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Lyneham Public Toilets Tender Comparison Report

10 May 2025

Introduction

This report evaluates seven tender submissions for the cleaning and operation of public toilets in Lyneham village, as part of a competitive tender process for Lyneham & Bradenstoke Parish Council. The toilets include female, male, and disabled facilities next to the Co-op Supermarket, used by village members and passing drivers. To ensure an impartial selection, company names have been anonymised and replaced with identifiers (e.g., Company A, Company B). Submissions are compared based on annual cost (exclusive of VAT), service details, and compliance with tender requirements, including opening hours (7am–8pm summer, 7:30am–7pm winter, except Christmas Day or unforeseen closures), BTA cleaning standards, fault reporting, ad-hoc services, consumables (Parish Council-directed brands), staffing (PPE provided), and insurance (annual Public Liability evidence). Experience (30% weighting) and environmental sustainability (10% weighting) are also assessed. The report identifies anomalies, issues, or deviations to facilitate a like-for-like comparison.

Tender Comparison

The following table summarises the tender submissions, including anonymised identifiers, annual prices, and pertinent details relevant to the contract scope.

Lyneham Public Toilets Tender Comparison (Anonymised)

Identifier	Price Per Annum (£, Excl. VAT)	Pertinent Details
Company A	5,940	• Opens toilets 7am–7pm daily (except Christmas Day). • Provides cleaning products and consumables. • Keeps toilets clean and reports defects.

Identifier	Price Per Annum (£, Excl. VAT)	Pertinent Details
		• **Deviation**: No mention of summer 8pm closing, ad-hoc services, PPE, or insurance. • **Issue**: No details on BTA standards, fault reporting, or consumable brands.
Company B	10,926.56	• 3-year contract (1 June 2025 – 31 May 2028). • Agrees to meet tender and BTA cleaning standards. • Daily cleaning: washing surfaces up to 2m, removing cobwebs, dusting fittings. • Quarterly deep clean (early morning): descaling, floor scrubbing, resealing. • ISO 9001, 14001, 45001 accredited, BTA and BICS member. • Uses eco-friendly consumables (e.g., 30%+ recycled bottles, CFC-free). • Danfo SOLO system for monitoring, reporting, and client access (includes fault reporting). • 100% complaint resolution within 48 hours, 0 RIDDOR incidents in 5 years. • Near-miss reporting: 2023 (1), 2022 (4), 2021 (5). • References: 3 councils (£8,800–£31,694.95/year, 2024–2029). • Staff training: COSHH, asbestos, legionella, lone working; PPE provided. • Comprehensive health and safety, lone working, and ISO standards documentation. • Public Liability insurance: compliant with tender requirements (details checked). • 24/7 contact number, annual BTA inspections, customer surveys.

Identifier	Price Per Annum (£, Excl. VAT)	Pertinent Details
		• Employs local staff, robust supply chain with KPI monitoring. • **Deviation**: No specific opening hours (7am–8pm summer, 7:30am–7pm winter) or ad-hoc pricing. • **Issue**: No cost breakdown mentioned.
Company C	11,800	• Covers male, female, and disabled toilets, cleaned daily (7 days/week). • Pricing: daily (£35), weekly (£245), monthly (£983.33), yearly (£11,800). • 3-year total: £35,400. • Public Liability insurance: £10m cover, valid 01 April 2025–01 April 2026. • Uses sustainable, non-toxic, biodegradable products; focuses on recycling, resource conservation, ethical sourcing. • Staff trained on sustainable practices. • **Deviation**: No mention of opening hours, BTA standards, ad-hoc services, PPE, or consumable brands. • **Issue**: No details on fault reporting or operational training.
Company D	16,420.59	• 3-year contract (1 June 2025 – 31 May 2028). • Opening/closing: 7am–8pm summer, 7:30am–7pm winter. • Daily cleaning (BTA standards): disinfection, waste disposal, drain checks, odour control, consumable replenishment. • Graffiti response within 48 hours; minor repairs (<£50) with approval.

Identifier	Price Per Annum (£, Excl. VAT)	Pertinent Details
		• Breakdown: labour (£9,581.19), periodicals (£180), consumables (£6,659.40, billed monthly). • Labour: 1 cleaner, 2.15 hrs/day at £21.50/hr, weekend cost £2,755.80/year. • Periodicals: bi-annual floor scrubbing and wall/ceiling cleaning (£90 each). • Ad-hoc callouts at £55/visit, additional labour at £21.50/hr. • Public Liability insurance: £5m cover, valid 12 March 2025–11 March 2026. • Uses eco-friendly, biodegradable, COSHH-compliant products; bulk sourcing, minimal water/energy use, recycling, reusable cloths/mops, low-emission transport. • Staff training: COSHH, manual handling, first aid, environmental awareness; PPE provided. • Risk assessments: covers slips, hazardous substances, sharps, electrical hazards; incidents reported within 24 hours. • References: food production cleaning (2023–present), facilities maintenance (2024–present). • Quality control: weekly spot-checks, monthly reports, 24/7 feedback channel. • **Issue**: No confirmation of Parish Council-directed consumable brands.
Company E	14,846	• 52 weeks/year, opens/closes per seasonal hours, cleaned outside peak times. • Includes equipment, consumables, uniforms, PPE, training, holiday/sickness cover. • Ad-hoc callouts at £18.56/hr. • ISO 9001, 14001, OHSAS 18001 accredited.

Identifier	Price Per Annum (£, Excl. VAT)	Pertinent Details
		• Uses eco-friendly powder sachets, digital client portal for audits. • References: two public sector clients. • Public Liability insurance: £10m cover, valid 30 November 2024–29 November 2025. • **Deviation**: No confirmation of BTA standards or consumable brands. • **Issue**: Subject to TUPE information.
Company F	15,533.89	• 3-year total: £46,601.68 (annual: £46,601.68 ÷ 3). • Ad-hoc cleaning at £26.00/hr. • Consumables invoiced monthly: toilet rolls (£17.61/24-pack), hand soap (£5.84/5L), paper towels (£13.62/2640). • Managed by Operations Manager (15+ years' experience). • Uses QR code for feedback, job management software, workforce management. • Health & safety policy: risk assessments, COSHH, accident reporting (RIDDOR), fire safety, PPE provision. • Environmental policy: waste segregation/recycling, energy efficiency (smart metering), water conservation, sustainable procurement, low-emission transport. • Quality policy: pursuing ISO 9001, documented quality management system. • Equality & Diversity policy: ensures non-discrimination, fair employment practices. • Public Liability insurance: £10m cover, valid 07 April 2025–06 April 2026.

Identifier	Price Per Annum (£, Excl. VAT)	Pertinent Details
		• Carbon neutrality by 2030, eco-friendly products. • Training: COSHH, health & safety, BICS membership. • **Deviation**: No specific opening hours or consumable brand compliance. • **Issue**: No fault reporting detail or references.
Company G	16,900	• Daily keyholding (£20/day), cleaning (£26.43/day), £325/week. • Ad-hoc callouts at £35/visit. • ISO 9001, 14001, 45001 accredited, CHAS, Constructionline. • Uses eco-friendly, zero-waste cleaning products. • Training: BICS Level 1, COSHH, RoSPA-accredited. • References: multiple councils. • Mobile app for tracking, maintenance, audits. • Plans electric fleet by 2035. • Public Liability insurance: £10m cover, valid 02 September 2024–01 September 2025. • **Deviation**: No specific opening hours (7am–8pm summer, 7:30am–7pm winter) or consumable brand compliance.

Anomalies, Issues, and Deviations

Company A

- **Issue**: Lacks details on staff training, health & safety, environmental practices, quality assurance, insurance, or consumable brands, critical for compliance.
- **Deviation**: No mention of summer 8pm closing, ad-hoc services, PPE, or fault reporting.

- **Anomaly**: Lowest price (£5,940), significantly below others, raising concerns about service quality.

Company B

- **Strength**: Comprehensive submission with BTA compliance, fault reporting via Danfo SOLO, eco-friendly consumables, PPE, strong references, compliant Public Liability insurance, and detailed health and safety/lone working documentation.
- **Issue**: No cost breakdown or specific opening hours (7am–8pm summer, 7:30am–7pm winter); no ad-hoc pricing.
- **Anomaly**: Mid-range price (£10,926.56) with detailed service but lacks cost transparency.

Company C

- **Strength**: Provides Public Liability insurance (£10m, valid 01 April 2025–01 April 2026); uses sustainable, biodegradable products, aligns with sustainability (10% weighting).
- **Issue**: No details on opening hours, BTA standards, ad-hoc services, PPE, consumable brands, fault reporting, or operational training.
- **Deviation**: Multiple pricing formats may cause confusion.
- **Anomaly**: 3-year total (£35,400) aligns with annual (£11,800).

Company D

- **Strength**: Meets opening hours (7am–8pm summer, 7:30am–7pm winter), BTA standards, fault reporting (within 24 hours), ad-hoc pricing (£55/visit), Public Liability insurance (£5m, valid 12 March 2025–11 March 2026), eco-friendly practices, strong references, and robust training/PPE.
- **Issue**: No confirmation of Parish Council-directed consumable brands.
- **Anomaly**: High consumables cost (£6,659.40) relative to labour (£9,581.19).

Company E

- **Strength**: Comprehensive with seasonal hours, PPE, training, ad-hoc pricing (£18.56/hr), and Public Liability insurance (£10m, valid 30 November 2024–29 November 2025).
- **Issue**: Subject to TUPE; no BTA standards or consumable brand confirmation.
- **Deviation**: Lower ad-hoc rate potentially advantageous.

Company F

- **Strength**: Strong management, technology, ad-hoc pricing (£26.00/hr), Public Liability insurance (£10m, valid 07 April 2025–06 April 2026), detailed health & safety and environmental policies, pursuing ISO 9001.
- **Issue**: No opening hours, consumable brand compliance, fault reporting detail, or references.
- **Deviation**: Annual cost reviews introduce variability.
- **Anomaly**: Consumables pricing lacks quantity estimates.

Company G

- **Strength**: Detailed with ad-hoc pricing (£35/visit), training, eco-friendly products, and Public Liability insurance (£10m, valid 02 September 2024–01 September 2025).
- **Deviation**: No specific opening hours (7am–8pm summer, 7:30am–7pm winter) or consumable brand compliance.
- **Anomaly**: Price adjustments based on CPI/National Living Wage.

Notes for Selection

- **Price Comparison**: Company A (£5,940) is lowest but lacks detail. Company G (£16,900) and Company D (£16,420.59) are highest, followed by Company F (£15,533.89), Company E (£14,846), and Company B (£10,926.56). Company C (£11,800) is mid-range.
- **Completeness**: Company B, Company D, Company E, Company F, and Company G offer detailed submissions with insurance evidence. Company B's insurance and health and safety documentation now make it a strong contender. Company A remains incomplete.
- **Sustainability (10% Weighting)**: Company D, Company F, Company C, Company B, Company G, and Company E emphasize eco-friendly practices. Company F's EMS and Company D's biodegradable products are notable.
- **Experience (30% Weighting)**: Company B, Company D, Company G, and Company E provide strong references. Company F still lacks references.
- **Recommendation**:
    a. **Prioritise**: Company D (£16,420.59) for full compliance with opening hours, BTA standards, insurance, ad-hoc pricing, and strong references. Company B (£10,926.56) now a strong contender with insurance compliance, detailed health and safety, and lower cost.

b. **Consider**: Company E (£14,846) and Company G (£16,900) for comprehensive submissions and insurance.

c. **Evaluate**: Company F (£15,533.89) for detailed policies, pending clarifications on opening hours and references. Company C (£11,800) for sustainability and insurance but needs operational details.

d. **Request**: Company A to provide all missing details.

e. **Clarify**: Company B, Company F, and Company G on opening hours; Company B on ad-hoc pricing; Company D and Company E on consumable brands.

Conclusion

The tenders vary in cost, detail, and compliance. Company D and Company B now lead, with Company B offering a lower cost while meeting most criteria after insurance confirmation. Company E, Company F, and Company G are viable, while Company C requires operational clarity, and Company A needs significant additional information. The Parish Council should prioritise submissions meeting all criteria, requesting clarifications to finalise selection.