CYNGOR Y DREF Y DRENEWYDD A LLANLLWCHAEARN

NEWTOWN & LLANLLWCHAIARN TOWN COUNCIL

INVITATION TO TENDER TO CLEAN THE PUBLIC TOILETS IN NEWTOWN, POWYS

In connection with the above, tenders are invited for the cleaning services as detailed in the specification below.

1.0 General Framework to Tender

1.1 Intention to Tender

Companies tendering (hereafter referred to as 'the Tenderer') are asked to register their intention to tender by email to hannah.morris@newtown.org.uk (Operations Manager) to include all contact details, so that the Newtown and Llanllwchaiarn Town Council (hereafter referred to as 'the Council') may inform Tenderers of any alterations or additions to the specification. Any tender not preceded by an email of intent will not be accepted.

1.2 Form of Tender

Tenders should supply full proposals for the operation of the services. The Town Council recognises that contractors may have different operating models and is prepared to consider these different proposals. The council could also consider variations in service methods where it can be demonstrated that savings can be made, assuming the overall quality of the cleaning/maintenance output is maintained to a high standard.

Tenderers shall supply certificates, contract details and costings showing how they can meet the requirement to operate and maintain the public toilets as outlined below.

Tenderers are required to supply the Council with copies of the following:

- Method Statements
- General Risk Assessments
- Health and Safety Policy
- Certificate of Public Liability Insurance.

These must be supplied with the tender submission.

Tenderers for this contract, who have not previously undertaken projects for the Council, must provide details, contact names and addresses, email address and telephone contact details for at least two referees who can be contacted regarding previous projects.

1.3 Qualification

If any Tenderer is to their knowledge related to any Member of or holder of any office under the Council, then they shall disclose the relationship in writing to the Operations Manager, who will report any such disclosure to Council. Failure to disclose may result in the disqualification of the tender.

Failure to follow any of the instructions given in this invitation to tender and any other tender documents may lead to the tender being excluded from this tender process.

1.4 Submission of Tender

Tenders must be submitted by 12 noon Monday, 1st June 2026 in sealed envelopes clearly marked 'NEWTOWN PUBLIC TOILETS' addressed to the Operations Manager, Newtown & Llanllwchaiarn Town Council, The Cross, Broad Street, Newtown, Powys, SY16 2BB. Alternatively, they can be sent via email to enquiries@newtown.org.uk where they will be securely stored by another town council staff member until 12 noon on the 1st of June 2026 and opened with any postal submissions.

Should you have any queries, please contact:

- Mrs Hannah Morris (Operations Manager)
  Email Hannah.morris@newtown.org.uk
  Phone 01686 625544 (Office Number)

1.5 Payment

Please confirm the payment terms that you would wish for this account.

1.6 Evaluation and Awarding of Contract

The contract will be awarded to the Tenderer that complies with all written requirements, has satisfactory references via referees, provides a service that gives the greatest value to the Town's Council Taxpayers, and in the opinion of the Council, offers best value for money.

1.7 Law

The tenderers must allow for compliance with all current employment law, health & safety regulations and all other laws, regulations, British and EU standards relevant to England & Wales.
Transfer of Undertakings (Protection of Employment) regulations (TUPE) apply to this contract, and details of existing employment will be provided along with this document.

2.0 Background

Newtown and Llanllwchaiarn Town Council took over the responsibility for the management, maintenance and service of the two public toilet blocks in their town from Powys County Council in October 2015.

The Council is seeking tenders from companies capable of managing the cleaning of the toilets to an agreed specification and assisting in improving the service that is provided to residents and visitors to Newtown.

Use of the toilets is currently free of charge but may be reviewed during this tender period.

3.0 Location and Site Details

The toilet blocks provide both ladies' and gentlemen's facilities, and separate disabled ladies' and gentlemen's facilities under RADAR key available 24 hours a day, at:

- Back Lane, Newtown SY16 2NH (adjacent to the Bus Station)
- Gravel Car Park, Newtown SY16 1AG (opposite Post Office, Short Bridge Street).

In addition, there are separate ladies' and gentlemen's night-time toilets which are currently not in use and will not form part of this tender.

Weekly Numbers of visitors to the toilets are approximately as follows:
Figures are an average of two weeks' footfall data taken between 19th April 2023 and 2nd May 2023

April 2023	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
Gravel Ladies	403	721	555	638	711	706	332	4065
Gravel Gents	580	750	656	664	703	678	494	4523
Gravel sub totals	*983*	*1471*	*1211*	*1302*	*1414*	*1384*	*825*	*8588*
Back Lane Gents	240	253	184	189	208	301	155	1529
Back Lane Ladies	536	674	532	613	534	705	327	3920
Back Lane sub totals	*776*	*927*	*715*	*802*	*742*	*1006*	*481*	*5448*
Totals	**1758**	**2398**	**1926**	**2103**	**2156**	**2390**	**1306**	**14036**

The number of visitors increases during town festivals and events, and it will be expected to be kept open for longer as required.

4.0 Cleaning Services

The toilets are open to the public seven days a week (including public holidays – except Christmas Day) from 7am to 7pm. The Tenderer must include the provision of opening and closing of the toilets every day also public holidays and weekends.

4.1 Cleaning - general

i. Toilets should be cleaned at least **three times a day,** including between peak periods of use (such as mid-morning, after lunch break and the end-of-day).
ii. Not all toilets are to be cleaned at the same time to ensure adequate access for users.
iii. Ensure provision for extra spot cleaning as required.
iv. All toilet buildings will require a deep clean at least once a year to the satisfaction of the Operations Manager or their representative.
v. A cleaning audit checklist should be located in the toilets, dated and signed at regular intervals throughout the day

4.2 Cleaning Schedule: Daily Tasks

i. Empty, clean, sanitise and replace as necessary sanitary, nappy and litter containers and hygienically dispose of contents. Provide and replace plastic liners as required.
ii. Wash with clean, hot water containing cleansing agent all hand basins, taps, mirrors, sanitary fittings, and tiles, leaving surfaces dry and smear-free.
iii. Clean and sanitise all water urinals, toilet bowls, toilet seats, leaving the latter dry.
iv. Waterless urinals – Clean in strict accordance with the 'Whiff Away' cleaning regime (documents available)
v. Clean and sanitise as necessary all soiled areas of walls, doors or other finishes and remove superficial graffiti and fly posting (thoroughly cleaning the affected area of adhesive and remains of poster).
vi. Thoroughly sweep all floors. Wash with clean, hot water containing a cleansing agent, and remove excess moisture and standing water by approved means, so as to remove all dirt and stains.
vii. Replenish toilet paper, disposal bags, soaps, towels and other materials as necessary.

viii. Clear accumulated rubbish from external paths and areas immediately adjoining the toilet buildings and dispose. Where necessary, sweep to leave the area in a tidy condition and to prevent a build-up of leaves and rubbish.
ix. Check buildings for damage or structural defects, including water services, to prevent wastage and report immediately.

4.3 Cleaning Schedule: Monthly Tasks

In addition to the daily works, the following works are to be carried out to each as required, but a minimum of once per month, to the satisfaction of the Operations Manager or their representative:

i. Wash with clean, hot water containing cleansing agent, all ledges, sills, doors & frames at whatever level, also all walls and other surfaces up to a height of 2 metres.
ii. Remove cobwebs at all levels. Dust around light fittings, windows and ceiling corners and remove any deposits from ceilings and walls at whatever level.

4.4 Cleaning Schedule: Deep Clean

The following works are to be completed once a year, to the satisfaction of the Operations Manager or their representative:

i. Toilet bowls & fittings - descale, clean and remove all deposits from internal and external parts of the fitment to include flushing rim, seat, seat covers, hinges, all traps and cleansing of exterior of cistern.
ii. Water urinals - descale, clean and remove all deposits from the whole of the face, to include outlet trap, immediate pipework, domed grating trap cover and exterior of cistern.
iii. Waterless urinals – Clean in strict accordance with the ‘Whiff Away’ cleaning regime (documents available)
iv. Refill any open joints revealed by the removal of deposits, in mortar or mastic as appropriate. Replace trap covers on each visit, when necessary.
v. Wash basins, sinks, taps and miscellaneous units, including gullies, open channels, soap dispensers, troughs, etc. - descale, clean and remove all deposits from the entire area, including splash backs and underneath. Remove sludge and deposits from the waste outlet and waste pipe. Refill any open joints, as described above, when necessary.
vi. Mechanical scrubbing of all floors (including upstands where appropriate) to thoroughly remove all ground-in dirt, grease and other deposits. Reseal with approved floor sealer to the approval of the Operations Manager or their representative.
vii. Wash with clean, hot water containing cleansing agent all surfaces above 2 metres in height and leave dry and smear-free on completion. Dust ceilings all over.
viii. Completely clean all windows, sills, and surrounds internally and externally. Leave dry and smear-free on completion.

4.5 Emergency contact number

i. The successful contractor must provide a 24-hour-a-day, 356 days a year contact number that will be displayed at both venues.
ii. The successful contractor will have access to the Town Council’s out-of-hours contacts should they require it and will be expected to call the emergency services should it be required.

4.6 Waste and materials

i. The successful contractor must provide all necessary tools, equipment, PPE and training for the cleaning staff to allow them to safely and efficiently carry out their duties.
ii. All cleaning products, soap, hand towels (were necessary), toilet paper, disposal bags, etc. must be supplied by the successful contractor.
iii. All waste disposal, including feminine hygiene and nappy bins, will be the responsibility of the successful contractor.

5.0 Contract Period/tender programme.

i. Service resolved to go out to tender on a 3-year contract with the option to extend for a further 2 years.
ii. Tender documents to be emailed to at least 3 contractors by Monday, 11th May 2026.
iii. Tenders must be submitted by **12 noon on 1st June 2026** in sealed envelopes clearly marked 'NEWTOWN PUBLIC TOILETS' – or electronically to enquiries@newtown.org.uk.
iv. Tender submissions will be evaluated by members of the Services Committee in June 2026.
v. Contract will be awarded to the winning tender by 15th June 2026, with unsuccessful contractors contacted shortly after.
vi. **CONTRACT START DATE WILL BE 1st July 2026**
vii. First contract review date will be w/c 7th December 2026 with 6-monthly reviews throughout the remainder of the contract.

6.0 Procurement

Criteria and weighting	Weighted score
Price	50
Use of local supplier(s) and environmentally sustainable products.	15
Willingness to meet all required elements of the specification	10
Previous experience	10
Capacity to cover sickness and leave.	10
Completion of all written requirements.	5
TOTAL	100

7.0 Development

In the spring of 2016, the Town Council invested in the refurbishment of the Back Lane toilet, so it will look to keep the high standards this improvement has brought to the building.

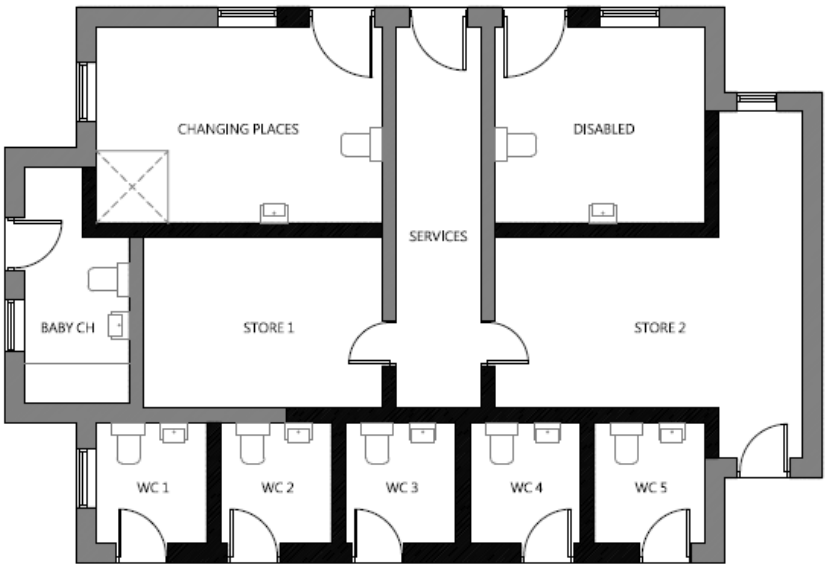
In December 2019, the Town Council installed the 'Whiff Away' waterless urinal system in both the Gravel and Back Lane toilets in recognition of a climate emergency. Any Tenderer that can demonstrate the use of environmentally friendly techniques and/or cleaning products will score well.

Within the next month, a major remodelling of the Gravel Car Park toilets will begin. The scheme is being funded through a 75% contribution from the PCC Transforming Towns Fund and will include a complete redesign of the toilet layout, together with the installation of a new "Changing Places" facility, as shown below.

Current layout: The Gravel



Proposed new plan:



PROPOSED PLAN

The remodelling work for the Gravel Car Park toilets was issued through a tender process and awarded to a local contractor. Works are scheduled to commence between Monday, 25 May 2026 and the week commencing 8 June 2026, with the contract period expected to last approximately 20 weeks.

During the period of the Gravel toilet transformation works, additional daily cleaning and restocking, as well as a deep clean, will be required at the Back Lane toilets to accommodate increased usage.

End of tender document