Appleby Town Council

Moot Hall, Boroughgate, Appleby CA16 6YB

APPLEBY-IN-WESTMORLAND TOWN COUNCIL

INVITATION TO TENDER

FOR PROVIDING CLEANING SERVICES 2026-27

8th July 2026

TENDER SUBMISSION NOTES:

- **Completed quotations to be received by the council by 12 noon on Wednesday 12th August 2026.**
- **Your submission should also include a method statement / risk assessment for the contract and a copy of your Public and Employers Liability Insurance certificates.**

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1. INTRODUCTION

Appleby Town Council (hereinafter referred to as "the Council") wishes to invite quotations for cleaning the public toilets managed by the Council from suitably experienced service providers.

The quotations will be for the provision of the specified service for a measured term of one year from 1st September 2026, including labour, the supply of cleaning consumables and associated transport costs.

All works to be carried out in compliance with all relevant sections of the HSE's Health and Safety at Work Guidance.

Subject to successful completion, this contract may be extended for a further year entirely at the discretion of the Council.

This exercise does not commit the Council to outsourcing toilet cleaning to any third party submitting a quotation.

This document includes a quotation and qualitative questions - please ensure both sections are completed. A decision will be taken by the Council once all returns have been received and evaluated.

The Council reserves the right to determine this contract giving 30 days' notice should the standards not be satisfactory following 2 written warnings.

2. PUBLIC TOILET LOCATIONS

Public toilets are at the following locations:

1) The Market Arcade public toilets, which comprise of:

	Gents	Ladies	Lobby	Total
Urinals	3			
WC pans	2	2		
Basins	2	2		
Hand dryers	1	1		
Mirrors	1	2		
Windows	2	2		
Floor area m2	12	12	6	30
Store cupboard			1	
Doors	2	2		

2) The disabled access toilet at the Moot Hall

3. MINIMUM CLEANING FREQUENCIES

Frequencies are laid down in Specification Schedule A for cleaning and must be strictly adhered to unless the prior approval of the Council's Town Clerk or a nominated representative has been obtained.

The frequency schedule represents the minimum requirement which is considered necessary by the Council to achieve the required standard. The Contractor must ensure that the frequency is adhered to unless otherwise agreed or instructed.

It may be necessary to increase the frequency of cleaning at any of the locations from time to time because of increased public usage, e.g. Fair Week, other events, etc. The Contractor will be advised by the Town Clerk of the need to increase the frequency and the contractor shall be required to make suitable arrangements to carry out any additional work on the basis of an agreed hourly rate. Failure to undertake additional routines when requested may lead to non- payment of contract sums.

4. DISPOSAL OF WASTE

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

Any rubbish generated in any toilets must be cleared by the end of the cleaner's shift. The Contractor will be expected to increase the frequency of collection/disposal of rubbish/litter if that proves necessary, in order to comply with the requirements of the Specification.

5. ATTENDANCE AND CLEANING REQUIREMENTS

Toilets are to be visited, inspected and cleaned throughout the year:

a. Opening Times

The toilets should be unlocked by the contractor:

- Between 7.15am to 8am daily (except Christmas Day and New Year's Day)

The toilets should be locked by the contractor:

- Between 6pm and 7pm from 1st October to 31st March (or Good Friday whichever is the soonest)
- Between 9.30pm to 10pm from 1st April to 30th September

b. Cleaning Times

There should be two cleans per day, 7 days per week, 52 weeks of the year (with the exception of Christmas Day and New Year's Day).

- The first clean should be between 6.30am and 9.30am
- The second clean should be between 3pm and 6pm

Outside of these times, the Contractor should ensure that a representative is available to attend any reported incidents or to replenish materials where advised. An estimate of this should be made and factored into the annual quotation.

Each toilet shall be visited, inspected and cleaned in accordance with the programme of work and as specified in this Contract.

During visits, the Contractor shall ensure that necessary work is carried out in order to keep the facilities in a clean and well maintained condition in accordance with this Specification and ensure adequate supply of toiletries are available to visitors. 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:-

"PLEASE NOTE THAT THESE FACILITIES MAY BE CLEANED BY MALE OR FEMALE OPERATIVES"

Before any disinfectants are used, the type shall be approved by the Town Clerk. All equipment and materials should be stored in the store cupboards at each convenience. The Contractor shall maintain records of equipment and materials usage and ensure that operatives are properly trained including health and safety and / or COSHH issues.

6. MAINTENANCE RESPONSIBILITIES

The Contractor shall be responsible for general cleaning and minor maintenance issues such as blockages. Electricity, water supplies and all other maintenance of the toilets remains the responsibility of the Council.

(a) Cleaning and maintenance work may proceed during normal working opening hours provided the work is organised so as not to obstruct or interfere with use by the public.

(b) Blocked drains between the sanitary fittings or appliance and the nearest external inspection chamber shall be cleansed and put into a working order following discovery. Failure to resolve any minor blockage should be reported to the Town Clerk without delay.

(c) All other items requiring repair or replacement, including electric hand dryers, cracked or broken glazing; WC bowls; hand basins; urinals; cisterns; door panels, shall upon discovery be reported to the Town Clerk without delay.

(d) Graffiti removal; defective or missing cubicle door locks; defective or missing toilet roll holders; light bulb, fluorescent tube replacement and starter replacement; replacement of damaged wall tiles; lubrication of WC cistern operating mechanisms; fittings of WC seats; replacement of WC handles shall be reported to the Town Clerk for remedial action as soon as possible.

7. QUALITY OF SERVICE

(a) Complaints, liaison with the public and issues necessitating remedial action by the operative must be dealt with promptly and efficiently by the Contractor in such a manner as to promote customer satisfaction.

(b) The Contractor shall advise the Town Clerk of any problems throughout the day that will delay cleaning and any incidents where it is considered that any member of the public may make a complaint to the Council.

(c) Unless otherwise instructed by the Town Clerk, failures or incidents notified to the Contractor before 12 noon must be remedied on that same day and failures or incidents notified to the Contractor after noon must be remedied by 12 noon of the following working day. For the purpose of this Clause, Saturday and Sunday are working days.

8. ADMINISTRATION

The contractor shall provide the Council with copies of both Public and Employers Liability Insurance Certificates.

The contractor shall also include in the contract sum for the preparation and submission to the Council all Method Statements, Risk Assessments and any COSHH Assessments etc. as may be required.

The contractor shall also include for attendance at any progress meetings or issue related meetings as deemed necessary by the Council.

Public WC's Cleaning Contract 2026-27

SCHEDULE A

SPECIFICATION FOR CLEANING

The standards and methods of working given below are a minimum to be achieved:

- Whilst any cleaning is taking place, all necessary temporary protection and warning notices shall be displayed.
- Personal Protective Equipment / clothing should be worn at all times as described in the risk assessment.

Daily cleaning:

Note: Any defects, vandalism / graffiti noted during cleaning are to be reported to the Town Clerk as soon as possible.

Floors:

1. Pick up and dispose of all litter.
2. Sweep out floors (including entrance lobbies) to remove all debris, dust and other accretions from the floor surface. Remove all other deposits using an approved technique and chemical cleaning agents as necessary.
3. Thoroughly wash floor using mop and an approved detergent. Rinse with clear water/disinfectant and mop dry to leave a clean, dry surface.

Sanitary Ware:

1. Clean all surfaces of urinals together with cisterns, flush pipes and all fittings using an appropriate cloth brush/mop using a germicidal detergent (diluted as necessary). Rinse with clear water to leave a clean surface and dry wipe. If necessary to comply with the definition of clean, the above work may be supplemented with the use of an approved mild abrasive cleaning cream or paste. Provide an adequate number of urinal deodorizer blocks.
2. Clean the inside of the WC pans using a WC brush and germicidal detergent. Particular attention should be paid to the WC traps and flushing rims. Rinse with water to leave the pan in a clean condition.

If necessary to comply with the definition of clean, the above maybe supplemented with the use of an approved mild abrasive cleaning cream or paste.

3. Clean the outside of the WC pans and the seats, cisterns and handles using appropriate cloth/mop, using germicidal detergent (diluted as necessary). Rinse off and give a dry wipe to leave a clean, dry surface. Particular attention must be given to the rear of the WC pan and the seat hinges.
4. Clean the surfaces and taps of wash basins including splash backs using appropriate cloths/brush using a germicidal detergent (diluted as necessary) using sufficient pressure to assist the cleaning. Rinse off, damp wipe to leave a clean surface. If the detergent is insufficient, then mildly abrasive cleansing cream or paste may be used.
5. Clean all mirrors using appropriate cleaning material.
6. Spot clean doors, walls and cubicle partitions using detergent as necessary. Rinse off and wipe dry.
7. Clean door bolts/handles with approved germicidal detergent. Rinse off and wipe dry.
8. Provide and replenish missing or depleted solid disinfectant blocks as appropriate in urinals and cisterns in all toilets.

General:

1. Replenish toilet paper, paper towels, soap, etc, as necessary.
2. Replace the cartridge in the deodorisers as necessary.
3. Empty litter bins and dispose of litter as appropriate.
4. Clean all external surfaces of towel and toilet paper dispensers with detergent, rinse and wipe dry.

Monthly Cleaning:

To be completed towards the end of each calendar month except when the quarterly cleaning is undertaken.

1. Clean and polish all pipe work, chrome and brass fittings with metal cleaner/polish approved by the Town Clerk.
2. Clean all doors, partitions, glazed tiles and walls with germicidal detergent, rinse off and damp wipe.
3. Dust to remove cobwebs from ceiling, light fittings and horizontal surfaces.
4. Clean and polish both sides of all windows.
5. Clean externally all light fittings.
6. Treat all sanitary ware to remove scaling.
7. Polish all tiles, to be done more frequently (if required) at no additional cost.

Quarterly Deep Cleaning:

To be completed within one month of commencement of the Contract and thereafter during the first full week in October, April throughout the contract period. The Town Clerk is to be notified on completion of this process.

1. **WC Bowls** - De-scale, clean and remove all deposits from internal and external parts of the fitment to include flushing rim, seat, seat lids, hinges, S and P traps and cleaning of exterior of flushing tank.
2. **Urinals -** De-scale, clean and remove all deposits from the whole of the unit, to include outlet traps, immediate pipe work, domical grating and exterior of flushing tank. Replacing of trap covers on each visit, or as required.
3. **Wash Basins -** De-scale, clean and remove all deposits from the entire areas, to include the cupboards underneath. Remove sludge and deposits from waste outlet, trap, pillar cocks and waste pipe.
4. **Miscellaneous Units -** Gullies, open channels, soap dispensers, trough, etc., to be treated in the same manner as other units, to result in complete restoration.
5. **Floors -** Specific attention to sides, corners and behind sanitary ware should be applied. Elimination of accretions in these areas is essential.

Part I: Quotation For Providing Cleaning Services 2026-27

Contractor's Name:	
Registered Address:	
Contact Name:	
Email:	
Telephone No:	

	Please Tick
I/We have read and understood all the information contained in this Invitation to Tender document	Yes ☐

I/We would provide the service as specified in this schedule for the sum of £_____ per annum

We understand that this sum will be paid in 12 equal monthly instalments.

1. As noted in paragraph 3, the Council may require the contractor to provide cleaning services at an increased frequency at certain times such as Horse Fair Week. A cost for providing theses additional services will be agreed with the Town Clerk prior to the time.

Signed by: _____

Position in Company: _____

Part II: Qualitative Statement and References.

Please provide below a short statement (NE 500 words) detailing where the proposed serviced will be managed from, numbers of staff involved, how staff absences will be managed and also how quality control will be undertaken to provide a reliable 7 day service as described.

References

Please provide names and contact details of 2 organisations that you have provided a similar service for in the recent past that can be contracted to provide references.

Name: Company: Address: Email contact:	Name: Company: Address: Email contact: