



Town Clerk: Mrs Judy Morris BA(Hons)

The Town Hall  
1 High Street  
CULLOMPTON  
Devon  
EX15 1AB

[www.cullomptontowncouncil.gov.uk](http://www.cullomptontowncouncil.gov.uk)  
[town.clerk@cullomptontowncouncil.gov.uk](mailto:town.clerk@cullomptontowncouncil.gov.uk)  
Tel: 01884 38249

---

To Whom it May Concern

March 2019

---

### **Invitation to Tender for a quarterly intensive clean of the internal areas of the Town Hall.**

You are invited to submit a tender for the periodic (quarterly) intensive clean of the Town Hall, comprising:

Foyer  
Downstairs 2 no. offices  
Staircase  
Upstairs 2 no. offices + 1 no. en-suite WC  
Hall  
Kitchen  
WC foyer  
2 no. WC's

#### **Brief**

We are looking for a cleaning company to take care of our facilities and to carry out an intensive clean on a quarterly basis, with the goal to keep our building in a clean and orderly condition.

NB: The Council employs a regular cleaner who will continue to clean on a daily basis.

#### **Scope of Works**

The Service Provider shall:

- provide a comprehensive Cleaning Service throughout the premises which should be delivered in an efficient and safe manner;
- take responsibility for maintaining all internal cleanable areas to minimise degradation, including fixtures, fittings and furniture and to ensure the Council's standards and image are maintained;
- undertake all tasks normally associated with a professional cleaning contract by ensuring that the offices, toilets, kitchen, public areas (hall, foyer) and other working areas, furniture and floor spaces, are maintained to a high level of cleanliness and are presentable and fit for their intended purpose;
- be responsible for monitoring the provision of the Service to ensure a high quality service is provided;

- be responsible for the ongoing development and training of its staff to ensure this remains 'up to date' as the Council's expectation is, that all cleaning staff are to be trained appropriately in order to provide the delivery of cleaning services.

The Council would expect all personnel where appropriate to receive training as follows: Manual Handling, Control of Substances Hazardous to Health Regulations (COSHH), Health and Safety Induction, individual training for each piece of powered equipment (e.g. vacuums); the correct use and storage of general cleaning equipment including the appropriate segregation of cleaning materials.

### **Cleaning service to include:**

- Using an industrial (powerful) machine to vacuum all carpeted surfaces
- Removing all of the accumulated grit and loose soiling from the surface of the floors (non-carpeted) by either sweeping or vacuuming
- Using an appropriate floor scrubber/dryer to clean all non-carpeted floors thoroughly before applying any cleaning products
- Cleaning of all windows inside  
NB: The Council employs a regular window cleaner who will continue to clean the Town Hall windows periodically
- Dusting of all surfaces & polishing where necessary
- De-scaling of tiles
- Disinfect toilets, basins & sanitary wear
- Cleaning of cupboards & drawers both outside and inside (where empty & unlocked)
- De-greasing & cleaning of the top of kitchen units
- Cleaning of kitchen worktops and kitchen appliances (microwave, water canteen)
- De-greasing & cleaning of oven both inside and outside
- Cleaning of fridge/freezer (defrosted)
- Emptying and cleaning of waste bins

The cleaning services shall include the following elements of the building:

- All floors, walls, ceilings and surfaces including skirting, trunking, window and door frames
- All light fittings, data points, sockets
- All furniture, fixtures and fittings including internal doors and window blinds where accessible
- Stairs & stair lift
- All sanitary ware and hygiene facilities in all toilet areas
- Cleaning of all internal windows - surrounds and glazing
- Outside doors and slatted vent areas
- Emptying and cleaning of external cigarette bin
- Cleaning of external signage & noticeboards

### **Hours of Operation**

The Service Provider is required to agree with the Council, suitable times for undertaking the cleaning services contract whilst acknowledging that:

- services must not disrupt the Council's core hours
- cleaning operative must be mindful of hall hirers.

It is requested that you register your intention to submit a tender by sending an e-mail to the Deputy Town Clerk to Cullompton Town Council ([deputy.clerk@cullomptontowncouncil.gov.uk](mailto:deputy.clerk@cullomptontowncouncil.gov.uk)). This will allow the council to inform you of any alterations, additions and answers to questions received concerning this tender.

### **Delivery Timescales**

| <b>Milestone</b>                  | <b>Date</b>                                |
|-----------------------------------|--|
| Invitation to Tender published    | 11 <sup>th</sup> March 2019                |
| Closing Date for Tender proposals | 16 <sup>th</sup> April 2019                |
| Preferred Tender announced        | 24 <sup>th</sup> April 2019                |
| Contract Awarded                  | 24 <sup>th</sup> April 2019                |
| Commencement of Cleaning Contract | To be agreed but as soon as is practicable |

The contract will be awarded to the provider that best complies with the work specification contained in the attached drawing and is considered to provide the best value for money. Information may be requested by any company who wishes to submit a tender – any question/s and answer/s will be supplied to *all* companies who wish to submit a tender. Considerations that will be made include:

- Compliance with written requirements.
- Satisfactory references.
- After sales service.

The council may request further information from suppliers after tenders have been submitted and before a preferred tender is announced.

### **Length of Contract**

Whilst the expectation is that the contract will continue for an indefinite ('rolling') period, the contract will be reviewed after the initial intensive clean and thereafter on an annual basis. The contract may be terminated at any time by either party (Council or Cleaning Company) with written notice of not less than two calendar months.

### **General Requirements**

As a minimum, the following documentation should be held by the contractor and should be supplied to the council as part of the Tender submission:

- Accreditation certificates.
- Public Liability Insurance certificates.
- Employer Liability Insurance certificates.
- General and specific Risk Assessments.
- Method Statements.
- Health and Safety policy statements.

## **Submission of Tender and General Disclaimer**

Any area of open space or other property, either local authority or privately owned, that becomes damaged by the Contractor during any works must be made good at the Contractor's expense.

Tenders should be marked 'TENDER SUBMISSION – TOWN HALL INTENSIVE CLEAN' and submitted (either in paper form or electronically) to the Council by 12 noon on the closing date listed above.

Submitted Tenders will be viewed by Council Officers and at least three Council members serving on the Cemetery and Town Hall Committee. **The decision as to who is awarded the contract will be made by the Committee members.**

**Tender submissions and any queries concerning this tender invitation should be directed in the first instance to the Deputy Town Clerk:**

Miss Maria Weston  
Deputy Town Clerk  
Cullompton Town Council  
The Town Hall  
1 High Street  
CULLOMPTON  
EX15 1AB

01884 38249  
[deputy.clerk@cullomptowncouncil.gov.uk](mailto:deputy.clerk@cullomptowncouncil.gov.uk)

Cullompton Town Council very much looks forward to hearing from you.

Yours faithfully

Judy Morris  
**Town Clerk**