

INVITATION TO TENDER

Cleaning Services Contract

Millennium Forum Theatre & Conference Centre

3 Newmarket Street • Derry / Londonderry • BT48 6EB



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AT A GLANCE

This document is a summary guide for prospective tenderers.
Please read the full Invitation to Tender document for complete terms and requirements.

Closing Date: 19th June 2026 at 1:00 pm

Paul Mason — paulm@millenniumforum.co.uk — 028 7126 4455

The Opportunity

The Millennium Forum Theatre & Conference Centre is seeking a professional cleaning company to take on a 3-year Cleaning Services Contract. We welcome over 350,000 visitors a year across more than 180 performances, graduation ceremonies and conferences — and we need a partner who shares our pride in providing a genuinely welcoming, spotless environment for every one of them.

This is a meaningful long-term contract with the possibility of extension. We are looking for a company that understands the unique rhythm of a theatre and conference venue, and that can flex with us through quiet summers and packed pantomime seasons alike.

Contract Length	3 years from commencement date
Possible Extension	Up to a further 24 months — subject to performance assessment
Start Date	TBC upon award
Max Annual Budget	£55,000 per annum + VAT
Budget Basis	6 days/week × 3 hours × 3 staff + soap, female hygiene & air freshener service
Minimum Wage	All staff paid at or above the National Living Wage
Operation	7 days per week, 52 weeks per year
Core Hours	Minimum 8:30am–11:30am each performance day
Min. Weekly Hours	54 man-hours per week (6 days × 3 staff × 3 hours)
Tender Reference	DTT-CLEAN-2026
Closing Date	19th June 2026 at 1:00 pm
Winner Notified	By 10th July 2026, subject to DTT Board agreement

What We Need & What You Need to Know

What we need from you →	What you need to know →
A flexible, reliable cleaning team	Max budget: £55,000 per annum + VAT
Min. 3 staff × 3 hours, 6 days per week	All staff paid at National Living Wage minimum
Core hours 8:30–11:30am + full flexibility	No car parking available on site
7-day cover during peak & panto season	Cleaning products agreed with DTT / MF in advance
Your own equipment, machinery & consumables	Equipment supplied & maintained at your own cost
On-site Supervisor + regular team	Day-to-day contact: Customer Services & Operations teams
Public Liability £5m + Employer’s Liability £5m	Multiple storage areas available on site
Proof of Right to Work checks for all staff	CCTV monitored; fob access; clock-in system mandatory
Min. 2 years’ relevant experience	Incumbent contractor may re-apply
A Social Value commitment to Derry / Londonderry	Smart working practices expected at peak times

The Flexible Hours Arrangement — In Plain English

In quieter months (e.g. summer), you may not need your full team every day. Any hours not used in a quiet week can be carried forward and used in a busier week — at no extra cost to DTT.

During peak periods — especially the Christmas pantomime season — a 7-day operation is expected, with afternoon cleans, post-show cleans and cleans between events all possible. High-use public areas should be prioritised using a smart working approach during busy periods.

⚠ This is an important part of the contract and will be assessed as part of Stage 2.

Key Dates

Site Visits	10th June 2026 — 11:00 am & 2:00 pm. Prior arrangement required — contact paulm@millenniumforum.co.uk by 6th June 2026.
Queries Deadline	12th June 2026 at 1:00 pm — by email to paulm@millenniumforum.co.uk only.
Tender Deadline	19th June 2026 at 1:00 pm — by post, hand or verified email. If printed: 2 copies + USB stick.
Winner Notified	By 10th July 2026, subject to DTT Board agreement. All tenderers will be notified.
Contract Start	TBC upon award.
Quarterly Reviews	Formal performance review every quarter throughout the contract.
Annual Assessment	Full assessment at end of Year 1, 2 & 3. Satisfactory performance may lead to 24-month extension.

How You Will Be Assessed

Stage 1 — Pass / Fail (all must be met to proceed)	
Public Liability £5m + Employer’s Liability £5m insurance	Pass / Fail
Acceptance of contract conditions	Pass / Fail
Minimum 2 years’ relevant experience within the last 5 years	Pass / Fail
Proof that Right to Work checks are carried out for all employees	Pass / Fail
Stage 2 — Scored Criteria	
	Weighting
Cost Proposal — fixed pricing, NLW compliant, max £55k p.a. (6 days / 3 staff / 3 hrs)	40%
Quality Evaluation — comparable venue experience, H&S, hygiene, social value	40%
Understanding & Flexibility — seasonal scaling, smart working, rebate approach	20%

Your Submission Checklist

Submit by post, hand delivery or verified email to: General Manager, Millennium Forum, 3 Newmarket Street, Derry / Londonderry BT48 6EB — paulm@millenniumforum.co.uk

If printed, please provide 2 copies + 1 USB stick.

✓	Completed Form of Tender (Appendix A)
✓	Completed Declaration Form (Appendix B)
✓	Company background, details & experience at comparable venues
✓	Copies of insurances: Public Liability £5m & Employer's Liability £5m
✓	Proof that Right to Work checks are carried out for all employees
✓	Quality Evaluation statement (including comparable venue track record)
✓	Understanding & Flexibility statement
✓	Social Value statement outlining your commitment to the Derry / Londonderry community

Get in Touch

Site visits available on 10th June 2026 at 11:00 am and 2:00 pm. Contact Paul Mason to arrange your slot before 6th June 2026.

Email: paulm@millenniumforum.co.uk | **Tel:** 028 7126 4455 | www.millenniumforum.co.uk

This summary does not replace the full Invitation to Tender document which contains all detailed terms, the Cleaning Schedule, Form of Tender and all appendices.