Llandrindod Wells Town Council
Temple Chambers, South Crescent
Llandrindod Wells, Powys
LD1 5DH

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Tender for Cleaning Contract

Tenders are invited for the cleaning and supply contract for the Station Crescent and Lakeside Public Toilets in Llandrindod Wells.

Tenders must be for both sites.

Applicants are invited to respond to the tender in writing taking into consideration the specification below.

Contract period – 3-year (01.04.2026 – 31.03.2029)

Please quote excluding VAT

Payments will be made quarterly upon receipt of an invoice and subject to any dispute.

Applications are invited from contractors to carry out the contract at both sites.

Closing date for tenders will be
Monday 9th February, 2026

Tender for Cleaning Contract

Introduction to Sites:

This contract will serve 2 sites within Llandrindod Wells:

1. Station Crecent Toilet Block – LD1 5BB
   Men's, Ladies, Disabled

2. Lakeside Public Toilets – LD1 5HU
   Men's, Ladies, Disabled, Changing Places Unit

Specification:

- Cleaning/Attendance and examination of the equipment twice a day every day with the exception of Christmas Day.

- The supply and restocking whenever necessary of the equipment with all consumables (including soap, disinfectant, and toilet paper).

- Clean graffiti from the interior and exterior of the equipment after detecting the same or being notified thereof by the Customer by telephone or email.

- Cleaning of internal and external windows.

- Unblocking of drains up to the first external manhole cover.

- 2 x Preventative Maintenance Visits of Access Equipment (Coin Pays / External Doors. **(No coin pays are on either site currently)**

  Vandalism is not covered within the contract; this would be a separate cost and would be only carried out with the instruction of the Town Council.

  Any Reactive Maintenance Visits will be chargeable, Contractor to quote accordingly and obtain a Purchase Order from the Town Council before any work is carried out.

- Replacement of external and internal light bulbs.

- Removal of sanitary waste.

- Management of timers for lighting and doors to minimise the effects of vandalism.

- Legionella Testing and reporting.

Cleaning Frequencies:

- Frequencies are laid down in the Specification Schedule for cleaning and must be strictly adhered to unless the prior approval of Llandrindod Wells Town Council or its nominated representative has been obtained.

- The purpose of the frequency program is to set forth the minimum requirement which is considered necessary by the Town Council to achieve the required standard. The Contractor must ensure that the frequency is undertaken at equal intervals unless otherwise agreed or instructed.

- It may be necessary to increase the frequency of cleaning at any of the locations from time to time because of increased public usage, e.g., fairs, local events, etc., and the contractor will be advised by the Town Clerk of the need to increase the frequency and shall be required to make suitable arrangements with the cleaners to carry out the additional work. Failure to do so may lead to non-payment.

- Cleaning and maintenance work may proceed during normal working opening hours provided the work is organised so as not to obstruct or interfere with their use by the public.

Daily Cleaning Requirements:

a) Toilets are to be visited, inspected and cleaned Monday to Sunday inclusive throughout the year. Each toilet shall be visited, inspected and cleaned in accordance with the program of work and as specified in this Contract.

b) During programmed visits, the Contractor shall ensure that the visiting operative carries out any work necessary to maintain the facilities in a clean and well-maintained condition in accordance with this specification and ensure adequate supply of toiletries, etc., are available to visitors.

Cleaning materials, e.g., dusters, cloths, brushes, mops used for cleaning of WC pans must be kept exclusively for that purpose and not used for cleaning anything else.

The Contractor may deploy an operative of either sex provided that when work of any nature is being undertaken in a toilet of one sex by an operative of the opposite sex, a notice shall be exhibited at the entrance in the following or other approved forms:-

"These facilities maybe cleaned by male or female operatives"

Sequence of Cleaning

Cleaning should be carried out to follow a systematic sequence. This will avoid areas, which were previously cleaned from becoming wet and soiled again before the cleaning process is completed.

Prior to commencement

Erect signage to advise users of cleaning in progress and of potentially wet floors. Check all lights, hand- driers, door locks, baby changing equipment are working correctly.

Whilst any cleaning is taking place, all necessary temporary protection and warning notices shall be displayed. Protective clothing should be supplied by the contractor and worn by operatives at all times.

Sequence of daily cleaning should follow this checklist:

a) Supply and replace all expendable supplies i.e. toilet rolls, liquid or solid soap.

b) Pick up litter and sweep floor to remove all debris, dust and other accretions from the floor surface. Be aware of needles, sharp or potential hazards and dispose of appropriately using specific PPE.

c) Clean and sanitize toilets

i. Clean the inside of the WC pans using a WC brush and germicidal detergent. Particular attention should be paid to the WC traps and flushing rims. Rinse with water to leave the pan in a clean condition.

ii. Clean the outside of the WC pans and the seats, cisterns and handles using appropriate cloth/mop, using germicidal detergent (diluted as necessary). Rinse off and give a dry wipe to leave a clean, dry surface. Particular attention must be given to the rear of the WC pan and the seat hinges.

iii. Clean all surfaces together with cisterns, flush pipes and all fittings using an appropriate cloth brush/mop using a germicidal detergent (diluted as necessary).
Rinse with clear water to leave a clean surface and dry wipe.

d) Clean and sanitize basins.

   (i) Clean the surfaces and taps of wash basins including splash backs using appropriate cloths/brush using a germicidal detergent (diluted as necessary) using sufficient pressure to assist the cleaning. Rinse off, damp wipe to leave a clean surface. This includes Wallgate washing/drying systems.

   (ii) If the detergent is insufficient, then mildly abrasive cleansing cream or paste may be used

e) Clean mirrors and polish all bright work i.e. door handles, taps, flush handles, push plates, pull handles etc.

f) Clean all external surfaces of towel and toilet paper dispensers with detergent, rinse and wipe dry.

g) Spot clean walls, ledges, vents, partitions, doors and signs (including externally) where specific soiling is visible.

h) Inspect interior and exterior of building and remove graffiti by normal cleaning methods. If normal cleaning methods fail to remove graffiti additional methods must be employed to remove such vandalism.

i) Wet mop floors using an approved detergent. Rinse with clear water/disinfectant and mop dry to leave a clean, dry surface.

j) Inspect coin boxes for damage

k) Inspect work and correct errors.

l) Remove any signage once cleaning complete and facilities are ready for safe use.

m) Report any damage, faults or defects to the Town Council office asap. 01597 823116 or clerk@llandrindodtowncouncil.co.uk

If any damage, faults or defects are found which potentially affect the safe use of the toilets the affected area must be locked and signed 'out of order'.

1. Weekly Cleaning and Deep Cleaning Schedule

a) Clean external doors and signage
b) Clean internal walls and fittings.

2. Quarterly Deep Clean

To be completed within one month of commencement of the Contract and thereafter during the first full week in April, July, October and January throughout the contract period. Deep clean completions to be reported to Town Clerk.

a) WC Bowls – Descale, clean and remove all deposits from internal and external parts of the fitment to include flushing rim, seat, seat lids, hinges, S and P traps and cleaning of exterior of flushing tank.

b) Wash Basins and Sinks – Descale, clean and remove all deposits from the entire areas, to include the underneath. Remove sludge and deposits from waste outlet, trap, pillar cocks and waste pipe.

c) Miscellaneous Units – soap dispensers etc., to be treated in the same manner as other units, to result in complete restoration.

d) Floors – Specific attention to sides, corners and behind sanitary ware should be applied. Elimination of accretion in these areas is essential.

Sanitary and Sharps Disposal

The Contractor shall make appropriate arrangements for the collection and disposal of all rubbish/litter from the toilets.

Supply Consumables/Cleaning Products/Equipment

All cleaning materials, toilet rolls, liquid soap must be supplied by the contactor. Before any disinfectants are used, the type shall be approved by the Town Clerk. Any stocks shall be stored and used in accordance with the manufacturer's instructions and kept in a locked store. The Contractor shall maintain records and provide training and assessments as required by the COSHH or equivalent regulations.

Cleaning products used for cleaning must be suitable for killing enveloped viruses. The Contractor is required to provide information on infection control measures, colour coding, cleaning products to be used during this contract.

As part of the Town Council's climate change declaration the Town Council would require the use of environmentally sensitive cleaning materials wherever possible.

Minor Maintenance

Graffiti removal; defective or missing cubicle door locks; defective or missing toilet roll holders; light bulb, fittings of WC seats; replacement of WC handles or chain pulls and WC seat pads, shall be supplied and remedied by the contractor upon discovery.

Blocked drains between the sanitary fittings or appliance and the nearest external inspection chamber and blocked roof drainage shall be cleansed and put into a working order following discovery.

All other items requiring repair or replacement, including electric hand dryers, cracked or broken glazing; WC bowls; hand basins; cisterns; door panels, shall upon discovery be reported to the Town Clerk without delay.

Specific Requirements

The Changing Places Unit at Station Crescent will require a LOLER Test as below:

LOLER test (Lifting Operations and Lifting Equipment Regulations) is a mandatory, thorough examination of lifting gear in the UK, ensuring it's safe and fit for purpose by a competent person, not regular servicing, checking safety-critical parts like brakes, controls, and structural integrity every 6-12 months, and results in a detailed report to prevent injuries from equipment like hoists, cranes, and slings.

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