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Tender

Management of Public Toilets

Chippenham Town Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-014637

Procurement identifier (OCID): ocds-h6vhtk-0656c9

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Scope

Description

Tenders are invited for the management of the public toilets for the period 1st April 2026 to the 31st of March 2029. Tenders are invited for both Option 1 and Option 2.

Opening times

The public toilets are open daily, every day of the year including all bank holidays.

Toilets all have time locks and are set to open at 08:00 and close at 20:00.

Option 1 April 1st to March 31st. (Excluding Christmas Day and Boxing Day)

Daily: Full clean of four toilet sites in Chippenham, (cleaned as required, consumables topped up, bins emptied as required, sharps boxes replaced as required), daily health & safety checking.

Daily: Complete daily attendance sheets (to be returned to Chippenham Town Council Monthly). H&S checks to ensure no hazards exist to staff or members of public.

Scheduled Maintenance and servicing

The access control and timed access controls to be serviced and maintained at all times.

Reactive Maintenance/Repairs

Minor repairs within Contractor capability shall be completed within 24 hours of identification.

Defects outside Contractor capability must be reported to the Council within 2 hours.

An hourly rate for reactive maintenance must be submitted and shall remain fixed for the duration of the Contract (subject to RPI adjustment only).

Option 2 April 1st to March 31st. (Excluding Christmas Day and Boxing Day)

Daily: Full clean of four toilets in Chippenham, twice a day, one visit AM and then one visit PM (with a minimum of 5 hours between cleans) cleaned as required, consumables topped up, bins emptied as required, sharps boxes replaced as required, daily health & safety checking.

Daily: Complete daily attendance sheets (to be returned to Chippenham Town Council weekly). H&S checks to ensure no hazards exist to staff or members of public.

Scheduled Maintenance and servicing

The access control and timed access controls to be serviced and maintained at all times.

Reactive Maintenance/Repairs

Minor repairs within Contractor capability shall be completed within 24 hours of identification.

Defects outside Contractor capability must be reported to the Council within 2 hours.

An hourly rate for reactive maintenance must be submitted and shall remain fixed for the duration of the Contract (subject to RPI adjustment only).

General

- The contractor will provide all their own equipment, cleaning equipment, consumables and toilet paper. Environmentally sensitive products to be used in line with the Councils Environmental Scope. Contractors must comply with the current legislation for the management of hazardous substances. MSDS to be provided and kept in toilet service

corridor for use by operatives.

- The contractor will remove all waste materials from toilet cubicles daily and dispose correctly from site weekly.
- The contractor will have full public liability insurance, a health & safety policy and appropriate risk assessments in line with current Health & Safety Legislation. Any sub-contractor employed by principal contractor must also hold full public liability insurance. Valid copies of these documents to be provided to Chippenham Town Council.
- A waste carrier License is required by the successful Contractor.

PAYMENT TERMS

- Payment monthly in arrears
- Valid VAT invoice required
- 30-day payment terms from receipt of correct invoice
- The Council reserves the right to withhold payment proportionately in respect of services not delivered.

The rates agreed at commencement of contract will increase annually in line with the government official RPI as quoted for March at the end of each contract year. (Ordinarily published in April).

Contact with this Council is the nominated Council representative who will be responsible for the day-to-day supervision.

TERMINATION

The Council may terminate the Contract:

Immediately for:

- Material breach
- Insolvency
- Failure to maintain insurance
- Repeated KPI failure

With 3 months' written notice for convenience.

The Contractor may terminate with 3 months' written notice.

The Contract will run from 1st April 2026 to 31st March 2029.

For further details interested parties should contact:

Will Tidmarsh

Head of Environmental Services

07875664690

Email: wtidmarsh@chippenham.gov.uk

Chippenham Town Council

Town Hall

High Street

Chippenham

Wiltshire

SN15 3ER

Tel: 01249: 446699

Email: enquiries@chippenham.gov.uk

Toilet Sites

1. Bath Road Car Park Toilets SN152SA

1 cubicle consisting of 1 traps, 1 baby change and 1 Wallgate hand wash

2. Monkton Park Toilets SN153PE

Building consisting of Ladies 3 traps, 1 baby change and 1 Wallgate hand wash.

Gents 1 trap, 1 urinal and 1 Wallgate hand wash.

Accessible 1 trap, 1 sink and 1 hand dryer.

3. Borough parade Car Park Toilets SN153ED (Under refurbishment)

2 cubicles consisting of 1 traps, 1 baby change and 1 Wallgate hand wash (TBC)

4. Timber Street Toilets (Bus Station) SN153GD (Due for replacement to a 2-cubicle structure)

2 cubicles consisting of 1 trap, 1 baby change and 1 Wallgate hand wash (TBC)

Tenders will be assessed using the scoring method

50% Price

40% Quality

10% Environmental

Estimated Tender Value £45,000

Terms and Conditions:

i) All prices tendered are to be net of VAT which is to be added by the successful tenderer at invoice stage.

ii) A Chippenham Town Council Purchase Order will be issued to the successful tenderer as confirmation of the works order and as soon as is practically possible after Council approve the order.

iii) The Council includes the products and services it procures in its carbon footprint to measure and take responsibility for its impacts on the climate and biodiversity. Only Tenders that fill out the Environmental Scoping assessment will be considered.

iv) Reservation: The Town Council reserves the right to not accept the lowest, or any Tender.

Tenders must be returned either:

In an envelope addressed to Chippenham Town Council CEO, The Town Hall, High Street, Chippenham, Wiltshire, SN15 3ER, and Marked : TOILET CLEANING TENDER

Or emailed to procurement@chippenham.gov.uk

v) Failure to do this will lead to disqualification from the quotation process.

TENDER FORMS MUST BE RETURNED BY: 12 Noon 20 March 2026.

Total value (estimated)

- £45,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- 3 years

Main procurement category

Services

CPV classifications

- 90900000 - Cleaning and sanitation services

Contract locations

- UK - United Kingdom

Participation

This procurement is reserved for

UK suppliers

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

16 March 2026, 12:00pm

Tender submission deadline

20 March 2026, 12:00pm

Submission address and any special instructions

Tenders must be returned either:

In an envelope addressed to Chippenham Town Council CEO, The Town Hall, High Street, Chippenham, Wiltshire, SN153ER, and Marked : TOILET CLEANING TENDER

Or emailed to procurement@chippenham.gov.uk

Tenders may be submitted electronically

No

Award criteria

Tenders will be assessed using the scoring method

50% Price

40% Quality

10% Environmental

Procedure

Procedure type

Below threshold - open competition

Documents

Associated tender documents

[Toilet Cleaning Tender.docx](#)

[Environmental Scoping Assesment.docx](#)

Contracting authority

Chippenham Town Council

- Public Procurement Organisation Number: PTRH-8339-CTTZ

Town Hall, High Street

Chippenham

SN15 3ER

United Kingdom

Email: procurement@chippenham.gov.uk

Region: UKK15 - Wiltshire CC

Organisation type: Public authority - sub-central government