

Description	Unit
BULK HARD WASTE COLLECTION	
3 cubic metres of Bulk Hard Waste (Container Collection) – Including Processing/Recovery	
Collection	Per collection
Sorting, recovery/processing of recyclables and disposal of residual waste	Per tonne
Additional Collections / “fee for service basis”	Per collection
On-line Booking/scheduling system installation	Item
On-line Booking/scheduling system Annual Maintenance/Management Fee	Per Year
WHITE GOODS COLLECTION	
Collection, processing and recovery/recycling of White Goods (non refrigerant) Items, e.g. ovens, washing machines, dryers and the like.	Per collection
Collection, processing and recovery/recycling of White Goods (Refrigerant) Items, e.g. fridges and air conditioning units	Per collection
Additional Collections / “fee for service basis”	Per collection
MATTRESS COLLECTION	
Collection and recycling of mattresses	Per mattress
Additional Collections / “fee for service basis”	Per mattress
ADDITIONAL RATES	
Rate for alternative facility	Per km
Late Presentation / Futile Journey	Per collection
Additional collection services – storm damage	Per tonne
Special Collection Service (Loose Waste Only) – if required, over Christmas, New Year and Easter Period	Per tonne
Special Service – City Requested (Collection, including processing/recovery)	
3 cubic metre Bulk Hard Waste (Loose)	Per collection
3 cubic metre Bulk Hard Waste (Containerised)	Per collection
White Goods Collection	Per collection
Mattress Collection	Per collection
Special Service – City Requested (Collection/delivery only)	
3 cubic metre Bulk Hard Waste (Loose)	Per collection
3 cubic metre Bulk Hard Waste (Containerised)	Per collection
White Goods Collection	Per collection
Mattress Collection	Per collection

SUMMARY OF TENDER SUBMISSIONS

Tenderer & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Rank
		Capacity	Demonstrated understanding of the required tasks	Demonstrated experience completing similar services	Social and economic effects on the local community		
Cleanaway Pty Ltd (Conforming with live and non-live booking systems)	Yes	It has been in operation since the 1970's with 4,000+ staff (228 in WA). The structure was supplied with the role/ experience of key staff and a list of vehicles. It operates an accredited OHS system and provided its safety record. It has a large customer service team and would offer a dedicated line to City residents. It listed daily collection rates and proposed recovery to three subcontractors. Recovery rates were 65% for hard waste, 90% for mattresses and white goods dependent upon the item. It has proposed two online booking systems: a system with immediate booking confirmation and a simplified system, with booking confirmation in four business hours. The company has also developed a mobile phone app.	Cleanaway demonstrated a thorough understanding of the requirements. The response addressed the different waste streams, its offered collection recycling options, customer service reporting and a methodology for each type of collection.	It demonstrated substantial experience providing waste collection services to WA local governments. It provides similar bulk waste bin collection services to the Cities of Belmont and Bayswater and has recently been awarded a similar contract with the Shire of Kalamunda. It is the City's current contractor for domestic rubbish and recycling collection services. It provides waste collection services to 16 local governments in or near Perth. Verge collection clients are: the Cities of Mandurah, Albany and Wanneroo.	The company has WA locations in Bayswater, Bentley, Kwinana, Malaga, Maddington and Welshpool. The company supports community clubs and events in the Joondalup region.	76.9%	1
All requirements have been met.							

Tenderer & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Rank
		Capacity	Demonstrated understanding of the required tasks	Demonstrated experience completing similar services	Social and economic effects on the local community		
<p>SUEZ Recycling & Recovery (Conforming)</p> <p>All requirements have not been met. Subject to amendment to waiting times and no charge for service not provided in specified timeframe.</p>	Partially	<p>It has 2,400 staff. A chart was supplied with details of 7 key staff and qualifications of its plant operators. It provided details of its online booking system (in use with the City of Stirling). This system has an immediate booking confirmation. It has sufficient vehicles and back-up resources for the City's contract. The company has an office in Bibra Lake for customer service with an after-hours answering service and a dedicated email for the City with a 1hr response in business hours. The company operates a certified OHS system and provided its safety record. Weekly and daily bin servicing estimates were supplied Recovery rates are estimated at 15% (2016/17), 20% (2017/18) and 25% (2018/19). It operates its own recovery and residual waste disposal facilities.</p>	<p>It demonstrated a thorough understanding of the requirements. It addressed its collection and delivery methodology for bins setting out delivery and collections days, a service delivery schedule and bin placement. It's offered booking system fully meets the City's requirements with an immediate booking confirmation and the company also has a mobile phone app. The methodology allowed for bin collection on specified days for weekday and weekend collections.</p>	<p>It demonstrated experience providing bin collection services to the Shire of Kalamunda (general and green waste) and the City of Stirling (bulk hard waste). Both offer a booking system managed by the company that includes a payment gateway. The nominated referees are: City of Stirling, Shire of Kalamunda and the City of Nedlands.</p>	<p>The company is located in WA in Gnangara and Bibra Lake.</p> <p>The company has a policy of supporting local community activities.</p>	74.8%	2

Tenderer & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Rank
		Capacity	Demonstrated understanding of the required tasks	Demonstrated experience completing similar services	Social and economic effects on the local community		
<p>Cleanaway Pty Ltd (Alternative with non-live booking system)</p> <p>All requirements have not been met. Subject to storage of bins in parks and parking areas, increase in collection waiting times to 10 days (weekdays) and 21 days (weekends) or retention of specified waiting times but exclusion of no charge for service not provided in specified timeframe.</p>	Partially	<p>It has been in operation since the 1970's with 4,000⁺ staff (228 in WA). The structure was supplied with the role/ experience of key staff and a list of vehicles. It operates an accredited OHS system and provided its safety record. It has a large customer service team and would offer a dedicated line to City residents. It listed daily collection rates and proposed recovery to three subcontractors. Recovery rates were 65% for hard waste, 90% for mattresses and white goods dependent upon the item. It offered a simplified online booking system to that proposed in the conforming offer, with booking confirmation in four business hours from time of booking. The company has also developed a mobile phone app.</p>	<p>The response addressed the different waste streams, its offered collection recycling options, customer service reporting and a methodology for each type of collection. However the Offer was subject to storage of bins in parks and parking areas, an increase in collection waiting times to 10 days (weekdays) and 21 days (weekends) or retention of specified waiting times but exclusion of no charge for service not provided in specified timeframe.</p>	<p>It demonstrated substantial experience providing waste collection services to WA local governments. It provides similar bulk waste bin collection services to the Cities of Belmont and Bayswater and has recently been awarded a similar contract with the Shire of Kalamunda. It is the City's current contractor for domestic rubbish and recycling collection services. It provides waste collection services to 16 local governments in or near Perth. Verge collection clients are: the Cities of Mandurah, Albany and Wanneroo.</p>	<p>The company is has WA locations in Bayswater, Bentley, Kwinana, Malaga, Maddington and Welshpool.</p> <p>The company supports community clubs and events in the Joondalup region.</p>	64.3%	3

Tenderer & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Rank
		Capacity	Demonstrated understanding of the required tasks	Demonstrated experience completing similar services	Social and economic effects on the local community		
J.J. Richards & Sons Pty Ltd	Yes	J.J. Richards & Sons has been in operation for 84 years with 2,000 staff across Australia (WA -17). It provided a staff structure and the details of four key staff and three drivers. It has a fleet of 12 trucks at its WA depot. The offer is for skip bin collection only with no recovery options. It provided details of an in-house web based booking system accessible by City staff and residents. It can service 80 bin collections per day. The contract supervisor is available for after-hours contact. The office has two administration staff and provided details of its customer service procedures. It operates an accredited safety system and provided its safety record of the past three years.	It demonstrated a clear understanding of the requirements. The response addressed its service methodology for collection and delivery to Tamala Park, vehicles and bins proposed, vehicle computer tracking system and contract management processes.	It demonstrated substantial experience providing domestic and commercial refuse and recycling bin collection services to 33 local governments in the Eastern states. Some include: Gold Coast City Council, Hume City Council, Isaac Regional Council, Logan City Council, Mackay Regional Council and Redland City Council. All periods and dates and contract values were provided. The nominated referees are: Willoughby City Council, Logan City Council and Queanbeyan-Palerang Regional Council. Contact information was also supplied for all listed current contracts.	The company's main office is in Queensland and its facilities in WA are located in Bassendean. Wherever possible it employs personnel from local areas, has a buy local policy and supports several community organisations across Perth.	64.3%	3
All requirements have been met.							

Tenderer & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Rank
		Capacity	Demonstrated understanding of the required tasks	Demonstrated experience completing similar services	Social and economic effects on the local community		
<p>SUEZ Recycling & Recovery (Alternative)</p> <p>All requirements have not been met.</p> <p>Subject to amendment to waiting times and no charge for non-delivery in specified timeframes and various amendments and deletions to the specified contract terms including: a cap on liability, rate variations subject to CPI, changes in law and charges by 3rd parties, deletion of clauses for non-exclusivity, guarantees and warranties, termination by City and amendments to default and insurance</p>	Partially	<p>It has 2,400 staff. A chart was supplied with details of 7 key staff and qualifications of its plant operators. It provided details of its booking system (in use with the City of Stirling). This system has an immediate booking confirmation It has sufficient vehicles and back-up resources for the City's contract. The company has an office in Bibra Lake for customer service with an after-hours answering service and a dedicated email for the City with a 1hr response in business hours. The company operates a certified OHS system and provided its safety record. Weekly and daily bin servicing estimates were supplied Recovery rates are estimated at 15% (2016/17), 20% (2017/18) and 25% (2018/19). It operates its own recovery and residual waste disposal facilities.</p>	<p>It addressed its collection and delivery methodology for bins setting out delivery and collections days, a service delivery schedule and bin placement It's offered booking system fully meets the City's requirements with an immediate booking confirmation and the company also has a mobile phone app. The methodology allowed for bin collection on specified days for weekday and weekend collections. However a number of contract term amendments and deletions the offer was subject to were considered to increase the contract management and financial risk to the City should this offer be accepted.</p>	<p>It demonstrated experience providing bin collection services to the Shire of Kalamunda (general and green waste) and the City of Stirling (bulk hard waste). Both offer a booking system managed by the company that includes a payment gateway. The nominated referees are: City of Stirling, Shire of Kalamunda and the City of Nedlands.</p>	<p>The company is located in WA in Gnangara and Bibra Lake.</p> <p>The company has a policy of supporting local community activities.</p>	61.6%	4

Tenderer & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Rank
		Capacity	Demonstrated understanding of the required tasks	Demonstrated experience completing similar services	Social and economic effects on the local community		
West Tip Waste Control Pty Ltd	Yes	It has been in operation for more than 30 years with 42 staff. A staff chart was supplied with details of five key staff. It has a fleet of 31 vehicles and 2,400 bins. It also has a recycling facility and estimates an 80% recovery rate. It proposes to develop an online booking system. Bookings can be taken by phone and email in the interim. It currently has a skip bin online booking system which includes payments. It provided the daily collection capacity per truck, but did not correlate this with a number of vehicles. The ability to provide additional resources was not specifically addressed. Limited information was provided on customer service; Safety documents were provided. No safety record was supplied.	The company demonstrated an adequate understanding of the requirements. The response addressed waste streams, proposed booking system, logistics, its recovery facility and a collection methodology using cage bins, collection of white goods and mattresses.	West Tip Waste Control demonstrated experience in waste collection and processing for a number of local governments and John Holland. Services included waste collection, processing and waste transfer only. Collection is from depots, transfer stations and street sweepings. It has current contracts with the Cities of Perth, Subiaco and Swan, the Shire of Kalamunda, WRMC and John Holland. The nominated referees are: John Holland and the Cities of Perth and Subiaco.	The company is located in Malaga. It employs 7 staff that live in the City of Joondalup and supports the Ballajura Little Athletics team and would seek opportunities to support the Joondalup community.	49.8%	5
All requirements have been met.							

Tenderer & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Rank
		Capacity	Demonstrated understanding of the required tasks	Demonstrated experience completing similar services	Social and economic effects on the local community		
Spider Waste Collection Services Pty Ltd	Yes	It is a small family-operated business started in 2012. It has eight staff. The staff structure was described and supported by a list of staff (name, role & training). It has three trucks and a trailer and operates a factory unit to strip mattresses. Whitegoods are sent off-site to be degassed. It can recycle 85% of mattresses. It did not indicate its daily collection capacity other than the capacity of a truck. The owners are available for after-hours contact and additional staff are available from a sub-contractor. It has limited customer service support facilities, with no information being provided. A safety manual and JSA were supplied. No safety record was provided.	It demonstrated a good understanding of the requirements for mattress and white goods collection. The process for collection and recycling was included for each waste stream and the time allocated per week for collection/recycling of 1-2 days per week.	It demonstrated experience in mattress collection services to a number of local governments. It has current contracts with 8 local governments and the WMRC. The volume of and method of collections was listed for each contract. Period and dates were not supplied. The nominated referees are: City of Stirling, Town of Victoria Park and the City of Swan	The company is located in Bayswater. It listed a number of recycling promotion options that could involve the community.	49.6%	6
All requirements have been met.							

Tenderer & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Rank
		Capacity	Demonstrated understanding of the required tasks	Demonstrated experience completing similar services	Social and economic effects on the local community		
D & M Waste Management	Yes	D & M Waste Management has been in operation since 1995 with an unknown number of staff. A staff chart was supplied with details of three key staff and the years experience of six leading hands. A fleet list was supplied. The proposed online booking system is an online booking form. It does not appear to offer live booking, time slots or a payment gateway. The ability to provide additional personnel and resources was not addressed.	The company demonstrated limited understanding of the City's requirements. It is offering a verge collection only and the response provided limited information on its booking procedures, collection methodology and record keeping. The online booking form does not offer residents the ability to select a delivery collection slot or have payment functionality.	The company demonstrated experience in loose verge green and bulk waste collections to 10 local governments. The value of contracts ranges from \$8.2M to \$162,000 with collection years from 2001 to current. It has current contracts with the Cities of Rockingham, Subiaco and South Perth. The nominated referees are: Cities of Rockingham, South Perth and Subiaco.	The company is located in Kwinana. It stated it would employ local residents and is a supporter of local sporting clubs.	36.9%	7
All requirements have been met.							

Tenderer & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Rank
		Capacity	Demonstrated understanding of the required tasks	Demonstrated experience completing similar services	Social and economic effects on the local community		
Western Maze Pty Ltd All requirements have been met.	Yes	It has been in operation for 10 years. 13 staff were listed; however it was not clear if this is the total number. A staff structure was supplied with details of staff. The company has its own workshop, but gave no information on specialised facilities, vehicles or plant. It did not address an online booking system, number of daily collections, recovery methodology or rates, after-hours contact, the ability to provide additional resources or safety record. It referred to its own customer service charter, but not how this would align with the City's customer service. It will provide email/post response to queries with a 15 day turnaround and next business day for telephone enquiries. An adequate OHS plan was supplied.	Western Maze Pty Ltd demonstrated limited understanding of the requirements. The response addressed having a dedicated telephone line for customers, but no information on any booking system or implementation plan for any such system. It gave a brief explanation of the method for loose verge collection, skip bins and mattress/white goods collections.	The company demonstrated experience in providing bulk waste verge collection services to a number of local governments including the Cities of Kwinana, Nedlands, Gosnells (adhoc) and Stirling (adhoc) and the Shire of Serpentine-Jarrahdale and the Town of Mosman Park. Start and end dates were supplied for five of the contracts, with two being current. The value of the contracts indicates a smaller scale than the City's contract. The nominated referees are: Town of Mosman Park, and the Cities of Nedlands and Kwinana.	The company is located in Maddington. This criterion was not addressed.	30.8%	8

Tenderer & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Rank
		Capacity	Demonstrated understanding of the required tasks	Demonstrated experience completing similar services	Social and economic effects on the local community		
Incredible Bulk (Conforming)	Yes	It has been in operation since 1978 with an unknown number of staff. The company has plant and vehicles available, as well as additional resources from a subcontractor. A staff structure was supplied but no information was provided on any staff. It did not specifically address after-hours contacts or the ability to source additional resources other than reference to a sub-contractor. It provided a safety policy and procedures but no safety record. It did not address the online booking system, the number of daily collections or customer service facilities. It stated a recovery rate of 80%, but provided little methodology or evidence to support the rate. The response briefly addressed the recycling of waste.	The company did not demonstrate an understanding of the requirements. The response briefly addressed verge collections of materials for the Town of Cambridge and gave a brief explanation of the materials it is able to recycle, including green waste which is not part of this contract. It provided no explanation of the booking process, or the number of collections it is able to undertake. The response included pictures of cages, yet gave no discussion of their use or collection.	The company did not demonstrate sufficient experience in undertaking similar on-demand services. It provided limited information on verge collection services it has undertaken for local governments including the Towns of Cambridge and Bassendean, Shire of Peppermint Grove and the Cities of Wanneroo, Stirling, Gosnells, Melville and South Perth. It did not provide period and dates. Its nominated referees are: Towns of Cambridge and Bassendean, City of Swan and Shire of Peppermint Grove.	The company is located in Neerabup. One company director resides in the City.	27.5%	9
All requirements have been met.							

Tenderer & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Rank
		Capacity	Demonstrated understanding of the required tasks	Demonstrated experience completing similar services	Social and economic effects on the local community		
Incredible Bulk (Alternative)	No	Non-compliant, not assessed.					
Requirements have not been met. Offer does not include on request collection.							