

# INVITATION TO TENDER

## Cleaning Services Contract

**Millennium Forum Theatre & Conference Centre**

3 Newmarket Street • Derry / Londonderry • BT48 6EB



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## Cleaning Services Contract

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### Millennium Forum Theatre & Conference Centre

3 Newmarket Street, Derry / Londonderry, BT48 6EB

**Contract Period: 3 Years | Commencement: [TBC upon award]**

7 Days per Week | 52 Weeks per Annum

**TENDER REFERENCE: DTT-CLEAN-2026**

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

Contact: General Manager | Paul Mason

Email: paulm@millenniumforum.co.uk | www.millenniumforum.co.uk

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## Section 1 — Introduction & Background

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Derry Theatre Trust (hereinafter referred to as 'DTT') invites tenders from experienced and competent service providers for the Cleaning Services Contract at Millennium Forum Theatre & Conference Centre.

DTT invites tenders for the provision of Cleaning and Toiletry Facilities for a period of three years. Tenders will be required to present a fixed yearly proposal for the full contract period.

### About the Millennium Forum

The Millennium Forum is situated in the heart of Derry / Londonderry and serves the theatrical and conference needs of a diverse and vibrant client base, welcoming theatre-goers, conference delegates, corporate clients, large group audiences and graduation ceremony attendees.

Welcoming over 350,000 visitors each year — encompassing more than 180 performances, multiple graduation ceremonies and a busy conferencing calendar — the Millennium Forum sits at the very heart of the cultural and business life of the city. DTT is confident that this visitor profile presents an ideal and rewarding opportunity for the right cleaning partner.

DTT is seeking a provider who can demonstrate genuine pride in maintaining exemplary, welcoming standards of cleanliness commensurate with the current offering.

## Section 2 — Details, Criteria & Contract Terms

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### Budget

The contract budget is a maximum of £55,000 per annum (plus VAT at the current rate), based on 6 days per week, 3 hours per day, 3 staff, plus soap dispenser, female hygiene and air freshener service. All staff employed under this contract must be paid at least the current National Living Wage as a minimum. Tenderers should note that wage costs, along with any National Living Wage adjustments, will be a factor in pricing and should be reflected clearly in the Form of Tender.

### Operational Requirements

DTT envisages a 7-day operation. Core operational hours are a minimum of 8:30am–11:30am on each performance day, equating to a minimum of 54 man-hours per week (6 days × 3 staff × 3 hours). A flexible hours contract is required and all rates must be presented on an hourly per-staff-member basis, due to several factors outlined below.

Tenderers are asked to clearly outline their ability to fulfil core operational hours and to operate beyond these during peak seasonal periods and events.

### Flexible Hours & Rebate for Unused Hours

The Millennium Forum operates on a seasonal basis. During quieter periods — for example summer months — the full complement of 3 staff for 3 hours may not be required on every day. Any hours unused within the planned 54-hour weekly schedule during quiet periods may be carried forward and utilised in a busier week, at no additional cost to DTT. This flexibility works in both directions.

During peak periods — including the Christmas pantomime season and major conferencing events — a 7-day operation will be expected, and additional hours in the early evening, afternoon, after shows or between shows will be required. The contractor must demonstrate a genuinely flexible approach to scheduling in order to meet these operational demands. This is an important part of the contract and will be considered as part of the quality evaluation in Stage 2.

Where unused hours cannot be carried forward or utilised, a rebate mechanism for genuinely unused hours will be agreed between DTT and the successful contractor prior to contract commencement.

### Cleaning Products, Equipment & Materials

All cleaning products and consumables will be supplied by the contractor, unless otherwise agreed with DTT in advance. The specific products and brands used must be agreed with DTT in advance of commencement, and any changes to agreed products during the contract period must also receive prior approval. All machinery and equipment required for the operation will be supplied and maintained at the contractor's own cost. DTT will provide multiple dedicated cleaning stores on site for the storage of equipment and materials.

There is no staff car parking available at the Millennium Forum for contractor employees.

## Day-to-Day Management

The contractor's day-to-day point of contact within the Millennium Forum will be the Customer Service Team and the Operations Management Team, led by the General Manager. The contractor's Supervisor will be expected to liaise regularly with these teams to ensure standards are maintained and any issues are addressed promptly, along with additional services required in terms of peak times, smart working practices targeting high use public areas as a priority during busy service periods.

## Contract Duration, Assessment & Extension

The initial contract period is three years from the agreed commencement date. Performance will be reviewed formally at quarterly intervals throughout the contract, with a full contract assessment conducted at the end of Year 1, Year 2 and Year 3. These assessments will evaluate compliance with the specification, quality of service, flexibility, responsiveness and value for money.

Subject to satisfactory performance at the Year 3 assessment, DTT reserves the right to extend the contract for a further period of up to 24 months without the requirement to re-tender. Any such extension will be subject to the same quarterly and annual assessment regime as the initial term.

Either party may terminate this contract by providing a minimum of three months' written notice to the other party.

## Social Value

As a registered charity and one of the most prominent cultural venues in the north-west of Ireland, the Millennium Forum has a long-standing commitment to the communities it serves. We are proud of the role we play in the cultural, social and economic life of Derry / Londonderry, and we expect our contracted partners to share that commitment.

Tenderers are invited to demonstrate how their organisation can contribute social value as part of this contract. This may include, but is not limited to: a commitment to employing local people from the Derry City and Strabane District Council area; supporting apprenticeships or training opportunities for young people or those returning to the workforce; operating with environmentally responsible practices including sustainable cleaning products and waste reduction; and contributing positively to the well-being of staff employed under this contract. Social value will be considered as part of the Quality Evaluation in Stage 2.

## Site Access, CCTV, Data Protection & Safety

The Millennium Forum is a monitored building. CCTV operates throughout the premises at all times. All contractor staff will be issued with a site access fob upon commencement and will be required to sign in and out using the Forum's clock-in system on every visit. This system is in place for fire safety and access monitoring purposes and its use is mandatory for all personnel on site.

All contractor staff will be required to complete DTT's fire safety evacuation briefing and will receive instruction on site-specific emergency procedures prior to commencing work. In the event of any fire alarm activation, the contractor's staff are required to follow the Forum's evacuation procedures without exception.

Any personal data encountered by contractor staff in the course of their duties — whether relating to DTT employees, performers, clients or visitors — must be treated with strict confidentiality in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Contractor staff must not access, remove, photograph or share any information, correspondence or materials observed on site. A confidentiality clause will form part of the formal contract agreement.

## Operator Responsibilities

At all times the successful operator must:

- Maintain exemplary standards of cleanliness throughout the building including all areas set out in the Cleaning Schedule (Section 7).
- Provide a sufficient number of competent, properly trained and suitably dressed staff, wearing appropriate PPE as per the company's Health & Safety Policy.
- Supply, maintain, launder and replace as required all equipment, including mops, bin liners, cleaning materials, soaps, bleach, staff uniforms and protective clothing.
- Be responsible for the replacement of any items of equipment or furniture damaged through the operator's negligence, and for routine replacement of tools as required.
- Pay rates of wages no less than the National Living Wage and observe hours and labour regulations no less favourable than those prevailing in the Northern Ireland cleaning industry.
- Maintain all statistics as required by DTT in connection with the operation.
- Accept liability for any injury, loss or damage caused by the operator's negligence or that of its employees or agents, and indemnify DTT against any costs, claims and expenses whatsoever.
- Maintain insurance cover of up to £5,000,000 per incident and provide evidence to DTT on request.
- Obtain DTT's prior approval for all promotional or advertising literature where DTT is mentioned as a client.
- Comply with all relevant Health and Safety legislation, DTT's Fire Evacuation Procedures, No Smoking Policy and TUPE Regulations 2006.

## Section 3 — Instructions to Tenderers

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### General

Tenderers are responsible for obtaining, at their own expense, any additional information necessary for the preparation of their tender, and should ensure they are fully familiar with all obligations to be accepted.

### Queries During the Tender Period

Written queries must be submitted by email to arrive with the General Manager no later than 12th June 2026 at 1:00 pm. All tenderers will receive the same responses to queries raised.

Email: [paulm@millenniumforum.co.uk](mailto:paulm@millenniumforum.co.uk)

### Site Visits

Site visits will be arranged to help tenderers inform their bid. Any company wishing to visit must do so at one of the designated times, by prior confirmed arrangement.

#### Site Visit Dates:

- Visit 1: 10th June 2026 at 11:00 am
- Visit 2: 10th June 2026 at 2:00 pm

To arrange a visit, contact the General Manager at [paulm@millenniumforum.co.uk](mailto:paulm@millenniumforum.co.uk) before 6th June 2026 at 4:00 pm.

### Submission of Tender Documents

All completed documents must be forwarded by registered post, delivered by hand (with receipt obtained), or via a verified email account to:

**Tender for “Derry Theatre Trust – Cleaning Services Contract”**

General Manager

Millennium Forum

3 Newmarket Street, Derry / Londonderry BT48 6EB

[paulm@millenniumforum.co.uk](mailto:paulm@millenniumforum.co.uk)

Tenders must arrive no later than 19th June 2026 at 1:00 pm. Late tenders will not be accepted.

#### If printed, please provide:

- 2 printed copies of your tender submission
- 1 copy on USB stick

## Important Submission Rules

- No unauthorised alteration or addition should be made to any document; if made, the tender may be rejected.
- All documents requiring a signature shall be signed by the appropriate authorised person.
- No name or mark is to appear on the envelope to indicate the identity of the sender.
- Tenderers must ensure all requested documentation is returned with the completed tender.

## Key Tender Dates

The following dates apply to this tender process. All deadlines are strictly observed.

Event	Date & Details
Site Visits	10th June 2026 — 11:00 am & 2:00 pm. Prior confirmed arrangement required. Contact paulm@millenniumforum.co.uk by 6th June 2026.
Queries Deadline	12th June 2026 at 1:00 pm — All queries by email to paulm@millenniumforum.co.uk. Responses shared with all tenderers.
Tender Submission	19th June 2026 at 1:00 pm — 2 printed copies + 1 USB stick. No late submissions accepted.
Winner Notified	By 10th July 2026 — Subject to DTT Board agreement. All tenderers will be notified of the outcome.
Contract Start	TBC upon award

## Section 4 — Evaluation & Award Criteria

### Stage 1 — Selection Criteria (Pass / Fail)

Tenderers who pass all three criteria proceed to Stage 2. Those who fail any criterion will be set aside.

Selection Criteria	Mark
Technical Capacity — Public Liability (£5m) and Employer’s Liability Insurance (£5m) required. <b>Copies of valid insurances must be provided. Proof that Right to Work checks are carried out for all employees must also be supplied.</b>	<b>Pass / Fail</b>
Acceptance of Conditions — Tenderers must agree to meet the general conditions of contract and specification (signed Appendix i).	<b>Pass / Fail</b>
Company Experience — Minimum two years’ operation of a similar business within the last five years.	<b>Pass / Fail</b>

### Stage 2 — Award Criteria (Scored)

Award Criteria	Weighting
Cost Proposal — Full cost breakdown as per Form of Tender. All staff must be paid at least the National Living Wage. Prices fixed for the contract term (excluding National Living Wage adjustments). Maximum contract value £55,000 per annum, based on 6 days, 3 staff, 3 hours each.	<b>40%</b>
Quality Evaluation — Details of day-to-day operation at a comparable venue: staffing, H&S management, hygiene systems, track record and social value commitment.	<b>40%</b>
Understanding & Flexibility — Demonstrated understanding of the Millennium Forum’s seasonal and event-driven needs; ability to scale staffing accordingly; Smart Working and rebate approach.	<b>20%</b>

## Section 5 — Information to be Provided

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Tenderers should provide:

- Full company name and registered address
- Name of all business owners / directors
- Primary contact person(s) and contact details
- Year established and company background / history
- Number of clients currently serviced and types of venue / premises
- Comprehensive description of the cleaning and toiletry offer at existing contracts
- Evidence of relevant experience in comparable environments (e.g. theatres, conference centres, public-facing venues)
- A Social Value statement outlining the specific contribution your organisation will make to the Derry / Londonderry community through this contract
- Any additional background information considered relevant

Tenderers must complete and return all relevant tender / pricing, insurance and declaration forms.

## Section 6 — Submission Requirements

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Your completed tender submission must comprise:

- Completed Form of Tender (Appendix A)
- Completed Declaration Form (Appendix B)
- Company details as per Section 5
- Evidence of experience, including track record at similar venues
- Copies of current insurances: Public / Products Liability and Employer's Liability
- Quality Evaluation statement
- Understanding & Flexibility statement
- Social Value statement

Tender information is also available at [www.millenniumforum.co.uk](http://www.millenniumforum.co.uk).

## Section 7 — Cleaning Schedule

The following schedule outlines the minimum cleaning requirements for each area of the Millennium Forum.

Task / Duty	Frequency (days per year / as noted)
<b>Orchestra Pit</b>	
Dust mop all hard surface floors	52
Damp mop entire area	52
<b>Service Corridors</b>	
Dust mop all hard surface floors	52
Damp mop entire area	52
Spot clean all walls, light switches and doors	52
Dust all high & low reach areas	52
Strip and clean all floors	1 per annum
<b>Main Auditorium — All Levels</b>	
Empty all waste receptacles	360
Remove all collected trash from designated area	360
Dust all furniture, fixtures, equipment and accessories	104
Spot clean all walls, light switches and doors	104
Fully vacuum all carpets wall to wall	360
Dust all high reach areas	52
Dust all chair and table legs, rungs, baseboards, ledges and mouldings	52
Check all seats for chocolate, chewing gum etc. and remove daily	360
All seats steam cleaned	2 per annum
<b>Lower Foyer</b>	
Empty all receptacles	360
Remove all collected trash from designated area	360
Dust all furniture, fixtures, equipment and accessories	52
Spot clean all walls, light switches and doors	104
Dust mop all hard surface floors	360
Damp mop entire area	360
Dry buff hard surface floor with high-speed floor machine	52
<b>All Stairs Including Fire Exits &amp; Rear Corridors</b>	
Police stairs and pick up litter	360
Dust mop stairs, dust railings, ledges and spot clean	360
Damp mop stairs, dust railings, ledges and spot clean	360

Strip and clean all floors	1 per annum
<b>All Restrooms — All Levels (Staff &amp; Public)</b>	
Refill dispensers and air fresheners; empty trash; clean and sanitise all fixtures; wipe counters; clean mirrors; wipe chrome; spot-wipe partitions; sweep and damp mop floors using germicidal cleaner	360
<b>Wardrobe</b>	
Empty all waste receptacles	104
Remove all collected trash to designated area	104
Dust all furniture, fixtures, equipment and accessories	52
Spot clean all walls, light switches and doors	52
Fully vacuum all carpets wall to wall	104
Dust all low & high reach areas	52
<b>All Dressing Rooms (Including Staff Areas)</b>	
Empty all waste receptacles	After each performance / 52 p.a.
Remove all collected trash to designated area	After each performance / 52 p.a.
Dust mop all hard surface floors	After each performance / 52 p.a.
Damp mop entire area	After each performance / 52 p.a.
Dry buff hard surface floor with high-speed floor machine	After each performance / 52 p.a.
Machine scrub hard surface floor	After each performance / 52 p.a.
Dust all furniture, fixtures, equipment and accessories	After each performance / 52 p.a.
Spot clean all walls, light switches and doors	After each performance / 52 p.a.
Clean all showers; report any faults	After each performance / 52 p.a.
Clear behind all facilities (e.g. bins, fridges)	After each performance / 52 p.a.
Wash & dry all worktops	After each performance / 52 p.a.
Strip and clean all floors	2 per annum
<b>All Shower Rooms</b>	
Refill dispensers; empty trash; clean and sanitise all fixtures; wipe counters; clean mirrors; wipe chrome; spot-wipe partitions; sweep and damp mop floors using germicidal cleaner	After each performance / 52 p.a.
<b>Millennium Square</b>	
Empty all waste receptacles	360
Remove all collected trash to designated area	360

Spot clean all walls, light switches and doors	104
Dust all furniture, fixtures, equipment and accessories	52
Dust mop all hard surface floors	360
Damp mop entire area	360
Dry buff hard surface floor with high-speed floor machine	52
Pick up all litter including papers, wrappers, cigarette ends	360
<b>Piazza Suite / Coffee Shop/ VIP Speeakasy</b>	
Empty all waste receptacles	360
Remove all collected trash to designated area	360
Spot clean all walls, light switches and doors	104
Dust all furniture, fixtures, equipment and accessories	52
Dust mop all hard surface floors	104
Damp mop entire area	104
Dry buff hard surface floor with high-speed floor machine	52
Pick up all litter including papers, wrappers, cigarette ends	360
<b>Lifts</b>	
Police elevator cabs; remove all litter; wipe down panels, doors, mirrors and interior walls to remove stains, handprints and visible soiling	360
Hoover wall to wall	360
<b>Studio Theatre/ Studio No2</b>	
Empty all waste receptacles	360
Remove all collected trash to designated area	360
Dust mop all hard surface floors	52
Damp mop entire area	52
Dry buff hard surface floor with high-speed floor machine	13
Dust all furniture, fixtures, equipment and accessories	52
Spot clean all walls, light switches and doors	52
Dust high and low areas (pictures, clocks, partition tops etc.)	52
Clean all mirrors	52
<b>Farquhar Room</b>	
Empty all waste receptacles	360
Remove all collected trash to designated area	360
Dust mop all hard surface floors	52
Spot clean all walls, light switches and doors	52
Dust high and low areas (pictures, clocks, partition tops etc.)	52
Hoover wall to wall	360

<b>Green Room</b>	
Empty all waste receptacles	360
Remove all collected trash to designated area	360
Dust all furniture, fixtures, equipment and accessories	52
Spot clean all walls, light switches and doors	52
Dust high and low areas (pictures, clocks, partition tops etc.)	52
Dry buff hard surface floor	52
Tidy green room kitchen	52
<b>Box Office, General Offices, Crew Room, Kitchen &amp; Management Offices</b>	
Empty all waste receptacles	360
Remove all collected trash to designated area	360
Dust all furniture, fixtures, equipment and accessories	52
Spot clean all walls, light switches and doors	52
Fully vacuum all carpets wall to wall	104
Dust high and low areas (pictures, clocks, partition tops etc.)	52

## Appendix A — Form of Tender

### PLEASE COMPLETE IN FULL

**Tender for: “Derry Theatre Trust – Cleaning Services Contract”**

To: General Manager, Millennium Forum, 3 Newmarket Street, Derry / Londonderry BT48 6EB

Having examined all documentation bound in this Invitation to Tender, I/we undertake to provide the above-mentioned services in conformity with this tender for the following prices:

Item	Cost	Supporting Information / Notes
Member of Staff — Supervisor (per hour) — Is this on site or remote / visiting?		
Member of Staff — Cleaner (per hour)		
Soap Dispenser (per unit)		
Air Freshener (per unit)		
Hygiene Unit Disposal (per unit)		
Additional Resources (e.g. mops, bin liners — please detail)		
Additional Costs — please detail		
<b>TOTAL COST PER MONTH</b>		
<b>Rebate for Unused Hours Offered?</b>	YES / NO (please circle)	

I/we agree that all prices will be fixed for the term of this contract.

I/we understand that DTT is not bound to accept any tender.

Signed: \_\_\_\_\_

For or on Behalf of: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Position in Company: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

## Appendix B — Declaration

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I/we, the undersigned, hereby declare that:

- The information provided in this tender is accurate and complete to the best of my/our knowledge and belief.
- The tendering company has not been convicted of any offence involving fraud, corruption or dishonesty.
- The tendering company is not subject to any outstanding legal proceedings which would materially affect its ability to fulfil this contract.
- All staff employed under this contract will be paid at or above the current National Living Wage and will be subject to the company's Health & Safety Policy.
- I/we have read, understood and agree to comply with the specification and general conditions of contract set out in this Invitation to Tender.
- I/we acknowledge and agree to comply with DTT's CCTV, site access, clock-in and data protection requirements as set out in Section 2.

Signed: \_\_\_\_\_

For or on Behalf of: \_\_\_\_\_

Position in Company: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

## Appendix C — Pre-Tendering Questions & Answers

The following questions and answers are provided to assist tenderers in preparing their submissions. All tenderers receive this information equally.

Question	Answer
<b>What cleaning products and materials should we use?</b>	All cleaning products and consumables are to be supplied by the contractor, once agreed with DTT / MF. The specific products and brands to be used must be agreed with DTT Management in advance of commencement. Any changes during the contract period require prior approval.
<b>Who supplies and maintains machinery and equipment?</b>	All machinery and equipment required for the operation is to be supplied and maintained entirely at the contractor's own cost. DTT will provide dedicated on-site storage for equipment and materials.
<b>Is car parking available for cleaning staff?</b>	No. There is no staff car parking available at the Millennium Forum for contractor employees.
<b>Who will be our day-to-day contact within the Forum?</b>	The contractor's Supervisor will liaise day-to-day with the Customer Service Team and the Operations Management Team.
<b>How does the flexible hours / rebate arrangement work?</b>	The planned minimum schedule is 54 man-hours per week. During quieter periods — such as summer months — the full complement may not be required daily. Any hours unworked within the planned schedule can be carried forward and used in a busier week at no additional cost to DTT. During peak periods (e.g. Christmas pantomime season) a 7-day operation is expected, with additional hours required in the early evening, afternoon, after shows or between shows. A genuinely flexible approach to scheduling is essential.
<b>What does a busy week look like versus a quiet week?</b>	A busy week is a full 7-day operation during the Christmas pantomime season or major conference periods, where early morning, afternoon and post-show cleans may all be required. A quiet week — for example during the summer — may involve a reduced team on fewer days. The contractor must be able to scale accordingly.
<b>Is the incumbent contractor eligible to re-tender?</b>	Yes. The incumbent cleaning contractor is eligible and welcome to submit a tender for this contract.
<b>Are there areas requiring enhanced access or security clearance?</b>	Some areas of the building — including dressing rooms and backstage corridors — are accessible only via a site access fob. All contractor staff will be issued with a fob on commencement and must sign in and out on the Forum's clock-in system on every visit, for fire safety and access monitoring purposes.