

SCHEDULE OF ITEMS**LUMP SUM PRICE OFFERED – SCHEDULED CLEANING SERVICES**

Item	Description
1	Provision of Cleaning Services for Craigie Leisure Centre
2	Provision of Cleaning Services for Duncraig Leisure Centre
3	Provision of Cleaning Services for Heathridge Leisure Centre

SCHEDULE OF ADDITIONAL RATES

Item	Description	Unit
1	Cleaner (Monday to Friday)	Hour
2	Cleaner (Saturday)	Hour
3	Cleaner (Sunday)	Hour
4	Supervisor (Monday to Friday)	Hour
5	Supervisor (Saturday)	Hour
6	Supervisor (Sunday)	Hour
7	Carpet Shampoo	m ²
8	Window cleaning	Hour
9	Emergency Cleaning (8.00am to 5.00pm)	Hour
10	Emergency Cleaning (5.00pm to 8.00am)	Hour

SUMMARY OF TENDER SUBMISSIONS

Respondent & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Contract Price Year 1 (Ex GST)	Rank
		Capacity	Demonstrated understanding of the required tasks	Demonstrated experience in providing similar services	Social and economic effects on the local community			
<p>Quayclean Australia Pty Ltd</p> <p>All requirements have been met.</p>	Yes	<p>In operation since 2002 and operating in WA for 2 years. It has 160 full-time staff. No organisational chart was supplied. The role, responsibilities and experience of 6 key personnel was provided. A list of proposed equipment was supplied. After-hours contacts were provided. The company has a pool of staff to call upon for additional requirements. A full OHS manual was supplied. The company has had no reportable safety incidents in the past 2 years.</p>	<p>The company demonstrated a thorough understanding of the required tasks. The response addressed a proposed roster, all cleaning techniques, the order of duties when onsite, staff uniforms and a handover process should the company be awarded the contract.</p>	<p>The company demonstrated experience providing similar services within leisure & aquatic facilities. Current contracts in WA include the City of Melville & Venues West which includes Arena Joondalup, Challenge Stadium and WA Athletic Stadium. References checks for the City of Melville & Venues West raised strong reservations regarding the level of supervision required and the overall quality of the services provided.</p>	<p>The main company base is located in Tullamarine VIC.</p> <p>WA base is in Perth CBD.</p> <p>The company would employ local staff where possible and would be willing to joint sponsorship of local community events.</p>	64.6%	\$322,712	1

Respondent & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Contract Price Year 1 (Ex GST)	Rank
		Capacity	Demonstrated understanding of the required tasks	Demonstrated experience in providing similar services	Social and economic effects on the local community			
<p>Southern Cross Cleaning Services</p> <p>All requirements have been met.</p>	Yes	<p>In operation for 24 years with 12 full-time and 85 part-time employees. An organisational chart was provided and supported by the details of 4 key personnel. The staff have up to 6 years industry experience. A list of equipment to be used was provided. A staff member nominated to be the Craigie supervisor would be available for after-hours calls. The company has staff in the local area to call upon for additional resources. A safety policy was provided. The company has had no safety incidents in the past 2 years.</p>	<p>The company demonstrated a satisfactory understanding of the requirements providing a sample site cleaning schedule for Heathridge leisure centre. The hours allocated at each location were also provided in a schedule and a general response to the understanding of the requirements.</p>	<p>The company provided 5 contracts supporting its experience. Only one of these was in a leisure facility (Kingsway Sporting Facility) which it has held for 3 months only. The others examples were for office based cleaning.</p>	<p>The company is located in East Victoria Park.</p> <p>Some of the current employees are residents of the City.</p>	56.9%	\$303,404	2

Respondent & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Contract Price Year 1 (Ex GST)	Rank
		Capacity	Demonstrated understanding of the required tasks	Demonstrated experience in providing similar services	Social and economic effects on the local community			
Academy Services (WA) Pty Ltd All requirements have been met.	Yes	In operation since 1979 with 125 staff. National & WA organisational charts were supplied & supported by details of 5 key staff. None were based in WA. Supervision of the cleaning sites is undertaken by the senior management team. Equipment information was supplied. Additional resources were not specifically addressed; however it has a large employee base to call upon should additional resources be required. A safety policy was provided and sample job safety analysis (JSA), but no safety record was supplied.	Academy Services is the City's current Contractor for these services and has a comprehensive understanding of the City's requirements through this contract; however the response in the Offer to this criterion was general in nature. The response included a mobilisation plan and some information on reporting, communication, key performance indicators and staff training, but did not address the work methodology specific to the leisure centre sites.	The company has extensive experience in providing cleaning services to various high profile facilities in Perth and Australia-wide, however the scope was not described in details of these clients. Some of the clients include City of Subiaco Lords leisure Centre, Medicare, Spotless, CSIRO and Target. The company is the City's current cleaning Contractor for leisure centres.	The company is located in Balcatta. No response addressed this criterion.	55.8%	\$329,092	3

Respondent & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Contract Price Year 1 (Ex GST)	Rank
		Capacity	Demonstrated understanding of the required tasks	Demonstrated experience in providing similar services	Social and economic effects on the local community			
TJS Cleaning Services Perth All requirements have been met.	Yes	In operation for 16 years with an unknown number of staff. The organisational structure was supplied & supported by the role & experience of 4 key staff. Only 1 of these appears to be based in WA. The only information on equipment was that of a ride-on scrubber machine and chemicals used. After-hours contact was provided. Additional resources were not addressed. A safety policy was provided, but no safety record for the past 2 years.	The company demonstrated an adequate understanding of the requirements. The response addressed cleaning frequencies and schedules, staff levels and sample reports. The company did not allocate sufficient hours or cleaners to the Duncraig and Heathridge leisure centres. Its total number of cleaning hours was 26.8 hours per week less than Academy Services (WA) Pty Ltd.	It demonstrated experience in undertaking cleaning services to various Perth clients. The services weren't described in detail, however the locations included Fitness First gyms, Next Generation Kings Park gym and various office cleaning clients. The company did not demonstrate any experience cleaning leisure centres of a similar size to the City's centres or local government experience in WA, but listed 4 Eastern states local government clients and the YMCA.	The company is located in Osborne Park. The company will use local suppliers where possible.	55.5%	\$223,938	4

Respondent & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Contract Price Year 1 (Ex GST)	Rank
		Capacity	Demonstrated understanding of the required tasks	Demonstrated experience in providing similar services	Social and economic effects on the local community			
Glad Commercial Cleaning All requirements have been met.	Yes	In operation since 1989, but in WA since 2010. It has 3,500 staff with 4 FTEs, 20 PTEs & 1 casual in WA. An organisational chart was supplied & supported by the details of 12 key staff. Eight of these are in WA; the other 4 are based in other states. A list of new equipment was supplied for use in the City's contract. Response times were provided for after-hours call outs. Additional resources would be supplied from an in-house team. An OHS statement was provided with details of a safe work instruction book. The company has had no safety incidents in the past 2 years.	The response to this criterion provided an implementation plan and Gantt chart for the contract, but did not provide any details addressing the actual work methodology for the cleaning services to be undertaken at each leisure centre location.	The company did not demonstrate any experience undertaking cleaning services in a leisure centre environment. All examples of work are in an office or retail environment.	The company is located in West Perth. The company's staff support charities through events.	50.6%	\$317,058	5

Respondent & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Contract Price Year 1 (Ex GST)	Rank
		Capacity	Demonstrated understanding of the required tasks	Demonstrated experience in providing similar services	Social and economic effects on the local community			
Charles Service Company All requirements have been met.	Yes	In operation for 40 years with 300 staff. An organisational chart was supplied & supported by the role, experience and training undertaken by 4 key personnel. A list of equipment was supplied, this did not include a scrubber which is required to undertake the cleaning duties. The company has a pool of staff to provide additional resources and has 24 hour contact. It was not clear if this was a call services or mobile for a nominated member of staff. A well-structured safety policy and risk management plan was provided with the safety record of 2008/09.	The response to this criterion addressed only communication, on-site management and reports. No work methodology addressed the actual cleaning services to be undertaken.	The company demonstrated its experience through 12 example contracts. The cleaning services were undertaken in schools and office environments, except for cleaning of the UWA gym. The company did not demonstrate sufficient experience in a leisure centre environment. It is the City's current Contractor for cleaning of major sites.	The company is located in West Perth. The company uses other local suppliers and employs local residents.	48.1%	\$306,570	6

Respondent & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Contract Price Year 1 (Ex GST)	Rank
		Capacity	Demonstrated understanding of the required tasks	Demonstrated experience in providing similar services	Social and economic effects on the local community			
GWC Total Management Pty Ltd All requirements have been met.	Yes	GWC Total Management Pty Ltd was established in 1989 and has 210 employees. A structure of the business was provided and supported by the role and experience of 4 key personnel. A list of equipment was supplied which meet requirements. Relief staff are available from other sites. The supervisory and management staff are available on a 24 hour call basis. A brief safety policy was supplied with some details of staff induction and the company has had no safety incidents in the past 2 years.	The company did not demonstrate sufficient understanding of the requirements. The response provided a general description of the training of staff, inspection of the sites and a transition timeline to commence the contract, if successful. The response did not provide a methodology addressing the actual cleaning tasks to be undertaken.	The company provided a list of 9 example clients. These included 7 TAFE sites, the Fremantle Maritime Centre and WA Police. While the work has high turnovers of students/public, none are in a leisure or aquatic centre environment.	The company is located in the Perth CBD. The response to this criterion addressed environmental considerations and equal employment.	43.7%	\$266,250	7

Respondent & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Contract Price Year 1 (Ex GST)	Rank
		Capacity	Demonstrated understanding of the required tasks	Demonstrated experience in providing similar services	Social and economic effects on the local community			
<p>ALLclean Property Services Plus</p> <p>All requirements have been met.</p>	Yes	<p>The company has been in operation since 1973 with 245 staff. An organisational chart and details of 6 key personnel was supplied. No list of equipment to be used in the contract was provided. After-hours contact was nominated as the operation and area managers. The source of additional resources was not addressed. A safety policy was not supplied; however the safety record of the past 2 ½ years was provided.</p>	<p>The company demonstrated some understanding of the required tasks. The response addressed meetings, a mobilisation plan, training of staff and a communication book. No specific methodology was provided for the cleaning tasks to be undertaken.</p>	<p>The company demonstrated its experience through three example contracts. These included the City of Swan, Perth Mint and RAC. The Perth Mint and RAC are predominantly office cleaning contracts. The City of Swan contract encompasses office cleaning, community facilities and leisure centres.</p>	<p>The company is located in Willetton.</p> <p>The response to this criterion addressed the use of local suppliers and support of charities. The statements made in the Offer are referenced WA based businesses and charities, not those based in the City of Joondalup.</p>	41.6%	\$287,095	8

Respondent & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Contract Price Year 1 (Ex GST)	Rank
		Capacity	Demonstrated understanding of the required tasks	Demonstrated experience in providing similar services	Social and economic effects on the local community			
<p>First Serve Property Maintenance</p> <p>All requirements have been met.</p>	Yes	<p>Swan Hill Cleaning Group has been in operation for more than 25 years and has 800 staff across Australia. The company has 100 employees in WA. A national organisational chart and details of 7 key personnel was supplied. None of the staff appear to be based in WA. No list of equipment was supplied. After-hours contact and additional resources was not addressed. A safety statement and safety work processes were supplied, but no safety record of the past 2 years.</p>	<p>The company did not demonstrate sufficient understanding of the requirements. A short statement stated the overall similarity with retail cleaning. No work methodology was supplied which addressed the cleaning requirements of the City's leisure centres.</p>	<p>The company did not demonstrate any experience providing cleaning services in a leisure centre or aquatic environment. The company has contracts to clean Coles and Woolworths supermarkets. No references were supplied. The Offer stated that the City could visit retail sites only.</p>	<p>The company is located in Wangara.</p> <p>The company employees local residents where possible.</p>	25.1%	\$225,448	9

Respondent & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Contract Price Year 1 (Ex GST)	Rank
		Capacity	Demonstrated understanding of the required tasks	Demonstrated experience in providing similar services	Social and economic effects on the local community			
HACCP Cleaning Australia Pty Ltd All requirements have been met.	Yes	In operation for 20 years with 400 staff across Victoria, New South Wales, South Australia & Western Australia. No organisational chart was supplied showing the structure of the company. Details of 3 staff were supplied. No information was provided of the equipment to be used, after-hours contact information or the source of additional personnel & resources. Material safety data sheets were supplied for various cleaning products. A safety manual was supplied, but no safety record of the past 2 years.	The company did not demonstrate sufficient understanding of the requirements. The company's operations manual was provided with various cleaning task sheets. No specific response addressed the City's cleaning requirements.	The company did not demonstrate any experience completing cleaning services in a leisure centre environment. No scope of period of contracts was supplied. The only information was three references contact details for Mrs Macs, Meals on Wheels SA and Metro Holden.	The company is based in Adelaide. No response addressed this criterion.	22.8%	\$237,328	10