



**Invitation to Tender
Cleaning Services for
Sheffield Museums Trust**

Closing Date: 12.00 on 11 February 2022

Contents

1. Invitation to Tender	3
2. Sheffield Museums Trust	3
3. Employees	3
4. Sites	4
5. Business Activities	4
6. Cleaning Services	5
7. Scope for Tender	6
8. Expectations	6
9. Requirements	6
10. Timescale for Tender	7
11. Tender Submission Requirements	7
12. Selection Criteria	7
13. Contacts	8

1. Invitation to Tender

Sheffield Museums Trust formed in April 2021 when Sheffield Galleries & Museums Trust, trading as Museums Sheffield, and Sheffield Industrial Museums Trust joined to become one new charitable Trust.

We are seeking a three-year Service Level Agreement for cleaning services with an option to extend.

Sheffield Museums Trust currently has separate contracts for commercial kitchen cleaning (including ductwork), hygiene services and mat cleaning which are not currently within scope of this Invitation to Tender. These contracts will however expire within the term of this SLA and we are open to dialogue about extending this contract to cover additional services.

This Invitation to Tender will provide information concerning the sites, an outline of business activities and an introduction to the new trust along with detail of the tender process, procedures, and deadlines.

2. Sheffield Museums Trust

Sheffield Museums Trust has managed the City of Sheffield's collection since 1st April 2021.

Our ambitions are centered around the four following pillars:

PLACE – we want the museums, galleries and sites to become an important part of Sheffield and the heart of its communities.

PEOPLE – the new Trust shall bring together people through a culture of collaboration and cooperation.

CREATIVITY – we want the museums, galleries and sites to be places of inspiration for visitors. SUSTAINIBILITY – our aim is to achieve corporate sustainability and become an organisation that is sustainable in all aspects of its operations.

3. Employees

The Trust employs about 110 people, with further support from around 30 casual workers and 200+ volunteers.

4. Sites

The Sheffield Museums sites included in this Invitation to Tender are:

Acres Hill is a store house located two and a half miles from the city centre which houses the items in the heritage collection when they are not on display or out on loan.

Leader House is Museums Sheffield's head office. Located between Millennium Gallery and Graves Gallery, our administrative offices are in a Grade II-listed Georgian townhouse.

Millennium Gallery is situated in the heart of the city centre and is home to the Designated Metalwork Collection, the Ruskin Collection and a changing programme of art, craft and design exhibitions. Millennium Gallery hosts a regular programme of public events, conferences and corporate hire.

Weston Park Museum - situated a mile from the city centre and surrounded by Sheffield University, parks, housing and hospitals. The museum tells the story of Sheffield with a focus on its social history and natural environment. Parts of this building are grade II* listed. Weston Park Museum hosts a regular programme of public events and is popular with Schools and families.

Abbeydale Industrial Hamlet is an eighteenth-century industrial works and is home to the last complete surviving crucible steel furnace in the United Kingdom. Once the largest water-powered industrial site on the River Sheaf, the group of Grade I & Grade II listed buildings are a Scheduled Ancient Monument located four miles from the city centre.

Kelham Island Museum is the home of objects, pictures and archive material representing Sheffield's industrial story. Situated one mile from the city centre it has interactive galleries, the world-renowned Hawley Collection and one of the few remaining Bessemer Converters in the world. Kelham Island Museum hosts a busy programme of Corporate hires and events and is popular with schools.

5. Business Activities

Sheffield Museums Trust engages in range of operational activities

Public access to museums and galleries – sites are open for a range of hours, but most sites are open daily 10am-5pm Tuesday – Sunday (Monday – Sunday in designated School Holidays). The Trust welcomes around 1 million visitors each year.

Exhibitions and displays - the Trust has an extensive programme of exhibitions and displays at all sites. Exhibitions will often include objects on loan from other organisations.

Heritage conservation – the Trust maintains several industrial heritage assets at our sites, for instance water wheels, and the impressive River Don Engine.

Education and Engagement – the Trust hosts school workshops and other formal learning opportunities. There is also a continual programme of informal learning opportunities and events – art clubs, life drawing, talks and tours etc.

Fundraising – the Trust engages with private donors and runs public campaigns to raise funds for the Charity.

Commercial Activities – the Trust is supported financially by a commercial subsidiary. Commercial activity includes retail, hospitality and events, craft and Christmas markets. There are also two outsourced café operators who operate at 3 of the sites.

6. Cleaning Services

A full list of the cleaning services covered by this tender can be obtained by emailing jim.lowe@sheffieldmuseums.org.uk

There are a number of key principles that will underpin our cleaning services requirements.

- Quality – we need to be always assured that our sites are maintained and cleaned effectively for both visitors and staff working on the premises.
- Protection of our staff, volunteers and visitors – our premises must be clean, safe and comfortable.
- Reliability – cleaning services are required to be reliable and available.
- Sustainability – we want to reduce both our environmental impact and our energy usage and expenditure.
- Flexibility – our changing programme of events and activities, and fluctuations in our visitor numbers mean there will be occasions when additional cleaning is required over and above the core requirements of the agreement. Additional cleaning may also be required in response to specific incidents, such as extreme spillages or unexpected damage.
- Cost effectiveness

7.Scope for Tender

Sheffield Museums Trust are looking to appoint a Cleaning Services company to undertake cleaning services at the sites specified in this Invitation to Tender

We are looking for an experienced, reputable, and reliable company to enter into a three-year support service level agreement with the option of an extension should both parties agree.

8.Expectations

The contracted company shall perform all services to the highest standards to be expected of a cleaning services provider, in accordance with best practice, with utmost integrity.

During the three-year service period, the successful candidate will attend to and manage cleaning services to the best of their ability on behalf of Sheffield Museums Trust.

Museums Sheffield aims to continue to reduce its environmental footprint. Factor such as reduction in use on plastics, the use of more environmentally friendly cleaning products and the recycling of materials will be considered as part of the tender process.

Cleaning equipment will be supplied, owned and maintained by the successful contractor. Space for cleaning materials and equipment will be made available at each site.

Any equipment or facilities required by the cleaning operator will be their own responsibility. Museums Sheffield will be under no obligation to maintain, insure or replace equipment brought on to the premises by the cleaning operator.

We would expect the successful company to manage and arrange ordering of all consumables and to ensure sufficient stocks are available to meet service requirements. All operatives on site must be fully trained to use all equipment including scrubber driers and be able to fill with the correct chemicals and empty the machine safely. At least one Staff person are also required to be fully trained for the operation of the site's Mobile Elevated Work Platform during the scheduled at-height cleaning tasks.

Daily schedule might vary within the operating hours depending on galleries closure or events schedule. Site Supervisors will inform operatives on any variation to tasks on a daily basis.

9.Requirements

A full list of the cleaning services covered by this tender can be obtained by emailing jim.lowe@sheffieldmuseums.org.uk

The SLA will begin on 1 April 2022

The list above is not final, and the successful candidate shall use their knowledge and expertise to advise accordingly.

10. Timescale for Tender

Tender Start date:	11 January 2022
Tender Closing date: 2022	11 February
Announcement of selected company: 2022	21 February
Support & Services begin / Contract Effective Date:	1 April 2022
Site visits will be held on:	24 January 2022

11. Tender Submission Requirements

Tender submissions are preferred through e-mail (see contact below).

The tender response form shall be completed in full and information given should be true to the best of the candidate's knowledge.

Interested parties should complete the Tender Response document. This will be the principle document used to review responses. Submission of additional information to support any applications will also be accepted.

12. Selection Criteria

Selection will be based on the following weighted criteria:

Selection Criteria	Weight
Value for money	40%
Understanding of requirements	20%
Company's reputation & relevant experience	20%
Locality	10%
Environmental factors	10%

13. Contacts

Questions or requests for further information can be made to:

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Please note that your questions and our responses may be made available to all interested parties.