



Belfast City Council

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| Report to: | Development Committee |
| Subject: | Tender for Event and Deep Cleaning Services at the Ulster Hall – Evaluation Criteria |
| Date: | 14 January 2009 |
| Reporting Officer: | Marie-Thérèse McGivern Director of Development ext. 3470 |
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Relevant Background Information

Phase two of the refurbishment of the grade B1 listed Ulster Hall began in June 2007 and includes extensive work to the main auditorium. A £7.5million capital project will restore this venue to its former glory supported by the aim of providing as wide a public access to the heritage of the Hall as possible, whilst redeveloping the accommodation at the rear of the building to include provision for the Ulster Orchestra.

The Ulster Hall is scheduled for re-opening in March 2009. The aim is to provide a high standard in terms of service delivery including cleaning.

In the past, the cleaning requirement was at a basic wash down level due to the types of surfaces in circulation areas, and the lack of office accommodation. The refurbishment program has brought back a higher level of finish which will require more specific cleaning methods.

It is envisaged that there will be more requirement for pre and post event specific cleans due to the demands of the programme.

At its meeting in September 2008 the Committee agreed that tenders for this work be sought.

Key Issues

Cleaning at the Ulster Hall will be provided through the two part-time housekeeper posts within the Ulster Hall structure, their duties will be general daytime housekeeping

and the cleaning of the front and back of house administrative areas.

In addition, event cleaning will be brought in when required, this will either be offered as additional hours to the part-time housekeeper posts or to the successful contract cleaning service provider. The catering contract will have event cleaning as part of the specification, supported by the on site Duty Management Team.

The tender is for one cleaning contractor that can be called upon, when event requirements dictate. Planning for event turnaround & deep cleans would be the responsibility of the venue manager and requirements will be sent to the cleaning contractor one month in advance.

The tendering procedure seeks to ensure that the following core values and operational goals are prioritised.

- A commitment to the ethos of the Ulster Hall, setting high standards in service provision.
- A commitment to high levels of customer service in all areas.
- A level of flexibility service provision compatible with the requirements of highprofile, city centre, mixed use venue.

Tender Evaluation Criteria

It is proposed that the tender will be evaluated against the following criteria:

- Pricing
- Methodology
- Previous experience
- Calibre of Project Manager and specific team members, including reliability of service team
- Health and safety implementation
- Quality products, service, process and controls
- Financial standing

Subject to the Committee agreeing these criteria, the tender for the provision of Event Cleaning Services at the Ulster Hall will be advertised in February.

Resource Implications

Financial

As part of the Ulster Hall operational budget, a cleaning budget has been set for £50.000 per annum. The tender submissions will ask for costs to be provided per event and deep clean.

Recommendations

It is recommended that Members agree the Evaluation Criteria to allow for the appointment of the successful tender.