



**RYDE TOWN COUNCIL  
TENDERING DOCUMENTATION**

**1 YEAR OFFICE CLEANING CONTRACT**

**FOR**

**RYDE TOWN COUNCIL**

**10 LIND STREET, RYDE, ISLE OF WIGHT, PO33 2NQ**

**&**

**NETWORK RYDE YOUTH CAFÉ**

**147 HIGH STREET, RYDE, ISLE OF WIGHT PO33  
2RE**

**Issue date - Tuesday 22<sup>nd</sup> February 2022**

**Return date - Friday 18<sup>th</sup> March 2022**

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## **Background**

Ryde Town Council lease 10 Lind Street, Ryde, Isle of Wight, PO33 2NQ. The Offices are used Monday to Friday and there are currently 10 members of staff in on all those days.

Network Ryde lease 147 High Street, Upper High Street, PO33 2RE. This youth café is used Monday to Friday with 8 members of staff.

## **General requirements**

Ryde Town Council cleaning contract includes, but not limited to the following services:

- 2-hour weekly cleaning of offices, kitchen, toilets, inside windows, public waiting area, meetings rooms, corridor, and the public entrance hall.
- 3-hour - 6 monthly deep clean of offices, kitchen, toilets, inside windows, public waiting area, meeting rooms, corridor, and public entrance hall.

Network Ryde's cleaning contract includes, but not limited to the following services:

- 1.5-hour weekly cleaning of staff office, corridor, inside windows, main service room, staff, and universal toilets.
- 2.5-hour 6 monthly deep clean of staff office, corridor, inside windows, main service room, staff, and universal toilets.

The contractor must provide all cleaning equipment and materials to fulfil the specification of this contract.

## **Approximate building measurements**

Ryde Town Council - 250m square.

Network Ryde Youth Café - The footprint of this building measures approx. 75m<sup>2</sup>. With the main service room floor area comprising of approx. 52m<sup>2</sup> of this space.

## **Contract duration**

The Town Council is inviting tenders from suitable qualified and experience contractors to undertake this contract for a period of 1 year with a potential to extension for another year if required and agreed by council.

## **Invoicing and payment**

This is a fixed price contract with no RPI increase. Invoices shall be submitted quarterly.

## **Contract start date**

11<sup>th</sup> April 2022

## **Contract end date**

10<sup>th</sup> April 2023

## **Instruction and information for tenderers and service level agreement**

Tenders are sought by Ryde Town Council for the **OFFICE CLEANING CONTRACT FOR RYDE TOWN COUNCIL AND NETWORK RYDE.**

The tenderer **MUST** tender for all specifications listed in this specification.

The tenderer shall be deemed to have satisfied itself before submitting its tender as to the accuracy and sufficiency of the prices stated in their tender which shall (except in so far as is otherwise provided in the Contract) cover all the Contractor's obligations under the Contract and the Contractor shall be deemed to have obtained for itself all necessary information as to risks and any other circumstances which might reasonably influence or affect the Contractor's tender.

The contract will be awarded based on the most economically advantageous tender received. The assessment will be based on the following criteria:

- 70% on Price
- 20% on Qualitative Criteria
- 10% on Social Value

The qualitative criteria will be based on the additional information to be provided by the contractor as detailed in the Tender Submission contained within this document.

Ryde Town Council will consider track record of contractors that have provided previous satisfactory work for Ryde Town Council and will evaluate references for similar contracts.

It is to be noted that the Council is not bound to accept the lowest tender and if no tenders are received or if the assessment of the tenders of all tenders based on the above criteria are equal, then the Council may make such alternative arrangements for procuring the goods or services or executing the works as it thinks fit.

Once completed a signed copy of the form of tender document, a filled-out pricing schedule and any other additional information you think might help your tender should be returned in the enclosed envelope. The envelope shall not bear any distinguishing marks to identify the tenderer. Please remember to ensure the correct postage is used. Ryde Town Council cannot be held responsible for non-delivery. The sealed envelope can be hand delivered to the office during the normal RTC office hours.

The sealed tender must be returned to Ryde Town Council at the address given in the Form of Tender by: **Friday 18<sup>th</sup> March 2022 2pm.**

### **Procurement timetable -**

<b>Activity</b>	<b>Deadline date &amp; time</b>
Publication of advert	22 <sup>nd</sup> February 2022
Closing date for submission of tenders	18 <sup>th</sup> March 2022
Tender opening process	21 <sup>st</sup> March 2022
Report to Council	21 <sup>st</sup> March 2022 via email
Notice of contract award (10days period)	23 <sup>rd</sup> March 2022
Contract award date / pre-contract meeting	4 <sup>th</sup> April 2022
Contract start date	11 <sup>th</sup> April 2022

# SECTION 1 – RYDE TOWN COUNCIL WEEKLY CLEANING SPECIFICATION

The tender will quote for the.

## **Cleaning of the offices, meeting rooms, corridors, inside windows and public waiting area.**

The specification to clean these rooms are.

- Empty all waste receptacles and replace liners as needed. Remove waste to a designated collection point.
- Vacuum all carpet flooring.
- Thoroughly dust down all cleared horizontal surfaces, including desktops, photocopier, cabinets, files, windowsills, ledges, chairs, tables, pictures, and all other furnishings.
- Damp wipes all horizontal surfaces to remove coffee rings and spillage.
- Dust and sanitise all telephones.
- Dust all light switches, door handles, radiators, and skirting boards.
- Spot clean partition glass between reception and the public waiting area.
- Dust down all doors and doorframes.
- Clean and wipe down all accessible inside windows.

## **Public entrance hall**

The specification to clean this area is.

- Tiled flooring to be vacuumed, mopped, and rinsed with a disinfectant.
- Dust down the double internal door and door frames. Clean both sides of the top panel glass.

## **Ladies, Gents and Easy Access Toilets**

The specification for the toilets is.

- Replenish toilet rolls, hand soap and toilet blocks (as and when required).

- Empty waste receptacles, wipe and replace liners as needed. Remove waste to a designated collection point.
- Clean and polish mirrors.
- Toilets to be cleaned and sanitised inside and outside. Polish bright work.
- Toilet seats to be cleaned on both sides using disinfectant.
- Grab rails to be cleaned and sanitised.
- Scour and sanitize all basins and tiled backsplashes. Polish bright work.
- Dust cubicle partitions walls and doors down.
- Remove splash marks from walls around basins.
- Vacuum, mop, and rinse restroom floors with a disinfectant.
- Dust all door handles, radiators, windowsills, and ledges.
- Wipe down all doors.
- Sanitise toilet brushes and holders.

### **Kitchen**

The specification for the kitchen is.

- Waste receptacle to be emptied and liner replaced, and waste removed to a designated collection point.
- Clean fronts, tops, and sides of general waste and recycling bins receptacles with a disinfectant.
- Vacuum, mop, and rinse kitchen floor with a disinfectant.
- Clean and wipe all kitchen counter tops and cupboard doors.
- Spot clean walls near rubbish receptacles.
- Damp wipe countertops to remove coffee rings and spillage.
- Clean and sanitise sink.
- Spot clean cabinets and exterior of appliances to present a neat appearance.
- Dust all door handles, radiators, windowsills, and ledges.
- Wipe down all doors and doorframes.

# SECTION 2 – RYDE TOWN COUNCIL QUARTERLY DEEP CLEAN SPECIFICATION

Deep Cleans dates and times are to be organised and scheduled in for lifetime of the contract once the contract has commenced.

The tender will quote for the.

## **Cleaning of the offices, meeting rooms, corridors, inside windows, and public waiting area.**

The specification to clean these rooms are.

- Deep clean all carpeted flooring– moving furniture if necessary.
- Vacuum clean all chairs (clean as needed).
- Vacuum all vents.
- Dust all high surfaces, working top to bottom.
- Polish all cleared wooden surfaces, including furniture, shelves, cabinets, tables, and desktops.
- Cleaning of areas that often pick up dirt: light switches, plug plates, door handles, radiators, and skirting boards.
- Clean down all the fronts of the cabinet faces.
- Look for cobwebs and remove.
- Dust down, fire extinguishers, uplighters, and coat stand.
- All waste bin to be cleaned inside and out.
- Wipe down all doors, doorframes. Ledges, windowsills, and skirting boards.
- Clean and wipe down all inside windows.

## **Public entrance hall**

The specification to clean this area is.

- Deep clean tiled flooring area.
- Wash down the double internal door and door frames. Clean both sides of the top panel glass.

## **Ladies, Gents and Easy Access Toilets**

The specification for the toilets is.

- Thorough cleaning of the basins and shining of the fixtures.
- Full cleaning of the toilets, including the front of the bowl and the lower toilet pedestal and bolts.
- Deep clean of the flooring.
- Look for cobwebs and remove.
- Removal of mildew or limescale.

## **Kitchen**

The specification for the kitchen is.

- Kitchen cupboards and fridge emptied and scrubbed.
- Microwave and other appliances cleaned inside and out.
- Coffeemaker, thorough wash both the pot and the machine.
- Recycling bins and waste bins to be cleaned inside and out.
- Cleaning the fronts of the cabinet faces.
- Spot cleaning of the kick plate underneath the cupboards.
- Cleaning of areas that often pick up dirt: light switches, plug plates, door handles and radiators.
- Look for cobwebs and remove.
- Thorough cleaning of the basins and shining of the fixtures. As well as all grab rails.
- Removal of mildew or limescale.
- Deep clean of the flooring.
- Polish all cleared wooden surfaces.
- Wipe down all doors, doorframes, and skirting boards.



# SECTION 3 – NETWORK RYDE WEEKLY CLEANING SPECIFICATION

## **Staff Office & Corridor**

- Empty all waste receptacles and replace liners as needed. Remove waste to a designated collection point.
- Vacuum and then Mop and rinse Altro flooring with a neutral alkaline cleaning product.
- Thoroughly dust down all cleared horizontal surfaces, including desktops, cabinets, files, windowsills, ledges, chairs, tables, pictures, and all other furnishings.
- Damp wipes all horizontal surfaces to remove coffee rings and spillage.
- Dust and sanitise all telephones.
- Dust all light switches, door handles, radiators, skirting boards, windowsills, and ledges.
- Spot clean partition glass between the office and the main service room and dust blinds.
- Wipe down all doors, doorframes, and finger plates.
- Wipe down and clean office window.

## **Main service room**

- Waste receptacle to be emptied and liner replaced, and waste removed to a designated collection point.
- Clean fronts, tops, and sides of general waste and recycling bins receptacles with a disinfectant.
- Vacuum and then Mop and rinse Altro flooring with a neutral alkaline cleaning product.
- Clean and wipe all kitchen/service counter tops and cupboard doors.
- Spot clean walls near rubbish receptacles.
- Clean and polish mirrors.

- Damp wipe countertops to remove coffee rings and spillage.
- Clean and sanitise sink and basin.
- Spot clean cabinets and exterior of appliances to present a neat appearance.
- Wipe down all doors, doorframes, and finger plates.
- Dust down computer pods/terminals, kickboards, architrave wall panels and skirting boards.
- Thoroughly dust all horizontal surfaces, including computer pods/terminals, windowsills, ledges, chairs, tables, sofas, pictures, electrical equipment, and all other furnishings.
- Wipe down and clean all inside windows.

### **Staff and Universal toilet**

- Replenish toilet rolls, hand soap and toilet blocks (as and when required).
- Empty waste receptacles, wipe and replace liners as needed. Remove waste to a designated collection point.
- Clean and polish mirrors.
- Toilets to be cleaned and sanitised inside and outside. Polish bright work.
- Toilet seats to be cleaned on both sides using a disinfectant.
- Grab rails to be cleaned and sanitised.
- Scour and sanitise all basins and tiled backsplashes. Polish bright work.
- Remove splash marks from walls around basins.
- Vacuum and then Mop and rinse Altro flooring with a neutral alkaline cleaning product.
- Dust all door handles, radiators, windowsills, and ledges.
- Wipe down all doors, doorframes, and finger plates.
- Sanitise toilet brushes and holders.

# SECTION 4 – NETWORK RYDE QUARTERLY DEEP CLEANING SPECIFICATION

Deep Cleans dates and times are to be organised and scheduled in for lifetime of the contract once the contract has commenced.

The tender will quote for the.

## **Staff Office & Corridor**

- Deep clean all Altro Contrax flooring (using Altro Clean 44+) – moving furniture if necessary.
- Vacuum clean all chairs (clean as needed).
- Vacuum all vents.
- Dust all high surfaces, working top to bottom.
- Polish all cleared wooden furnishings including desktop surfaces.
- Cleaning of all areas that often pick up dirt: light switches, plug plates, door handles, radiators, and skirting boards.
- Clean down all the fronts of the cabinet faces.
- Look for cobwebs and remove.
- Dust down any fire extinguishers.
- All waste bin to be cleaned inside and out.
- Wipe down all doors, doorframes, ledges, windowsills, and skirting boards.
- Wipe down and clean all inside windows.

## **Main Service Room.**

- Deep clean all Laminate safety flooring – moving unfixed furniture if necessary.
- Deep clean of the matting area.
- Vacuum clean all chairs, sofas, and all other soft furnishings (clean as needed).
- Vacuum all vents.
- Wipe down all architrave wall panels.

- Dust all high surfaces, working top to bottom.
- Clean down all ledges and walls within the store cupboard.
- Cleaning of all areas that often pick up dirt: computer pod/terminals, light switches, plug plates, door handles and radiators.
- Look for cobwebs and remove.
- Dust down any fire extinguishers.
- Wipe down all doors, doorframes, ledges, windowsills, and skirting boards.
- Kitchen cupboards and fridge emptied and scrubbed.
- Recycling bins and waste bins to be cleaned inside and out.
- Clean down all the fronts of the cabinet faces.
- Spot cleaning of the kick plate underneath the cupboards.
- Thorough cleaning of the sinks and shining of the fixtures.
- Removal of mildew or limescale.
- Polish all cleared wooden surfaces.
- Wipe down all doors, doorframes, ledges, windowsills, and skirting boards.
- Wipe down and clean all inside windows.

#### **Staff and Universal toilets.**

- Deep clean all laminate safety flooring.
- Thorough cleaning of the basins and shining of the fixtures. As well as all grab rails.
- Full cleaning of the toilets, including the front of the bowl and the lower toilet pedestal and bolts.
- Look for cobwebs and remove.
- Removal of mildew or limescale.

## **SECTION 5 - HEALTH & SAFETY**

The successful contractor will be required to supply all up to date and relevant risk assessments and safe working method statements before the contract commences.

An up-to-date risk assessment and method statement must be provided each year.

All chemicals used within the office should be checked in relation to REACH and COSHH standards.

## **SECTION 6 - INSURANCE AND COMPETENCY**

Tenders must provide up to date and relevant insurances including £10 million public liability.

We are looking for contractors with relevant cleaning competencies such as a BICSc (British Institute of Cleaning Science) certificate.

## **SECTION 7 - OTHER GENERAL SPECIFICATIONS**

### **Meetings**

A pre-contract meeting will take place to organise all specification outlined. Ryde Town Council will also arrange annual contract meetings to enable both parties to discuss the contract.

Emergency meetings can be called at any time and contractors can also call meetings when they feel appropriate.

### **Point of contact**

Contractors will report to the Ryde Town Council facilities team throughout the duration of the contract and a member from the Network Ryde Team.

### **Site visits**

The contractor is strongly advised to visit the locations listed and fully inform themselves as to the nature of the works asked of them.

### **Queries**

Please email [procurement@rydetowncouncil.gov.uk](mailto:procurement@rydetowncouncil.gov.uk) with any queries you may have, and an officer will get back to you as soon as possible. Please be aware that all questions and answers will be published on contract finder as standard practice.

**SECTION 8 - FORM OF TENDER FOR OFFICE CLEANING  
CONTRACT FOR RYDE TOWN COUNCIL AND NETWORK  
RYDE**

Town Hall Chambers,  
10 Lind Street,  
Ryde,  
Isle of Wight,  
PO33 2NQ

Tuesday, 22 February 2022

Dear Sirs,

I / we have read the specification & contract terms and having understood, by site visits or otherwise, the requirements & the contract.

We offer to deliver the **OFFICE CLEANING CONTRACT FOR RYDE TOWN COUNCIL** stated in the specification above for the fixed price sum of £..... (Including VAT) Per Annum.

We offer to deliver the **OFFICE CLEANING CONTRACT FOR NETWORK RYDE** stated in the specification above for the fixed price sum of £..... (Including VAT) for Per Annum.

The above prices are detailed in the supporting quotation checklist/bills of quantities section (APPENDIX 5) and in a personal business quotation submitted including as much detail as possible.

I/we understand that Ryde Town Council is not bound to accept the lowest or any tender received. It can also accept either or both of the above at its sole discretion

I/we undertake, in the event of your acceptance of this tender, to execute a formal contract containing the terms & conditions of the tender.

I/we certify that this is a bona fide tender, intended to be competitive and that the amount has not been fixed or adjusted by any arrangement with any other person or organisation.

I/we undertake to keep this tender open for 6 months from the tender return date.

By signing this document, I/We have read and understand Ryde Town Councils Data Protection policy (APPENDIX 4).

Signature:.....  
Position:.....  
Being authorised to sign tenders on behalf of:.....  
Name of Contractor:.....  
Address:.....