

SUMMARY OF SUBMISSIONS

Tenderer & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Estimated Total Comparative Price	Rank
		Capacity	Demonstrated experience in providing similar services	Demonstrated understanding of the required tasks	Social and economic effects on the local community			
Quayclean Australia Pty Ltd All requirements have been met.	Yes	It has been delivering cleaning services for aquatic and leisure facilities across Australia over the past 18 years. It currently employs over 1,800 permanent, part-time and casual staff nationally. It has 180 fulltime, part-time and casual staff in its WA office. Its structure of business and details of key personnel including their roles and experience were provided. An overview of specialised equipment, with pictures and where these equipment will be used in leisure facility areas were supplied. Though quantity or condition of the proposed equipment was not stated, it outlined its intention to purchase the equipment required within one month of award of contract. After hours contact details for emergency requirements and the ability to provide additional personnel were addressed. It indicated it has access to a pool of experienced casual cleaning staff able to support its team as required.	It has extensive experience providing cleaning services to aquatic and leisure centres across Australia. Examples included Venue West's HBF Stadium (17,000m ²) and HBF Arena (20,000m ²) - for period from 2010 to 2025. Other examples were YMCA's South Australia Aquatic and Leisure Centre (14,000m ² from 2011 to 2021) and Sydney Olympic Park Aquatic Centre (14,000m ²). These include very similar facilities and services to the City's requirements however, examples did not involve local government clients.	It demonstrated a sound understanding of the required tasks. It proposed cleaning methodology including a review on current conditions at Craigie Leisure Centre and potential amendments to schedule of works. It provided examples on cleaning for certain surfaces and the actions it took on challenges. It also addressed male/female staff allocation, uniforms and ID, use of software, rosters and site security such as keys and access.	Its head office is based in Tullamarine, VIC and its WA office is located in Ascot. It stated the company commits to sourcing all cleaning equipment, consumables and chemicals associated with this contract from businesses based within the City. It currently has over 40 staff members residing in the City.	72.9%	\$1,772,098 203 (total no. hours per week)	1

TENDER 029/20 PROVISION OF CLEANING SERVICES FOR CRAIGIE LEISURE CENTRE

Tenderer & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Estimated Total Comparative Price	Rank
		Capacity	Demonstrated experience in providing similar services	Demonstrated understanding of the required tasks	Social and economic effects on the local community			
Facilities First Australia Pty Ltd All requirements have been met.	Yes	It was established in 1994. It currently has over 350 employees, servicing the wider Perth and Peel regions. An organisational chart for its WA office and details of nominated key WA staff including their years of industry experience were provided. A list of specialised equipment that will be used was supplied with photographs taken of actual products and machines at its stores. Though it did not fully address or provide afterhours contact numbers for emergency requirements or the ability to provide additional personnel, it listed some of its major current commitments, demonstrating its capacity to resource work and current workload.	It has extensive experience providing similar services to local governments including the Cities of Melville (full public leisure facilities at both the Melville and Booragoon Leisureplex – from 2017 to current) and Cockburn (ARC offices and leisure centre areas tenanted locations and public facilities – 2017 to current). It is the City's incumbent supplier.	It demonstrated a thorough understanding and appreciation of the City's requirements. It submitted a comprehensive response. It proposed cleaning methodology and approach including the development of a new transition plan, complete start-up clean, client service manager weekly meetings and IT system to track work. Examples of cleaning different surfaces including a milestone schedule in the form of a Gantt chart were provided.	It has offices in all states and territories in Australia. Its WA branch is located in Kardinya. It stated the company will work closely with its WA Perth based recruitment team, in ensuring its employees are being recruited from within the City wherever possible.	71.5%	\$1,545,610 206.21(total no. hours per week)	2

TENDER 029/20 PROVISION OF CLEANING SERVICES FOR CRAIGIE LEISURE CENTRE

[illegible]

TENDER 029/20 PROVISION OF CLEANING SERVICES FOR CRAIGIE LEISURE CENTRE

[illegible]

TENDER 029/20 PROVISION OF CLEANING SERVICES FOR CRAIGIE LEISURE CENTRE

[illegible]

TENDER 029/20 PROVISION OF CLEANING SERVICES FOR CRAIGIE LEISURE CENTRE

Tenderer & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Estimated Total Comparative Price	Rank
		Capacity	Demonstrated experience in providing similar services	Demonstrated understanding of the required tasks	Social and economic effects on the local community			
<p>The Trustee for Bellrock Cleaning Services Trust</p> <p>All requirements have been met.</p>	Yes	It has been providing cleaning services in WA since 2010. It currently has over 50 cleaners. It has a national office based in Keilor Park, VIC. An organisation structure and details of key personnel including their roles and industry experience were provided. It listed a small range of equipment. However it did not include the equipment specified for use in providing the services to the City. Though key contacts and 24 hour call centre number were submitted, the ability to provide additional personnel was not addressed.	It demonstrated experience providing cleaning services to various buildings and facilities for local governments in WA including the Cities of Fremantle (contract period – 2018 to 2020), Gosnells (2017 to current), Swan (2017 to current), South Perth (2013 to current), Belmont (2015 to current) and Joondalup (2015 to current). Insufficient information was submitted on the scope of work, outcomes and similarity to this requirement.	It demonstrated a good understanding of the required tasks. Though a basic cleaning methodology was supplied, it outlined the various tasks to be carried out, from general cleaning including floor, glass and partitions to ablution and BBQ cleaning.	<p>Its WA office is located in Malaga.</p> <p>It indicated, where possible, all its operational staff will be based in the City for this Contract. Its general manager has resided in the City since 2000.</p>	51.6%	<p>\$871,750</p> <p>101.5 (total no. hours per week)</p>	6

TENDER 029/20 PROVISION OF CLEANING SERVICES FOR CRAIGIE LEISURE CENTRE

[illegible]

TENDER 029/20 PROVISION OF CLEANING SERVICES FOR CRAIGIE LEISURE CENTRE

Tenderer & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Estimated Total Comparative Price	Rank
		Capacity	Demonstrated experience in providing similar services	Demonstrated understanding of the required tasks	Social and economic effects on the local community			
<p>Smart Cleaning Solutions (VIC) Pty Ltd</p> <p>All requirements have not been met - it did not indicate its agreement to comply with the conditions included in the RFT or warrants unconditional compliance with the Specification.</p>	Partially	<p>It has been providing cleaning services since 2009. It currently employs approximately 1,800 staff across Australia. It commenced operation in WA six years ago. It employs over 300 cleaners across metropolitan and regional WA. An organisational chart and details of two key personnel including their roles and experience were provided. It listed some equipment though it did not include the specialised equipment specified for use to carry out the services. It indicated the company has access to a 24/7 customer service centre and help desk for emergency and response cleaning. It has a contingency plan in place to provide short or long term staff relief.</p>	<p>It did not fully demonstrate experience providing similar cleaning services. It submitted three case studies and these included core and periodical cleaning services currently undertaken for YMCA (482 sites nationally), Think Childcare and Early Learning Centres (285 childcare centres and early learning schools, nationally and to 11 childcare centres across regional and metropolitan WA) and ALH Group (128 gaming/entertainment venues - nationally). However, limited information was submitted on scope of work, outcomes and similarity to this requirement. Examples did not include local government clients and only one involved leisure centres, which were YMCA's.</p>	<p>It demonstrated an understanding of the required tasks. It proposed transition-in, labour and recruitment plans. It stated the company will develop and provide tailored operational reporting (daily, weekly and monthly). However, its submission did not include the proposed cleaning methodology or approach on how the cleaning tasks will be carried out. It indicated the company will carry out formal monthly meeting and 100 day reviews. The panel noted weekly cleaning reviews are being carried out at the Centre.</p>	<p>Its head office is based in Mount Waverly, VIC. Its Perth office is located at St Georges Terrace.</p> <p>It stated the company's preference is to utilise local suppliers for all contracts.</p>	45.1%	<p>\$1,173,264</p> <p>173.6 (total no. hours per week)</p>	8

TENDER 029/20 PROVISION OF CLEANING SERVICES FOR CRAIGIE LEISURE CENTRE

[illegible]

TENDER 029/20 PROVISION OF CLEANING SERVICES FOR CRAIGIE LEISURE CENTRE

Tenderer & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Estimated Total Comparative Price	Rank
		Capacity	Demonstrated experience in providing similar services	Demonstrated understanding of the required tasks	Social and economic effects on the local community			
<p>The Trustee for Panich Family Trust trading as DMC Cleaning</p> <p>All requirements have not been met - though indicated yes to critical assumptions, did not provide details or specify critical assumptions made.</p>	Partially	<p>It was established in 1996. It currently has six full-time and 49 part-time staff. An organisational chart and details of key personnel including their roles and experience were provided. A list of equipment and machinery, fleet and products to service the contract was supplied, however, it did not include all of the specialised equipment specified for use to complete the services. After hours contacts for emergency requirements were supplied. It indicated the company has access to an extensive employee database if additional personnel are required to provide support.</p>	<p>It did not fully demonstrate experience providing similar services. Numerous examples of works were provided and these included cleaning services for the Shires of Boddington (area size 10,000m², contract period from 2015 to 2020), Merredin (9,000m², 2016 to 2022), Brookton (8,000m², 2018 to 2020) and Northam (9,000m², 2017 to 2022). However, these were mainly for building cleaning provided in regional WA and services involved no leisure or aquatic facilities.</p>	<p>It demonstrated some understanding of the City's requirements. Though its submission included the proposed approach in carrying out the services, general information was submitted on contract performance and on-site management.</p>	<p>It is located in Kalamunda.</p> <p>It indicated it supports buy local and employ local policies by obtaining goods and services as near to the contract sites.</p>	39.8%	<p>\$1,202,648</p> <p>217 (total no. hours per week)</p>	.10

TENDER 029/20 PROVISION OF CLEANING SERVICES FOR CRAIGIE LEISURE CENTRE

Tenderer & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Estimated Total Comparative Price	Rank
		Capacity	Demonstrated experience in providing similar services	Demonstrated understanding of the required tasks	Social and economic effects on the local community			
<p>OCS Services Pty Ltd</p> <p>All requirements have not been met - proposed amendments to the conditions of contract, in particular, price basis and variations, to incorporate a full rise and fall provision.</p>	Partially	<p>It was established in 1900. It is a multi-national company operating in 12 countries with 86,000 personnel. It currently employs 700 staff in Australia. An organisational chart and details of key personnel (mainly management team) including their roles, experience, relevant skills and qualifications were provided. It listed a small range of equipment, with most on the list of specialised equipment specified for use to provide the services. It indicated its dedicated customer services manager to the City will be available 24/7 on-call and the company has the ability to provide additional personnel.</p>	<p>It did not fully demonstrate experience providing similar services. Examples included commercial cleaning for the Department of Local Government, Sport and Cultural Industries (offices, toilets, change rooms, meeting rooms, gym, sports equipment, carpark, windows - 12 years duration) and Dumas House (general cleaning, ad hoc and emergency cleaning and periodic cleaning, 2011 to present). Other examples were for consolidated services currently undertaken for the Perth Children's Court (from 2014), Central Law Courts (from 2004), Dumas House (from 2011) and WA Parliament House (from 2013). However, all these involved no local government clients or leisure centres with wet/dry facilities.</p>	<p>It demonstrated its understanding of the required tasks. It indicated the company will utilise a sub-contractor (Satyam Facility Services Pty Ltd) to service this contract under its sub-contractor model. Details of the proposed plan for sub-contractor management, sub-contractor performance management and annual reviews were provided. However, the panel noted insufficient information was submitted on the proposed sub-contractor and cleaning methodology.</p>	<p>Its Perth office is located in Belmont.</p> <p>It stated the company currently has employed staff under its other contracts and in its management office from the City.</p>	38.5%	<p>\$1,059,074</p> <p>168 (total no. hours per week)</p>	11

TENDER 029/20 PROVISION OF CLEANING SERVICES FOR CRAIGIE LEISURE CENTRE

Tenderer & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Estimated Total Comparative Price	Rank
		Capacity	Demonstrated experience in providing similar services	Demonstrated understanding of the required tasks	Social and economic effects on the local community			
<p>Iconic Property Services Pty Ltd</p> <p>All requirements have been met.</p>	Yes	<p>It commenced operation in 2014. It currently has over 500 direct employees. An organisational chart and details of key personnel including their roles and responsibilities were provided. However, limited information was submitted on experience of some key staff. A small range of equipment was supplied though it included only some of the specialised equipment specified for use to provide the services. It stated its dedicated account manager and senior management staff are available 24/7 to respond to emergencies and additional requests. Also, it has access to labour hire companies to implement a contingency plan for relief staff.</p>	<p>It did not fully demonstrate experience providing similar services. Four examples of works were provided and these were for cleaning services to various facilities for the Town of Victoria Park (periodic cleaning at Aqualife), the Cities of Wanneroo (Aquamation and Kingsway indoor stadium), Perth (public amenities) and Vincent (Beatty Park). However, limited information was submitted on the scope of work, outcomes and similarity to the City's requirement. Also, period and dates of contracts or when these works were carried out were not supplied.</p>	<p>It demonstrated some understanding of the City's requirements. It submitted a brief outline of the process for service delivery and a roster with proposed monthly and periodicals cleans. However, its submission did not include the proposed methodology or approach on how the specific tasks at the leisure centre facilities will be carried out.</p>	<p>It is located in Mt Lawley.</p> <p>It did not submit a response.</p>	37.4%	<p>\$1,213,909</p> <p>164.5 (total no. hours per week)</p>	12

TENDER 029/20 PROVISION OF CLEANING SERVICES FOR CRAIGIE LEISURE CENTRE

[illegible]

TENDER 029/20 PROVISION OF CLEANING SERVICES FOR CRAIGIE LEISURE CENTRE

[illegible]