

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	Floor tiles cleaning	m ²
10	Emergency Cleaning (8.00am to 5.00pm)	Hour
11	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)
		Capacity	Demonstrated understanding of the required tasks	Demonstrated experience in providing similar services	Social and economic effects on the local community		
Quayclean Australia Pty Ltd All requirements have been met.	Yes	<p>It has been in operation for more than ten years and WA management team have over 15 years of experience. It employs 300 permanent and 200 casual staff across Australia. An organisational structure with the support services available from its national office was provided. The role, industry experience, qualification of the five key personnel was supplied along with the selection criteria of the operative staff. A comprehensive list of proposed plant and equipment was supplied. Three after-hours contacts were provided. The company has a pool of staff to call upon for additional requirements.</p> <p>The company has an accredited AS/NZS 4801:2001 OH&S Management Systems, ISO AS/NZ 14001 Environmental Management and ISO AS/NZ 9001:2008 Quality Management in place. The content of its site manual and safety records of past two years were supplied.</p>	<p>It demonstrated a thorough understanding of the required tasks. The response addressed a proposed labour roster for all three leisure centres. A detailed methodology set out the contract commencement, mobilisation and contract management processes, key performance indicators, cleaning techniques, the order of duties when onsite, staff uniforms and a sample site duty statement.</p>	<p>It demonstrated extensive experience providing similar services within leisure and aquatic facilities. Five examples of similar contracts in WA were supplied. These include Beatty Park Leisure Centre (City of Vincent), HBF Arena, Challenge Stadium, Midland Speed Dome and WA Athletics & Basketball Centre (VenuesWest), Aquatic Centre (City of Gosnells), Melville Aquatic Fitness Centre and Melville Recreation Centre from 2010 – 2014 (City of Melville). Examples of similar contracts outside WA include Melbourne Sports and Aquatic Centre, Sydney Olympic Park, Monash Aquatic & Recreation Centres (City of Monash) and South Australian Aquatic Leisure Centre.</p>	<p>The main company base is located in Tullamarine VIC.</p> <p>WA base is in Mount Claremont.</p> <p>It would employ from the local community where possible and would be willing to discuss joint sponsorship with the City for local community events.</p>	72.4%	\$333,008

Respondent & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Contract Price Year 1 (Ex GST)
		Capacity	Demonstrated understanding of the required tasks	Demonstrated experience in providing similar services	Social and economic effects on the local community		
<p>The CR & MP Grover Family Trust t/as Charles Service Company</p> <p>All requirements have been met.</p>	Yes	<p>It has been in operation for more than 45 years and has more than 300 employees. An organisational chart was supplied and supported by the role, qualifications, experience and training undertaken by three key personnel. A list of equipment was supplied. 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 service or mobile for a nominated member of staff.</p> <p>The company has an accredited quality management system to ISO9001:2008 and achieved WorkSafe Platinum certification from Department of Commerce. The submission provided an overview of safety management system with no copies of policy and procedures. Safety statistics were provided.</p>	<p>It demonstrated a thorough understanding of the requirements. The submission addressed recruitment, induction, on-site induction, training and supervision of the cleaning staff, scheduling and monitoring the performance of periodical cleaning. It has developed an on-line client reporting and contract management tool CLEANSITE for sending inspection results to clients, improvement notices to cleaners and the like.</p>	<p>It demonstrated considerable experience through 16 example contracts with areas and contract periods. The cleaning services were undertaken in ten schools, the University of Western Australia (general daily cleaning), University of Notre Dame (general daily cleaning) and offices of Fremantle Port Authority and the Town of Victoria Park. The company is providing cleaning services for Recquatic Centre (leisure centre of the City of Kwinana) since 2009 and is the City's current Contractor for cleaning services for City buildings.</p>	<p>The company is located in West Perth.</p> <p>The company supports local suppliers and has a policy of sourcing local products wherever possible.</p>	70.7%	\$377,507

Respondent & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Contract Price Year 1 (Ex GST)
		Capacity	Demonstrated understanding of the required tasks	Demonstrated experience in providing similar services	Social and economic effects on the local community		
Cleandustrial Services Pty Ltd All requirements have been met.	Yes	<p>It has been in operation for more than 32 years with approximately 200 employees. An organisational chart was provided and supported by the details of ten key personnel. A list of equipment to be used was provided. The submission did not specifically address its ability to provide additional personnel and resources and after-hours contacts. A safety policy was provided. The company has had no safety incidents in the past two years.</p> <p>The company has an accredited quality management system to ISO9001:2008 and achieved WorkSafe Gold certification from Department of Commerce. An occupational health and safety policy, site safety processes, safe work procedures and safety records were provided.</p>	<p>It demonstrated a thorough understanding of the requirements. The response addressed transition tasks and responsibilities, service delivery methodology and contract management plan. A gantt chart depicting the milestone schedule of first four weeks and a communication model between the City and the company were also provided.</p>	<p>It demonstrated experience with seven contract examples. Only one of these was in a leisure facility (Armadale Aquatic Centre). The other examples are cleaning of office/administration buildings, community centres, child health centres, gymnasiums and the like for the Cities of Rockingham, Nedlands, Cockburn and Armadale and QV1 building, Dynons Plaza and the Department of Fire and Emergency Services' Emergency Services Complex at Cockburn central.</p>	<p>It is located in Kardinya.</p> <p>No specific response was supplied for this criterion.</p>	59.8%	\$562,235

Respondent & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Contract Price Year 1 (Ex GST)
		Capacity	Demonstrated understanding of the required tasks	Demonstrated experience in providing similar services	Social and economic effects on the local community		
<p>TJS Services (WA) Pty Ltd t/as TJS Facility Services Perth</p> <p>All requirements have been met.</p>	Yes	<p>It has been in operation since 1995 and employs 270 staff across Australia. TJS Services' group head office is in Sydney and WA office is located in Innaloo. The corporate structure of the group was supplied with a service delivery structure for this requirement supported by the role and experience of two key staff. A list of equipment to be used was provided. The Client Services Manager will respond to any emergency and after-hours requirement. The company also has a 24/7 help desk and a central facilitation point. Additional resources were addressed.</p> <p>The company has an accredited AS/NZS 4801:2001 OH&S Management Systems. Copies of work health and safety policy, OHS management plan and safety record for the past two years were supplied.</p>	<p>It demonstrated an understanding of the requirements. The response was generic and addressed transition, KPI model and reporting and contract management plan. A generic cleaning services overview and sample cleaning methods were narrated.</p>	<p>It demonstrated experience in undertaking cleaning services to four Perth clients including the City of Melville (general cleaning of offices and recreation/leisure centres since February 2014), IKEA (WA) (cleaning of retail display and warehouse areas since 2009), Guildford Grammar School (general cleaning of classrooms, laboratories, sports facilities since 2012) and St Brigid's College (general cleaning of classrooms, laboratories, sports facilities since 2012). Only one of the contracts is for a leisure facility (City of Melville recreation/leisure centre) held for seven months which was not considered long enough by the evaluation panel to establish a depth of experience in a leisure facility environment</p>	<p>The company is located in Innaloo.</p> <p>No specific response was supplied for this criterion.</p>	55.4%	\$294,541

Respondent & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Contract Price Year 1 (Ex GST)
		Capacity	Demonstrated understanding of the required tasks	Demonstrated experience in providing similar services	Social and economic effects on the local community		
CMC Property Services Pty Ltd ATF The CMC Unit Trust (Conforming Offer)	Yes	It was established in 1994. It has unknown number of employees and its head office is in Victoria. A national organisational structure and an organisational chart for this requirement were supplied. The experience, role and responsibilities of four national and one WA staff were provided. A list of equipment to be used was provided. It has a contingency plan for additional personnel and a three tier emergency call out scheme. The company has an accredited AS/NZS 4801:2001 OH&S Management Systems and OHSAS 18001:2007 in place. An occupational health and safety policy was provided and sample job safety analysis (JSA), but no safety record was supplied.	It demonstrated an understanding of the City's requirements. The response in the Offer to this criterion was general in nature. The response included a brief methodology and approach 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.	It did not demonstrate adequate experience in providing cleaning services similar to the City requirements. Numerous project examples were provided but none are in a leisure or aquatic centre environment. It is providing office/building cleaning services to the City of Fremantle, Australia Post, Philip Morris, Cromwell and GE Capital.	The company head office is located in Hawthorn, VIC. No specific response was supplied for this criterion.	50.5%	\$489,424
All requirements have been met.							

Respondent & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Contract Price Year 1 (Ex GST)
		Capacity	Demonstrated understanding of the required tasks	Demonstrated experience in providing similar services	Social and economic effects on the local community		
AMC Commercial Cleaning (WA) Pty Ltd	Yes	It has been in operation since 1985. It is based in Belmont and has 30 staff and 350 franchise groups. The WA head office structure was provided supported by the experience and qualification of six key personnel. A list of equipment was supplied for use in the City's contract. The submission stated that contingency measures to back up personnel will be set in place, if needed. After hours contact was not provided.	It demonstrated an understanding of the City's requirements with a generic response to the requirements. The response included an overview of site induction, induction training, audits, transition, liaison, reporting and supervision and a communication plan but did not address the work methodology specific to the leisure centre sites.	It did not demonstrate experience undertaking cleaning services in a leisure centre environment. Four examples of works were provided and these included nightly cleaning of commercial buildings and medical facilities and cleaning of ships for Austal Ships	It is located in Belmont. No specific response was supplied for this criterion.	47.20%	\$483,558
All requirements have been met.							

Respondent & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Contract Price Year 1 (Ex GST)
		Capacity	Demonstrated understanding of the required tasks	Demonstrated experience in providing similar services	Social and economic effects on the local community		
Office Cleaning Experts Pty Ltd t/as OCE Corporate	Yes	It was established in 1991 in Wangara and has 213 employees. A structure of the business was provided and supported by the role and experience of two key personnel. A list of equipment was supplied which meet requirements. After hours contact was provided but the ability to additional personnel and resources was not specifically addressed. An OHS safety policy and safety records of past two years were supplied	It did not demonstrate sufficient understanding of the requirements. The response provided a general description of contract administration and supervision procedures. The response did not provide a methodology addressing the actual cleaning tasks and what they entail.	It demonstrated experience undertaking cleaning services. Eight examples of works were provided and these included contracts for WA Police, Public Transport Authority, Main Roads Headquarters, Police Headquarters Northbridge, the City of Wanneroo and the Town of Claremont. While the work has high turnovers of students/public, none are in a leisure or aquatic centre environment.	It is located in Wangara. The company has a home office in the City and employs the City's residents.	47.16%	\$268,835
All requirements have been met.							

Respondent & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Contract Price Year 1 (Ex GST)
		Capacity	Demonstrated understanding of the required tasks	Demonstrated experience in providing similar services	Social and economic effects on the local community		
DMC Cleaning Corporation Pty Ltd ATF Panich Family Trust t/as DMC Cleaning All requirements have been met.	Yes	It has been in operation since 1996 at Kalamunda and has 35 part-time staff. An organisational chart and details of six key personnel was supplied. No list of equipment to be used in the Contract was provided. After-hours contact was not provided. A list of back up personnel was supplied. A safety policy was supplied; however the safety record was not provided.	It did not demonstrate sufficient understanding of the requirements. No specific methodology was provided for the cleaning tasks to be undertaken.	It did not demonstrate experience providing cleaning services in a leisure centre or aquatic environment. All eleven examples provided are for office, laboratories and building cleaning.	It is located in Kalamunda. No specific response was supplied for this criterion.	34.5%	\$175,047

Respondent & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Contract Price Year 1 (Ex GST)
		Capacity	Demonstrated understanding of the required tasks	Demonstrated experience in providing similar services	Social and economic effects on the local community		
Rowjack Environmental Services	Yes	It has been in operation since 2005. The company has 15 full time employees. An organisational chart was provided but no details of employees were supplied. A short list of equipment was supplied. After-hours contact and additional resources was not specifically addressed. Safety policy and safety record of the past two years were supplied	It did not demonstrate sufficient understanding of the requirements. It provided a brief response to the cleaning frequencies of the leisure centres but did not provide any details addressing the actual work methodology for the cleaning services to be undertaken at each leisure centre location.	It did not demonstrate experience providing cleaning services in a leisure centre or aquatic environment. The company has contracts to clean Hillarys Shopping Centre, Whitfords Catholic Primary School and cleaning of airports for Airservices Australia.	The company is located in Mullaloo.	33.6%	\$158,808
All requirements have been met.							

Respondent & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Contract Price Year 1 (Ex GST)
		Capacity	Demonstrated understanding of the required tasks	Demonstrated experience in providing similar services	Social and economic effects on the local community		
Integrated Facility Solutions Pty Ltd All requirements have been met.	Yes	It has been in business since 2008 in Perth and has more than 50 personnel. An organisational chart was supplied showing the management structure of the company. Details of two employees were supplied. A short list of equipment to be used was provided. After-hours contact information and the ability to provide additional personnel and resources were not addressed. A brief safety and health policy was supplied with safety records of the past two years.	It did not demonstrate understanding of the requirements. No specific response addressed the City's cleaning requirements.	It did not demonstrate experience completing cleaning services in a leisure centre environment. Six examples of works were provided and this included end of tenancy cleans for Defence Housing Australia, daily cleaning for Yongah Hill Immigration Detention Centre and cleaning of residential sites for Spotless.	It is based in Perth. No response addressed this criterion.	28.8%	\$536,489