

TENDER 007/18 PROVISION OF CLEANING SERVICES FOR CITY BUILDINGS

**SCHEDULE OF ITEMS**

<b>Item</b>	<b>Description</b>	<b>Frequency / week</b>
1	Beaumaris Community Hall	6
2	Bramston Sporting Facility	3
3	Calectasia Hall	5
4	Currambine Community Centre	5
5	Dorchester Community Centre	5
6	Duncraig Child Health Centre	5
7	Duncraig Library	5
8	Duncraig Community Hall	5
9	Ellersdale Park Clubrooms	3
10	Ellersdale Park Toilets and Changerooms	3
11	Emerald Park Clubrooms	5
12	Fleur Freame Pavilion	7
13	Greenwood Child Health Centre	5
14	Greenwood Scout Hall	3
15	Heathridge Recreation Centre	5
16	Jack Kikeros Community Hall	7
17	Joondalup Art Gallery	1
18	Joondalup Library	7
19	Kingsley Memorial Clubrooms	7
20	MacNaughton Park Clubrooms	5
21	Mildenhall	7
22	Multi Storey Carpark	5
23	Padbury Community Hall	7
24	Penistone Park Clubrooms	5
25	Percy Doyle T/ball Clubrooms	3
26	Rob Baddock Community Hall	7
27	Sorrento Community Hall	7
28	Sorrento Soccer Club UAT	3
29	Warwick Community Care Centre	5
30	Warwick Community Hall	5
31	Whitfords Customer Service Centre	2
32	Whitfords Library	5
33	Whitfords Seniors Centre	6

## SUMMARY OF TENDER SUBMISSIONS

Tenderer & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Price	Rank
		Capacity	Demonstrated Experience in Providing Similar Services	Demonstrated Understanding of the Required Tasks	Social and economic effects on the local community			
<p>Quayclean Australia Pty Ltd</p> <p>All requirements have been met.</p>	Yes	<p>Quayclean Australia Pty Ltd has been in operation since 2002 and employs more than 800 staff across Australia. The company has operations in Qld, NSW, SA, WA and VIC and its office in WA is located in Ascot. An organisational structure was supplied and supported by the role, experience and qualifications of nine key staff. Contact numbers of two supervisors, after-hours contacts and additional personnel and resources were addressed.</p> <p>A copy of its health and safety policy, safety management plan for this project and safety record for the past two years were supplied. The company holds accreditation for AS/NZS 4801:2001 (Occupational Health and Safety Management System), AS/NZS ISO 9001:2008 (Quality Management System) and ISO 14001:2004 (Environmental management System).</p>	<p>The company demonstrated extensive experience providing similar cleaning services to various private and local government organisations. Six examples were provided supporting its experience and these included provision of cleaning services to Venues West, Perth Zoo, Perth Racing, the Town of Cambridge and the Cities of Joondalup and Vincent (Beatty Park Leisure Centre). It is the City's current contractor for City buildings.</p>	<p>The company demonstrated a thorough understanding of the requirements. The methodology addressed contact management structure, planning, contract mobilisation, scope of work, rosters and service delivery plan, staff contingency plans, work instructions, recruitment and training and performance monitoring.</p>	<p>Its office in WA is located in Ascot.</p> <p>It will use local suppliers and employ local residents.</p>	74.1%	\$1,545,854	1

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ASF Cleaning Pty Ltd	Yes	ASF Cleaning has offices in all States and Territories in Australia except ACT. Its WA office has been located in Malaga since 2010 and has 150 staff. An organisational chart was supplied and supported by the role, responsibilities and experience of nine key staff. The contact number of one supervisor was provided. The company has a 24/7 after-hours service. The ability to supply additional personnel and resources was not specifically addressed.	ASF Cleaning demonstrated extensive experience providing similar cleaning services to state, private and local government organisations. Nine examples were provided supporting its experience and these included providing similar cleaning services to Farmer Jacks, Department of Agriculture and Food and the Cities of South Perth, Swan, Busselton, Belmont and Bunbury.	The company demonstrated thorough understanding of the requirements. The detailed methodology addressed specific cleaning tasks for different types of buildings (office, toilets, wash areas and the like).	Its WA office is at Malaga.	68.4%	\$1,344,168	2
All requirements have been met.		A copy of its health and safety policy and safety management plan were supplied but its safety record for the past two years was not provided. The company holds accreditation for AS/NZS 4801:2001 (Occupational Health and Safety Management System), AS/NZS ISO 9001:2008 (Quality Management System) and ISO 14001:2004 (Environmental management System).			The respondent stated that all its leaders, managers, supervisors and cleaners are based in the Perth Northern suburbs.			

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Charles Service Company All requirements have been met.	Yes	The company has been in operation for more than 50 years. It is based in West Perth and has 291 staff. An organisational chart was supplied and supported by the details of four key personnel. After hours contacts and contact details of supervisors were not supplied. The company has sufficient capacity to provide additional personnel and resources, if needed. Safety was briefly addressed as part of contract management but no safety record and policy were supplied.	Charles Service Company demonstrated substantial experience performing similar cleaning services to a number of local governments, universities, schools and other facilities. Current local government clients include: Towns of Victoria Park and Cottesloe, Shire of Peppermint Grove and Cities of Nedlands, Fremantle and Kwinana. Charles Service Company provided cleaning services to the City of Joondalup buildings from 2010 to 2015.	The company demonstrated a thorough understanding of the requirements. The response addressed cleaning approach to different types of buildings (community halls, sports facilities, libraries and car parks), approach to staffing, selection of specialised sub-contractors, emergency and additional cleaning requirements and client standards and expectation.	The company is based in West Perth.  The company employs local staff.	64%	\$1,479,104	3

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DMC Cleaning All requirements have been met.	Yes	The company has been in operation since 1996. It has eight management staff and cleaners. It stated it has 45 part-time staff that have been with the business for more than 10 years. An organisational chart was supplied and supported by details of four key staff. Contact details of one supervisor were provided. After-hours contacts were supplied and it has sufficient staff to call upon for any additional requirements. The company provided a copy of its safety policy and OSH manual but no safety record.	The company demonstrated extensive experience in performing similar work for nine local government and state government clients. These include: the Shires of Kalamunda, Boddington, Merredin, Capel, Northam, Brookton and Toodyay, The Cities of Fremantle and Gosnells and other state government clients. The scope of work includes cleaning of a variety of administration and recreation buildings and public toilets.	The company demonstrated some understanding of the requirements. A general methodology was supplied with limited details relevant to the City's requirements.	The company is located in Kalamunda. It would utilise local staff.	56.4%	\$1,410,743	4

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<p>Glad Commercial Cleaning</p> <p>All requirements have been met.</p>	Yes	<p>Glad Group was established in 1989 and is based in Sydney. It has 2,600 employees across Australia with offices in Melbourne, Brisbane, Adelaide and Perth (West Perth). The number of staff in WA was not supplied. An organisational chart of the group was supplied and supported by the role, experience and qualifications of four key staff. It provides 24/7 support for incident reporting and crisis management through its National Communications Centre.</p> <p>The company operates an accredited safety system. An overview of this and safety procedures were supplied with the safety record of the past two years. No information was provided on contact details of supervisors and its ability to provide additional personnel and resources.</p>	<p>The company demonstrated considerable experience providing similar cleaning services to various local, state and federal governments. Numerous examples were provided and these included the Cities of Swan (internal office space), Perth (external walkways and internal office space), Melville (internal office space), Fremantle (various sites), Department of Child Protection (office building) and Australian Federal Police (office building).</p>	<p>The company demonstrated an understanding of the requirements. The methodology addressed transition process, equipment procurement, planned periodical maintenance and a contract management plan</p>	<p>Its WA office is at West Perth.</p> <p>The company supports charities and community groups but none of the examples were based in Joondalup.</p>	56.3%	\$1,554,139	5

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TJS Services (WA) Pty Ltd	Yes	The company was established in 1995 and its head office is in Sydney and its WA office is in Innaloo. It has 650 employees in ten offices across Australia. The number of staff in WA was not supplied. The corporate structure and service delivery structure was supplied and supported by the role, experience and qualifications of its state and client service managers. The company has a 24/7 helpdesk and the client services manager is the nominated contact. Additional resources can be sourced from its pool resources. The company operates a certified safety system and provided an its safety policy and safe work method statements. Safety records of 2017 were provided for four states but statistics for WA was not supplied.	The company demonstrated experience providing cleaning services to a variety of clients. Clients include IKEA, Australian Institute of Management, ENI House and the Cities of Joondalup, Melville and Subiaco. Services include cleaning of administration, leisure and aquatic facilities.	The company demonstrated an understanding of the requirements. Its response addressed cleaning works management system, performance management, reporting, audit, KPIs and response and rectification issues.	Its WA office is at Innaloo.  TJS Services will utilise local suppliers.	56.1%	\$2,122,382	6
All requirements have been met.								

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GWC Total Management Pty Ltd	Yes	The company has been in operation since 1989. It is located in Perth and has 260 cleaning staff. An organisational structure was supplied and supported by the role and experience of three key staff. Contact details of supervisors were not provided. After-hours contacts were provided and the company has relief staff, should they be required. The company has a safety management policy and procedures in place and provided its safety record.	GWC Total Management demonstrated experience providing similar services. It is currently providing cleaning services to seven campuses of South Metro TAFE, two campuses of St Stephen's School and Karratha Primary and Senior High schools.	The company demonstrated an understanding of the requirements. The response addressed its project management system, communication and supervision, reporting, feedback, management system and transition.	It is located in Perth.  The company employs local residents and would support any City initiative that helps contribution to the local community.	55.6%	\$1,438,322	7
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<p>Iconic Property Services Pty Ltd</p> <p>All requirements have been met.</p>	Yes	<p>The company is based in Mt Lawley and has been in business with unknown number of staff. Its supplied certificate of registration showed that the company is registered on December 2015. An organisational chart was supplied and supported by the role, experience and qualifications of 10 key staff. Contact details of three supervisors were provided. After-hours contacts were provided and the company has back-up staff, should they be required. A copy of its safety policy and safety manual were provided but the safety record of the past two years was not supplied.</p>	<p>The company demonstrated experience performing daily and periodical cleaning services and listed eight example contracts in some details. This was further supported by a list of current contracts which included four CBD office buildings, shopping centres, retail and commercial cleaning for various organisations and multiple cleaning contracts for the City of Perth.</p>	<p>The company demonstrated an understanding of the requirements. The methodology addressed management structure, mobilisation plan and proposed rostered hours. The submission also provided its operations manual and an overview of its attendance monitoring software.</p>	<p>It is based in Mt Lawley.</p> <p>The company indicated it would provide sponsorship for local sporting clubs.</p>	55.05%	\$1,585,671	8

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GJK Facility Services All requirements have been met.	Yes	The company has been in operation since 1985 with 2,100 staff across Australia. 150 staff are employed in its WA office in Northbridge. The group and WA organisational chart were provided and supported by the experience and qualifications of three key personnel. After hours contacts and contact numbers of two supervisors were supplied. The company has the ability to provide additional resources. A copy of its safety policy, safety management system and safety records of the past two years were supplied.	The company demonstrated some experience providing similar services. It is providing cleaning services to the Cities of Perth (35 carparks) and Mandurah (46 ablution facilities), Housing Authority WA (three sites) and Department of Transport Mirrabooka Customer Service Centre. Out of three provided referees, no related reference contract example was provided for Water Corporation.	The company demonstrated an understanding of the requirements. It will use its synergistic management system for day to day management of its operation for this contract. The methodology addressed Client Services Manager, proposed KPIs, review meetings, communications and auditing.	Its WA office is in Northbridge.  The company would employ local residents and source supplies from local suppliers.	53.5%	Did not qualify for stage 2 price assessment	9

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Academy Services (WA) Pty Ltd All requirements have been met.	Yes	The company has been in operation since 1979 with 1,200 staff across Australia. 120 staff are employed in its WA office in Balcatta. A contract management team structure was provided. Only one key personnel details were supplied without qualifications. Contact numbers of National Operations Manager and State Operations Manager were provided. The company has access to additional personnel and back up staff, if needed. After-hours contacts would be supplied upon award. The company has a safety policy and integrated management system in place, however a copy was not included in the submission. The last two years' safety record was supplied.	Academy Services demonstrated experience performing similar general and periodic cleaning services for a variety of clients. The clients nominated were the Cities of Vincent (multiple sites), Port Adelaide Enfield, SA (multiple sites), Playford SA, Armadale WA and the Town of Victoria Park (one leisure centre). No information was provided on the contracts with Cities of Armadale WA and Playford SA. Out of three provided referees, no related reference contract example was provided for St Helena Catholic Primary School.	It demonstrated an understanding of the requirements. A transition plan was provided and the methodology addressed staff resources, site induction, service schedule, hazard risk and assessment and safety.	Its WA office is in Balcatta. The company will source supplies and staff locally.	53.3%	Did not qualify for stage 2 price assessment	10

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Wilson Property Services Pty Ltd All requirements have been met.	Yes	The company has been in business since 2011 and its head office is in Melbourne. It has 60 full time and 92 part time staff across Australia. Its WA office in Belmont has been in operation since 2016 with 35 staff. The group and WA organisational chart were provided supported by the experience and qualifications of four key personnel. Contact numbers of two supervisors were supplied. It stated that its head office at Melbourne will provide backup plan and resources, if needed. The company will need 12 hour response time to address any emergency clean. After hours contacts will be supplied upon award. A copy of its safety policy, safety management system and safety records of the past two years were supplied.	The company demonstrated some experience providing services with similarities to the City's requirements. The four example contracts provided were smaller in scale to this contract. These included: Surf Coast Shire, eight sites of MRWA, Department of Transport Albany and 19 sites (eight permanent and 11 on call sites) of Villa Maria Catholic Homes and Community Centres. Out of three provided referees, no related reference contract examples were provided for Programmed and Schlumberger.	The company demonstrated an understanding of the requirements. The methodology addressed communication, fault resolutions, resources to be used and detailed contract management overview through its WILWIN software.	Its WA office is in Belmont. The company employs local residents.	51.3%	Did not qualify for stage 2 price assessment	11

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BrightMark Group Pty Ltd	Yes	The company has been in operation for more than 15 years. It is based in Mt Claremont with an unknown number of staff. The organisational chart of the company was provided with details of four key personnel. Contact numbers of two supervisors were supplied. It stated that it has a 24/7 hotline and an agreement with Powervac for additional machinery. A copy of its safety policy and safety manual were provided but safety record the past two years was not supplied.	The company demonstrated experience providing a variety of cleaning services with varying degrees of similarity to the City's requirements. It is currently providing cleaning services to the Cities of Gosnells (one leisure centre, public toilets and barbeque spots), Rockingham (barbeque spots) and Fremantle (barbeque spots), Department of Child Protection head office, six police stations and public toilet cleaning of two reserves for the Department of Parks and Wildlife.	The company demonstrated an understanding of the requirements. The methodology addressed initial execution plan, transition management, monitor and control management, staff availability, service delivery contingency plan and crew mobilisation for the contract.	It is based in Mt Claremont.  The company supports 'buy locally' and 'employ locally' policies by obtaining goods and services as near to the contract sites as feasible.	51.1%	Did not qualify for stage 2 price assessment	12
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Alpha Corporate Property Services Pty Ltd All requirements have been met.	Yes	The company has been operating for an unknown period. It has 600 staff around Australia and is based in Bibra Lake. The number of staff in WA was not stated. Details of five key personnel was provided without any organisational structure. The company has a 24/7 help desk. Contact details of one supervisor was provided. A copy of its safety policy and safety record of the past two years were provided. Its ability to provide additional resources was not addressed.	The company demonstrated experience in providing similar services. It is providing similar cleaning services to the City of Monash (VIC), aquatic centre cleaning of City of Wyndham (VIC), public toilets cleaning for the City of Mandurah and routine and periodic cleaning services to Water Corporation WA.	The company demonstrated an understanding of the requirements. The methodology addressed different types of cleaning, inspections, roster, equipment and account management	It is based in Bibra Lake. The company will employ local residents.	46.2%	Did not qualify for stage 2 price assessment	13

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Pickwick Group Pty Ltd All requirements have been met.	Yes	The company was established in Queensland in 1981. It has a workforce of around 1,200 across Australia. The location of its WA office was listed as Riverdale and number of staff in WA was not stated. The organisational chart of the company was not supplied. Details were provided of the Client Services Manager for this contract. Contact details of two supervisors and after hours contacts were provided. The ability to provide additional personnel and resources is unclear as it has not mentioned its number of staff in WA. A copy of its occupational health safety policy, safety management plan and safety records were supplied	The company demonstrated experience providing cleaning services to the City of Whitehorse (VIC) (since 2013), Brisbane City Council (since 1995) and Randwick City Council (NSW) (since 2014). The scope of works for these contracts includes the cleaning of offices, community centres, libraries and public toilets. Out of three provided referees, no related reference contract examples were provided for AHG and SGS	It demonstrated some understanding of the requirements. The response referred to its Integrated Management System and implementation plan for carrying out the works.	The location of its WA office was listed as Riverdale  The company will use local suppliers and work with local employment agencies to source its operational employees	46%	Did not qualify for stage 2 price assessment	14

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JCA Corporate Cleaning All requirements have been met.	Yes	The company was established in 2017. It is based in Burns Beach with 13 staff. Details of three key personnel was provided without any organisational structure. Contact details of two supervisors and after-hours contacts were supplied. The company has contingency planning for additional personnel. A copy of its safety policy and safety record of the past two years were provided.	The company did not demonstrate sufficient experience providing similar services. None of three examples provided by the company are similar to this contract in scale, scope and value. It is providing cleaning services to the Esplanade Apartments, Beachside Leighton North and another private client.	It did not demonstrate an understanding of the City requirements. A brief response was provided that addressed limited details of the City requirements.	It is based in Burns Beach.  The company employs local residents, would purchase supplies locally and will become a sponsor of the Burns Beach Residents' Association.	43.1%	Did not qualify for stage 2 price assessment	15

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Southern Cross Cleaning (SA)	Yes	The company has been in operation since 1980 and is based in Marlestone, SA. It has more than 1000 staff across Australia. The company does not have any office in WA and will engage a number of sub-contractors to oversee the operations and management of this contract. A group organisational chart was supplied and supported by the role and experience of five key personnel all based in SA. A copy of its safety policy, sample safe work procedures and safety record of the past two years were provided. After hours contacts, its ability to provide additional resources and contact details of supervisors were not supplied.	It demonstrated some experience completing services of a similar nature and scale to the City's requirements. It is providing general and periodic cleaning services to ALDI Group (all SA stores), Scotch College (general, vacation, boarding cleaning and laundry serveries), South Australian Health and Medical Research Institute and Building, 200 government and private schools and Asset Services Qld (facilities maintenance services). Only periods of these contracts were provided without any dates.	It demonstrated some understanding of the City's requirements. A generic response was provided addressing quality, risk analysis and management and staffing structure. The company will engage a number of sub-contractors to oversee the operations and liaison, training and audit will be coordinated by its WA Coordinator; however the details of its WA Coordinator was not supplied	The company is based in Marlestone, SA.  It stated that its contractors are locally based WA businesses and it aims to ensure its sponsorship commitments are extended to WA local communities.	38.7%	Did not qualify for stage 2 price assessment	16
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Mission Impossible Group Services All requirements have been met.	Yes	The company has been in operation for 35 years and is based in Canning Vale. It has 200 staff. An organisational chart was supplied and supported by the role and experience of eight key personnel. Two supervisors' contacts were provided. The company provided its safety, health and environmental management system manual, safe work method statement, job safety analysis form and safety induction handbook. After hours contacts, its ability to provide additional resources and safety records were not specifically addressed.	The company demonstrated experience in performing cleaning services to variety of clients. The client list includes seven schools and colleges, Programmed (Department of Housing), JB HiFi, Landgate, LD Total, Lockhead Martin and the Cities of Perth (cleaning of public toilets, arcades and car parks at various public areas), Vincent (cleaning of depot) and Belmont (cleaning of public toilets at various public areas)	No response was submitted for this criterion.	It is based in Canning Vale.  The company stated that it has a commitment to local communities and utilises various government and private employment entities to obtain staff from the local communities.	33%	Did not qualify for stage 2 price assessment	17
Sanyati Property Services All requirements have been met.	Yes	The company commenced in 1999. It is located in Balcatta with an unknown number of staff. Contact numbers of two supervisors and an after-hours contact were supplied. No information was provided on the organisational chart of the company, its key personnel, ability to provide additional resources, safety management plan and safety records.	It did not demonstrate sufficient experience completing services of a similar nature and scale to the City's requirements. Three example contracts were provided for cleaning the Cambridge Forum, Langford Medical Centre and Schweppes head office. Only periods of these contracts were provided without any dates.	No response was submitted for this criterion.	The company is located in Balcatta.  It will give local residents opportunities to invest with the company.	20.2%	Did not qualify for stage 2 price assessment	18

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Appollo Property Group All requirements have been met.	Yes	The company is based in Mindarie and has been in operation for the past 30 years. The number of staff was not addressed. Details of five key personnel, contact numbers of two supervisors and after-hours contacts were provided. The organisational chart of the company and its ability to provide additional resources were not addressed. A copy of its health and safety policy was provided but safety management plan and safety records were not supplied.	It did not demonstrate any experience completing services of a similar nature and scale to the City's requirements. Seven examples of cleaning single small locations were supplied. No period and dates were provided. Insufficient information was supplied for references.	No response was submitted for this criterion.	The company is located in Mindarie.  The company uses local suppliers for cleaning supplies.	17%	Did not qualify for stage 2 price assessment	19
Storm International Pty Ltd All requirements have been met.	Yes	The company did not submit a response for this criterion except providing a copy of its safety management system (AS/NZS 4801:2001) accreditation.	No response was submitted for this criterion except providing three referees.	No response was submitted for this criterion.	No response was submitted for this criterion.	8.2%	Did not qualify for stage 2 price assessment	20
OCE Corporate Cleaning All requirements have not been met. It could not comply with clause 5.27.1 as cannot waive its insurer's rights of subrogation.	No	Non-compliant not assessed.						