicles, 2 x hand basins, 1 x mirror, paper towels – 8.44 m²

Disabled – 1 x cubicle, 1 x hand basin, 1 x mirror, paper towels – 3.73 m²

Hangar toilet – 1 x cubicle, 1 x hand basin, 1 x mirror, paper towels – 2.5 m²

I've noted that you require a price per unit for consumables and whilst this will be something I can see on the day, I wondered if you have the information such as type and manufacturer available?
All janitorial supplies are sourced at the moment from Tower Supplies of Bournemouth, most of the items are manufactured by Evans, a list of what quantities are used on in average year can be provided

Is the successful contractor expected to provide all their own equipment to service the contract?

Yes as mentioned in the tender document

Is there somewhere onsite that the contractor can store their equipment and janitorial supplies?

Yes there are a number of store cupboards for janitorial supplies and also a large cupboard for equipment

Can you confirm the footfall in the museum over weekends?

This would depend on a number of factors, time of year and weather conditions.

For example a wet Sunday in August could see 1800+, but a dry sunny Sunday in August 400, a Saturday in January you might expect 100 if you were lucky, our average attendance is around the 110,000 a year if that helps