

LAKE DISTRICT NATIONAL PARK AUTHORITY
INVITATION TO TENDER

Cleaning Contract for Public Toilet Facilities

Publication: 6 January 2026
Response Deadline: 2nd February 2026
Estimated Contract Dates: 1st April 2026 to 31st March 2029

INFORMATION AND INSTRUCTIONS TO TENDERERS

Introduction and background

You are invited to submit a proposal for the cleaning of the Lake District National Parks Authority's Public Toilet Blocks. This invitation is issued under the provisions of the LDNPA's Contract Standing Orders. The anticipated contract date is from 1st April 2026 to 31st March 2029 (inclusive).

The Issue

The Lake District National Park Authority currently has 11 public toilet blocks that are heavily used in the high visitor season from the beginning of April to the end of October. We require a professional business to manage the cleaning of these sites all year round to ensure they are cleaned to an acceptable standard for the many visitors to the Lake District National Park.

Location	Gents	Ladies	Disabled	WINTER
Water & Electricity				
Beech Hill	1	2	1	0
Buttermere	2	4	1	7
Coniston CBC	2	4	1	7
Glenridding	2	3	1	6
Ravenglass	2	4	1	7
Coniston	2	3	1	6
Hawkshead	3	8	1	12
Elterwater	1	2	0	3
Eskdale Green	1	2	0	0
Grasmere	1	4	1	6
Waterhead	5	7	1	5
Water only				
Brown Howe	1	4	1	0
Monk Coniston	1	2	1	0
	24	49	11	59

During winter we close some of the blocks for frost protection hence the fewer toilets to clean.

Please refer to Annex C for more detail of the cleaning requirements.

Tender Objective

The tender is for a 3 year contract from the 1st April 2026. The tender needs to demonstrate the following:

- Relevant experience;
- How you will deliver the contract;
- How you will deliver the Daily, Monthly and Quarterly cleaning schedules;
- Cleaning Products to be used;

- Staffing Structure;
- Demonstration of cleaning ability at the Assessment Day.

Mandatory Assessment Day

A mandatory Assessment Day will take place at LDNPA's Waterhead Toilet Block, What3words location: ///newer.encourage.dignify on 19th January from 10.00am. Anyone wishing to be assessed as part of this procurement exercise must attend and take part in the assessment.

The assessment day will consist of the cleaning of a section of the toilet block and cubicles etc.

Prospective tenderers must sign up for the assessment day in advance by emailing Rebecca.Walden@lakedistrict.gov.uk by 11th January 2026, 16:00pm. If any organisation does not sign up in advance they will not be permitted to take part in the assessment day and their tender will not be evaluated.

Submission of the tender documents

What you need to do

Please limit your submission to no more than 10 pages and detail your costs on a separate sheet.

Your submission should include:

- Your understanding of the key issues and proposals for how you would carry out the services.
- A firm price for completion of all the work (i.e. a price that is not subject to variation). Please include a breakdown of price based on the number of sites to be assessed.
- Brief CV of the consultants who will be undertaking the work.
- The input you will require from the Authority, if any.
- Relevant experience.
- An example of one piece of similar work you have completed.
- One reference (sheet enclosed at Annex B to be completed and returned).
- Declaration of non-collusion (sheet enclosed at Annex A to be completed and returned).

Tenders must be received by 16:00pm on 2nd February 2026. Tender documents received late, i.e. after the specified date and time, will not be considered.

How to return the tender

The tender is to be submitted in electronic format via <https://www.the-chest.org.uk/>

Opening of tenders

Tender documents will remain unopened until after the closing date, after which time they will be opened by an independent officer of the Authority via the Chest portal. All tenders submitted will be verified to ensure that the information requested has been provided. Once tender documents have been opened they are then passed to the originating department for evaluation.

Timetable for this project

Our timetable for this project is:

Event	Date
Publication of Tender Notice	6th January 2026
Requests for clarification deadline	16 th January 2026
Assessment Day - Waterhead	19 th January 2026
Deadline for receipt of Tenders	2nd February 2026, 16:00pm
Evaluation of Tenders	9 th February 2026
Publication of contract award notice	11 th February 2026
Notification of contract award decision to Tenderers and 8 working day standstill period	From 11 th February 2026 to 23rd February 2026
Confirm contract award	19 th March 2026
Target Contract start	1 April 2026
Target completion of works/services	31 March 2029

Any changes to the procurement Timetable shall be notified to all Tenderers as soon as practicable.

Contact and information

For further information or any queries regarding the content of the tender please submit questions via <https://www.the-chest.org.uk/> contact Rebecca Walden; Rebecca.Walden@lakedistrict.gov.uk

For information regarding the submission and receipt of the tender document please contact Rebecca Walden; Rebecca.Walden@lakedistrict.gov.uk.

Lake District National Park Authority, Murley Moss Business Park, Oxenholme Road, Kendal, Cumbria LA9 7RL.

Estimated Contract Value

The estimated total value of the Contract is around £250,000.00 (two hundred and fifty thousand pounds). Details of estimated contract value are given in good faith as a guide to past budget expenditure. This should not be interpreted as an undertaking to purchase any goods or services to any particular value and does not form part of the Contract.

Evaluation of tenders

Award Criteria

Any Contract(s) awarded as a result of this procurement will be awarded on the basis of the offer that is the most advantageous to the Authority. The Award Criteria are:

- 45% quality;
- 40% cost;
- 15% social, economic and environmental;

Scores are arrived at following the application of the Evaluation Criteria (Evaluation Criteria) set out below to the Tenderer's Tender.

Evaluation criteria

All tenders received will be considered based on the information they have submitted in their tender. The tenders will be evaluated upon the following criteria;

Criteria	Potential Score	Weighting	Max Score
Quality: Assessment Day Score	0-5	2	10
Quality: Compliance with tender brief	0-5	1	5
Quality: Previous experience in this or related field	0-5	2	10
Quality: References	0-5	1	5
Quality: Overall quality of the submission (detail; presentation; clarity; quality of relevant project work)	0-5	1	5
Quality: Technical Ability/Capacity	0-5	2	10
Price	0-5	8	40
Social, economic and environmental factors	0-5	3	15
Maximum Possible Score			100

Technical or quality evaluation

The technical evaluation will be scored in accordance with the table below.

Scoring matrix

0	Fails to produce any evidence against requirements.
1	Predominantly limited evidence against requirements.
2	Shows evidence of some areas matching requirements but there are concerns that indicate significant development needs.
3	Majority of evidence meets requirements with 1 or 2 falling short but not significant. May have 1 or 2 'over and above' elements.
4	Predominantly demonstrates evidence matching requirements, but with a couple 'over and above'.
5	Most 'over and above' evidence.

Questions on tender submissions

If tenderers have any questions they wish to ask the Authority, they must submit them to the Authority via the Chest. Any questions received will be made anonymous and responses sent to all tenderers.

Award of tender

The Authority will decide to whom the contract shall be awarded based on the evaluation criteria outline above. The Authority does not bind itself to accept the lowest or any tender/quotation and reserves the right to accept the whole or parts of tenders/quotations. The Authority will notify acceptance of the tender to the successful tenderer as soon as is reasonably practicable.

TENDER INFORMATION

Confidentiality

The details of these documents and all associated documents are to be treated as private and confidential for use only in connection with the Tender process.

Freedom of Information

The Authority is committed to meeting its legal responsibilities under the Freedom of Information Act 2000. Accordingly all information submitted to the Authority may need to be disclosed in response to a request under the Act. If you consider that any of the information included in your tender is commercially sensitive, please identify it and explain (in broad terms) what harm may result from disclosure if a request is received, and the time period applicable to that sensitivity. You should be aware that, even where you have indicated that information is commercially sensitive, we may be required to disclose it under the Act if a request is received. Please also note that the receipt of any material marked 'confidential' or equivalent by the public authority should not be taken to mean that the public authority accepts any duty of confidence by virtue of that marking. If a request is received, we may also be required to disclose details of unsuccessful tenders.

Anti Fraud and Corruption Policy

The Authority has an Anti Fraud and Corruption Strategy which sets out the responsibilities of officers and action to be taken in cases of theft, corruption, irregularity, or when damage is suspected. The Confidential Reporting Code, (Whistle Blowing Policy), forms part of this Strategy which provides a mechanism for staff to report suspected wrong doings confidentially. In the event of such an issue, an investigation would be carried out and action taken as necessary.

Central Digital Platform

Tenderers that wish to participate in this procurement are responsible for ensuring that the Central Digital Platform contains complete, accurate and up-to-date information about their organisation and any associated persons who are relevant for the purposes of this procurement. Tenderers must notify the Authority immediately if they are unable to provide accurate and up-to-date information via the Central Digital Platform.

Costs and expenses

The Authority will not be responsible for, or pay for, expenses or losses which may be incurred by a tenderer in the preparation of their tender. The Authority does not bind itself to accept any of the tenders as a result of the tendering process including the lowest tender.

Authority's rights to modify the procurement

The Authority reserves the right at any time to:

- Seek clarification in respect of any part of a Tenderer's submission.
- Request Tenderers to submit, supplement, clarify or complete relevant information or documentation where it appears to be incomplete, erroneous or missing.
- Disqualify any Tenderer that does not submit a compliant Tender in accordance with the instructions in this ITT.
- Disqualify any Tenderer that is guilty of serious misrepresentation or of negligently providing misleading information in relation to its Tender, expression of interest or the tender process.
- Reject a Tender that is abnormally low.
- Withdraw this ITT at any time, or re-invite Tenders on the same or any alternative basis.

- Choose not to award any Contract, or Lot where relevant, as a result of the current procurement process or to abandon that process.
- Issue changes, modifications or additional information (including to the Timetable) relating to the procurement, including to this ITT.
- Alter the Timetable as it sees fit, including the right to award different Lots at different times where relevant.
- Rewind or re-run any part of this procurement on the same or an alternative basis.

Preparation of Tenders

For the preparation of their tender and entering into a contract with the Authority, tenderers must ensure that they have all the information required and must satisfy themselves of the correct interpretation of terminology used in these documents.

Queries on the tenders

If any points in these tender documents are considered by the tenderer as unclear, the tenderer should address their queries in writing to obtain an explanation before sending their tender. They must address their query to the person identified in the covering letter. Their query will be responded to, but it shall not be construed in a way that adds to, modifies or takes away from the meaning and intent of the contract and/or the obligations and liabilities of the contract.

Alterations

None of these documents may be altered by the tenderer. If the tenderer wishes to propose modifications to any of the documents (which they may consider would provide a better way to achieve the contracts objectives) they must provide details in a separate letter accompanying the tender response.

Prices

All prices must be net and, where applicable, carriage paid with all cash and trade discounts allowed for.

VAT

All prices and/or rates shall be exclusive of Value Added Tax.

Validity of tenders

Tenders shall be valid for a minimum of three calendar months from the closing date for receipt of tenders.

Sub-contractors

The names and addresses of any sub-contractors the tenderer proposes to employ must be provided with the tender.

Quality of goods / services

Tenderers must possess relevant professional qualifications and experience.

Conflict of Interest

Tenderers are responsible for ensuring that no direct or indirect conflicts of interest exist (whether personal, financial or otherwise) between the Tenderer, its employees and advisers, and the Authority, its employees and advisers that may give the Tenderer an unfair advantage. Tenderers must notify the Authority immediately of any conflicts of interest whether potential, actual or perceived.

The Authority reserves the right to:

- Exclude a Tenderer that fails to notify the Authority of a perceived, actual or potential conflict of interest, or where an actual conflict of interest exists that puts the Tenderer at an unavoidable unfair advantage vis a vis other Tenderers.
- Exclude a Tenderer that fails to take reasonably requested steps specified by the Authority to mitigate any conflict of interest, including entry into a conflict of interest agreement.

Treatment of tender

The acknowledgement of receipt of any submitted tender shall not constitute any actual or implied agreement between the Authority and the tenderer.

Debriefing

All unsuccessful bidders will be offered the opportunity to be given a debriefing. Requests for debriefing are to be made in writing.

The Authority's use of the report / work

The Authority may wish to publicly quote the consultants report or work they have undertaken. Tenders are requested to confirm that the Authority may (at the Authority's own discretion) do so without restriction.

Direct Award of similar goods or services

The Authority reserves the right to award future contracts of similar goods or services obtained as a result of this ITT in accordance with paragraph 8 of Schedule 5 of PA23.

Ownership

The intellectual property rights rests with the Authority, not the tenderer.

Supplier warranties

In submitting a Tender and generally taking part in this procurement, the Tenderer warrants, represents and undertakes to the Authority that:

- It understands and has complied with the conditions set out in this ITT.
- All information, representations and other matters of fact communicated (whether in writing or otherwise) to the Authority by the Tenderer, its staff or agents in connection with or arising out of the procurement are true, complete and accurate in all respects, both as at the date communicated and as at the date of the submission of the Tender.
- It has made its own investigations and undertaken its own research and due diligence, and has satisfied itself in respect of all matters (whether actual or contingent) relating to the invitation and has not relied on any information, representation or assumption which may have been made by or on behalf of the Authority (with the exception of any information which is expressly warranted by the Authority).
- It has full power and authority to submit a Tender and to perform the obligations in relation to the contract and will, if requested, promptly produce evidence of such to the Authority.
- Tenderers should note that the potential consequences of providing incomplete, inaccurate or misleading information include that:
 - The Authority may exclude the Tenderer from participating in this procurement.
 - The Tenderer may be excluded from bidding for contracts under paragraph 13 of Schedule 7 to the PA 2023.
 - The Authority may rescind any resulting contract under the Misrepresentation Act 1967 and may sue the Tenderer for damages.

- If fraud or fraudulent intent can be proved, the Tenderer may be prosecuted and convicted of the offence of fraud by false representation under section 2 of the Fraud Act 2006, which can carry a sentence of up to 10 years or a fine (or both). If there is a conviction, then the Tenderer may be excluded from bidding for contracts under paragraph 15 of Schedule 6 to the PA 2023 and may be added to the debarment list.

ANNEX A DECLARATION OF NON-COLLUSION

To: Lake District National Park Authority

The essence of selective tendering is that the Authority shall receive bona fide competitive tenders from all firms tendering. In recognition of this principle, I/We certify that this is a bona fide tender, intended to be competitive and that I/We have not and will not (either personally or by anyone on my/our behalf):-

- 1) Fix or adjust the amount of the tender (or the rate and prices quoted) by agreement with any other person.
- 2) Communicate to anyone, other than the person calling for this tenders, the amount or approximate amount or terms of the proposed tender (except other than in confidence, where essential to obtain professional advice or insurance premium quotations required for the preparation of the tender).
- 3) Enter into any agreement or arrangement with any other person that he shall refrain from tendering or as to the amount or terms of any tenders to be submitted.
- 4) Canvass or solicit any member, officer or other employee of the Authority in connection with the award of this or any other Authority contract or tender.
- 5) Offer, give or agree to give any inducement or reward in respect of this or any other Authority contract or tender.

Signed (as in
Tenders) duly
authorised to sign

For and behalf of

Date

ANNEX B REFERENCES

Potential suppliers are required to submit details of one organisation with which contracts are currently held for the provision of your services. This is so that references may be obtained. If you are currently supplying to other Local Authorities, please include these. The Authority will wish to obtain an email/telephone reference for the successful tenderer prior to the award of the contract.

Reference 1

Comments

Organisation Name		
Contact Name		
Address		
Telephone Number		
Fax Number		
Estimated contract sum	£	
E Mail address		

PLEASE NOTE THAT ALL INFORMATION WILL BE TREATED IN THE STRICTEST CONFIDENCE AND WILL BE USED PURELY AS A MEANS OF OBTAINING REFERENCES.

ANNEX C – SCHEDULE OF WORKS

Start Date: 01 April 2026

Expiration Date: 31 March 2029

LDNPA Contract Manager

Simon Hill
Lake District National Park Authority
Wayfaring House, Unit 3,
Murley Moss
Oxenholme Road
Kendal

LA9 7RL

SITE DETAILS

Building Names and Description:

The contractor is asked to price for

Beech Hill
Brown Howe Coniston
Buttermere
Coniston Boating Centre
Elterwater
Glenridding
Hawkshead
Monk Coniston, Coniston
Ruskin Avenue, Coniston
Stock Lane Grasmere
Waterhead

Please respond by 16:00pm on 2nd February 2026

Timetable for this contract

Our timetable for this project is:

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Location	Post Code	Female WCs	Male WCs	slab urinal	ceramic bowl urinals	Disabled WCs	Baby changing facility	Lighting	Hand driers	
Beech Hill	LA23 3LR	2	1		2	1	Y	Y	Y	Closed for Winter
Buttermere	CA13 9XA	4	2		1	1	Y	Y	Y	
Brown Howe	LA12 8DW	4	1	1		1	Y	N	N	Closed for Winter
Coniston Boating Centre	LA12 8EW	4	2		3	1	Y	Y	Y	
Coniston Ruskin Avenue		3	2		4	1	Y	Y	Y	
Elterwater	LA22 9HW	2	1		2			Y	Y	
Glenridding	CA11 0PA	3	2		3	1	Y	Y	Y	
Grasmere	LA22 9SL	4	1		2	1	Y	Y	Y	
Hawkshead	LA22 0NT	6	6		6	1	Y	Y		
Monk Coniston	LA21 8AQ	2	1	1		1	Y	N	N	Closed for Winter
Waterhead (half closed in winter)		7	5	2		1	Y	Y	Y	SUMMER
	LA22 0EN	2	2							WINTER

CLEANING TIMETABLE

- One clean a day, **7 days per week** – 1 April 2026 until 31 March 2029 inclusive AM – must be before 10 am

Beech Hill
 Brown Howe
 Buttermere
 Coniston Boating Centre
 Coniston Ruskin Avenue
 Elterwater
 Grasmere
 Glenridding
 Hawkshead
 Monk Coniston

Waterhead

During the peak tourist seasons:

- **Two cleans per day**

AM & PM – AM must be before 10 am
PM not before 1 pm and not after 3 pm
Easter week 16 days
Summer school half term 9 days
Summer school holidays approx. 50 days

Buttermere
Coniston Boating Centre
Coniston Ruskin Avenue
Glenridding
Grasmere
Hawkshead
Waterhead

During the winter: Monday after Autumn school half term – Friday before Spring school half term

- **Toilets open for winter** – one clean a day AM – before 10 am
4 times a week - Saturday Sunday Tuesday Thursday

Buttermere
Coniston Boating Centre
Coniston Ruskin Avenue
Elterwater
Glenridding
Grasmere
Hawkshead
Waterhead – these toilets are half closed

- **Toilets indicated as closed** in the table above will be closed Monday after Autumn half term – Friday before Spring school half term and require no cleans during this period

Beech Hill
Brown Howe
Monk Coniston

Schedule:

DAILY

- Empty all internal litter bins. Replace liners. (Disposal of rubbish to be arranged by contractor at their expense)
- Sweep all floors.
- Sweep approach path/ramp and remove litter.
- Using clean water containing cleaning agent, wash and wipe down all hand basins, taps, mirrors, tiles and dispensers.
- Flush all lavatory cisterns to check for proper operation. Where necessary unblock toilet using a plunger. Check for blocked drains. Check for water supply.

- Clean and sanitise all urinals, lavatory pans and toilet seats, including underside. Dry seats.
- Clean and sanitise baby changers
- Replace channel blocks (do not use channel blocks on Airflow urinals)
- Make clean any soiled areas of walls, doors or other surfaces (including litter bins) as necessary.
- Clean dirt from barriers where fitted.
- Clean off graffiti where practical.
- Refill toilet roll dispensers. Replace any toilet rolls with less than one third remaining.
- Refill paper towels, soap dispensers/hand gel
- Mop all floors with clean water containing floor cleaner. Mop off excess moisture.
- Report any issues require maintenance
- Report immediately if the fault prevents proper use of the toilets. Cubicles should be locked if considered necessary.
- Glenridding only; Thorough Litter pick The Green at the front of the car park.
- Complete time sheet/check list

WEEKLY

- Clean ceilings of cobwebs or other debris.
- Externally clean cobwebs from around doors, windows, fascia boards, soffits and rainwater pipes.
- Ensure guttering is free from accumulation of moss or leaves
- Clean windowsills, frames and glass.

MONTHLY

- At the end of each month take utility services meter reading and report these to the Contracts Manager. Meters are located in the service duct of each facility. The Contract Manager will provide further details.
- Replace urinal deodorisers where fitted
- Replace air fresheners where fitted

QUARTERLY

Wash down all external woodwork and signs.

Thoroughly de-scale and clean the whole exposed surface, including the underside of all urinals, lavatory pans, cisterns and washbasins including water supply and waste pipes.

- The floors and walls of each site should be thoroughly cleaned with hot water and cleaning agent using, if appropriate, a power jetting technique. A petrol driven generator will be needed to provide power

United Utilites, to be included if the contract is renewed to manage their car park sites. Please provide an additional cost for this should the contract be renewed.

Location	Post Code	Female WCs	Male WCs	slab urinal	ceramic bowl urinals	Disabled WCs	Baby changing facility	Lighting	Hand driers	
Swirls		3	2		2	1	N	Y	N	?
Dobgill		1	1		1	N	N	N	N	Closed for Winter
Armbboth		2	1		2	1	N	N	N	Closed for Winter
Legburthwaite		2	1		2	1	N	N	N	Closed for Winter

CLEANING TIMETABLE

- One clean a day, **7 days per week** – 1 April 2026 until 31 March 2029 inclusive AM – must be before 10 am

Swirls
Dobgill
Armbboth
Legburthwaite

During the peak tourist seasons:

- Two cleans per day** AM & PM – AM must be before 10 am
PM not before 1 pm and not after 3 pm
Easter week 16 days
Summer school half term 9 days
Summer school holidays approx. 50

days
Swirls
Dobgill
Armbboth
Legburthwaite

During the winter: Monday after Autumn school half term – Friday before Spring school half term

Toilets open for winter – one clean a day AM – before 10 am

4 times a week - Saturday Sunday Tuesday Thursday

Swirls

- Toilets indicated as closed** in the table above will be closed Monday after Autumn half term – Friday before Spring school half term and require no cleans during this period

Dobgill

Armbboth
Legburthwaite

Schedule:

DAILY

- Empty all internal litter bins. Replace liners. (Disposal of rubbish to be arranged by contractor at their expense)
- Sweep all floors.
- Sweep approach path/ramp and remove litter.
- Using clean water containing cleaning agent, wash and wipe down all hand basins, taps, mirrors, tiles and dispensers.
- Flush all lavatory cisterns to check for proper operation. Where necessary unblock toilet using a plunger. Check for blocked drains. Check for water supply.
- Clean and sanitise all urinals, lavatory pans and toilet seats, including underside. Dry seats.
- Clean and sanitise baby changers
- Replace channel blocks (do not use channel blocks on Airflow urinals)
- Make clean any soiled areas of walls, doors or other surfaces (including litter bins) as necessary.
- Clean dirt from barriers where fitted.
- Clean off graffiti where practical.
- Refill toilet roll dispensers. Replace any toilet rolls with less than one third remaining.
- Refill paper towels, soap dispensers/hand gel
- Mop all floors with clean water containing floor cleaner. Mop off excess moisture.
- Report any issues require maintenance
- Report immediately if the fault prevents proper use of the toilets. Cubicles should be locked if considered necessary.
- Complete time sheet/check list

WEEKLY

- Clean ceilings of cobwebs or other debris.
- Externally clean cobwebs from around doors, windows, fascia boards, soffits and rainwater pipes.
- Ensure guttering is free from accumulation of moss or leaves
- Clean windowsills, frames and glass.

MONTHLY

- At the end of each month take utility services meter reading and report these to the Contracts Manager. Meters are located in the service duct of each facility. The Contract Manager will provide further details.
- Replace urinal deodorisers where fitted
- Replace air fresheners where fitted

QUARTERLY

Wash down all external woodwork and signs.

Thoroughly de-scale and clean the whole exposed surface, including the underside of all urinals, lavatory pans, cisterns and washbasins including water supply and waste pipes.

- The floors and walls of each site should be thoroughly cleaned with hot water and cleaning agent using, if appropriate, a power jetting technique. A petrol driven generator will be needed to provide power