

Cleaning Tender

Junction, Paradise Place, Goole, DN14 5DL

Section 1: Tender Brief

1. About Junction

Junction is a multi-space arts centre located in the town centre of Goole, East Yorkshire.

Operated by Goole Town Council, the main purpose of Junction is to act as a creative and cultural organisation, welcoming members of the public to live theatre, cinema screenings, workshops and activities. There is also an onsite café bar (operated by an independent company) that is open throughout the day and during performances/screenings. In addition, the building is the central headquarters of all Goole Town Council operations.

Junction is open to the public six days a week, Monday to Saturday. Opening times are from 9am and run into the evening when performances/screenings take place.

2. Operational Objectives

Until recently, Junction's cleaning requirements were carried out by a team of two part-time staff members (one full-time equivalent). Those staff are no longer in post.

Goole Town Council (the Client) is now seeking to establish a contract for the delivery of cleaning services for Junction, Paradise Place, Goole, DN14 5DL, and to appoint an experienced contractor who will be responsible for managing and delivering the specified services in a flexible and responsive way.

As our building and programme is unique, we expect the successful tender will have tailored their offer to provide a competitive solution to address our needs.

Junction has variable operating hours depending on the theatre/cinema schedule. However, we are open for core hours each week as follows:

- Mon – Thu: 9am - 5pm
- Fri: 9am - 4.30pm
- Sat: 9am – 3pm

To make the most of the cleaning services and ensure the venue is presentable throughout the day, we seek a company that can provide cleaning cover:

- in the morning (9am – 12noon), Mon - Sat
- and again in the afternoon (1.30pm – 4.30pm), Mon - Sat.

It is expected that the cleaning team will operate across the entire venue interior, dealing with all foyers and corridors, meeting rooms, workshop spaces, the main theatre/cinema auditorium, backstage dressing

room and facilities, offices and toilets/washrooms. The company will also be responsible for the public café-bar areas – though the kitchen and bar is not part of the requirements as they are cleaned by café-bar staff.

As cleaning will take place during hours the building is open to the public, we expect the cleaners provided to have high levels of customer service and an awareness of presentation standards at all times.

The contractor shall:

- Provide a clean and pristine welcoming environment for all staff and visitors to Junction;
- Enable staff working within the premises to carry out their business functions effectively with minimum disruption;
- Ensure that the services are operated in an efficient and cost-effective manner;
- Ensure that the Contractor's staff are well presented, polite, honest, respectful to others, willing to help and ready to work;
- Report to and liaise with Goole Town Council's representatives;
- Ensure compliance with all relevant regulations including Health and Safety;
- Offer advice to Goole Town Council on innovative methods to further improve services;
- Ensure high levels of customer satisfaction.

3. Requirements

The Contractor shall provide a high-quality, comprehensive Cleaning Service throughout the Premises, delivered in a safe and efficient manner, taking responsibility for maintaining the cleanliness of all internal cleanable areas including fixtures, fittings, furniture and finishes, to minimise degradation, enhance asset life cycle and ensure the Client's high standards and image are maintained.

In delivery of the Services the contractor will be expected to have a flexible approach in that additional tasks, not detailed below, will be undertaken in agreement with the Client to ensure a safe and clean environment.

The Contractor shall be responsible for monitoring the provision of the Services on a daily basis to ensure high-quality is consistently provided and the Specification is met.

The Contractor shall be responsible for setting up and operating a safe system of work with regard to all aspects of its operation.

Due to the nature of the Client's business, certain areas and rooms may be inaccessible for cleaning during certain times. The Contractor will be required to take this into consideration and have in place a system to ensure such areas are cleaned, as appropriate.

3.1 Staffing

Junction requires a team of cleaners six days a week. The contractor is responsible for establishing the structure and size of the cleaning team to meet requirements, however – we expect a minimum of two cleaners assigned to duties with Junction.

- The contractor is responsible for the payment of cleaners and their entitlement to annual leave, sick pay, workplace pension, etc.
- The contractor is responsible for all personnel issues that may arise.
- Duration and actual time of house may change according to the demands of the business. Goole Town Council will endeavour to keep changes to a minimum and give the contractor as much notice as possible.

3.2 Uniform

It is the responsibility of the contractor to provide appropriate clean and presentable uniforms.

3.3 Training

The contractor is expected to provide adequate technical training to its staff (and refresher training at appropriate intervals) to ensure they can carry out all tasks in line with Health and Safety requirements.

3.4 Window cleaning

The contractor is not responsible for monthly cleaning of windows (interior and exterior).

- However, the contractor will be expected as part of the normal cleaning service to remove any stains or marks on windows around eye level and below.

3.5 Sanitary Bin Services

The contractor is not expected to provide Sanitary Bin services (though may wish to indicate if they offer these services ahead of our next contract renewal).

3.6 Pest Control

The contractor is not expected to provide Pest Control services (though may wish to indicate if they offer these services ahead of our next contract renewal).

3.7 Consumables

The contractor is not expected to provide consumables. These will be provided by Goole Town Council. However, if you prefer to supply your own cleaning materials – please indicate on the tender response.

- It will be the responsibility of the cleaning staff to inform the relevant member of staff of any low running supplies/requirements to reorder.

3.8 Waste Removal

The contractor will be required to assist with waste removal from inside the building to external collection points and to co-operate with any waste management schemes that the client has in place.

The Contractor is required to support processes the client has in place to reduce the amount of waste going to landfill, increase recycling and reduce overall waste.

The Contractor shall use all reasonable endeavours to ensure that any waste generated in the delivery of the contracted services is disposed of in a compliant manner in keeping with the Client's policy.

4. Specific areas covered

The specification covers all of Junction's internal space (with the exception of the café bar kitchen and bar area). The following is required:

4.1 Offices

Junction has three office spaces (Goole Town Council/Junction Office, Operations Office, Box Office). We require daily cleaning of each office:

- A good standard of cleanliness and appearance is required at all times.
- All floors must be free from grit, dust and debris with no apparent removable stains.
- All walls, skirtings, rails, coving, radiators, pipes, vents, grilles, doors, doorframes, fittings and glass panels, window frames and sills must be free from debris, dirt, marks, and dust.
- All chairs / seats and soft furnishings shall be clean, dry and free from dust.
- All workstations, screens, bookcases, shelves, cabinets, tables, pictures and coat racks must be free from debris, stains, marks and dust.
- All fittings shall be free from dust, marks and smears.
- All signage, including emergency signage shall be clean, dry and free of stains, marks and dust.
- All waste receptacles shall be emptied as necessary. Bins must be emptied, clean and dry inside and out, bin-liners replaced where necessary and bins returned to their original locations.
- All electrical equipment, shall be free of debris, stains, marks and dust, using an appropriate cleaning method for this equipment so as not to damage the equipment.
- All cleaning methods used must be of a sufficient quality to meet standards and to maintain any guarantees.

4.2 High Usage Areas

The requirements for these areas will be the same as in 4.1, and shall include the auditorium and associated backstage areas (dressing rooms and technical galleries), workshop space, community room, café bar, foyer spaces, corridors and stairwells, and the lift. In addition to the standards in 4.1, these areas also require:

- A high standard of cleanliness and appearance at all times – these are areas of high volume traffic that will require cleaning throughout the working day (potentially in both shifts).
- Remove spills and wetness from floor coverings as soon as discovered by the contractor's staff or notified to them and treat to minimise damage and reduce the risk of staining and risk of slippage. Wetness on hard floors near doorways should be anticipated on wet days.
- All waste and other rubbish receptacles to be removed frequently.
- All handles to be wiped down daily with disinfectant.
- Metal surfaces must be treated with an appropriate cleaning solution and where applicable polishing agent including all brass fittings such as balcony space in the auditorium.
- Floors and walls shall be cleaned at regular intervals.
- Areas will be kept free of dust, dirt and debris, and things like cobwebs will be removed at regular intervals.

4.3 Hygiene areas

Junction's hygiene areas include kitchen areas used by staff and public, and a number of toilets/washrooms/baby change facilities open throughout the day to the general public, or to staff and visiting companies only. The requirements for these areas will be as 4.1 and 4.2, and in addition:

- The increased risk of microorganism build-up and cross contamination will be recognised and prevented.
- The Contractor shall ensure they identify by colour code all equipment and materials used in the cleaning of toilets, bathrooms and shower rooms and maintain separation between equipment used for toilet areas from those used for shower and wash basins. The contractor must ensure that all these items are never used outside these areas and only for designated type of use.
- All sanitary ware, including showers, shower heads, sinks, wash hand basins, WC bowls, seats, covers, hinges, tops, undersides, rims, taps, overflows, outlets, chains, plugs, urinals, brushes, toilet roll holders, tiled surfaces, splash backs, hand driers, soap dispensers, and vanity units must be free from scum, grease, hair, scale, dust, soil, spillages and removable stains.
- Particular attention must be paid to ensuring door and cistern handles and latches are thoroughly cleaned to prevent cross contamination
- Walls, doors, cubicle partitions and surfaces shall be wiped by a disinfectant solution regularly.
- Mirrors must be clean and free from smears.
- All consumables necessary for a complete washroom service (for example, toilet rolls, hand towels, feminine hygiene products, etc) shall be checked and fully stocked.

4.4 External areas

Outside of Junction, the building footprint includes access steps/ramp and an undercover walkway/seating area. The requirements for these areas are:

- Regular checks to ensure the area is free from litter and any other debris.
- Floors are given a weekly clean with a hard brush and suitable solution.

5 Equipment

The Contractor is to provide all cleaning equipment at their own expense. The client shall provide a storage cupboard for such equipment, which is also used to store consumables.

Equipment should use resources, such as energy and water, efficiently (e.g. rated B or better under the EC's energy labelling scheme and are HCFC and HFC free if they use refrigerants) and is to be specified to achieve value for money taking a whole life costs approach.

If during the contract the Client provided any Cleaning equipment, the Contractor will have a duty to take proper care of the equipment provided by the Client and to return it at the end of the contract in good condition, subject to fair wear and tear.

Energy and water may be provided to the Contractor on the basis of free supply. The Contractor is required to use them economically and to institute and maintain procedures to monitor/control and minimise the usage of energy and water.

6 Implementation of Operations

After award of Contract, the Contractor must arrange meetings with the client to establish and agree day to day Operational Procedures. During this time, the contractor shall also undertake routine examinations and inspections of the Premises and Services necessary to assume its duties in full.

7 Performance Monitoring

Performance monitoring is key to ensure that value for money is achieved. Performance monitoring and contract management will be taken forward in three tiers:

- Daily Operational Management;
- Contract/Performance Reviews; and
- Escalation Procedures.

7.1 Daily Operational Management

The contractor shall be responsible for implementing a monitoring and reporting system which manages the performance and standards of service delivery. During implementation of the contract, the contractor shall meet with the client to agree day-to-day operational procedures, setting out the specific requirements for the building.

This day to day operational procedure is to be signed off by the client. In it, the contractor shall:

- a) Develop clear operating procedures for staff to ensure service standards are understood, maintained and recorded on a daily basis;
- b) Establish management information systems to capture and record information in support of performance monitoring and to enable regular robust performance reporting;
- c) Provide monthly performance reports to Junction's Operations Manager (Arts). The contractor will nominate a representative, who will provide regular contact with the client, and who will be the daily point of contact for operational queries.
- d) The contractor and the client shall hold review meetings on a regular basis to assess the performance and effectiveness of the services. The frequency of the meetings is to be mutually agreed between the contractor and client prior to contract commencement, but contractors should be prepared to meet monthly.
- e) Where possible, the contractor shall deal directly with the client to resolve complaints. At the request of the client these complaints shall be escalated if necessary.

7.2 Contract Management

Periodic review meetings will be scheduled with Junction's Operations Manager (Arts) and the contractor. These meetings shall be held at least every quarter, however, may be requested at more regular intervals in the event of poor performance. The meeting will review the performance across

the previous six months. The meetings will also be used to investigate the potential for savings or to improve efficiency or performance.

The Contractor shall provide service reports at their own cost to support and inform regular review meetings between the contractor and client. Each service report shall detail the following:

- a) Delivery of services supplied and performance in the previous six-month period;
- b) Contract variation requests;
- c) Details and status of all complaints;
- d) Forthcoming changes in legislation;
- e) Health, safety and environmental breaches and recordable accidents, incidents and near misses relating to the utilisation of all premises;
- f) Training carried out with contractor staff;
- g) Service delivery proposals and contractual issues if any changes have occurred.

8 Escalation Procedures

In the event complaints cannot be resolved between the client and the contractor, the client will escalate this to a member of the Senior Leadership Team. At the client's request, the contractor shall also escalate this within their organisation and agree to meet with the client to discuss complaint resolution.

9 Change of Requirements

The Client is entitled to add or delete services from the contract, as operational requirements change. As such, the Client offers no guarantee that the value of the contract will remain unchanged throughout the contract period.

10 Contractor's Staff

The contractor must ensure all staff (whether permanent or temporary/relief) have skills, qualifications and experience commensurate with the services to be provided.

The Contractor shall ensure that the qualifications and training of staff meets all relevant statutory requirements, with an appropriate training regime throughout the duration of the contract.

Contractor's staff must at all times act and conduct themselves as ambassadors for the client in the execution of their duties. They must take due care of and display due diligence towards the client's facilities and property.

The Client reserves the right to refuse admission to any contractor staff who behaves in an inappropriate manner.

Contractor's staff shall ensure that all tasks carried out under this contract are conducted with the minimum of inconvenience to all building users or disturbance to the client's business. Where a level of inconvenience cannot be avoided, this is kept to an absolute minimum and the client's expectations are effectively managed through advance warning and regular updates.

The Contractor's uniforms shall be worn at all times when on duty. The Contractor shall be responsible for ensuring that its operatives maintain a high standard of personal cleanliness and hygiene.

Contractor's staff shall be fully conversant with the requirements of the contract, the need for confidentiality and fully and appropriately briefed on their task and in the client's use and occupation of the premises.

Contractor's staff are required to be helpful and co-operative to users of the premises and visitors.

The contractor shall ensure that all staff receive training in customer care techniques and equal opportunities/diversity training that will ensure that they deal with all occupants and visitors in an appropriate manner.

The contractor shall maintain an appropriate number of managerial, supervisory and operational staff to ensure delivery of the services. This shall include a competent and qualified team to manage and deliver the services; these staff will be identified as Key Personnel.

The contractor should nominate an account manager/co-ordinator to organise and supervise the services. The account manager should stay in contact with the client and be contactable during normal working hours.

The contractor should immediately inform the client of any disciplinary action/termination of contract of any staff member.

11 Keys and security issues

The contractor's staff may be issued with keys to access secure parts of the venue. The keys will only be available during times the staff are working and must not be taken off-site at any times.

Whilst in possession of keys the contractor's staff will be responsible for these keys and ensuring rooms/spaces are securely locked after being cleaned.

Under no circumstances shall the contractor's staff:

- leave keys unattended,
- disclose any security or keypad codes,
- loan or supply the keys to the premises to any unauthorised persons,
- allow/bring unauthorised persons onto the premises.

The contractor will be liable for any loss, damage or expense caused as a direct result of their staff:

- failing to properly secure the premises,
- disclosing security or keypad codes to unauthorised persons,
- loaning or supplying keys to the premises to unauthorised persons,
- losing keys – in which case the contractor shall be responsible for the cost of replacing locks.

Contractor's staff must immediately report to the client, any incidents of damage, vandalism or irremovable graffiti which they encounter during their work.

In the event of a break-in, contractor's staff should not interfere with any possible evidence but contact the police and the contract manager or his/her representative as soon as possible.

12 Emergency Procedures within the building

The contractor shall ensure that all their staff are aware of the protocols to be used in case of an emergency. They shall participate fully in the testing and implementation of the client's emergency management procedures including evacuation drills, fire drills and security emergencies. The contractor shall inform and train their staff in the pertinent procedures and methods.

13 Health and Safety

The client has overall responsibility for the Health and Safety management at the premises in accordance with the relevant legislation. The contractor shall ensure compliance with all relevant Health and Safety legislation.

The contractor shall, when delivering the services, ensure the protection of the Health and Safety of all building occupants; staff, employees, users, visitors, contractors and members of the public.

The contractor shall comply with the client's smoking, health and safety and security policies.

The contractor shall ensure that all Health and Safety Risk Assessments, Method Statements, Control of substances hazardous to health (COSHH) Assessments and other associated activities for which he has responsibility/control at the premises are in place and remain up to date.

The contractor shall comply with all requirements under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR). The contractor shall inform the client immediately by telephone and e-mail of all near misses and accidents resulting in injury and provide written reports of all accidents within 5 working days of any accident taking place relating to contractor staff, or the public.

The contractor shall be required to report to the client on all Health and Safety matters during quarterly reviews. The client requires the contractor is continuously up-to-date with changing legislation, and any advances in technology that may affect Health and Safety facilities and equipment, in order to provide comprehensive professional advice for all Health and Safety and associated matters.

14 Risk Assessments

The contractor shall be responsible for all risk assessments relating to its services and share these in written form with the client. The contractor shall have sole responsibility for the compilation and updating of the risk assessments, which must be reviewed at least annually.

15 Business Continuity

The contractor shall ensure that services can continue to be delivered at the client's premises at all times, even in such situations as the failure of the contractor's IT systems, the temporary closure of the contractor's own premises, difficulty in obtaining supplies, industrial action by contractor staff or other parties, loss of utilities, supplies failure, severe weather, staff sickness or annual leave etc.

The contractor shall support the client's business continuity planning by offering practical advice on issues pertaining to this contract.

16 Handover of Services on Contract Expiry

On the expiry or earlier termination of the contract, the contractor shall:

- ensure there is no diminution of the services up to and including the final day of the contract period;
- co-operate with the client and any incoming contractors to ensure the transfer of services as smoothly and efficiently as possible;
- draw any outstanding work to a close at an appropriate stage as agreed with the client;
- hand over appropriate documentation pertaining to the services;
- return any security passes, access cards, keys, equipment, etc. owned by the client and used by the contractor.

17 Other Interrelated Contractors

Contractors may be required to work with third-party suppliers to ensure disruption to the client's services is kept to a minimum.

Section 2: Responses

Site Visit

In preparing their response to this tender, contractors are welcome to hold one meeting onsite to understand in more detail the requirements of the brief and take a tour of the venue.

If you would like to arrange a meeting, please contact Graham Whitehead (Arts Programme Manager) on graham.whitehead@goole-tc.gov.uk / 07741 292522 or Helen Tawn (Operations Manager – Arts) on helen.tawn@goole-tc.gov.uk / 01405 763652 (ext 812) to arrange.

Questions

When submitting a tender we expect contractors to answer all of the following questions. Failure to answer any question will result in the tender response being rejected during the selection process.

- 1 Describe the principal areas of business activity of your organisation, detailing its history and the type of services provided. If you are a relatively recently established company or a start-up business, please detail your past experience and how this supports your application.
- 2 Please describe in detail your current and previous experience of providing services similar in size and scale and how you meet the requirements outlined in the brief.

- 3 Please provide at least two example(s) of your past experience (within 3 years of the date of the tender return) demonstrating your ability to provide the services being sought. Details must include:
 - Name of the contract awarded
 - Customer name and address
 - Date awarded
 - Expiry Date
 - Period of the contract and annual contract value
 - Brief description of the scope of the contract and services required
- 4 Please detail your business approach to quality management and what systems you use to ensure high quality delivery at all times. Please highlight if your organisation holds a recognised quality assurance accreditation.
- 5 Tenderers must demonstrate how they would ensure a smooth commencement of this contract to guarantee the delivery of a quality service from the Contract's commencement date.
 - This should include details on how the Contractor will allocate resources, assign tasks and monitor progress.
 - Tenderers must detail what systems will be used to communicate and interface directly with the client.
 - The plan must include, key dates, goals and milestones to ensure delivery of this service.
- 6 Describe how you will provide the client with the required services as detailed in the brief.
- 7 What do you consider are the key requirements of achieving a successful working partnership?
- 8 Please detail your approach to Continuous Improvement of services.
- 9 Tenderers must demonstrate how the standard of services delivered will be monitored and reported during the life of the contract. This should include details on:
 - The performance management procedures which will be employed to monitor the quality of operational services and also the success factors that would be applicable to this contract.
 - What systems will be in place to communicate with the clients Operations Manager (Arts) to ensure the smooth running of the contract and enable issues to be dealt with in an effective manner.
 - Tenderers must also detail the procedures for escalation in the event that problems cannot be resolved at the operational level.
- 10 Do you or any members of your team have any personal relationships with Officers or Councillors of Goole Town Council – if so please indicate the relationship.
- 11 Is there any possible conflict or perceived conflict of interest that may occur as a result of awarding this contract, including any direct/indirect interest in the work of Junction Goole and/or Goole Town Council?
- 12 Please confirm that you have not and will not canvas or solicit any Councillor or Employee of Goole Town Council in connection with the preparation, submission or evaluation of this tender or award.
- 13 Please include the following information with your tender:
 - Company Name
 - Name of key contact
 - Registered Address
 - Post address (if different)
 - Telephone Number
 - Email address

- Number of employees in company
- Number of Directors (if applicable)
- Type of company (ie. sole trader, limited company, partnership, etc)
- Company Registration Number
- VAT Registration Number (if applicable)
- Confirmation of Public Liability Insurance
- Confirmation of Employer's Liability Insurance

Budget Proposals

We also require submission of a quote. This quote should factor in the requirements of the brief as noted in Section 1, and should include as a minimum the provision of services for 2 x 3hr shifts every day of the week:

- in the morning (9am – 12noon), Mon - Sat
- and again in the afternoon (1.30pm – 4.30pm), Mon - Sat.

If the contractor suggests any additional requirements/hours – the rationale on these should be explained as part of the quote.

In addition, the contractor should note the hourly rate of contracted staff as applicable – for example, to indicate the additional cost should we request overtime.

The contractor should also indicate any management/service fee – to cover the management of the contract and supply of equipment as noted in Section 1. It should be clear if this fee is a monthly or annual charge, and when payments will be expected.

The contractor is invited to quote on the supply of Sanitary Bin Services, Pest Control, and Consumables should they wish. However, these are not a required part of the services and should be quoted separately.

All figures quoted should be net of VAT if applicable.

Submitting your tender

- Tender advertised: Monday 1 August 2022
- Deadline for responses: Tuesday 30 August 2022, 12noon.

Please submit your tender by email to:

- Helen Tawn (Operations Manager – Arts): helen.tawn@goole-tc.gov.uk
- All tender submissions will be confirmed by reply. If you do not receive confirmation of receipt – please check your spam folder in the first instance. If no receipt - contact Helen on 01405 763652 (ext 812).

Section 3: Assessment & Award

All tender responses received by the advertised deadline will be assessed as follows:

- Have all questions been answered as noted in section 2? If any question is unanswered, the response shall be rejected and no further consideration made.
- Does the tender include a clear budget proposal for the minimum hours as stated. If a budget is not included, the response shall be rejected and no further consideration made.

Evaluation Process

Any responses not excluded as above will be assessed on:

- Technical and Professional Ability
- Implementation/Resource delivery
- Ongoing approach to delivering the required service
- Performance Monitoring/Quality Assurance
- Budget Proposal

Each area will be scored as follows:

Score Descriptor

- 0 - Failed to address the criterion.
- 1 - Poor proposal to address the criterion.
- 2 - Limited proposal to address criterion.
- 3 - Acceptable proposal to address the criterion.
- 4 - Good proposal to address the criterion.
- 5 - Excellent proposal to address the criterion.

Any submissions scoring 0 – 2 in any area will be excluded from the process.

Please note: We are not obliged to accept the lowest quote as the successful tender. Our evaluation is based on all the criteria noted. We are also not obliged to meet with any contractor submitting a tender in advance of award the tender.

Award of tender

The successful contractor will be awarded the tender on a three-year agreement, subject to agreeing all necessary contracts and supply of required paperwork (insurances, etc).

The tender will have a one year review clause as standard – with appropriate notice, either party can terminate the agreement at that stage without further penalty. Detail of this should be included in the service contract.

ENDS