

POLICY RESOURCES AND FINANCE COMMITTEE REPORT



Meeting Date: 11 November 2025

Agenda Item: 9

Subject:	Toilet Cleaning Contract
Prepared by:	Sam Dickins, Deputy Town Clerk
Purpose of Report:	To consider the draft tender specification for the contract to clean the public toilets and make a recommendation to Full Council.
Background:	The Town Council contracts the cleaning of its public conveniences to a 3rd party. This arrangement enables the Town Council to overcome historic challenges of in-house cleaning provision. Regular review of procured services is a valuable tool to securing the best value for money for the local taxpayer. The Town Council's cleaning provision was last procured in April 2023, which will allow for approximately 3 years between the service having been procured and its continuation or re-tender in line with best practice.
Key Points:	The potential value of a contract for cleaning the public conveniences for either 1, 3 or 5 years has a likelihood of exceeding a value of £60,000 dependent on contract length. In line the Town Council's Financial Regulations (5.6.), formal tenders shall be sought. Appendix A contains a draft tender specification for the cleaning provision at The Quay & Howards Lane Toilets. This tender document has been drafted in accordance with the Town Council's Standing Orders, Financial Regulations, the Procurement Act 2023, The National Procurement Policy Statement and other relevant legislation. Councillors may wish to consider the current assessment criteria with thought to the current percentage weightings and whether any important criteria to Council have been omitted. Councillors may wish to consider the term length it wishes to appoint a successful contractor for.
Implications	Failure to re-tender may leave the Council not fulfilling its fiduciary duties to secure good value for money for the local taxpayer. A non-compliant tender specification could expose the Council to legal challenges and auditory non-compliance issues. An unclear tender specification might prevent suitable candidates tendering or reduce the quality of tenders Council receives.
Recommendation	To consider the draft tender specification for the contract to clean the public toilets and make a recommendation to Full Council.

Appendix A

Wareham Town Council – Public Conveniences Cleaning Invitation to Tender

Wareham Town Council invites tenders to provide the Wareham Town Council with public convenience cleaning services at the following two public convenience facilities:

Howards Lane, Wareham, BH20 4HU & The Quay, Wareham BH20 4LP

The Town Council invites tenderers to offer services for 1 year, 3 years and 5 years for consideration.

Scope of Work

Wareham Town Council seeks for its two public convenience facilities to be cleaned by the successful tenderer accounting for:

- **Frequency of cleaning:** ONCE, DAILY (7 days a week) (excluding Christmas Day, Boxing Day and New Year's Day).
 - **Scope of cleaning:** Ensuring cleanliness of floors spaces, interior wall surfaces, toilet and urinal facilities, toilet cubicles, clearing of ordinary (non-sanitary) bins, cleanliness of wash basin and taps / tap bases, restocking of toiletry consumables as appropriate (i.e. soap, paper towels, toilet paper).

The size of the facilities equates to:
 - **Howards Lane:** Approx. 8.5m² of cleaning space
(x2 unisex single cubicles [each approx. 2m²], x1 disabled cubicle [approx. 4.5m²])
 - **The Quay Toilet:** Approx. 45.7 m² of cleaning space (x9 cubicles across men's & women's, urinals)
 - **Materials:** Cleaning equipment, agents, chemicals and products to be supplied by the successful tenderer. - Public convenience consumables to be supplied by Wareham Town Council (i.e. soap, paper towels, toilet paper).
 - **Time of day:** The Quay toilets MUST be locked by the successful tenderer at **6:00pm daily**. The Howards Lane toilets will be operational 24/7 via a pay-to-enter system and will not require manual locking. The successful tenderer should be able to schedule their cleaning at suitable times around these parameters.
 - **Faults, issues and concerns:** The successful tenderer's operatives will report issues they identify during the provision of their cleaning so that these can be relayed to the Town Council for resolution. For example, vandalism, evidence of anti-social, material issues with the facilities etc.
 - **Annual Deep Clean:** Council wishes for the successful tenderer to provide an annual deep clean at the beginning of the season (typically May) to remove any built-up mould, thorough cleaning of toilet basin bases, door frames, underneath and around movable furnishings and bleaching floor surfaces.
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- **Service Areas:** The successful tenderer will support in keeping the service areas for the toilets tidy to allow for colleagues to work easily within them. Access to drain covers should be maintained.

Clarification questions:

Council warmly invites companies of any size wishing to tender for this work to make contact should they need any clarifications. Any questions requiring clarity regarding the opportunity or the tendering process should be addressed to:

Deputyclerk@wareham-tc.gov.uk

Mr Samuel Dickins

Submission Information:

Tenders **MUST** be submitted via normal post in a sealed, windowless envelope addressed to:

**Town Clerk
Wareham Town Council
Town Hall
East Street
Wareham
BH20 4NS**

Tender envelopes should indicate they contain a tender. Tenders **CANNOT** be received via email.

Key Dates:

- Invitation to Tender posted: **26.11.2025**
- Deadline for submission: **16.02.2026** (Please be aware that submissions **MUST** be received via post)
- All tenderers expected to be informed of outcome by **25.02.2026**

Assessment Criteria:

The assessment criteria have been drafted in accordance with the Council's Standing Orders, Financial Regulations, consideration of National Procurement Policy Statement & relevant legislation.

To assist Council in assessing tenders, it is advisable to present tender in the same order as the assessment criteria.

- **Required Documents:** Tenderers **MUST** provide Council with the following. While these are not scored criteria, failure to provide these **WILL** disqualify the tenderer:

1. A company information sheet or document (Including company name, address and location, contact details, year established, number of employees, company registration number [if applicable] and any other information the tenderer deems suitable for its information sheet)
2. Appropriate insurances for cleaning work in a professional capacity.
3. Evidence of compliance and suitable expertise with cleaning materials and chemicals (E.g. COSHH)

- Scored Criteria:

In the event of a tenderer wholly failing to fulfil in any one of the below criteria (scoring 0% in a criterion), the tenderer will be disqualified.

Eligible tenderers will be assessed and scored on:

- **Fulfilment of specification (35%):** This assesses the extent how closely the tenderer fulfils the scope of work on page as indicated by the Council. An explanation of how the tenderer will meet each criterion and any additional value or services the tenderer may be able to add would be welcomed.

- **Cost (35%):** This assesses the cost and value for money the tenderer can provide the Council. A clear breakdown of how the tenderer will bill for their services would be welcomed.

- **Reducing barriers to opportunity and economic growth (10%):** This assesses how the tenderer supports opportunities for small businesses and social enterprise either through working with such organisations or being one itself.

- **Sustainability practice (7.5%):** This assesses how the tenderer considers sustainable business practices that contribute to protecting the environment and climate. This might include whether the tenderer makes sustainable purchasing decisions for its supplies, what it undertakes to reduce emissions as a result of its business, how they work to sustainably manage waste, or anything else the tenderer considers relevant to sustainability.

- **Experience and references (12.5%):** This assesses the tenderer's experience demonstrating a track record of competence and good service. Tenderer may wish to include how long they have been operating, the type and amount of previous relevant work they have delivered and the experience of their operatives.

Tenderers are also invited to share up to **two** references from previous or continuing work, whom they are comfortable for the Town Council to contact. Tenderers without references (for example new companies) may benefit from clearly indicating this to clarify a lack of references. Such tenderers will not be penalised for not having references, but clear evidence of relevant experience would be valuable.

Post-Tender Clarification

Wareham Town Council reserves the right to seek clarification on any aspect of the tender submissions after the tender deadline. This may involve written clarification or a clarification meeting, which will be conducted in a transparent and non-discriminatory manner.

While the Town Council will make all reasonable efforts to adhere to its timeline under "Key Dates", in the event of clarification questions, or unforeseen circumstances preventing the Council from assessing tenders in its aspirational timeline, Wareham Town Council reserves the right to extend the timeframe for its consideration. Tenderers will be informed in writing if this is the case with revised timelines.

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Disqualification

Please note that tenderers **MUST NOT** contact, or attempt to contact, other colleagues in the Town Council or Town Councillors in relation to the submission of their application, to discuss the works or anything else which may be considered an attempt to make their tender more favourable or unfairly gain advantage in selection. This provision is outlined in the Council's Standing Orders.

Failure to adhere to this **WILL** result in disqualification.

Process

This tender opportunity shall be conducted in accordance with the Procurement Act 2023, other relevant legislation and the Council's Standing Orders and Financial regulations.

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