

6. CLEANING TENDER FOR TOILETS AND VISITOR CENTRES

1. Purpose of the report

To seek approval to enter into a contract in excess of £150,000 over three years to provide cleaning services at three of its visitor centres, six of its public toilets and its campsite. A number of sites have been added to this contract since the previous tender due to cleaning staff vacancies arising.

The contract comprised Bakewell, Castleton and Edale visitor centres and six public toilet blocks. The contract will also provide relief cover for the remaining PDNPA toilets cleaned by directly employed staff and for North Lees campsite.

An open tender process was run in Dec'20/Jan'21, with four responses submitted for consideration.

Key Issues

- **A contract is currently operating to cover the provision of cleaning at the Visitor Centres and a number of toilet sites**
- **The period covered by the previous contract has now ceased but we have continued with the same provider on a temporary basis.**
- **The new contract exceeds £150,000 for all the sites over three years and therefore required approval of the Programmes and Resources Committee in accordance with the Authority's Standing Orders (Part 3 C-3).**

2. Recommendation

- 1. That expenditure on a contract for the provision of cleaning services in excess of £150,000 (being £206,397 for 3 years) is approved.**

3. How does this contribute to our policies and legal obligations?

The provision of clean visitor facilities supports the PDNPA in providing a sustainable, welcoming and inspiring place for all.

The need for clean visitor facilities, especially public toilets has been highlighted through the COVID-19 pandemic.

4. Background

In November 2016 approval was given to disestablish vacant cleaner posts and include the sites within a cleaning contract which, through a tender process had been shown to provide savings to the Authority.

The 2016 contract has continued to operate through the COVID-19 restrictions. The tender has been successful and well managed to provide a good service to users of the facilities. During the contract additional sites have been added on a temporary basis when cleaners have left sites, or had long term absences. The use of a contract cleaning company has provided flexibility, whilst maintaining the standards expected of Authority visitor facilities.

A new specification, including more sites was prepared and re-tendered at the end of 2020. Additional cleaning sites have been included where vacancies existed in the

establishment. The tender has been advertised on a one plus two year basis. It is intended to commence on 1st April 2021, and will end on 5th May 2024 to enable any future tender process to be aligned with the renewal of the Aldern House cleaning contract, if it is felt that this will achieve further efficiencies.

Following tender return evaluation, the tender evaluation report has been prepared by the responsible officer and approved by the Chief Executive Officer, in consultation with the Chair of Programmes and Resources Committee, in accordance with Standing Orders Part 2 section 7.8.5. The tender evaluation report recommends that the contract be awarded to Solutions 2 (Contract Cleaning) Limited on a one year plus two year basis. The value for the three years being £206,397

5. Proposals

The proposal is to spend £206,397 on cleaning services for the period 1 April 2021 to 5 May 2024.

Are there any corporate implications members should be concerned about?

6. Financial:

The Head of Finance has been consulted regarding financial checks for the selected tenderer.

In respect of those sites included in the 2016 contract the new price represents an increase of 18% in year 1. This is a result of both inflation and increased cleaning standards required to help limit transmission of Covid-19 at PDNPA facilities.

In respect of the sites that have been added to the contract the price represents an increase of approximately 11% compared with the direct cost of employing cleaning staff. However, the direct cost does not represent the full cost of managing those staff. Part of this increase is again due to increased cleaning standards as a result of Covid-19. A management time saving equating to £2,000 p.a. approx. will be achieved by employing a contractor rather than recruiting cleaners to individual sites, meaning that the overall cost difference to the Authority is negligible.

All payments will be made retrospectively.

The costs will be met through existing property revenue budgets.

There is provision within the tender for sites to be withdrawn without financial penalties for the Authority with a specified notice period. There is also provision for unforeseen closures such as future COVID-19 lockdown requirements.

7. Risk Management:

The Authority has experience of managing an external contractor to provide cleaning services in many of the identified locations. The standards required have been achieved so far.

The tender sets out the standards expected of the contractor and the checks that will be undertaken to ensure the standards are met. There is also the route for investigation should complaints be received.

The tender requires cleaners to be clearly identified. The tenderer provides uniform, hi-viz vests and ID badges as well as marked vehicles for the main cleaners.

8. Sustainability:

The contractor is required to use environmental sustainable cleaning products.

9. Equality:

The tender and responses have been prepared, run and evaluated within the standard procedures to ensure equality.

10. Climate Change

The proposal does not directly contribute to the Authority's role in climate change or the carbon net zero targets.

Indirectly the services provided under this contract contribute to the Authority's role in climate change. Visitor Centres will be cleaned as part of the contract, they are one of the mechanisms for the Authority to engage with visitors to the National Park regarding issues associated with climate change.

11. Background papers (not previously published)

None

Appendices

None

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