



Contract for

PUBLIC CONVENIENCES

1 April 2024 – 31 March 2027

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1. General

Public Conveniences Including Windows

- 1.1. Rother District Council (“the Council”) owns and maintains the Public Conveniences listed in Section 3B of this document and shown on the plans in Appendix 1.
- 1.2. The Services to be provided within this part of the Specification embrace the provision of all plant and labour and then carrying out the works of cleansing various Council public conveniences owned and managed by the Council.
- 1.3. A description of the locations and facilities to be cleaned under the contract is contained in Section 3B of this document. The Specification set out in Section 3 of this document is based on the current requirements of the Council and it should be recognised that these requirements may change during the term of the Contract.

Objectives

- 1.4. The objectives of the Service are to:
 - a. Provide and maintain a clean and hygienic environment for Customers.
 - b. Achieve a) above through a value for money service with an ability to respond to the Councils varying requirements.
 - c. Ensure that all precautions are taken to safeguard customers and employees during the use of cleaning materials and comply with all manufacturer’s instructions for safe use.
 - d. Undertake regular reviews of the Service to identify and implement improvements, performance and value for money.

General Description

- 1.5. Rother District Council is responsible for providing, maintaining and cleansing public conveniences within the district across the various localities detailed in Section 3B.
- 1.6. None are open on Christmas Day; some are open 364 days per annum; others are seasonal.
- 1.7. The Authorised Officer will be the Neighbourhood Services Team Leader or their successor.
- 1.8. Some locations are attended seasonally.
- 1.9. The remaining locations are to be cleaned according to the schedule set out in Section 3B.

- 1.10. Opening hours are extended during the summer months or at the discretion of the authorised officer as set out in Section 3B.
- 1.11. The Contractor shall ensure and shall be deemed to have ensured, that provision is made in his tender for travelling to and from the areas to be cleansed, in addition to provision for carrying out the cleansing.
- 1.12. A variation order will be issued from time to time regarding additional areas to be cleaned, for work to be carried out strictly in accordance with the appropriate Unit Rate.
- 1.13. The Contractor shall ensure that all employees are in possession of or made aware of each building or location cleaning specification including daily and monthly frequency.
- 1.14. The Contractor will not be responsible for emptying septic tanks.

Sub-Contracting Summary

- 1.15. Throughout the contract term, the Contractor shall be prohibited from transferring or assigning, directly or indirectly, to any person or persons whatsoever any portion of this Agreement without the prior written consent of the Council. Sub-letting, other than that which may have been agreed prior the commencement of the service or may be customary in the trade concerned, shall be prohibited.

Arrangements for Viewing

- 1.16. Please note that the facilities are open as a minimum between 08:00 and 18:00 and can be viewed unaccompanied during these times. If viewing of PCs closed for the winter is required, please request.

Service Requirement

- 1.17. From time-to-time additional cleaning will be required to maintain acceptable standards of cleanliness. This contract requires that high standards of cleanliness will be maintained, and the contractor must make allowance for this requirement.

Fire and Other Risks

- 1.18. The Contractor shall take all steps necessary to minimise all risks to persons or property arising from the performance of the services. In particular, care must be exercised in the use of materials and equipment and ensuring all operations are undertaken in accordance with good practice.

Statutory Regulations

- 1.19. The Contractor will familiarise himself with all the Acts, Statutory Regulations and Codes of Practice appertaining to cleaning and disposal of waste arising therefrom and will ensure that all work is carried out in accordance therewith.
- 1.20. The Contractor will in particular, but without prejudice to the generality of the foregoing, ensure compliance with the Control of Substances

Hazardous to Health Regulations 2002 as the same may be amended from time to time.

Materials and Equipment

1.21. The Contractor shall be responsible for the provision of all materials including:

- Soaps
- Paper towels
- Toilet rolls
- Toilet tissue
- Sanitary disposal bags and lidded bins, where necessary
- Approved “clinical waste” sacks (YELLOW plastic sacks of a maximum normal capacity of approximately 0.1 m and of minimum gauge of 225 (55 microns) if made of low-density polythene and of a minimum gauge of 100 (25 microns) if made of high-density polythene)
- Approved cleaning fluids and disinfectants
- Hand tools and equipment
- Machine Floor Scrubber
- Steam Cleaner/Power Washer
- Deep cleaning equipment
- Urinal screen deodorising mats
- Automatic deodorisers and deodorising fluids
- Light bulbs and tubes

1.22. The Conditions of Contract provide that only such materials as have previously been approved in writing by the Council shall be used. The Council will not unreasonably refuse the use of any material provided they are satisfied that:

- such material is to the appropriate or equivalent European Standard or British (if appropriate).
- the use of such material is in accordance with any policy of the Council relating to the use of chemicals or other substances.
- the material is suitable for the particular use proposed.

- 1.23. For the avoidance of doubt, the contractor may request any other consumables as required subject to Rother District Council's approval.
- 1.24. The Contractor must ensure that the use of any materials is restricted to the particular area to be cleaned. Any splashes or spillage of materials must immediately receive such attention so as to ensure no resultant damage or discolouration occurs.
- 1.25. Notwithstanding the approval of the Council to the use of any material, the responsibility for such use shall be that of the Contractor who shall pay to the Council (by deduction from any monies payable to the Contractor or otherwise) the cost of rectifying or replacing any item or area damaged by the use of the same.
- 1.26. The contractor is responsible for providing safe and appropriate storage for all materials and equipment off site and at their own risk.

Sanitary Disposal Service

- 1.27. The Contract shall provide a service for the disposal of sanitary towels in public toilets located in all buildings listed in Appendix 2. This service shall be undertaken in full compliance with current legislation and may be sub-contracted.

Window Cleaning

- 1.28. The windows of the public conveniences will be cleaned as follows:
 - Interior and exterior surfaces to be cleaned. All surfaces to be damp wiped, dried and polished to remove all stains. Finish must be clear and streak free.
 - All interior surrounds and frames to be wiped clean to include wood, metal and UPVC frames.
 - All cleaning operations undertaken will be carried out to the satisfaction of the Authorised Officer.

Cleaning and Maintenance Frequencies

- 1.29. The Contractor shall cleanse and provide attendants in all areas of Public Conveniences as set out in Section 3A and Section 3B and to the specifications set out in Section 2, in accordance with BICSc cleaning standard specification definitions and any subsequent relevant industry updates.
- 1.30. Frequencies are laid down in sections 3A and 3B of this specification and should be adhered to at all times. Any changes must be approved by an authorised officer 2 weeks in advance.
- 1.31. Cleaning rotas are to be agreed between the Contractor and the Council (or settled by the Authorised Officer in default of agreement) a minimum of two weeks prior to the Commencement Date (as defined in the Conditions of Contract) and thereafter as required by the Council and must be strictly

adhered to unless the prior approval of the Council or nominated representative(s) has been obtained. Failure to do so may lead to non-payment, imposition of liquidated damages and/or default notices defined in the Conditions of Contract.

- 1.32. The purpose of the frequencies and rotas is to set forth the minimum requirements which are considered necessary by the Council for the Contractor to achieve the service standards.
- 1.33. The Contractor must ensure that the frequency of each activity is, so far as the frequency permits, undertaken at equal intervals unless otherwise agreed or instructed by the Council.

Definition of Periods

- Daily means each day Monday to Sunday (inclusive) during each annual period.
- Monthly means once per calendar month (such day to be agreed by the Council) during each annual period.
- Annual period means the period of 52 weeks for each year of the Contract Period.
- Summer or summer period means the period in any year from the Friday immediately preceding Good Friday up to and including the first Sunday in October or as extended by the Council, both dates inclusive.
- Winter or winter period means the period in any year from the Monday immediately following the first Sunday in October to the Thursday the week preceding Good Friday both dates inclusive.

Additional Responsive Cleaning and Day Works

- 1.34. Other responsive cleaning over and above that included in the Specification will be required to be carried out at the discretion of the Authorised Officer.
- 1.35. A Variation Order will be issued to carry out such work in accordance with the Schedule of Measured Rates, where labour or plant over and above that normally employed on the Service Contract duties is necessary.
- 1.36. Any increase as a regular requirement will be dealt strictly in accordance with the Service Contract Conditions.

Equipment and Machinery

- 1.37. All equipment and machinery to be used by the Contractor in the performance of the Contract shall be supplied by the Contractor and serviced or replaced in accordance with any relevant legislation and manufacturer's instructions. It should be fit for the purpose for which it is intended.

Modifications to the Locations

- 1.38. The locations covered by this Contract could change during the Contract Period with the Contract Price being adjusted upwards or downwards in accordance with the rates contained within the Bill of Quantities. Any adjustment upwards or downward would be expected to take into account fixed costs which must be specified in the tender as a percentage of the total on a site-by-site basis.
- 1.39. The Council may issue an instruction to the Contractor to include or delete such areas, providing a minimum of 30 days' notice is given. Moreover, revisions in internal layout may occur from time to time which does not increase the gross floor area of the locations. The Contractor will be expected to cleanse the locations notwithstanding such internal revisions in accordance with the Specification and any instructions issued pursuant to the Conditions of Contract, without adjustment to the Contract Price.

Supply of Services by the Council

- 1.40. The Council will provide at no cost to the Contractor:
- Cold water.
 - Electricity where available (at a rating of 240 volts). The Contractor must supply at his own expense any extension cables necessitated by the location of electrical outlets, and any transformers necessary to operate equipment not rated at mains voltage.
 - Limited storage facilities where available within the locations.
- 1.41. The Contractor will be fully responsible for the cleanliness of these storage facilities and any materials or equipment stored therein and will indemnify the Council for any loss or damage arising from the use or misuse thereof. The Council will not accept liability for any loss of or damage arising from or to materials and equipment stored therein.

Public Information

- 1.42. In each convenience appropriate devices are located and/or are displayed to be marked or attended to by the operatives. These devices may indicate to the users of the facility the time of last cleaning and the time of the next cleaning. The devices shall be maintained in good clean legible condition throughout the life of the contract.
- 1.43. Other appropriate devices may be located and/or are displayed to be attended to by the operatives for reporting purposes.

Complaint Procedure

- 1.44. The Contractor's employees shall at all times be polite and respectful to members of the public.
- 1.45. In the instance of any complaint or criticism of whatever nature received by the Contractor or any of his operatives, the complainant must immediately be advised:

- That the cleaning is being carried out on behalf of Authority.
 - That he or she should register the complaint or criticism with the Council.
- 1.46. The Contractor must keep a written record of any complaint or criticism received. A copy of such record must be forwarded to the Council within 24 hours of the complaint or criticism.
- 1.47. All complaints concerning the facilities, or any part of the contract will be made to the Authorised Officer and upon receipt the Authorised Officer will notify the Contractor of the complaint verbally and confirm in writing. The Contractor will visit the main office of the client as required to receive complaints and discuss current work.
- 1.48. The Contractor shall keep a written record of all complaints received from whatever source and of the action taken in relation to the complaint.
- 1.49. Such records shall be kept available for the life of the Contract for inspection by the Authorised Officer at all reasonable times.

Claims

- 1.50. Claims against the Service for damage or injury to persons or property are matters which the Contractor should design procedures to prevent. Nevertheless, the Contractor must make arrangements under the Service Contract for insurance against such risks to the satisfaction of the Council as outlined in the contract Terms & Conditions and tendering documents, and deal with any incidents which may arise to the Council's satisfaction and indemnify the Council accordingly.

Performance Management of Contract

- 1.51. The contractor must appoint and provide at all times during the contract a named Contract Supervisor and a named Contract Operations manager or equivalent and provide relevant contact details, including telephone number and email address.
- 1.52. A minimum of monthly operations meetings with contract supervisor during office hours and to be determined by Authorised Officer as appropriate, and to be held in person or on Teams; 6 monthly contract review meeting in person at main Council offices with contract operations manager/appointed senior manager and senior Council officers as appropriate.
- 1.53. Daily/Weekly on-site contract supervisor meetings as required by Council compliance officers.

Quality Control

- 1.54. The Contractor is expected to maintain a high level of service at all times. For this purpose, it is expected that the Contractor shall implement sound quality assurance standards, which incorporate self-monitoring procedures, customer feedback and spot checks, in accordance with a defined Quality Management System.

- 1.55. To formally monitor the performance of the Contractor, the Authorised Officer or their representative will undertake random inspections and or surveys. Random inspections and or surveys will form part of a quality control procedure to assist the Authorised Officer in determining the quality of the Services provided by the Contractor.
- 1.56. All quality records maintained by the Contractor shall be open to inspection by the Authorised Officer at any time to ascertain whether or not the required standard of Services is being met.

Reports and Communication

- 1.57. The contractor will submit the following written reports to the Authorised Officer:
- Daily defect sheets, including those defects separately contracted.
 - Weekly needle reports.
 - Weekly attendance records for attended conveniences.
 - Weekly quality control and cleaning service reports.
 - Staff list, this may be requested weekly or monthly.
 - Monthly electrical and water meter readings as required.
 - Any other reports that the Authorised Officer may require.
- 1.58. In order to promote the efficiency and effectiveness of the Services, all Vehicles used in connection with the provision of the Services, including those used or intended to be used by the Contract Manager, are to be provided with two-way communication equipment and GPS systems capable of providing a printed report. The Contractor will be required to provide and maintain such equipment at their expense.
- 1.59. Out-of-hours telephone service to be manned and not the subject of a telephone answering machine or voice mail.
- 1.60. Information should be provided in writing and in electronic format which is compatible with the Council's own computer systems to the Authorised Officer.
- 1.61. The Council must be informed immediately of details of any unforeseen matters which are likely to affect the level of Services, giving the extent of the disruption and the arrangements which will be made to resume the normal Services.

Contract Staff

- 1.62. The Contractor's employees shall at all times be in the approved uniform and be polite and respectful to members of the general public and Council staff.

- 1.63. The Contractor shall ensure that all persons employed in the performance of the Service shall at all times be properly attired and presentable in appropriately identifiable uniforms or clothing which shall have been approved by the Authorised Officer.
- 1.64. Representatives of the Contractor shall carry at all times identity cards in a form approved by the Authorised Officer and make such cards available for inspection on request by any Officer of the Council who similarly discloses his identity.
- 1.65. No personal objects to include photographs shall be displayed in the facilities by the Contractors staff.
- 1.66. Omissions and failures will be dealt with strictly in accordance with the provisions of the contract Conditions.

Hours of Working

- 1.67. Unless otherwise indicated, the Contractor is required to undertake the cleaning and maintenance of the locations for a period of 52 weeks for each year of the Contract Period.
- 1.68. The Contractor's attention is drawn to the fact that being a District that attracts tourists the workload may fluctuate depending on the weather conditions and the time of year.
- 1.69. During each period of 52 weeks, cleaning and maintenance must take place at the required frequency (save that no service will be required on Christmas Day).
- 1.70. Cleaning and maintenance must be undertaken between the hours of 6.30 am to 5.00 pm only unless otherwise required in Section 3B of this document.
- 1.71. In the event of the Contractor being unable to comply with the service requirements, the Council may at its absolute discretion on receiving a written request from the Contractor increase, or vary, the hours of working PROVIDED they are satisfied that it is reasonable in all the circumstances so to do. In the event of the hours of working being so increased, such variation may be either general or limited to a specific period (as the Council shall so direct). The Contractor shall not be entitled to any additional payment in respect of such variation but shall (if certified as being due by the Council) pay to the Council (by deduction of monies due to the Contractor or otherwise) such sum as the Council certifies as being the cost to the Council of acceding to the Contractor's request.

Availability for Cleaning

- 1.72. What is or is not available for cleaning and maintenance shall be determined in any case of dispute by the Council.
- 1.73. Certain locations are closed daily in the evenings and opened again the next morning. The Contractor must ensure that all such conveniences are opened to the public not later than the appointed hour (which may be varied from time to time) and must not be closed earlier than the appointed

hour (which may also be varied). Section 3B of this document sets out the additional requirements of the Contract in this regard.

Security and Safety

- 1.74. The Contractor's operatives shall, at all times, carry, or, as the Council may require, wear an identity card which includes a recent photograph of the operative concerned. The form of the identity card shall be approved by the Council and be provided by the Contractor at the Contractor's expense. The Contractor will carry out such checks as are necessary to ensure the suitability of all staff working on this contract.
- 1.75. The Contractor shall take all reasonable steps to discourage and prevent vandalism and in the event of the Contractor's employees witnessing any acts of vandalism, improper or disorderly conduct on the part of any person either within or immediately adjacent to conveniences, the facts must be reported forthwith to the Police with a view to the perpetrators being apprehended. A report must also be submitted to the Authorised Officer within 24 hours.
- 1.76. The Contractor shall ensure that windows are closed, and doors locked outside opening hours.
- 1.77. The Contractor will allow in his Tender for carrying out operations in a safe and professional manner. Prior to commencement of the Contract the Contractor will provide a Health and Safety at Work policy and Risk Assessments including details for a training programme for employees in all aspects of this policy.
- 1.78. The Contractor shall, in order to protect the health and safety of all persons employed by him in the performance of the Service and all third parties, comply with all requirements of the Health and Safety at Work, etc Act 1974 and the Control of Substances Hazardous to Health regulations (COSHH) 1988 (in respect of all chemical substances brought into the Sites whether for use within the Sites or for storage) any subsequent legislation or regularity requirements.
- 1.79. Whilst on the Sites the Contractor shall require his employees to comply with the Council's Health and Safety Policy Statement.
- 1.80. The Contractor must exercise extreme care when working near electronic equipment.
- 1.81. Any electronic equipment used and provided by the contractor must be PAT (portable appliance test) tested.
- 1.82. The Contractor's workforce shall use the recognised accesses to sites. Methods of work, which would impair safe working arrangements or give rise to nuisance or damage to property or inconvenience to Council staff members or the general public, are unacceptable.

Vehicles

- 1.83. The Contractor shall provide and maintain suitable vehicles, sufficient to ensure the smooth running of the service. The vehicles shall be cleaned

thoroughly outside and inside where accessible, including the cab, at least weekly and kept in a clean, presentable condition to impart a professional image. They shall be serviced regularly and maintained in accordance with all relevant regulations and manufacturer's instructions governing such matters. All body work shall be free from significant damage.

- 1.84. Any vehicle that in the opinion of the Council is in such a condition as to adversely affect the image of the Council shall be cleaned, repaired, repainted or replaced as necessary to the Council's approval.
- 1.85. The Contractor is to ensure that vehicles do not exceed any weight limitations and are not likely to cause damage to any access, promenade, road, footpath, verge or building.
- 1.86. All vehicles used in the outworking of this service shall meet ultra-low emission standards. Initially, it is expected that Electric Vehicles (EV's) will be used for this function. Charging of these vehicles will be responsibility of the contractor and included within the price submitted. The contractor will be required to provide details of their annual fleet emissions to contribute to the Council's annual scope 3 emissions reporting.

Civil Emergencies

- 1.87. The Contractor may be required to provide labour and plant on a day work basis, for dealing with civil emergencies such as flooding, oil pollution, clearance of snow and ice and other similar matters.
- 1.88. The Authorised Officer shall not call upon the workforce unless absolutely necessary and will not request personnel to carry out tasks needing specialist training or for which they are not suited.
- 1.89. By agreement with the Contractor, the Authorised Officer may request that certain key employees be trained in dealing with aspects of dealing with civil emergencies. All arrangements, admin, training costs, wages and any other costs, which are approved by the Authorised Officer, will be paid by the Council.

Special Occasions

- 1.90. There may be instances where special events (e.g. fairs, carnivals, etc) require that some public conveniences be kept open after the normal specified closing times. Confirmation of these events will be given to the Contractor beforehand, and he will be deemed to have included for any later closing arrangements within his tender.
- 1.91. The locations generally affected by such events are shown in section 4B, but there may be other additional locations.

Waste, Hazardous Waste, and Recycling

- 1.92. The Council supports and adopts policies and practices to act responsibly for minimising waste at source. However, it acknowledges the statutory requirements for the proper management and handling of all elements of the waste stream. The Council would expect a Contractor to have in place robust policies and practices for managing and handling waste arisings on

this Contract, which are in accordance with all legislation governing such matters and reflect the policies and practices adopted by the Council. The Council will require sight of documentation demonstrating the Contractor's waste policies and practices.

- 1.93. All non-recyclable waste will be placed in appropriate waste bags and removed to the nominated waste storage point. Recyclable waste may be recycled.
- 1.94. All waste collected from public conveniences must be transported on the day of collection to a disposal site agreed by the Authorised Officer; this will be in accordance with the requirements of current environmental legislation.
- 1.95. Clinical waste shall be disposed of strictly in accordance with the provisions of the Health and Safety at Work Etc Act 1974 and Environmental Protection Act 1990 and any Regulations made under the Act.

2. Specification

- 2.1. Each location shall be visited, inspected, cleaned and maintained in accordance with this Specification at the number of times daily, in the periods indicated, on each of the days required, for each of the locations listed in Appendix 2 throughout the year.
- 2.2. Subject to the restrictions imposed in any other paragraph of this document, cleaning and maintenance work may proceed between the hours of 6.30am and 5.00pm provided that the work is organised in such a manner as to cause the minimum obstruction to the public. A "Temporary Closed for Cleaning" sign shall be displayed during the periods when work is carried out. The Contractor's employees shall discreetly ensure that the premises to be cleaned are not being used by members of the public unless the said employees are of the same sex as the persons using the area to be cleaned.
- 2.3. The Contractor shall undertake the following specific items of work to the entire satisfaction of the Council or its representative:
 - Empty, cleanse, sanitise and replace as necessary sanitary containers and dispose of contents as required by the relevant Codes of Practice relating to Clinical Waste.
 - Wash with clean water containing a suitable cleansing agent and dry all hand basins, taps, mirrors, sanitary fittings, tiled areas and ledges.
 - Remove all stains, cleanse and sanitise all WC seats (leaving dry), cistern handles, WC pans, urinals, door handles and bolts. Remove all cigarette ends, chewing gum, litter etc. from urinals, sinks, WC pans. Cleanse, sanitise and dry all lifting bars/grab rails in disabled facilities. Provide and replenish urinal screen deodorising mats.
 - Cleanse and sanitise all areas of internal walls, partitions and doors up to 2 metres above ground level and remove superficial graffiti.
 - Thoroughly sweep and clean all floors, including entrances, drainage channels and gullies and thoroughly cleanse with hot water containing a suitable cleansing agent, rinse and remove standing water.
 - Replenish toilet rolls, toilet tissues, paper towels, disposal bags and soap (where these facilities are provided) as necessary.
 - Sweep and clear any litter and/or accumulated rubbish from external paths, disabled access ramps and areas immediately adjoining, where necessary, so as to leave the area in a tidy and safe condition.
 - Effect minor repairs as specified under Minor Repairs below, check buildings for damage or structural defects including water services and immediately report to the Council any defects. Graffiti which is impossible to remove must also be reported.

- Any health and safety concerns such as damaged equipment, exposed wiring, trip hazards etc. should be reported immediately to the Council and the section/facility closed as appropriate until it can be made safe.
- Remove cobwebs at all levels including window frames, doors, ceilings, light fittings, and entrances.
- Remove all silt and deposits from overflows, trap seats and waste fittings of wash-hand basins and sinks. Thoroughly cleanse underneath bowls and urinals, and any exposed pipework.
- Clean all windows internally and externally.
- Empty all waste receptacles where provided and dispose of contents in accordance with the relevant legislation.
- Remove all sweepings and refuse from the locations and dispose of in accordance with the relevant legislation.
- Where they exist, central service/storage areas are to be kept clean, tidy, litter/rubbish-free and in a safe condition at all times, to the entire satisfaction of the Council.

Minor Repairs -The Contractor shall undertake the following minor repairs:

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- Removal of superficial graffiti.
 - Bulb and tube replacement, where necessary.
 - Remove weeds from paths etc. at the immediate approaches to the toilets and cut back vegetation, small branches up to 2m etc. that may be impeding access, touching windows or interfering with the operation of the facility.
 - Removal of mildew/mould growth where regular cleaning has not been effective.
 - Clear toilet blockages as and when required using standard equipment such as rodding.
 - Repair/replace locks to cubicles as required.
 - Tighten loose toilet seats, door hinges, toilet roll holders, and soap dispensers when required.
- 2.4. All other items requiring repair or replacement including electric hand dryers, mirrors, weighing or other machines, cracked or broken glazing, toilet roll/tissue holders, WC bowls, seats and covers, hand basins,

- urinals, cisterns, door panels and wall tiles shall immediately, upon discovery, be reported to the Council electronically/in writing.
- 2.5. If any toilet block or part thereof is discovered to be so vandalised as to be rendered unfit/unsafe for public use, the block or part thereof is to be locked and the facts reported immediately to the Council as above. Temporary signage must be erected to advise that the block or part thereof is closed for repair.
 - 2.6. The contractor may be asked to complete repairs to the facilities from time to time outside of the core contract and as set out in 'pricing schedule' Appendix C
 - 2.7. If urgent remedial action is required out of normal working hours, the relevant information shall be reported to the Council's out of hours service on 0330 1233517 or 01424 787868.
 - 2.8. The Contractor shall use his best endeavours to conserve water and electricity, in particular ensuring that the need for all necessary repairs to the water supply system is drawn immediately to the Council's attention and that lighting is switched off whenever appropriate, but not so as to place the public at risk.
 - 2.9. In the event of any of the Contractor's employees witnessing any acts of vandalism or improper and disorderly conduct on the part of any person with respect to the conveniences, the facts must be reported forthwith to the Police, and to the Council and confirmed in writing to the Council within 24 hours.
 - 2.10. From time to time the Council displays signs in public conveniences regarding reporting of damage, vandalism, health issues and the like. These shall be cleaned within general cleaning duties. If they become damaged, illegible or otherwise unserviceable this shall be reported to the Council within 48 hours of discovery.
 - 2.11. The Contractor's operatives must have ready communication with the Contractor's Supervisor to ensure immediate information on defects and defaults at all times and to receive special instructions.
 - 2.12. The Contractor Supervisor must be contactable at all times during standard operating hours and must provide relevant contact information including mobile phone numbers to the Council.
 - 2.13. The Contractor's operatives must ensure that conveniences that are closed are properly secured (windows closed, external gates secured, etc.).

3. A. Cleansing and Maintenance Frequencies (General)

Part One – Daily

1	Waste Receptacles, Paper Towel Dispensers and Hand Driers	<p>Waste receptacles are to be emptied and contents disposed of in accordance with the relevant legislation.</p> <p>Equipment to be thoroughly washed with a germicidal detergent solution. Paper towels to be replenished as necessary. All waste to be treated as commercial waste. Should the contractor discover any waste that falls under the definition of Clinical Waste it must be handled, transported and disposed of in accordance with the relevant legislation. The contractor shall have in place procedures for dealing with Clinical Waste to the satisfaction of the Council. Discarded hypodermic equipment, needles and other drug taking equipment are occasionally found in public conveniences. These should be dealt with in accordance with the appropriate Health and Safety provisions and all relevant legislation. The Duty of Care must be exercised in all cases to ensure any persons do not become injured or infected from any hypodermic equipment or needle. This applies to all operations on this contract.</p>
2	Mirrors	Mirrors are to be thoroughly cleaned and finished with a dry cloth so as to be free of smears and other marks.
3	Soap Dispensers	Soap Dispensers are to be refilled when less than half full and wiped clean with clean water containing a suitable cleansing agent. All dispenser outlets must be cleaned and freed from blockage. Liquid soap shall be of a suitable type for the apparatus and comply with environmental and vandalism aspects – Ideally alcohol free.
4	Wash-hand Basins and Sinks	The surfaces of appliances (internal and external of wash-hand basins and sinks where exposed) and taps are to be washed with clean water and a suitable cleansing agent. Where necessary, mildly abrasive cleaning cream or paste shall be used on the inside surface of the appliance.
5	Sanitary Towel Disposal Unit & Nappy Disposal Units and baby change facilities	Exteriors and surfaces are to be wiped clean using clean water and germicidal detergent. Care should be taken to ensure water does not enter electrical equipment.
6	Doors, Partitions, Frames and Walls	Clean and sanitise all areas of internal walls, partitions and doors (including cubicle door handles/locks) up to 2 metres above ground level

		and remove superficial graffiti. Surfaces to be dry wiped to finish.
7	Urinals	All surfaces of urinals, both inside and outside and associated pipework, including all surfaces of urinal bowls and urinal positions are to be washed down using clean water containing a germicidal solution. Particular attention is to be paid to channels, outlets, adjacent walls and floor areas around urinals. If necessary, the cleaning solution shall be supplemented with mildly abrasive cleaning cream or paste. Cisterns (where showing), flush pipes and fittings are to be thoroughly cleaned with clean water containing a suitable cleansing agent. All debris is to be removed from the channels/urinals.
8	Lavatory Bowls	The inside of the pans are to be scrubbed down with a suitable brush using a germicidal detergent. Particular attention is to be paid to the cleaning of the outside of the bowls, cisterns, WC traps and flushing rims and toilet seat fittings. If necessary, the germicidal detergent shall be supplemented with mildly abrasive cleaning cream or paste. Surfaces are to be left clean and smear free. Toilet seats are to be washed both sides and dry wiped on the upper surface.
9	Toilet Paper/Rolls	Toilet paper/rolls are to be placed in cubicles in or on cubicle fittings as necessary. Any toilet roll/tissue dispenser less than one third full shall be replaced/fully replenished. Fittings are to be cleaned with a suitable cleaning agent and dry polished. The toilet paper/tissue used shall be of a good quality and of a soft type.
10	Disabled Facilities Grab Rails	Damp wipe with a germicidal detergent solution dry wipe to leave in a safe, useable condition.
11	Window Ledges	Wash with clean water containing a suitable cleansing agent up to 2 metres above floor level.
12	Floors	Remove litter, including discarded toilet paper, and impacted soil and sand, sweep and thoroughly cleanse with clean water containing a suitable agent, paying particular attention to corners and edges. Rinse and remove all standing liquid. Floors are to be left in a safe condition. Where appropriate, warning "cleaning in progress/wet floor" signage to be erected for duration of cleaning visit.
13	External Areas	Sweep and clear litter and/or accumulated rubbish from external paths, disabled access ramps and areas immediately adjoining, where necessary, so as

		to leave the area in a tidy safe condition. Remove litter, dust, and detritus from external window ledges.
14	Additional Requirements	Toilets at Camber will require particular attention throughout the working day in respect of removing sand deposits.
15	Changing Places Facilities	This will require checking that equipment is operational and cleaning of all additional equipment (including tables, hoists etc.) with germicidal detergent.

Part Two – Monthly

1	Ceilings	Remove all dust, cobwebs, and detritus.
2	Windows and Frames (Internal)	Wash with detergent and finish with a damp leather or similar. Leave smear free.
3	Floors	Thoroughly scrub all floors, drainage channels and gullies including entrances with hot water (where available) containing a suitable cleansing agent and remove all standing water. Floors to be left in a safe condition. Where appropriate, warning “cleaning in progress/wet floor” signage to be erected for duration of cleaning visit.
4	Light Fittings	Remove all dust and cobwebs on external surfaces.
5	Internal Walls, Partitions, Doors and Frames	Cleanse and sanitise all areas of internal walls, partitions and doors up to ceiling height and remove superficial graffiti.
6	Windows and Frames (External)	Wash and finish with a damp leather or similar.
7	Partitions and Doors	Remove dust from top surfaces.
8	Sparge Pipes and Flushing Fittings	Any unpainted metal surfaces are to be thoroughly cleaned and dry polished using a suitable cleansing agent.

3. B. Schedule of Cleansing and Maintenance Frequencies and additional requirements

Lot Number	Area	Location ref	Location	Frequency		Additional Requirements
				Summer	Winter	
Lot 1	Battle	1	Battle Market	A	B	1,3
Lot 2	Bexhill	2	Bexhill Cemetery	C	C	4
		3	Channel View East	A	B	1,3
		4	East Parade	A	No service	1,3
		5	Egerton Park	A	B	1,3
		6	West Parade	A	B	1,3
		14	Little Common Recreation Ground	E	E	5
		15	Polegrove Grandstand	E	E	5
Lot 3	Rye	7	Lucknow Place car park	A	B	1,3
		8	Station Approach	A	B	1,3
	Rural	9	Winchelsea Town (disabled only)	C	C	1
		10	Winchelsea Beach (disabled only)	C	No service	1
Lot 4	Camber	11	Camber West car park (old)	D	No Service	2
		12	Camber West car park (new)	D	No Service	2
		13	Camber Central car park	D	C	1

N.B Summer is between Friday prior to Good Friday and first Sunday in October, winter is between the Monday following the first Sunday in October and the Thursday of the week preceding Good Friday.

Frequency of Cleaning

A-D	Frequency
A	Toilets to receive a minimum of three cleaning visits per day during the summer period (Friday prior to Good Friday to first Sunday in October). There should be a minimum of 2½ hours between each visit with the third visit being made in the afternoon. However, it should be noted that these toilets are subject to very heavy peak demands and further additional cleaning may be required to ensure that specified standards are achieved at one hourly intervals between the hours of 10.00 hrs and 19.00 hrs. The Contractor is to provide for this additional cleaning at no extra cost.
B	Toilets to receive two cleaning visits per day. There is to be a minimum of 4 hours between each visit. It may not be necessary to perform a complete cleaning operation on one of the visits, but the specified standards must be achieved on the completion of each visit.
C	Toilets to receive one cleaning visit each day.
D	<p>Toilets open for summer period (Friday prior to Good Friday to the first Sunday in October) to receive a minimum of one cleaning visit each day.</p> <p>According to the coastal red/amber/green (RAG) matrix which indicates weather/anticipated visitor numbers and is issued 5 days in advance (but subject to change at shorter notice):</p> <ul style="list-style-type: none"> • on a red or red/amber day there should be a minimum of 2 x FTE cleaners at all times on a cleaning rota between the three facilities from 10.00 hrs 18.00 hrs • on an amber or amber/green day there should be a minimum of 1 x FTE cleaners on a cleaning rota at all times between the three facilities from 10.00 hrs 18.00 hrs <p>Facilities must receive such further treatment as necessary to ensure that the specified standards are achieved at one hourly intervals between the hours of 10.00 hrs and 18.00 hrs. On closing at the termination of the summer period, toilets are to receive a thorough cleaning although consumables need not be replenished on this occasion.</p>
E	Toilets to receive one cleaning per week

Additional Requirements

1-4	Additional Requirements
1	<p>The Contractor is to lock and secure the toilets in accordance with the following timetable: -</p> <ul style="list-style-type: none"> • Toilets to be locked @ 18.00hrs 1st October – 31st March. • Toilets to be locked @ 20.00hrs 1st April – 30th September. <p>All toilets to be unlocked by 08.00 hrs unless otherwise specified or instructed.</p>
2	<p>The Contractor is to lock these toilets at 20.00 hrs and open them by 08.00 hrs.</p>
3	<p>Toilets required to be kept open later than normal specified time and/or for duration of special occasion. Particular requirements to be confirmed with the Contractor at the time. Past experience has shown a requirement for arrangements at or during the following events. However, this list is not exhaustive and it may be subject to change.</p> <p><u>Bexhill</u></p> <ul style="list-style-type: none"> • Carnival week (usually during July) • Late night Christmas shopping • Any other community or sporting events <p><u>Battle</u></p> <ul style="list-style-type: none"> • Bonfire celebrations • Late night Christmas shopping • Any other community or sporting events <p><u>Rye</u></p> <ul style="list-style-type: none"> • Bonfire celebrations • Late night Christmas shopping • Jazz Festival • Any other community or sporting events
4	<p>Bexhill Cemetery is closed at dusk and opens at 08.00 hrs. The toilet will be available for cleaning only during those hours the Cemetery is open.</p>
5	<p>Little Common Recreation Ground and Polegrove Grandstand toilets will be opened and closed by sports clubs during sports fixtures. The cleaning contractor must unlock the site to clean and re-lock prior to leaving the site.</p>

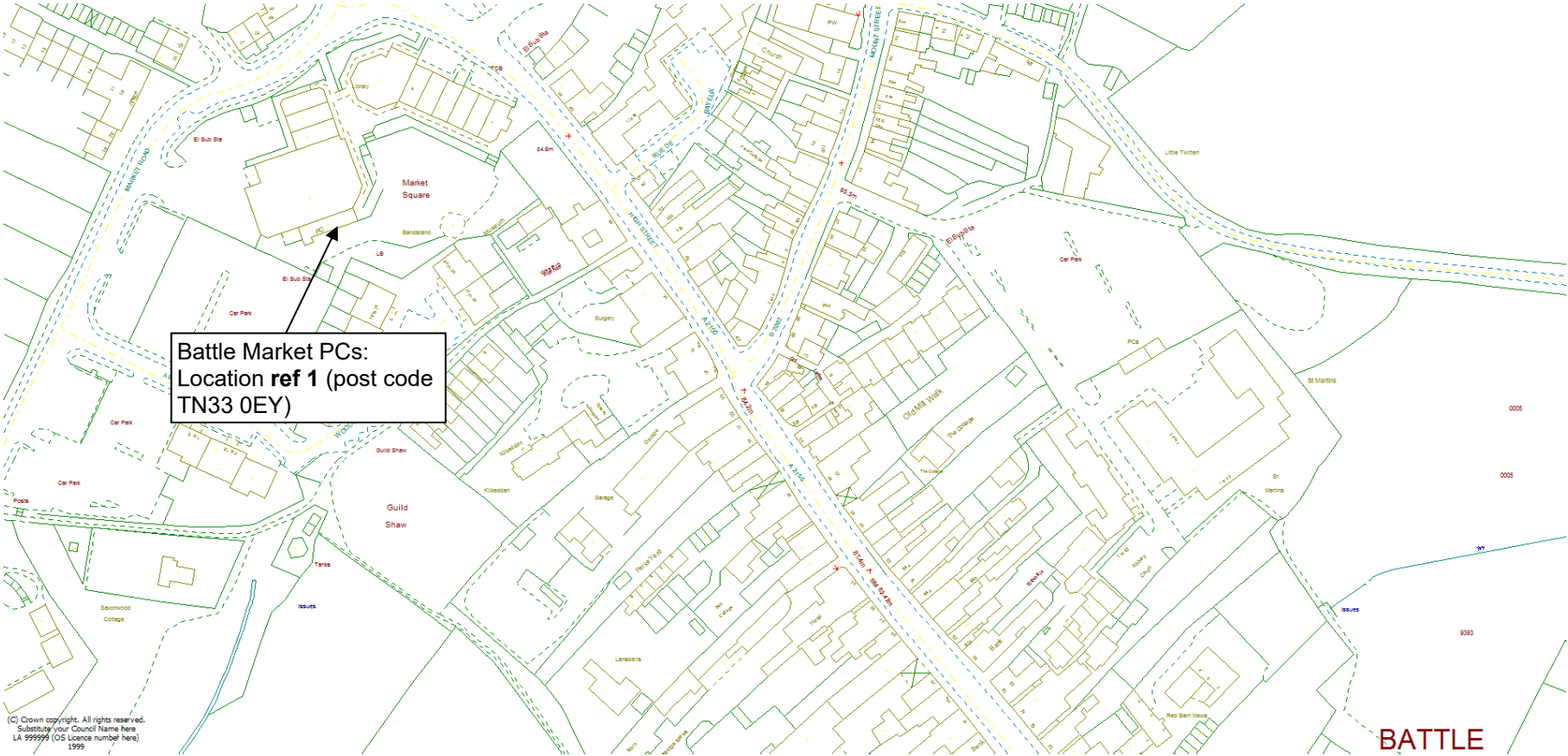
Notes for Bills of Quantities

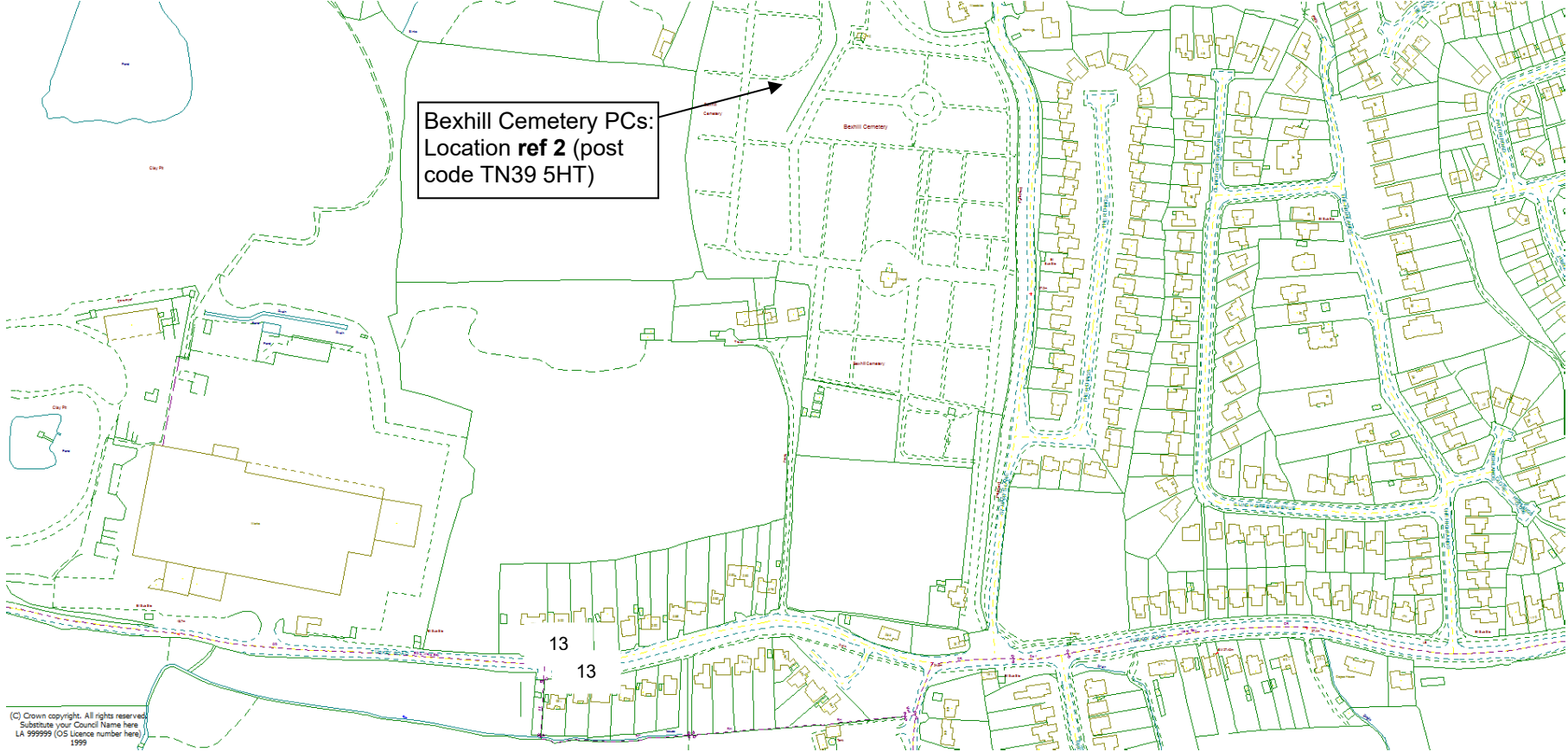
- 3.1. Attention is directed to all the documents comprised in the Tender documents and these are to be read in conjunction with the Bills of Quantities. The Contractor should visit the area to satisfy himself as to the local conditions, the full extent and character of the operation, the supply and conditions affecting labour and all other factors which could affect the execution of the Contract generally as no claims on the grounds of want of knowledge will be entertained.
- 3.2. The Council will be available during the Tender period to answer any queries that Tenderers may have on the matters referred to above or the existing public conveniences service. The Council does not have the power to alter any of the documents or intent of this Tender but if in the Tenderer's opinion there is any omission, inaccuracy or clarification required in the Tender documents then the Tenderer should submit his views in writing in accordance with the Invitation to Tender.
- 3.3. Should there be any doubt or obscurity as to the meaning of any item in the Bills of Quantities, the Contractor is to set forth the particulars of such doubt in writing before sending in any tender in order that such obscurity may be removed for, should any misunderstanding arise during the progress of the works, the decision of the Council as to the true intent and meaning of any quantities, conditions, word, sentence, shall be conclusive and binding.
- 3.4. All the services provided under this Contract will be subject to regular quality inspection.
- 3.5. The Bill of Quantities is in two Parts:
 - Part I quantifies the total workload for all locations for operations and services specified in the Contract. The summation of items forms the Contract Sum and should be transferred to the form of Tender.
 - Part II comprises those Bills which will apply to occasional and day work (measured rates) carried out in accordance with the instructions of the Council. In the operation of the contract, it may be necessary to order additional work from time to time over and above that which is included in the Tender. Such additional work will be paid at the rates quoted in the Schedule of Rates. Situations may arise which will not be covered by the Bill of Quantities or Schedule of Rates. Day works (measured) rates will only be used where the provision of labour and equipment, machinery and vehicles are not specifically covered by Bill or Schedule of Rate items.
- 3.6. Each item shall be priced independently of any other works scheduled in the Bills of Quantities and shall, unless otherwise specified, include all costs necessary to make a complete job to the entire satisfaction of the Manager. Each item in the Bills of Quantities shall be priced. Reference

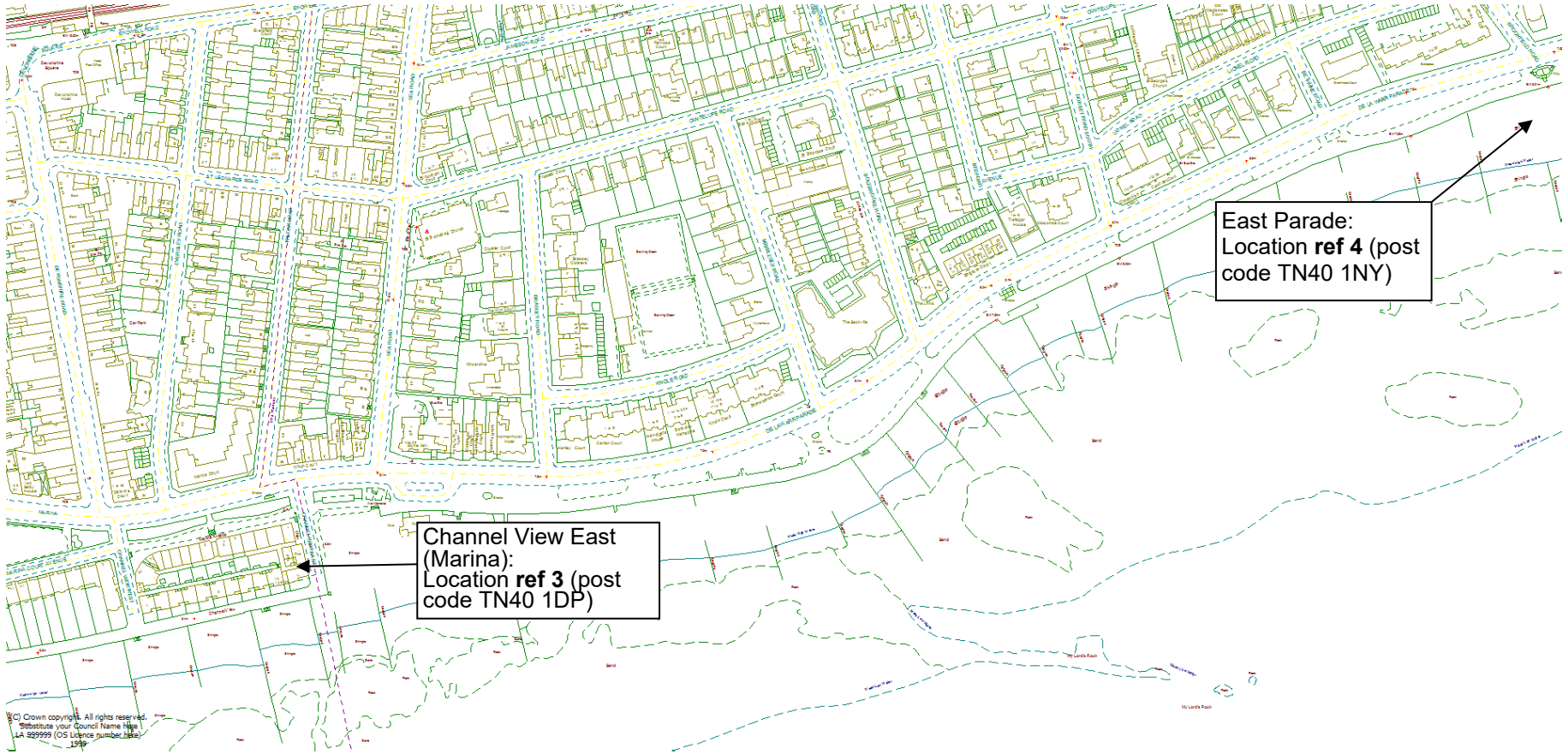
to “Lock/unlock per occasion” should be priced to include both operations as one element.

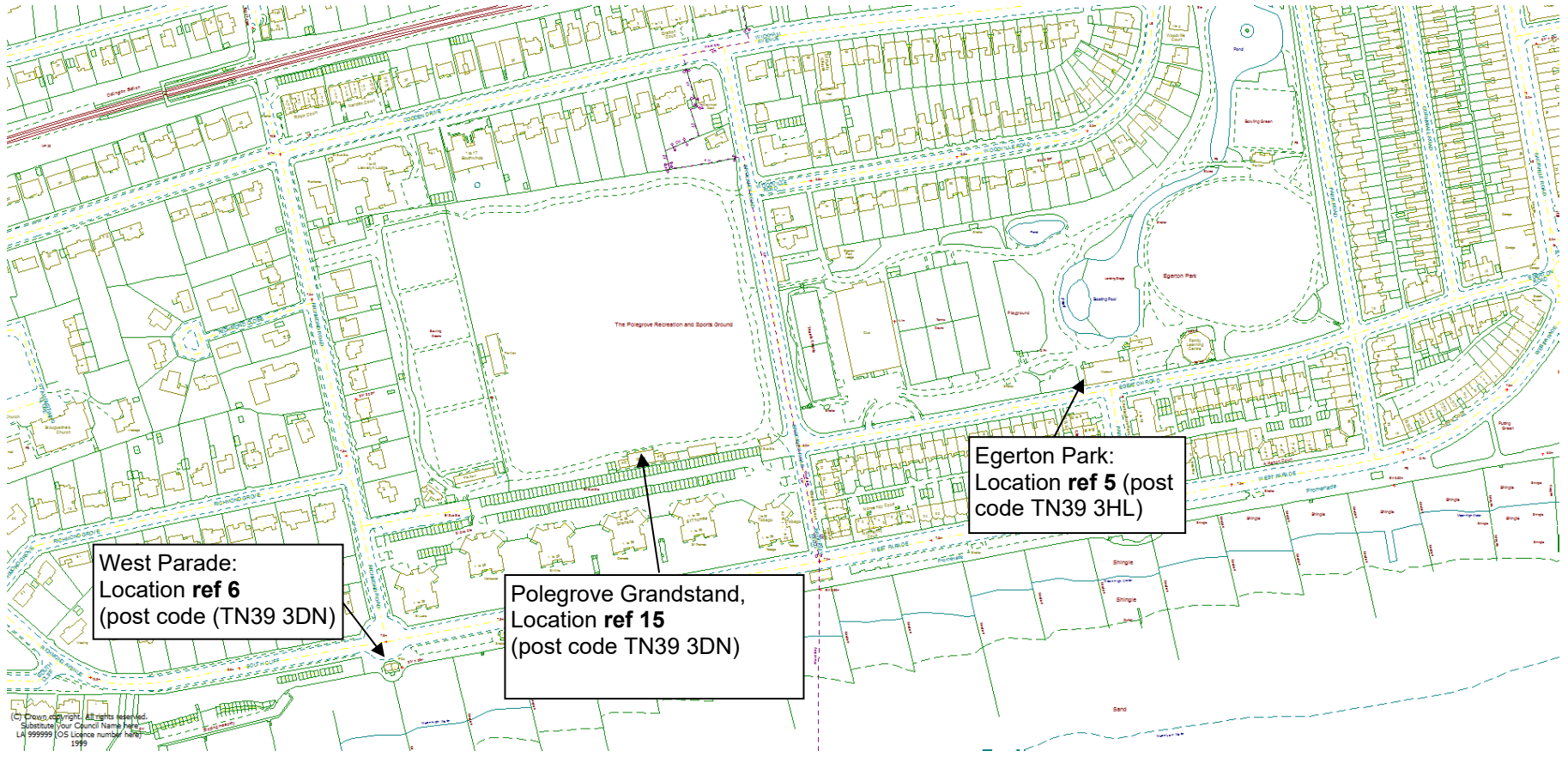
- 3.7. The quantities of work and frequencies of repetition specified in the Specification and Bills of Quantities represent the standard of service that the Council currently provides. However, in accordance with the provisions of the Conditions of Contract, the Council reserves the right to increase or decrease the service standards in accordance with the rates in the Bill of Quantities and only the amount of work executed will be paid for at the given rates. It is intended that such variations would take place in April in any year but may be varied at any time in accordance with the Conditions of Contract.
- 3.8. It should be noted that the number of days per year shown as 182 in the Bill of Quantities represents the average number of days for the period between the preceding Friday before Good Friday and the first Sunday in October. However, this quantity is not guaranteed and is given for the purpose of enabling contractors to submit their tenders on the equal basis and to enable the Council to compare the same. Again, only the amount of work executed, whether more or less than 182 days, will be paid for at the given daily rates.
- 3.9. The prices and rates to be inserted in the Bills of Quantities shall be the full inclusive value of the work described under the several items including costs and expenses excluding VAT, which may be required to provide a satisfactory public convenience cleaning service together with all general risks, liabilities and obligations set forth in or implied as necessary to comply with the Conditions of Contract, the Specification and all documents forming part of the Contract.
- 3.10. The rates which are entered by the Contractor in the Schedule of Rates and Day Work Rates will be taken into account by the Council in awarding the Contract.
- 3.11. The Contractor may or may not be offered all additional work required by the Council for building cleaning services in relation to public conveniences, whether existing or additional. The Council reserves the right to place additional work elsewhere.

Appendix 1 Location of Public Conveniences







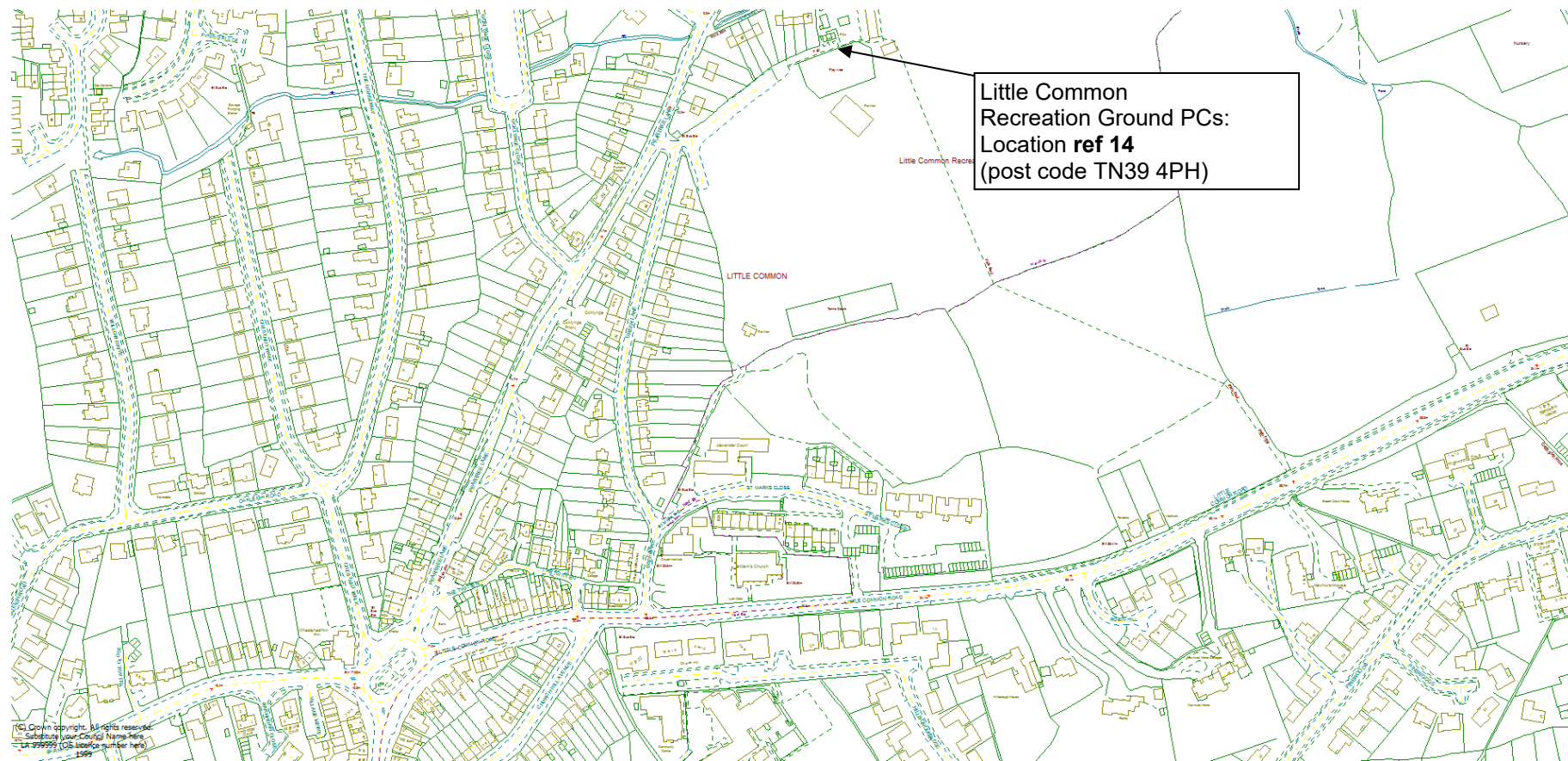


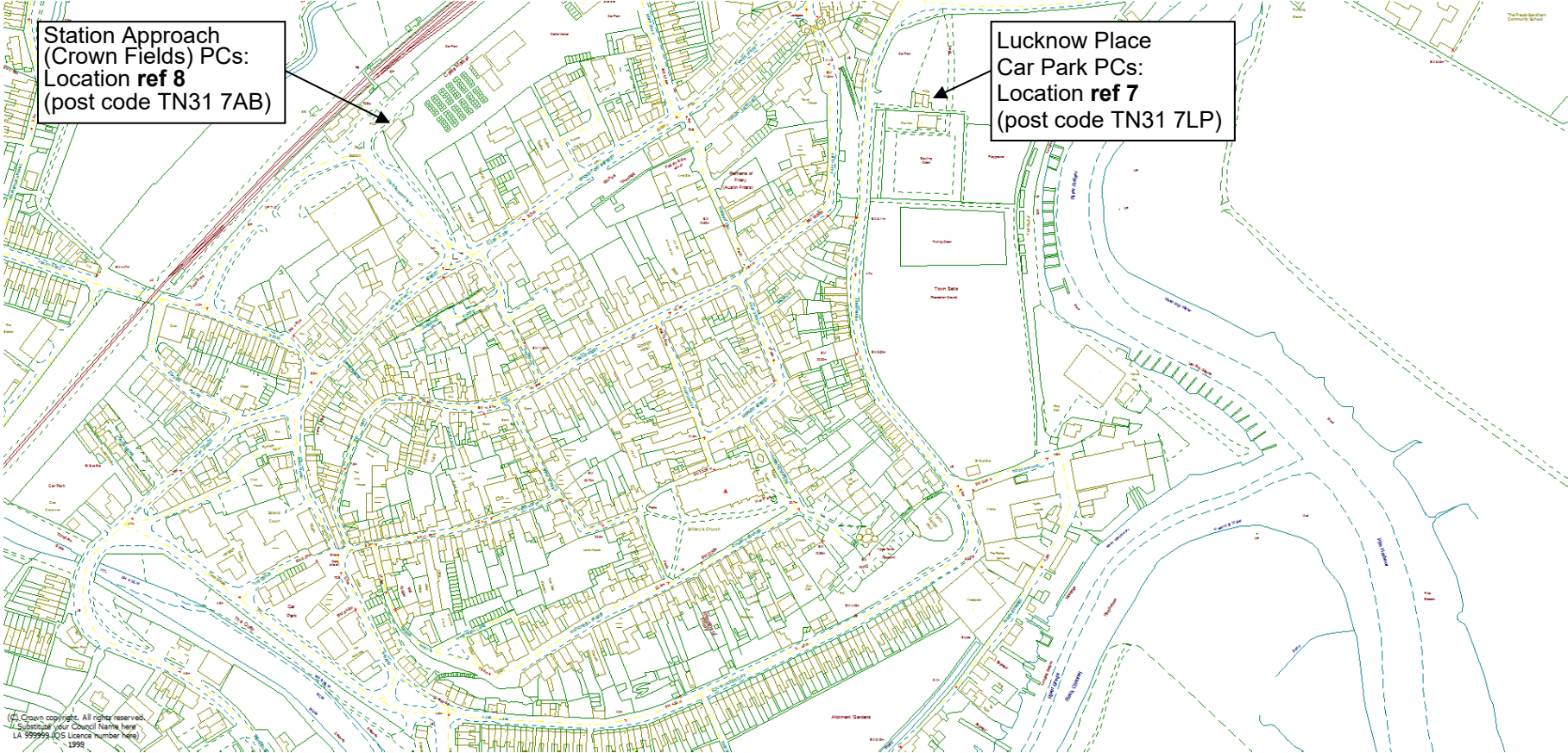
West Parade:
Location **ref 6**
(post code (TN39 3DN))

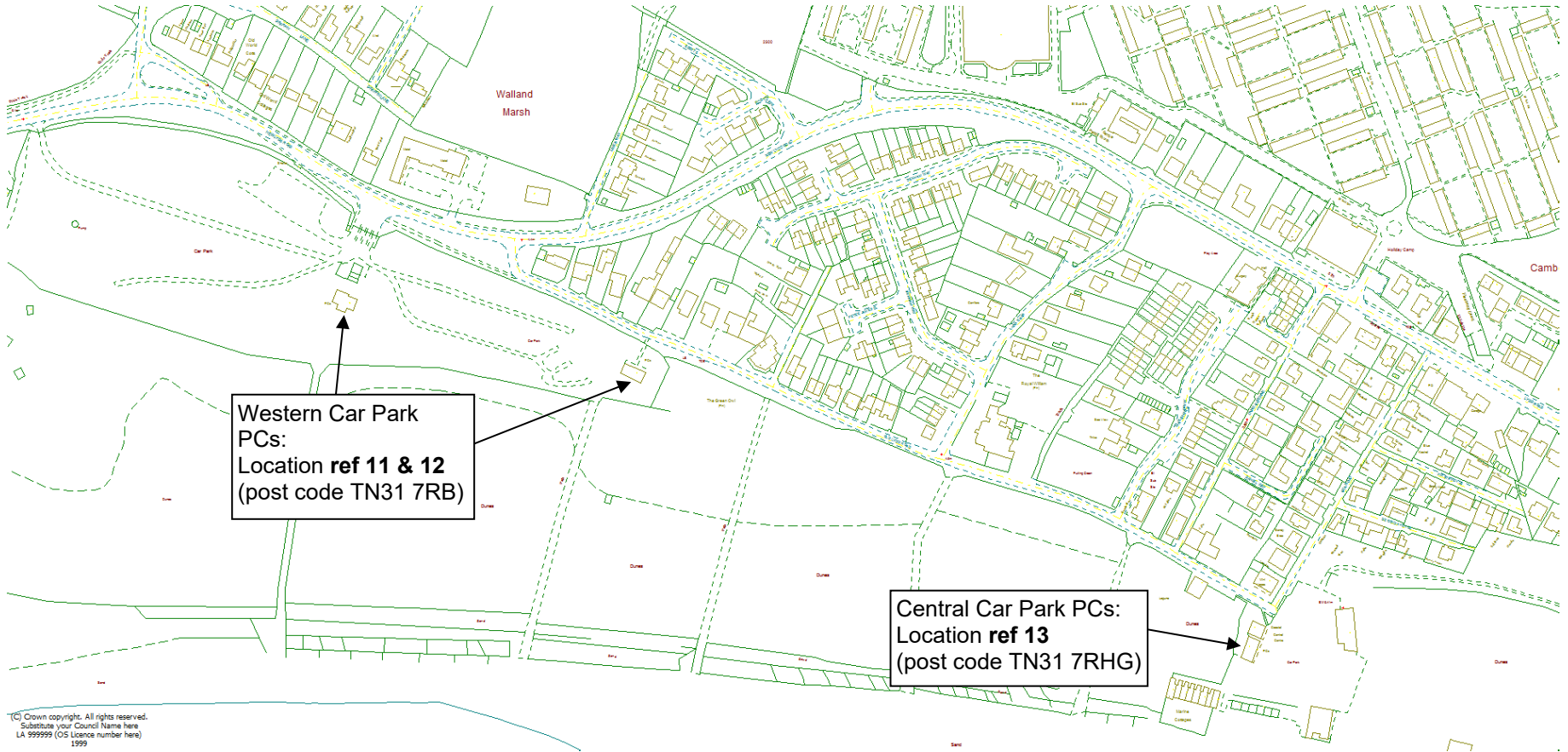
Polegrove Grandstand,
Location **ref 15**
(post code TN39 3DN)

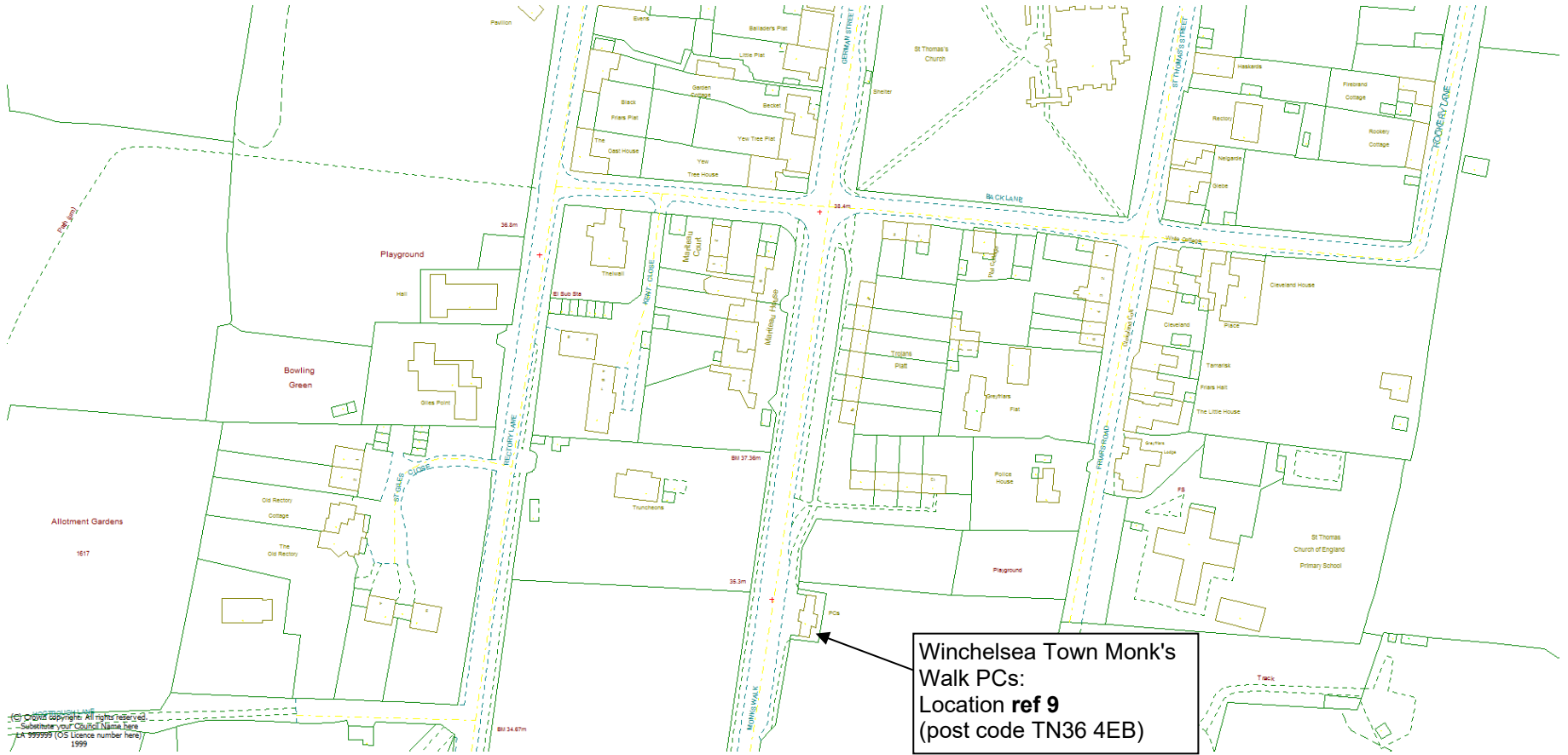
Egerton Park:
Location **ref 5** (post
code TN39 3HL)

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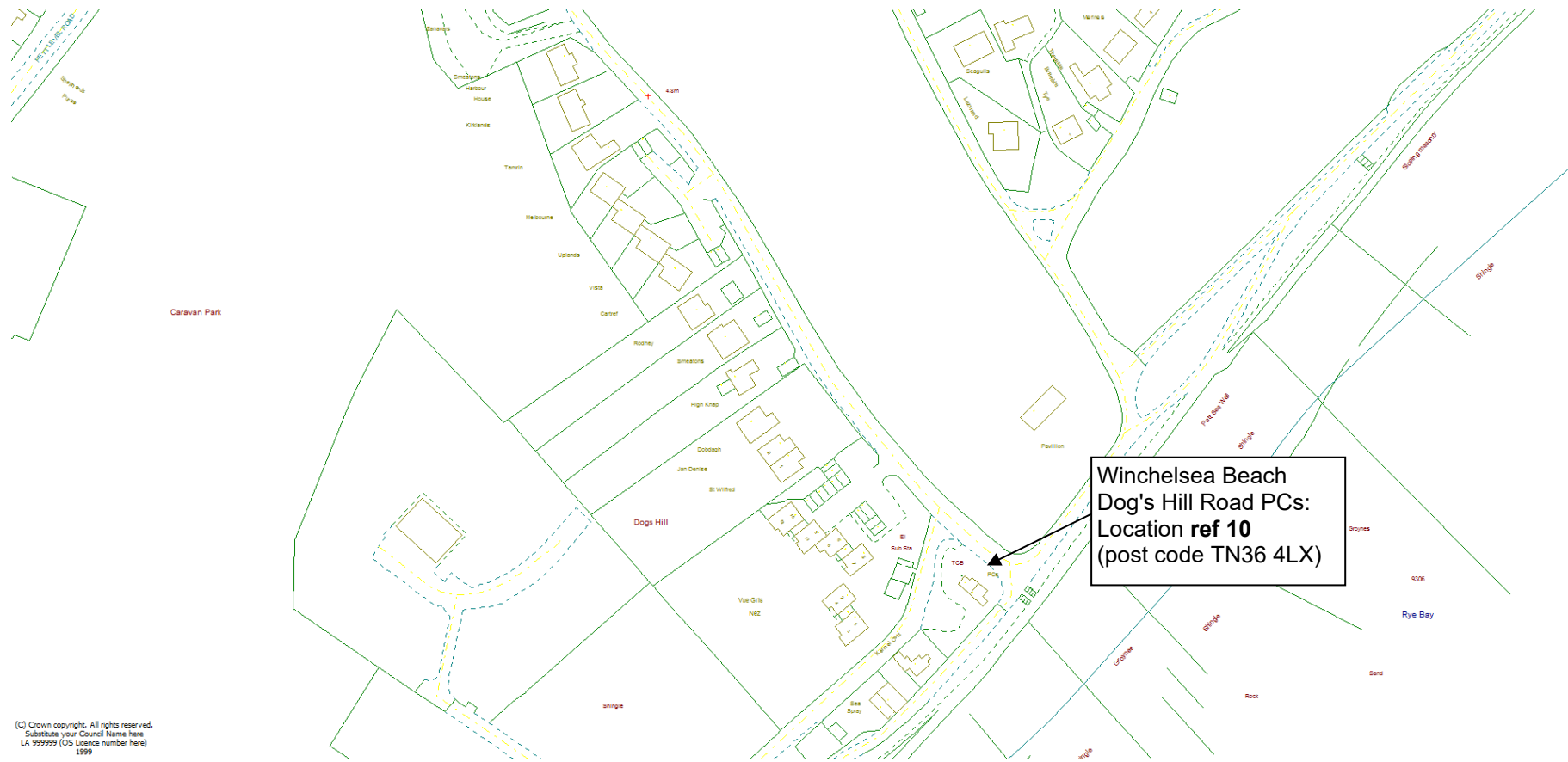






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Winchelsea Town Monk's
Walk PCs:
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Appendix 2 – Description of Locations

Location ref	Location	Floor Area (m2)	Window Area (m2)	No. of WCs	No. of wash-hand basins	No. / length of urinals	Hot (H)/Cold (C) water supply	Hand drying arrangements – Electric Hand Appliance (EHA) / Paper Towels (PT)	Soap arrangements: Liquid (L) or Bar (B)	Bin & Sanitary Towel (ST) disposal arrangements
1	<u>Battle Market</u>									
	Male	22.0	2.7	4	2	x5	C	EHA	L	-
	Female	22.0	2.7	6	3	-	C	EHA	L	ST
	Disabled	7.0	1.0	1	1	-	C	EHA	L	-
	Parent & Baby	2.0	-	1	1	-	C	EHA	L	ST Machine
2	<u>Bexhill Cemetery</u>									
	Male	6.0	1.0	1	1	x2	C	PT	L	Bin
	Female	2.5	.25	1	1	-	C	PT	L	Bin
	Disabled	3.5	.25	1	1	-	C	PT	L	Bin
3	<u>Bexhill - Channel</u>									
	<u>View East</u>									
	Male	26.8	1.8	5	3	x5	C	EHA	L	Bin
	Female	30.7	3	7	4	-	C	EHA	L	Bin & ST
	Disabled (Male)	3.0	-	1	1	-	C	EHA	L	Bin
	Disabled (Female)	3.0	-	1	1	-	C	EHA	L	Bin
	<i>Parent & Baby facilities contained in female PC.</i>									

Location ref	Location	Floor Area (m2)	Window Area (m2)	No. of WCs	No. of wash-hand basins	No. / length of urinals	Hot (H)/Cold (C) water supply	Hand drying arrangements – Electric Hand Appliance (EHA) / Paper Towels (PT)	Soap arrangements: Liquid (L) or Bar (B)	Bin & Sanitary Towel (ST) disposal arrangements
4	<u>Bexhill - East Parade</u> Male Female Disabled	16.6 23.5 4.0	1.7 1.0 0.6	4 - -	2 2 1	x4 - -	C C C	EHA EHA EHA	L L L	- Bin Bin
5	<u>Bexhill - Egerton Park</u> Male Female Disabled	10.2 14.0 3.0	1.44 2.0 0.2	2 3 1	1 1 1	2mtr - -	C C C	EHA EHA EHA	L L L	- - Bin
6	<u>Bexhill - West Parade</u> Male Female Disabled	12.6 14.0 2.4	0.8 0.7 0.3	2 3 1	1 1 1	1.7mtr - -	C C C	EHA EHA EHA	L L L	- - Bin
14	<u>Bexhill – Little Common Recreation Ground</u> Male Female Disabled	7.4 9.5 4.0	0.9 1.0 -	1 2 1	1 1 1	2mtr - -	C C C	EHA EHA EHA	L L L	- - -

Location ref	Location	Floor Area (m2)	Window Area (m2)	No. of WCs	No. of wash-hand basins	No. / length of urinals	Hot (H)/Cold (C) water supply	Hand drying arrangements – Electric Hand Appliance (EHA) / Paper Towels (PT)	Soap arrangements: Liquid (L) or Bar (B)	Bin & Sanitary Towel (ST) disposal arrangements
15	<u>Bexhill – Polegrove Grandstand</u>									
	Male	28.0	4.5	2	3	3.6mtr		EHA	L	-
	Female	28.5	0.6	6	3	-		EHA	L	-
	Disabled	2.8	0.16	1	1	-		EHA	L	-

Location ref	Location	Floor Area (m2)	Window Area (m2)	No. of WCs	No. of wash-hand basins	No. / length of urinals	Hot (H)/Cold (C) water supply	Hand drying arrangements – Electric Hand Appliance (EHA) / Paper Towels (PT)	Soap arrangements: Liquid (L) or Bar (B)	Bin & Sanitary Towel (ST) disposal arrangements
7	<u>Rye - Lucknow Place Car Park</u> Male Female Disabled <i>Parent & Baby facilities contained in female PC.</i>	24.0 27.0 4.0	1.5 2.0 0.2	4 5 1	2 2 1	4.2mtr - -	C C C	EHA EHA EHA	L L L	- ST (baby) -
8	<u>Rye - Station Approach</u> Male Female Disabled <i>Parent & Baby facilities contained in female PC.</i>	19.0 40.0 4.0	1.5 1.5 0.2	3 13 1	2 5 1	3.4mtr - -	C C C	EHA EHA EHA	L L L	- Bin x 2 & ST -

Location ref	Location	Floor Area (m2)	Window Area (m2)	No. of WCs	No. of wash-hand basins	No. / length of urinals	Hot (H)/Cold (C) water supply	Hand drying arrangements – Electric Hand Appliance (EHA) / Paper Towels (PT)	Soap arrangements: Liquid (L) or Bar (B)	Bin & Sanitary Towel (ST) disposal arrangements
9	<u>Winchelsea Town</u>									
	Male -closed.	19.2	3.7	2	1	x2	C	EHA	L	-
	Female -closed.	18.0	5.0	3	2	-	C	EHA	L	-
	Disabled -open to all users	3.6	1.0	1	1	-	C	EHA	L	-
10	<u>Winchelsea Beach</u>									
	Male -closed.	18.5	1.5	2	1	2mtr	C	EHA	L	-
	Female -closed.	18.0	2.0	6	1	-	C	EHA	L	-
	Disabled -open to all users	4.5	0.4	1	1	-	C	EHA	L	-

Location ref	Location	Floor Area (m2)	Window Area (m2)	No. of WCs	No. of wash-hand basins	No. / length of urinals	Hot (H)/Cold (C) water supply	Hand drying arrangements – Electric Hand Appliance (EHA) / Paper Towels (PT)	Soap arrangements : Liquid (L) or Bar (B)	Bin & Sanitary Towel (ST) disposal arrangements
11	<u>Camber West Car Park (old)</u>									
	Male	30.0	2.0	3	5	6.0mtr	C	EHA	L	-
	Female	35.0	8.0	9	4	-	C	EHA	L	2 x Bin, 9 x ST*
	Disabled	2.0	-	1	1	-	C	EHA	L	ST*
12	<u>Camber West Car Park (new)</u>									
	Male	25.0	0.5	4	4	3.6mtr	C	EHA	L	-
	Female	51.0	1.0	12	6	-	C	EHA	L	2 x Bin, 12 x ST*
	Disabled <i>Parent & Baby facilities contained in female PC.</i>	2.5	-	1	1	-	C	EHA	L	ST*
13	<u>Camber Central Car Park</u>									
	Male	30.0	-	5	3	4.0mtr	C	EHA	L	-
	Female	68.0	-	13	9	-	C	EHA	L	2 x Bin, 13 x ST*
	Disabled <i>Parent & Baby facilities contained in female PC.</i>	5.0	-	1	1	-	C	EHA	L	ST*

*Alternative sanitary towel disposal arrangements are in place at these locations.