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Contract

Cleaning Services Contract Public Conveniences on behalf of Penzance Town Council

Penzance Town Council

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-047144

Procurement identifier (OCID): ocds-h6vhtk-05064f ([view related notices](#))

Published 8 August 2025, 9:53am

Scope

Reference

04/25/001

Description

Key objective to provide high quality cleaning services to the Councils public convenience with provide a positive image of the area, both for local service users as well as visitors and tourists.

The services are for the delivery of the Public Toilet cleaning contract for the seven facilities operated by Council:

Wherrytown (including fountain)

Alexandra Play park

South Pier

TIC Toilets

Penalverne

Princess May

Newlyn

Contract 1. Cleaning Services Contract Public Conveniences on behalf of Penzance Town Council

Supplier

- CRYSTAL CLEAR PROFESSIONAL CLEANING LIMITED

Contract value

- £693,934.59 excluding VAT
- £832,722 including VAT

Above the relevant threshold

Date signed

29 July 2025

Contract dates

- 1 October 2025 to 30 September 2027
- Possible extension to 30 September 2030
- 5 years

Description of possible extension:

Annual extensions up to maximum of 5 years.

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

Yes in line with the contract and this includes options to vary services provided in line with the contract scope and include or remove sites from the contract

CPV classifications

- 90910000 - Cleaning services

Contract locations

- UKK3 - Cornwall and Isles of Scilly

Key performance indicators

Name	Reporting frequency
Customer Satisfaction - number of complaints received / upheld complaints	1 months
Client Satisfaction - based on Random Samples	3 months
Compliance with contract Service standards	1 months

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Supplier

CRYSTAL CLEAR PROFESSIONAL CLEANING LIMITED

- Companies House: 09346104

Unit 4 Stable Hobba

Penzance

TR20 8TL

United Kingdom

Email: admin@crystalteam.com

Region: UKK30 - Cornwall and Isles of Scilly

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Cleaning Services Contract Public Conveniences on behalf of Penzance Town Council

Contracting authority

Penzance Town Council

- Public Procurement Organisation Number: PYNG-4641-RJNQ

Penlee Centre

Penzance

TR18 4HE

United Kingdom

Contact name: Ben Brosgall

Email: INFO@penzance-tc.gov.uk

Website: <https://www.penzance-tc.gov.uk/>

Region: UKK30 - Cornwall and Isles of Scilly

Organisation type: Public authority - sub-central government