

TENDER 029/17 PROVISION OF CLEANING SERVICES FOR LEISURE CENTRES

SCHEDULE OF ITEMS

LUMP SUM PRICE OFFERED

Item	Description
1	Provision of cleaning services for Craigie Leisure Centre – Options 1, 2 and 3
2	Provision of cleaning services for Duncraig 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 – chemically treated	m ²
10	Emergency Cleaning (8.00am to 5.00 p.m.)	Hour
11	Emergency Cleaning (5.00pm to 8.00 a.m.)	Hour

SUMMARY OF TENDER SUBMISSIONS

Tenderer & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Estimated Contract Value	Rank
		Capacity	Demonstrated experience in providing similar services	Demonstrated understanding of the required tasks	Social and economic effects on the local community			
TJS Services Group Pty Limited trading as TJS Facility Services	Yes	It has been operating in the cleaning industry for over 20 years. It has over 600 full-time and over 1,000 part-time and casual employees. Its site-specific service delivery structure and details of key personnel in WA including their current role, experience and qualifications were provided. All equipment listed meets the City's requirements. It stated backup support will be sourced from its pool of resources working across its WA contracts and a client service manager available or contactable 24/7 for emergency requirements. It operates with a quality management system accredited to ISO9001 and a safety management system to AS4801. Copies of its safety management plan and statistics were provided.	It has extensive experience providing similar cleaning services for various local governments. Numerous examples of works were provided and these included current cleaning services for Lords Recreation Centre for the City of Subiaco, Cockburn Aquatic and Recreation Centre (ARC) for the City of Cockburn and recreation/leisure centre and office for the City of Melville. Other examples included cleaning services for fitness, recreation/aquatic centres for Next Generation – Kings Park (WA), Leisure Fit Booragoon and Leisure Fit Melville and Doone Kennedy Hobart Aquatic Centre. It is the City's incumbent supplier for cleaning services to Craigie and Duncraig leisure centres.	It demonstrated a thorough understanding and appreciation of the City's requirements. Its proposed methodology or approach is based on people, processes and systems. For service delivery, it will utilise experienced, locally based cleaners and provide close supervision and frequent auditing of the services. Its personnel will be supported with proven processes or procedures and a contract management plan including checklist for each area to clean and program with focus on hard floor tiles will be developed specifically for the City's facilities.	Its WA office is located in Innaloo. Its operational reach extends throughout metropolitan centres to regional and remote areas at over 3,000 sites across Australia. It indicated the company employs approximately 50 staff in the Joondalup region.	74.3%	<p>\$1,026,128 (option 1) assuming no change in historical usage</p> <p>\$1,150,257 (option 2) assuming no change in historical usage</p> <p>\$1,246,458 (option 3) assuming no change in historical usage</p>	1
All requirements have been met.								

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<p>Quayclean Australia Pty Ltd (Quayclean)</p> <p>All requirements have been met.</p>	Yes	<p>It has been operating for over 15 years and employs over 900 permanent, part-time and casual staff across Australia. An organisational structure and details of key personnel including their roles & experience were provided. Details of cleaning staff were not provided, it proposed 4 fulltime employees including venue manager, site supervisor & client liaison dedicated to the Contract. All equipment listed is adequate. It operates a 24/7 help desk with access to a pool of casual staff and has the ability to provide additional personnel. It has a quality management system accredited to ISO9001 and a safety management system to AS4801. A copy of its safety procedures available upon request. Its safety statistics were provided.</p>	<p>It demonstrated experience providing similar services to various clients with focus on aquatic, sports and leisure facilities. Examples of works included day to day, evening and event cleaning services to HBF Stadium at Mount Claremont and HBF Arena at Joondalup (duration 2015 to 2020) for VenuesWest. Other examples were day to day and overnight turnaround cleaning services (contract period 2011 to 2021) to SA Aquatic & Leisure Centre for YMCA and Sydney Olympic Park Aquatic Centre for Sydney Olympic Park Authority.</p>	<p>It demonstrated a sound understanding of the required tasks. Its Submission highlighted challenges on floor and tiles cleaning and provided a number of examples of managing surfaces. A work structure example was supplied. It proposed all its staff will be inducted onsite, according to site protocols, with safety and security processes included in its day to day operating procedures.</p>	<p>It is a national company and its WA office is based in Mount Claremont.</p> <p>It stated the company's preferred recruitment process is to employ locally.</p>	65.1%	<p>\$1,089,637 (option 1) assuming no change in historical usage</p> <p>\$1,167,019 (option 2) assuming no change in historical usage</p> <p>\$1,200,837 (option 3) assuming no change in historical usage</p>	2

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Academy Services (WA) Pty Ltd All requirements have been met.	Yes	It was established in 1979 and has been providing commercial cleaning and facility services to 3,000 client sites. It has a pool of over 750 full-time employees nationally and over 200 in WA. A contract management structure and details of key personnel including their individual roles and responsibilities were provided. It did not include a regional manager. It indicated it is available 24/7 and has the ability to provide additional personnel as it has staff contingency plans in place. A detailed list of specialised equipment that will be used was supplied. It operates with a quality management system accredited to ISO9001 and has a safety policy in place. Its Submission included copies of the company's safety management plan and statistics.	It has been undertaking cleaning services for various organisations nationally including WA local governments. Examples of works were provided, though the works carried out in WA were on a smaller scale to the City's requirements, and these were for cleaning services to Aqualife for the Town of Victoria Park (2016 and ongoing) and Loftus Recreation Centre, Leederville (2014 to 2015). It has in the past provided general cleaning services to the City's leisure centres (2007 to 2014). All other examples of works were for services undertaken in NSW and SA.	It demonstrated its understanding of the City's requirements. It proposed to carry out implementation and management of services from the company's documented processes for allocation of personnel to managing daily tasks, assigning responsibility and developing a system for verification of results.	It has offices in every major capital city in Australia and its WA office is located in Balcatta. It indicated the company, by recruiting local people, can create jobs and career opportunities in the community.	61.8%	\$1,024,721 (*option 1) assuming no change in historical usage \$1,006,633 (*option 2) assuming no change in historical usage \$1,148,953 (*option 3) assuming no change in historical usage * Price offered per calendar month or per year does not correspond with the hours per week or hourly rate submitted.	3

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<p>Iconic Property Services Pty Ltd</p> <p>All requirements have been met.</p>	Yes	<p>It has been in operation for an unknown period of time with approximately 469 staff. Its organisational structure and details of three key personnel including their skills and experience were provided. It indicated the company will draw from its pool of casual staff to cover for absentees. A list of equipment provided meets the specified requirement. A customer service manager is contactable 24 hours. It operates with a quality management system accredited to ISO9001 and has a safety policy in place. A copy of its safety policy was supplied. Its safety statistics were not addressed.</p>	<p>It demonstrated limited experience providing similar services to local governments. An extensive list of current commitments was provided. These were predominantly cleaning of office buildings and shopping centres for various clients including the City of Perth (Council House - from 2016 and council buildings, Northbridge Arcade and Perth Town Hall - from 2017) and Town of Victoria Park (admin centre, council works depot, library, digital hub centre and council parking depot). Other examples of works included Colliers (Harry Perkins Institute, QEII building Nedlands - from 2016, 3 years duration) and Jones Lang Lasalle (160 Central, Perth retail and commercial - from 2016). None of the current contracts were for cleaning of leisure or similar facilities.</p>	<p>It demonstrated an understanding of the required tasks. Its Submission included a copy of the proposed operations manual which will be issued to its operations, site and facility managers. The manual includes out of hours / day / night cleaner procedures and specific duties for cleaners for each area within the facility.</p>	<p>It is located in Mt Lawley.</p> <p>It stated the company will provide sponsorship for local sporting clubs within the City.</p>	50.9%	N/A - Failed to meet the acceptable score.	4

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<p>A Cleaner World Business Trust trading as A Cleaner World</p> <p>All requirements have been met.</p>	Yes	<p>It commenced operation in 1990. It has approximately 30 fulltime staff. A commercial cleaning support structure and details of five key personnel and a subcontractor including their years of experience were provided. A list of all the equipment required as per the specification was supplied. Its operational team is contactable 24 hours a day. However, it did not fully address emergency requirements or the ability to provide additional personnel if required. Copies of its safety policy and procedures for job risk analysis, identifying hazards and emergency plan were provided. A safety record was provided; however, this was illegible.</p>	<p>It did not fully demonstrate its experience providing similar services to leisure facilities similar to the City's requirements. Examples of works included the Esplanade Hotel by Rydges in Fremantle (2013 - present), Royal Flying Doctor Services Clinic (2013 - present) and Trizone Fitness Joondalup (2015 - present). Other examples of works were provided in less detail for mainly fitness facilities. Details of the size or contract value of these works were not provided.</p>	<p>It did not fully demonstrate its understanding of the required tasks. It submitted a brief and general response. It proposed plan for induction on site and its area supervisors will visit each site on a regular basis to ensure the level of service is maintained and on the spot internal audits will be performed by its quality manager. However, it did not include planning for length or duration of work.</p>	<p>It has offices in major cities across Australia and its WA office is located in Baldivis.</p> <p>It indicated its organisation encourages innovative partnerships and initiatives with local governments, businesses and communities.</p>	38.5%	N/A - Failed to meet the acceptable score.	5

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<p>Gap (WA) Pty Ltd (Sanyati Property Services)</p> <p>All requirements have been met.</p>	Yes	<p>It entered into a franchise agreement with Computer Maid Pty Ltd in 2017, a WA company, which commenced operation in 1999 providing computer and electronic cleaning. The number of full-time employees was not supplied. Its franchise structure of business and resumés of some staff were provided though limited information on cleaning set up/staff role. It did not indicate whether specialised equipment is fully owned or to be hired/purchased. The ability to provide additional personnel was not addressed. It indicated all franchisees can be contacted 24/7. It operates with its own quality management system and has a safety policy in place. A copy of its safety policy was supplied. Its safety statistics were not provided.</p>	<p>It did not submit sufficient information to demonstrate experience providing similar services or works involving cleaning of leisure facilities similar to the City's requirements. One example of works was for cleaning of Enerflex's two buildings, warehouses and offices located in Northbridge and South Guildford (duration from 2012 for three years). Other examples of works included office buildings, workshops, golf course and schools (size ranging from 3,000 m² to 7,000 m²- contract period ranging from 2007 to 2017 and current). It indicated these were current contracts of similar size to Workcover.</p>	<p>It did not demonstrate sufficient understanding of the required tasks. Its response provided franchisee information, processes and procedures rather than how it plans to address the cleaning requirements of the City.</p>	<p>Sanyati Property Services has an office in Balcatta. Computer Maid Pty Ltd's registered office is located in Albany.</p> <p>It did not submit a response.</p>	21.8%	N/A - Failed to meet the acceptable score.	6