



NEWPORT (Shropshire) TOWN COUNCIL

The Guildhall, High Street, Newport, Shropshire, TF10 7AR

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Tender for Cleaning and Maintenance of Public Facilities 2025.

Date of Issue: 28.05.2025

Closing Date: 27.06.2025 3pm

Contract Start Date: 01.08.2025

1. INTRODUCTION

Newport Shropshire Town Council invites sealed bids from eligible and experienced contractors for the operation, and/or maintenance of public facilities at:

- Public Toilets - Stafford Street Car Park, Stafford Street, Newport, Shropshire TF10 7LT
- The Community Library - 53-55 High Street, Newport TF10 7AQ
- Cemetery Chapel and Toilet – Audley Avenue, Newport, Shropshire, TF10 7DS

SCOPE OF WORK FOR THE PUBLIC TOILETS

The public toilets have high traffic, especially during weekends and the summer months and therefore the cleanliness must be of a high standard.

The contractor will be a key holder and responsible for unlocking and locking of the building.

The public toilets comprise of the following.

Men's - 3 x urinals, 2 x toilet cubicles and 2 x hand washing facility

Ladies – 3 x toilet cubicles and 3 x hand washing facility

Disabled – 1 x toilet and 1 x hand washing facility

Baby change – 1 x baby change facility, 1 x hand washing facility

The awarded contractor will need to follow the frequency as set out in the table below and will need to submit their costings against this frequency:

Building	Building opening hours	Cleaning Hours	Additional Notes
Public Toilets	Monday to Friday 8:45am to 6pm Saturday /Sunday/ Bank holidays 8:45am to 4:30pm <i>Note: closed Easter Sunday, Christmas Day, Boxing Day, New Years Day,</i>	2 hours per day	steam clean once per month

Cleaning materials, e.g., dusters, cloths, brushes, mops used for cleaning of urinals and WC pans must be kept exclusively for that purpose and not used for cleaning anything else.

The Contractor may deploy an operative of either sex provided that when work of any nature is being undertaken in a toilet of one sex by an operative of the opposite sex, a notice shall be exhibited at the entrance in the following or other approved forms:-
“These facilities maybe cleaned by male or female operatives”

Sequence of Cleaning

Cleaning should be carried out to follow a systematic sequence. This will avoid areas, which were previously cleaned from becoming wet and soiled again before the cleaning process is completed.

Prior to commencement

Erect signage to advise users of cleaning in progress and of potentially wet floors. Check all lights, hand- driers, door locks, baby changing equipment are working correctly. Whilst any cleaning is taking place, all necessary temporary protection and warning notices shall be displayed. Protective clothing should be supplied by the contractor and worn by operatives at all times.

SPECIFICATION FOR DAILY CLEANING

The following tasks are to be completed on a daily basis:

- 1) All toilets will be unlocked before **8.45 am** on a daily basis.
- 2) All toilets will be examined for any faults immediately on opening. If required, in the first instance attempt to free blocked toilet pans, or shut off water prior to reporting the blockage or leakage to the Client. Carry out an internal and external visual assessment of the general state of repair of the building; check all fixtures for serviceability and report to Client if necessary.
- 3) Damaged items of danger to the public will be reported to the Client immediately. In this case, amenity should be locked to prevent public access.
- 4) Clean up and remove all general rubbish, and other foreign matter, including Glass, within the toilet block and within a 3-metre perimeter (block paving area) of the building and surrounding footpaths, sweep block pavers, and weed regularly.

INTERNAL CLEANING

a) Cleaning of Sanitary Receptacles

Scrub and wipe down all toilets, urinals, hand basins and tap sets. All sanitary receptacles will be free of spots, stains, and finger marks. All sanitary receptacles will be free of unpleasant odours. Sanitise and remove any limescale on all taps, hand driers, soap dispensers, handrails and door handles daily.

b) Cleaning of Toilet Room Fixtures

The wall surfaces will be free of spots and smears. All toilet seats and hand washing facilities will be sanitised and free of spots and stains. The plumbing fixtures will be free of mould and water stains.

c) Cleaning of Supply Dispensers, Tile Walls, Stall Partitions, Doors, Shelves and Floors

5) All supply dispensers will be clean and free of finger marks and water spots. All areas will be free of gum, dust, fingerprints, water stains, smudges and other soil. Walls, stall partitions, and doors will be free of hand marks, shoe marks, dust, pencil marks, lipstick smudges, water streaks, mop marks, and mould. Floors (especially in corners) will be free of dirt and dust, gum, grease, black marks, loose paper, water, mop stains, and strings. Particular attention should be given to area under urinals and sanitise the wall behind the urinals daily. Cleaning of internal windows.

6) Replenish toilet paper, liquid soap as required at the necessary levels to ensure public amenity is useable. All cleaning materials and toilet roll to be supplied by the contractor. Liquid soap to be provided by Newport Town Council.

7) Remove any graffiti or (on painted surfaces) paint over, from internal or external surfaces which is either offensive or identifies an Individual by name. If this is not achievable the Town Council will be contacted to authorise the removal.

8) Remove and dispose of any Sharps, at all times carry an approved sharps container to ensure correct disposal of sharp items. Container & lifting tongs supplied by Newport Town Council. Report to Client and local Police if sharps become a frequent problem.

9) Prior to closing, all toilets will be examined for any faults. If required, attempt in the first instance to free blocked toilet pans or shut off water prior to reporting the blockage or leakage to the Client. Carry out an internal and external visual assessment of the general state of repair of the building; check all fixtures for serviceability and report to Client if necessary.

10) Toilets to be locked in the evening in line with official closing times.

MONTHLY DEEP/ STEAM CLEAN

1) WC Bowls – Descale, clean and remove all deposits from internal and external parts of the fitment to include flushing rim, seat, seat lids, S and P traps and cleaning of exterior of flushing tank.

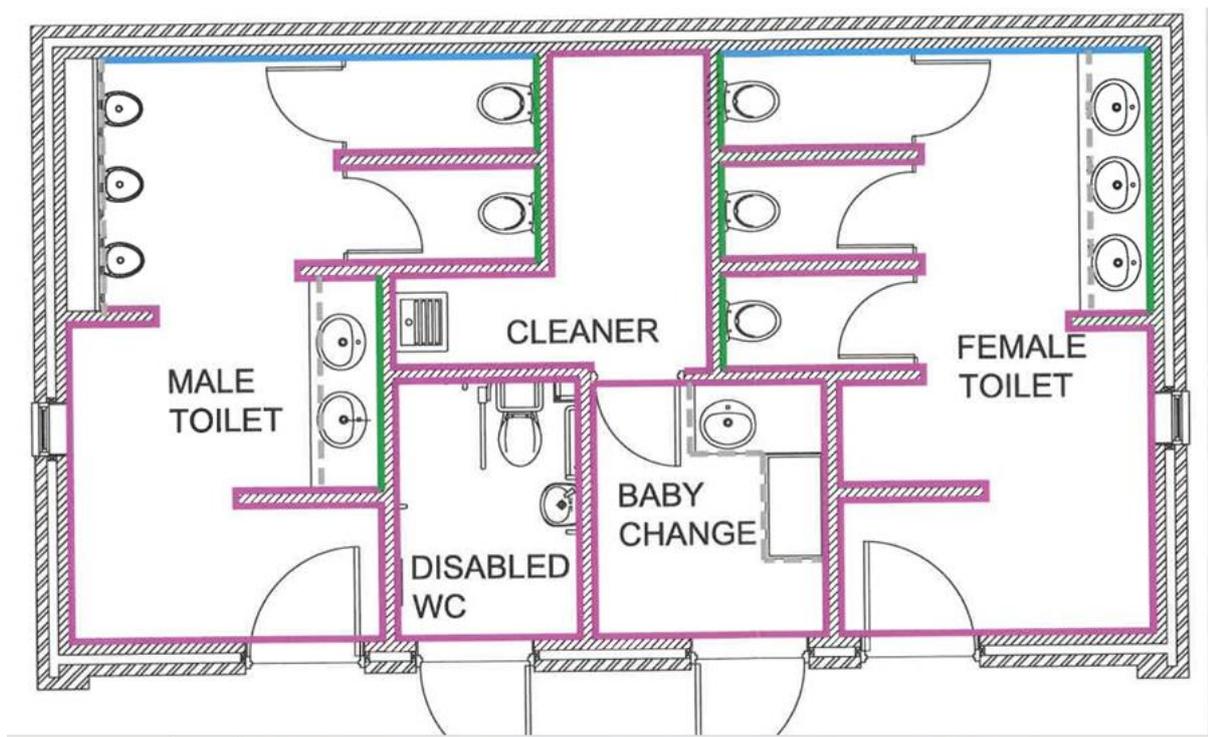
2) Urinals – Descale, clean and remove all deposits from the whole of the face, to include outlet traps, immediate pipework, domical grating, sparge pipes and exterior of flushing tank.

3) Miscellaneous Units – soap dispensers, toilet roll holders, etc., to be treated in the same manner as other units, to result in complete sanitisation.

- 4) Floors – Specific attention to sides, corners and behind sanitary ware should be applied. Elimination of accretion in these areas is essential.
- 5) Walls – Steam clean all doors & walls to ensure a sterile facility.
- 6) Stainless steel external doors – keep the doors clean, free of cobwebs and remove any rust.

EXTRA CONTRACTURAL WORK

- 1) The contractor must have the ability to undertake work of the following kind, subject to the amount of payment therefore being mutually agreed.
 - a. Additional cleans through the day if and only when required.
 - b. Opening outside of normal opening hours when events take place in the Town.



SCOPE OF WORK FOR THE COMMUNITY LIBRARY

The Community Library has high traffic all year round and therefore the cleanliness must be of a high standard.

The contractor will be a key holder and responsible for unlocking and locking of the building.

The Community Library – number of rooms to be cleaned;

- Main Library area – carpeted
- 2 x Small Office
- Meeting room - carpeted
- Corridor – sealed vinyl flooring
- Kitchen - sealed vinyl flooring
- Female toilets – 2 x cubicle, 2 x sink - sealed vinyl flooring
- Disabled toilet – 1 x toilet, 1 x sink - sealed vinyl flooring
- Back room

The awarded contractor will need to follow the frequency as set out in the table below and will need to submit their costings against this frequency:

Building	Building opening hours	Cleaning Hours	Additional Notes
Community Library	Tuesday to Friday 10am to 5pm Saturday 9:30am to 1pm <i>Note: closed Bank holidays and Christmas week shutdown.</i>	1 hours per day	Deep clean every 3 months

DAILY CLEANING

** Free from dirt, debris, dust and any visible stains*

- 1) *Sweep clean and mop all vinyl floors
- 2) *Vacuum all carpeted areas
- 3) * Clean glass doors and notice boards of the main entrance and remove any marks from windows in children’s area.
- 4) *Wipe and clean all tables and desks without disturbing paperwork or materials which may be left on the desktops
- 5) * Wipe and clean all desks in computer area
- 6) *Dust visible cobwebs, dusty areas etc.
- 7) *Clear trash bins
- 8) *Clean door touch points

9) *Clean and disinfect all toilets including floors and fixtures such as sanitary wares, mirrors, door, door handles, etc. * Free from any visible dirt, stains or smears and sanitized to maintain a high standard of cleanliness at all times. All mirrors and glazing to be free of any dust, dirt, smears and stains Including toilet roll holders, soap dispensers, and paper towel holders.

10) *Sinks Clean the sinks in the kitchen and toilets, and simply unblock the sinks

11) Check and refill toilet paper and liquid soap in each toilet

WEEKLY TASKS

1) *Polish all wooden surfaces

2) *Wipe all window ledges

MONTHLY TASKS

1) Fridge – wipe out and behind Fridge

2) Microwave - wipe out and under microwave

3) Descale all taps and sinks in toilets and kitchen

QUARTERLY DEEP CLEAN

1) Remove all cobwebs

2) Clean skiting boards

3) Wash down any visible marks on walls

4) Move furniture to hoover behind



SCOPE OF WORK FOR THE CEMETERY CHAPEL & TOILET

The Cemetery Chapel is a hired facility.

The contractor will be a key holder and responsible for unlocking and locking of the building.

The awarded contractor will need to follow the frequency as set out in the table below and will need to submit their costings against this frequency:

Building	Building opening hours	Cleaning Hours
Cemetery Chapel & external Toilet	Open for bookings only	1 x clean per month

MONTHLY CLEANING

** Free from dirt, debris, dust and any visible stains*

- 1) *Sweep clean and mop all vinyl floors
- 2) *Wipe over chairs
- 3) *Dust visible cobwebs, dusty areas etc.
- 4) *Clean altar
- 5) *Clean and disinfect toilet including floors and fixtures such as sanitary wares, mirrors, door, door handles, etc. All mirrors and glazing to be free of any dust, dirt, smears and stains; including toilet roll holders, soap dispensers, and paper towel holders.
- 6) Clean and disinfect all Sinks and simply unblock the sinks

FAULT REPAIRS:

- Faults to be reported by the Company to Newport Town Council. NTC will ensure that to address all faults and attended within 14 working days.

SANITARY AND SHARPS DISPOSAL.

The Contractor shall make appropriate arrangements for the collection and disposal of all rubbish/litter from the toilets.

SUPPLY OF CONSUMABLES

All cleaning materials, toilet rolls, liquid soap must be supplied by the contractor. Before any disinfectants are used, the type shall be approved by the Town Clerk. Any stocks shall be stored and used in accordance with the manufacturer's instructions and kept in a locked store. The Contractor shall maintain records and provide training and assessments as required by the COSHH or equivalent regulations.

GENERAL TERMS AND CONDITIONS OF THE CONTRACT

CONTRACT DURATION:

- 3 years with an option to extend to 6 years if agreed by both parties.

BILLING:

- Payment for the cleaning works will be made monthly in arrears.
- Prices for each year will not increase more than the standard rate of inflation (Bank of England rate). If the contractor wishes to increase their prices (as per inflation costs), proposals must be submitted in writing to the Town Clerk at least 2 months in advance.

HEALTH & SAFETY

- The Contractor must have the necessary insurance cover including £5,000,000 Public liability and adequate Employer's Liability insurance in respect of any employees engaged on the work.
- The Contractor must provide copies of all necessary method statements and risk assessments to cover all aspects of Health and Safety/ COSHH.
- All persons to be engaged on the work are to be properly trained in the use of equipment and materials and any associated risks, method statements and safe working practices.

OTHER

- The Contractor will comply with any statutory requirements with regards to the performance of the contract.
- The Contractor will carry out all the work included in this contract in a professional manner and will not take any action that might bring Newport Town Council into disrepute.
- If the Contractor commits a breach of any of his obligations under the Contract, they will be given an opportunity to rectify the problem. If the problem persists, Newport Town Council may terminate the Contract by notice in writing having immediate effect.
- To ensure smooth and efficient communication the Company will provide a designated single point of contact (SPOC).

REQUIREMENTS

- The Town Council hopes to be in the position to award the contracts for the works by the **11th July 2025** subject to the following conditions.
- A reference from one other local council where you have undertaken this type of work in the last 3 years.
- Details of appropriate insurances

- Company Health and Safety Policy
- Method Statements for cleaning operations
- Risk assessments for all functions associated with the contract
- Emergency action plan
- Proof of COSHH training of all staff employed who attend the site
- COSHH risk assessments for all materials used on the site

INSTRUCTION FOR TENDERING:

Companies are invited to tender for this work:

All tenders submitted must include:

- the completed itemised breakdown form
- Contractor's Competence Questionnaire
- 3 references.
- Public Liability Insurance cover

The prices quoted shall remain valid for acceptance for a minimum of 3 months from the tender return date.

Any questions regarding the tender should be raised with Newport Town Council as soon as possible and in any case not later than 2 working days before the closing date of the tender.

Newport Town Council shall not be obligated to accept the lowest or any tender, quote or estimate and reserves the right to accept or reject a tender either in whole or in part or to annul the tender and not award the contract.

Newport Town Council shall not be obligated to cover any costs associated with any tender, quote, or estimate.

EVALUATION CRITERIA:

- 1) Price 60%
- 2) Quality of Tender submission 20% - are all documents, evidence and references included
- 3) Competence questionnaire – 20%

Quotes must be received via email to **tenders@newportshropshire-tc.gov.uk** by 3pm on Friday 27th June 2025 with Cleaning Contract 2025 Tender in the subject line.

Itemised Breakdown

Heading	Unit	Price
Public Toilets Daily Clean	Annual cost	£
Public Toilets Monthly Clean	Annual cost	£
Community Library Weekly Clean	Annual cost	£
Community Library Monthly Clean	Annual cost	£
Community Library Quarterly Clean	Annual cost	£
Cemetery Chapel & Toilet Monthly Clean	Annual cost	£
Additional cleaning	Hourly	£

Contractor's Competence Questionnaire

Newport Town Council has an obligation to ensure that the Contractor engaged to undertake the works is competent to do so. The Town Council fulfils this obligation by seeking evidence that contractors have undertaken works of a similar nature in the past and have an appropriate safety management system.

Are you qualified in CoSHH training, and all staff employed who attend the sites

Company Health and Safety Policy

All persons to be engaged on the work are to be properly trained in the use of equipment and materials and any associated risks, method statements and safe working practices.

References

Company name	Contact name	Contact details

Timeline

- **Tender to be considered and approved at 7th May 2025 TC meeting**
- **Tender out on contracts finder Friday 9th May**
- **Closing date for tenders Friday 27th June 2025 3.pm (4 weeks)**
- **Open tenders Monday 30th June**
- **Tender report to TC meeting 9th July**
- **Tender awarded 11th July**
- **Standstill period ends 24th July**
- **Contract signed 28th July**
- **New contract starts 1st August 2025**