

Grange-over-Sands Town Council



Contract to Clean and Maintain the Public Conveniences in Grange-over-Sands

INVITATION TO TENDER

Grange-over-Sands Town Council
Victoria Hall, Main Street, Grange-over-Sands, Cumbria LA11 6DP

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Issue date	15 September 2026
Tender return deadline	20 November 2026
Contract start date	1 April 2027
Contract term	2 years

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1. Tender Process

1.1 The Council

Grange Town Council is the local authority for the parish of Grange-over-Sands. The Council wishes to procure a Contractor for the Cleaning and Maintenance of the Public Conveniences in Grange as set out in this Invitation to Tender and its schedules.

1.2 Scope of Contract

There are three blocks of public conveniences in Grange, situated:

- 1) Ornamental Gardens - in the Gardens, opposite Yewbarrow Terrace LA11 6ED
- 2) Church Hill – on Pig Lane, opposite the Church LA11 6BE
- 3) Prom – south end of the Promenade, opposite the Lido LA11 7DS

All cubicles are operated using a Nayax card system and/or radar key.

1.3 Site Visit

Tenderers are strongly advised to inspect the sites and satisfy themselves as to the nature, condition and practical requirements of the contract. A site visit may be arranged by appointment through the Town Clerk at council@grangeoversandstowncouncil.gov.uk

1.4 Tender timetable

Activity	Date
Issue of Invitation to Tender	15 September 2026
Submissions of Tenders	Friday 20 November 2026 by 12 noon
Recommendation on award of Contract by Working Party (to be appointed 12 October 2026) and subject to approval by Full Council	14 December 2026, Town Council Meeting
Commencement of contract	1 April 2027

1.5 Submission Instructions

Completed tenders must be received by the Town Clerk, Grange-over-Sands Town Council, Council Offices, Victoria Hall, Main Street, Grange-over-Sands, Cumbria LA11 6DP, or emailed to council@grangeoversandstowncouncil.gov.uk by the deadline stated above.

The email subject line should read: '*Public Conveniences Cleaning and Maintenance Contract Tender Response*'. Tenderers are responsible for ensuring that submissions arrive by the deadline.

1.6 Clarifications

Any queries or requests for clarification relating to this tender must be made by email to council@grangeoversandstowncouncil.gov.uk by the date stated in the timetable. The Council will endeavour to respond as soon as reasonably practicable and may share the response with all tenderers where appropriate.

1.7 Evaluation and Award

Tenders will be evaluated in accordance with the details specified in this document. Grange Town Council does not bind itself to accept the lowest price or any of the tenders submitted. The evaluation criteria will be based upon the following aspects:

1. Contract Price

- i. Competitive price.
- ii. Price clarity.

2. Financial and Legal

- i. Details - Provision of company's title, registration number, address.
- ii. Insurance – submission of copies of insurance certification.

3. Service Capability

- i. Service delivery experience – submission of two references.
- ii. Service delivery model that ensures business continuity – demonstration how the service delivery will be met normally and when there are difficulties such as staff absence.
- iii. Personnel – submission of copies of company's Equal Opportunities Policy.

4. Level of Compliance with the Contract

- i. Proposals provided match with the service requirements.
- ii. Quarterly Maintenance Service to each toilet block – provision written description of quarterly maintenance scheme of work.

1.8 Grange Town Council reserves the right to:

- Seek clarification or additional documents in respect of any tender submission.
- Disqualify any tender which has been deemed not to meet the Town Council's requirements.
- Discount evasive, unclear or incomplete tenders.
- Withdraw this tender at any time or to re-invite tenders on the same or any alternative basis.
- Choose not to award any contract as a result of the procurement process.
- Make whatever changes it sees fit to the timetable, structure or content of the procurement process depending on approvals, processes, or any other reason.

1.9 Costs and Confidentiality

The Council will not be liable for any bid costs, expenditure, work or effort incurred by a tenderer or any third party acting under instructions from them in participating in this procurement. Information supplied by tenderers will be used only for the assessment of this tender and will be treated confidentially, subject to any legal obligations on the Council.

1.10 Conflict of Interest and Contact

Tenderers must disclose any actual or potential conflict of interest. Tenderers should not approach individual councillors about the tender process. All communications should be directed to the Town Clerk

2. Requirements

2.1 General obligations

The contractor shall provide the cleaning and maintenance services in a professional, safe and efficient manner, with full regard for the Council's reputation, the needs of users and the condition of the facilities.

2.2 Standards of service

The contractor must supervise staff appropriately to ensure that service standards are met and that staff behave courteously and respectfully towards facility users. Staff must have the training and ability needed to carry out the tasks set out in this tender.

2.3 Health and Safety

The contractor is responsible for the health and safety of its employees and subcontractors and must maintain suitable policies, training and safe systems of work. Within one month of commencement, the contractor shall provide the Council with a written risk assessment covering the contract and shall review it at least annually and whenever required by a material change in the service.

The contractor shall provide COSHH assessment sheets for all cleaning products used, keep them available on site, and use only products and methods suitable for the premises and lawful for the work to be carried out.

2.4 Insurance

The contractor must hold and maintain public liability insurance and employers' liability insurance of not less than £10 million each and must provide evidence of cover on request. The contractor shall indemnify the Council against claims, losses and liabilities arising from the contractor's negligent acts or omissions in providing the services.

2.5 Employment Matters and TUPE

The Council considers that the Transfer of Undertakings (Protection of Employment) Regulations 2006 may apply to this contract. Tenderers must make their own enquiries and allow for any transfer of staff, continuity of employment and related liabilities in their pricing.

NOTE – Tenderers are made aware that two staff are currently employed to clean the public conveniences at Grange-over-Sands.

2.6 Equality and Fair Work

Tenderers must provide copies of their Equal Opportunities Policy. The Council expects all operatives engaged on the contract to be paid at least the applicable National Minimum Wage and for employment practices to comply with all relevant employment law.

2.7 Data Protection and Confidentiality

If the contractor processes personal data on behalf of the Council, the contractor shall process that data only on the Council's documented instructions, keep it secure, use it only for the purposes of the contract, and notify the Council without undue delay of any personal data breach. The contractor shall return or securely delete Council data on expiry or termination of the contract, as instructed by the Council.

2.8 Security, Keys and Access

The contractor shall be responsible for maintaining and testing door locking systems, setting door lock timers for seasonal changes and keeping any issued keys or access devices secure. If any keys are lost through the contractor's fault, the contractor shall be liable for the reasonable cost of replacement locks, keys and any associated re-keying.

2.9 Materials, Storage and Waste

Each toilet block has a secure service area for storage of cleaning materials and equipment, which must be kept locked. The contractor shall supply all cleaning equipment, materials and consumables required for the contract, and shall ensure that waste and sanitary waste are removed, transported and disposed of lawfully.

Where required by law, the contractor shall hold the relevant waste carrier registration or use a lawful registered carrier.

2.10 Invoicing and Payment

Invoices shall be submitted monthly in arrears by email and must include all contract-inclusive costs, including consumables, sanitary waste collection and those maintenance items included within the specification. Invoices must clearly state the date of issue, the invoice period and a sufficiently detailed description of the services provided. Any additional work not included in the contract must be separately agreed in writing by the Council before it is carried out.

3. Termination and Notice Period

The contract may be terminated by either party on 28 days' written notice, subject to the Council's rights in the event of serious breach. During any notice period, the contractor shall continue to perform the services in accordance with this specification. The Council may terminate the contract immediately for material breach, persistent poor performance, fraud, insolvency, health and safety risk, or any other grave matter affecting the proper delivery of the service.

4. Qualifying Information

Tenderers are required to complete the tender response form and provide the following documents with their submission:

- Certificate of Public Liability insurance and Employers' Liability insurance to the required level.
- Health and Safety Policy.
- Equal Opportunities Policy.
- Pay Policy confirming compliance with the National Minimum Wage.
- Certificates of competency or training for relevant equipment operators, if applicable.
- Copies of site safety training certificates, if applicable.
- Business continuity arrangements covering staff absence and emergency cover.
- Any waste carrier registration or licence details required by law.
- Any other information relevant to the safe and competent delivery of the contract.

The Council may request further information at any stage of the tender process.

5. Specification

5.1 General

The contractor shall provide the services set out below for all three public convenience blocks. Any references to maintenance are limited to routine and minor maintenance within the contractor's competence, training, legal authority and the scope of the contract. Major structural, electrical or plumbing works remain the responsibility of the Council unless separately instructed in writing.

5.2 Part 1: Cleaning

- Cleaning and examination of the equipment every day except Christmas Day, at least twice a day, with an interim visual check to cover high season, bank holidays and special events.
- Supply of all cleaning equipment and materials needed for the service.
- Supply and restocking, whenever necessary, of all consumables including soap, disinfectant, bin liners and toilet paper. All stock shall be secured on site for audit, and the cost of replenishment shall be included in the contract price.
- Sanitary waste collection and disposal, including emptying of Sani-bins at least fortnightly from the start of the school Easter holidays until the end of the October half-term, and monthly during winter, or more frequently if required by use.
- Cleaning of graffiti from the interior and exterior of the building and equipment when detected or when notified by the Council.
- Monthly internal and external cleaning of windows.
- Daily external litter pick.
- Collection of items for waste and recycling from the service corridors.
- A call-out assistance service with response within 48 hours. If the contractor is unable to respond within 48 hours, the Council may arrange the work itself and recover the reasonable cost from the contractor where the delay is attributable to the contractor.

5.3 Part 2: Maintenance

- Maintenance of the service area and toilet/washroom areas including toilet seats, toilet roll holders, soap dispensers, basins, taps, electrical parts, doors and locking systems, and vandalism cover up to £500 per toilet suite per incident, unless otherwise agreed in writing.
- Quarterly preventative maintenance services and written reports for each toilet block.
- Dealing with minor plumbing problems such as blocked sinks and toilets, including unblocking drains up to the first external manhole cover.
- Keeping gutters and drains clear and inspecting them regularly.
- Replacement of external and internal light fittings and light bulbs, and disposal of used fittings in accordance with applicable waste and safety requirements.

- Management of timers for lighting and doors to minimise the effects of vandalism and to support seasonal operation.
- Emergency Assistance Service - Provide and manage an emergency assistance contact facility for users of the public conveniences whenever the facilities are open to the public. The service shall enable members of the public to report incidents including entrapment, door malfunction, access control failure or other issues affecting safe use of the facilities.
- Provide details of the arrangements proposed, including contact methods, response procedures and typical response times. Emergency contact information shall be displayed clearly within each toilet block and on the outside walls.
- Maintenance of Nayax card readers.
- Maintenance of all handwashing facilities including Wallgate units.
- Provision of meter readings for utilities analysis.
- Clean the nozzle, and run the water, on the water bottle refill station installed at the Promenade public conveniences.
- A call-out assistance service with response within 48 hours. If the contractor is unable to respond within 48 hours, the Council may arrange the work itself and recover the reasonable cost from the contractor where the delay is attributable to the contractor.

5.4 Exclusions

- Structural repairs and works to the building fabric.
- Major electrical works, rewiring or specialist certification work requiring a qualified electrician, unless expressly included in the contract or separately instructed;
- Major plumbing works beyond routine unblocking and minor repairs;
- Capital replacement of fixtures and fittings unless specifically agreed;
- Damage caused by vandalism or misuse above the stated allowance, unless separately agreed in writing.

5.5 Performance records

The contractor shall keep a cleaning and maintenance log available for inspection by the Council and shall meet with the Town Clerk, normally on a quarterly basis, or more frequently if requested, to review performance and any problems.

Appendix A. Tender response form

1. Contract price

Please provide the annual price for each site, exclusive of VAT, for each year of the contract.

Site	Year 1	Year 2
Ornamental Gardens	[insert price]	[insert price]
Church Hill	[insert price]	[insert price]
Promenade	[insert price]	[insert price]

2. Financial information

Company name	[insert details]
Contact name and job title	[insert details]
Company registration number	[insert details]
Address	[insert details]
Telephone number	[insert details]
Email address	[insert details]
Website address	[insert details]
VAT registration number (if applicable)	[insert details]

3. Service capability

Attach the following:

- Two references, with full contact details.
- Certificates of Public Liability and Employers' Liability Insurance to £10 m.
- Health and Safety Policy.
- Equal Opportunities Policy.
- Pay Policy confirming compliance with National Minimum Wage.
- Confirmation of all-year-round staff cover and emergency call-out provision.
- Description of proposed emergency assistance arrangements for users of the public conveniences, including any helpline, monitoring service or out-of-hours response provision.
- Method statement / service specification proposal.
- Description of the quarterly maintenance scheme of works.
- Any waste carrier registration or licence details required by law.
- Any other information relevant to the safe and competent delivery of the contract.

4. Contract compliance

- Confirmation that the service proposal meets the specification.
- Confirmation of compliance with health and safety law, employment law, equality law, data protection law and any waste management requirements that apply.
- Completed declaration statement (Appendix B).
- List of attachments included with the tender.

Please complete and return this form to the Town Clerk, Grange-over-Sands Town Council, Council Offices, Victoria Hall, Main Street, Grange-over-Sands, Cumbria LA11 6DP, or by email to council@grangeoversandstowncouncil.gov.uk

Appendix B. Declaration statement

Tender response submitted by:

Name	[insert details]
Name of company	[insert details]
Position in company	[insert details]
Signed	[insert details]
Dated	[insert details]

I hereby confirm that the details and figures submitted in this tender are accurate at the time of tender submission and that I am authorised to submit this tender on behalf of the company named above.