



Ware Town Council

Ware Priory, High Street, Ware, SG12 9AL

www.waretowncouncil.gov.uk

01920 460316

WARE TOWN COUNCIL TENDER SPECIFICATION

On behalf of Ware Town Council, I have the pleasure of inviting you to submit a fixed price tender for the following project.

Yours faithfully,

Terry Philpott
Town Clerk

Project name	Cleaning Services Contract covering Ware Priory and Fletcher's Lea
Project objective	To ensure that Ware Priory and Fletcher's Lea are consistently cleaned on a regular schedule, creating a welcoming and attractive environment for staff, visitors, and paying guests.
Project location	Ware Priory High Street Ware Hertfordshire SG12 9AL
Contract value	£20000 to £25000 pa Based on a three year contract.
Timescales	Preferred start date May 2025
Contact details for further information and site visits	Kerry Mavris, Priory Operations Manager kerry@warepriory.co.uk 01920 460316

Contact details for invoice queries	Sean Higgins, Finance Manager sean@waretowncouncil.gov.uk Phone 01920 460316
Primary contact details during the project period.	Kerry Mavris, Priory Operations Manager kerry@warepriory.co.uk 01920 460316
Contractor requirements essential	<ul style="list-style-type: none"> • All tender applicants must have performed a site visit before submitting the tender • Previous knowledge and experience of cleaning listed buildings • Large venue experience, demonstrating staffing and resourcing over multiple sites • Experience of cleaning to BICS colour coded cleaning process regulations
Contractor requirements desirable	<ul style="list-style-type: none"> • Able to evidence CRS in current business operations and contracts
Return date for tender submissions	<p>9am on 17th February 2025</p> <p>Preferred method by email to tenders@waretowncouncil.gov.uk . If large documents such as maps or visuals are submitted, please provide a paper copy to</p> <p>Ware Town Council The Priory High Street Ware, Hertfordshire SG12 9AL</p> <p>Postal tenders or additional information should be submitted in an envelope marked,</p> <p>Ware Priory Cleaning contract</p> <p>Please do not submit enquiries of a general nature to tenders@waretowncouncil.gov.uk as the inbox is only monitored at the time a tender is due to close.</p>

Performance management	<p>The successful bidder will be required to work closely with the Priory Operations Manager.</p>
	<p>Locations to be serviced:</p> <p>Ware Priory: Priory Street, Ware, Herts, SG12 9AL Reception, public areas including stairs and lift Council Office x 2 Priory Hall* Council Chamber* Hadsley Room* Tudor suite Conservatory* 4 x toilets with multiple cubicles 1 x accessible toilet Kitchenette x 2</p> <p>Rooms marked * are functions rooms with variable use and will require daily cleaning, additional focus may be on rooms that are being prepared for use or cleaned after an event. Notification will be provided by the Priory Operations Manager.</p> <p>(5 rooms let to commercial tenants which are not included in this proposal)</p> <p>Fletchers Lea: Priory Street, Ware, Herts, SG12 9AL Conference room Lobby / Reception Area 2 x toilet blocks with multiple cubicles 1 x accessible toilet</p> <p>Cleaning Tasks Ground Floor and 1st Floor Offices and Function Rooms</p> <ul style="list-style-type: none"> o Vacuum / Sweep carpets o Clean all table tops with anti bac cleaning solution o Mop all hard floor areas o Dust all edges and ledges o Dry polish mirrors and dust pictures once a week o Clean reception, sanitise phones and clean under counter area and spot clean internal glazing o Dust shelving and credenzas weekly o Sanitise high touch points o Sanitise touch points of printers, including hand rail of stairs. <p>Stairs and Lift</p> <ul style="list-style-type: none"> o Vac stairs

- o Clean nosing of stairs monthly
- o Hi dust for webs weekly
- o Vacuum inside lift and sanitise touch points and buttons

Toilets

- o Mop hard floor areas
- o Wipe clean / sanitise wash basins
- o Wipe clean / sanitise WC pans
- o Wipe clean feminine hygiene bins
- o Wipe clean finger marks from doors
- o Polish mirrors
- o Replenish supplies
- o Wipe clean waste bins
- o Empty waste bins and take to designated area

Kitchenette

- o Vac and mop floor
- o Clean all work surfaces with anti bac cleaning solution
- o Clean inside microwave and fridge weekly,
- o Clean all vertical surfaces of cupboards and handles
- o Dry dust skirting and hand wash cutlery and crockery not cleaned by staff (limited)

Areas		Daily	Weekly	Monthly	Quarterly
Stairs	Vacuum stairs and landings	x			
	Spot clean risers		x		
	Wipe hand rails	x			
	Clean any dirt marks below dado ht (do not scrub)		x		
	Clean nosing			x	
Ground and 1 st Floor Office spaces and Function rooms	Vacuum floors, wipe desks	x			
	Empty bins and reline	x			
	Dust skirting and sills		x		
	Dust windows for webs		x		

	Ground floor Reception	Vacuum entrance lobby	x			
		Empty bins and reline	x			
		Vacuum ground floor	x			
		Entrance plaque			x	
	Lift	Vacuum lift and touch points	x			
	Kitchens	Clean work tops	x			
		Clean cupboard doors and drawer facia and handles	x			
		Clean sink, sanitise island unit and table tops	x			
		Wash limited cups and stack	x			
		Place Nespresso front parts in dishwasher	x			
		Descalc sink		x		
		Sweep and mop floor	x			
		Clean inside of fridge		x		
		Clean inside of microwaves		x		
	Internal glazing	Spot clean all internal glazed panels	x			
		Clean internal glazed panels				x
	Toilets	Clean all wc ware	x			
		Sweep and mop floors	x			

		Dry polish mirrors	x			
		Clean all tap ware and drain points	x			
		Spot clean doors and walls	x			
		Clean doors and walls			x	
		Replenish consumables	x			
		Legionnaire clean taps			x	
		Empty and reline bins and wipe	x			
	Office floors	Vacuum floor		x		
		Wipe desks and spot clean internal glazing and view panels		x		
		Wipe sills and skirtings		x		
		Dry dust windows of webs		x		
		Clean internal glazing				x
		Spot clean glazing	x			
		Empty bins and reline	x			
	Windows	Internal – periodic clean on approval				x
		External – price on request				
Additional Works	The Council may from time to time request additional works. The Contractor may provide an hourly rate or quotation which must be approved by the Council before any works are carried out.					

<p>Health and Safety</p>	<p>The Contractor shall ensure that employees to be engaged in such works are suitably qualified and assessed and provided with all protective clothing (PPE) applicable to the materials being applied and shall give their staff access to such washing and cleaning facilities as necessary.</p> <p>The Contractor shall ensure that all cleaning materials are properly stored and transported, providing secure storage.</p> <p>All equipment used shall be carefully maintained throughout the period of the Contract to ensure correct usage. Where required, PAT must be carried out.</p> <p>In carrying out the application of cleaning products the Contractor shall ensure that the products are used in accordance with the manufacturer’s instructions.</p> <p>In carrying out mixing of chemicals the Contractor shall ensure that no spillage of chemical takes place so that no damage results to the property.</p> <p>Any such damage shall be held to be the responsibility of the Contractor, and they shall be required to make good any damage and shall be responsible for any claims for compensation arising from their actions of omissions.</p> <p>The Contractor shall ensure that all waste containers and chemicals are disposed of correctly and safely in accordance with current legislation.</p> <p>The Contractor shall dispose of said waste in accordance with Ware Town Council’s recycling and rubbish disposal process.</p>
<p>Access and possible restrictions</p>	<p>Access to Ware Priory is seven days per week between the hours of 6am and 8pm. No cleaning can take during operational hours without the expressed permission of the Priory Operations Manager</p> <p>Notes Key and fob access provided – access for cleaning from 6am onwards</p>
<p>Reporting</p>	<p>Kerry Mavis, Priory Operations Manager</p>
<p>Payment terms</p>	<p>WTC seek to pay all correct invoices within 30days.</p>

Retention value / period	Na
Penalty clauses	Na
Conditions of contract	<p>The Council require assurances from all potential contractors through the provision of appropriate documentation that:</p> <ul style="list-style-type: none"> • Contractors are required to provide copies of their Risk Assessments and keep these up to date. • Regular audits will be required to be carried out on a monthly basis. • All operatives are suitably trained and qualified to use any machinery/equipment involved in the work. • Operatives will at all times wear suitable protective clothing • Safety and advisory signage will be required as necessary • Contractors will be required to supply details of public liability insurance with the tender papers. • Contractors will be required to undertake a COSHH assessment for all chemicals used during the delivery of the contract. • Contractors will be expected to provide a method statement detailing how the various elements of the work will be undertaken.

Pricing schedule

Contractor name	
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Project name	Ware Priory Cleaning Contract
	Pricing (excluding VAT) for the three building as included on the specification, including cleaning materials.
Ware Priory Fletcher's Lea	
	Ware Council recognises the Living Working Wage.
	The council seek to pay invoices within 30 days of the receipt of a correct invoice after completion or delivery of the project. If there is a requirement for phased payments, please detail below.

I / We hereby offer to carry out the works as scheduled and contained in the attached specification.

Signed

Dated

Contractor name	
Address	
Name of primary contact	
Email	
Office phone number	
Mobile phone number	

Contractor name	
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Contract Evaluation

The contacts will be evaluated based on a combination of price and other factors as indicated below.

Please supply information related to each of the headings to allow us to evaluate your tender submission. Please use continuation sheet where necessary.

Based on the information provided shortlisted contractors may be invited to an interview

	Max score	score	
Price	50		
Quality of work Training / Qualifications / Experience of staff Please provide names of referees related to existing contracts of a similar nature	30		
Reliability (Equipment strategy / contingency plans/ method statement / project plan)	10		
Proximity to Ware (Location of equipment / contractors)	5		
Environmental factors (Please attach environmental policy)	5		
Total	100		

The Council reserve the right to not accept any or the lowest tender

Contractor name	
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References:

Please provide two References below....

	Reference 1	Reference 2
Organisation		
Contact name		
Contact phone		
Contact email		
Address		
Type of contract		

Tender submission checklist

Contractor name	
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		Office use
Cost breakdown (excluding VAT)		
References		
Environmental policy		
Public liability insurance		
Method statement detailing how the various elements of the work will be undertaken.		
Project timescales		
Further information to support the tender evaluation as required		



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