

**TENDER 011/21 PROVISION OF CLEANING AND WASHROOM HYGIENE SERVICES FOR CITY OF JOONDALUP COMMUNITY FACILITIES, LIBRARIES AND CHILD HEALTH CENTRES**

**SCHEDULE OF ITEMS**

Item	Description	Building Class Number	Unit of Measure
			*minutes required to clean (includes travel allowance)
1.	Admiral Park Clubrooms (Excl attached Public Toilets)	3	Minutes
2.	Beaumaris Community Centre	3	Minutes
3.	Bramston Park Community Sporting Facility (Excl attached Public Toilets)	3	Minutes
4.	Calectasia Hall	4	Minutes
5.	Connolly Community Centre	3	Minutes
6.	Currambine Community Centre	1	Minutes
7.	Chichester Park Clubrooms (Excl attached Public Toilets)	4	Minutes
8.	Dorchester Hall	4	Minutes
9.	Duncraig Child Health Centre	3	Minutes
10.	Duncraig Community Hall	2	Minutes
11.	Duncraig Library	2	Minutes
12.	Ellersdale Park Clubrooms (Excl attached Public Toilets)	3	Minutes
13.	Emerald Park Community Facility (Excl attached Public Toilets)	2	Minutes
14.	Fleur Freame Pavilion (Excl attached Public Toilets)	1A	Minutes
15.	Flinders Park Community Centre (Excl attached Public Toilets)	3	Minutes
16.	Forrest Park Sporting Facility	3	Minutes
17.	Gibson Park Community Centre	4	Minutes
18.	Greenwood Child Health Centre	4	Minutes
19.	Greenwood Scout Hall	4	Minutes
20.	Guy Daniels Clubrooms	4	Minutes
21.	Heathridge Child Health Centre	4	Minutes
22.	Heathridge Community Centre	1	Minutes
23.	Heathridge Park Clubrooms	3	Minutes
24.	Joondalup Library	1	Minutes
25.	Kingsley Child Health Clinic	4	Minutes
26.	Kingsley Memorial Clubrooms (Excl attached Public Toilets)	1A	Minutes
27.	MacNaughton Park Clubrooms	3	Minutes

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Item	Description	Building Class Number	Unit of Measure
			*minutes required to clean (includes travel allowance)
28.	Mildenhall	3	Minutes
29.	Mullaloo Child Health Centre	4	Minutes
30.	Multi-Storey Carpark	4	Minutes
31.	Padbury Child Health Centre	4	Minutes
32.	Padbury Community Hall	4	Minutes
33.	Penistone Park Clubrooms (Excl attached Public Toilets)	1A	Minutes
34.	Percy Doyle Football /Teeball Clubrooms	3	Minutes
35.	Rob Baddock Community Hall	3	Minutes
36.	Seacrest Park Sporting Facility	2	Minutes
37.	Sorrento Community Hall	3	Minutes
38.	Timberlane Park Hall (Excl attached Public Toilets)	2	Minutes
39.	Warrandyte Park Clubrooms	3	Minutes
40.	Warwick Community Care Centre	2	Minutes
41.	Warwick Community Hall	3	Minutes
42.	Whitfords Library	2	Minutes
43.	Whitfords Senior Citizen Centre	2	Minutes
44.	Whitfords Senior Citizen Centre – Hairdresser	(to be included in item 43)	
45.	Woodvale Library	2	Minutes
46.	Works Operation Centre	1	Minutes

**SCHEDULE OF RATES AND SCHEDULE OF ADDITIONAL RATES**

Item	Description	UOM
<b>1</b>	<b>CLASS 1 Labour rates</b>	
1.1	Cleaner (Monday to Friday)	Hour
1.2	Cleaner (Saturday)	Hour
1.3	Cleaner (Sunday)	Hour
1.4	Cleaner (Public Holiday)	Hour
1.5	Supervisor (Monday to Friday)	Hour

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<b>Item</b>	<b>Description</b>	<b>UOM</b>
1.6	Supervisor (Saturday)	Hour
1.7	Supervisor (Sunday)	Hour
1.8	Supervisor (Public Holiday)	Hour
1.9	Cleaner (Emergency 8.00am to 4.59pm)	Hour
1.10	Cleaner (Emergency 5.00pm to 7.59am)	Hour
<b>2</b>	<b>CLASS 1A Labour rates</b>	
2.1	Cleaner (Monday to Friday)	Hour
2.2	Cleaner (Saturday)	Hour
2.3	Cleaner (Sunday)	Hour
2.4	Cleaner (Public Holiday)	Hour
2.5	Supervisor (Monday to Friday)	Hour
2.6	Supervisor (Saturday)	Hour
2.7	Supervisor (Sunday)	Hour
2.8	Supervisor (Public Holiday)	Hour
2.9	Cleaner (Emergency 8.00am to 4.59pm)	Hour
2.10	Cleaner (Emergency 5.00pm to 7.59am)	Hour
<b>3</b>	<b>CLASS 2 Labour rates</b>	
3.1	Cleaner (Monday to Friday)	Hour
3.2	Cleaner (Saturday)	Hour
3.3	Cleaner (Sunday)	Hour
3.4	Cleaner (Public Holiday)	Hour
3.5	Supervisor (Monday to Friday)	Hour
3.6	Supervisor (Saturday)	Hour
3.7	Supervisor (Sunday)	Hour
3.8	Supervisor (Public Holiday)	Hour
3.9	Cleaner (Emergency 8.00am to 4.59pm)	Hour
3.10	Cleaner (Emergency 5.00pm to 7.59am)	Hour
<b>4</b>	<b>CLASS 3 Labour rates</b>	
4.1	Cleaner (Monday to Friday)	Hour
4.2	Cleaner (Saturday)	Hour
4.3	Cleaner (Sunday)	Hour
4.4	Cleaner (Public Holiday)	Hour
4.5	Supervisor (Monday to Friday)	Hour

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<b>Item</b>	<b>Description</b>	<b>UOM</b>
4.6	Supervisor (Saturday)	Hour
4.7	Supervisor (Sunday)	Hour
4.8	Supervisor (Public Holiday)	Hour
4.9	Cleaner (Emergency 8.00am to 4.59pm)	Hour
4.10	Cleaner (Emergency 5.00pm to 7.59am)	Hour
<b>5</b>	<b>CLASS 4 Labour rates</b>	
5.1	Cleaner (Monday to Friday)	Hour
5.2	Cleaner (Saturday)	Hour
5.3	Cleaner (Sunday)	Hour
5.4	Cleaner (Public Holiday)	Hour
5.5	Supervisor (Monday to Friday)	Hour
5.6	Supervisor (Saturday)	Hour
5.7	Supervisor (Sunday)	Hour
5.8	Supervisor (Public Holiday)	Hour
5.9	Cleaner (Emergency 8.00am to 4.59pm)	Hour
5.10	Cleaner (Emergency 5.00pm to 7.59am)	Hour
<b>6</b>	<b>Sanitary Services Rates</b>	
6.1	Supply and Service Sanitary Bins 22L	Each
6.2	Supply and Service Incontinence/Nappy Disposal Unit Standard 48L	Each
6.3	Service T-cell air fresheners	Each
6.4	Supply and Install T-cell Air Fresheners	Each
6.5	Technician Call out Normal Time	Hour
6.6	Technician Call out After Hours (4.00pm to 6:59am)	Hour
6.7	Technician Call out Saturday	Hour
6.8	Technician Call out Sunday/Public Holidays	Hour
6.9	Unscheduled materials % Mark-up	%
<b>7</b>	<b>Additional Rates</b>	
7.1	Carpet and Soft Furnishings Shampoo	m <sup>2</sup>
7.2	Window Cleaning	Hour
7.3	Hard Floor Cleaning	m <sup>2</sup>
7.4	High Pressure Cleaning	m <sup>2</sup>
7.5	Strip and Seal Vinyl	m <sup>2</sup>
7.6	High Level Pressure Cleaning	m <sup>2</sup>

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<b>Item</b>	<b>Description</b>	<b>UOM</b>
7.7	600mm Oven (incl rangehood)	Hour
7.8	900mm Oven (incl rangehood)	Hour
7.9	Commercial Oven (incl rangehood)	Hour

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ATTACHMENT 2

**SUMMARY OF REQUEST FOR TENDER SUBMISSIONS**

Tenderer & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Estimated Total Comparative Price	Rank
		Demonstrated Experience in Providing Similar Services	Demonstrated Understanding of the Required Tasks	Capacity	Social and economic effects on the local community			
<p>OCE Corporate Cleaning</p> <p>All requirements have not been met.</p>	Partially Compliant	<p>The company demonstrated extensive experience citing five current contracts it has in place for cleaning recreation centres, public washrooms, community centres, libraries and admin buildings for the Cities of Mandurah from 2019 (\$7m), Kalamunda from 2017, Claremont from 2017, Gosnells from 2020 and Rockingham from 2017 (\$1.6m p.a.). Numbers of buildings were noted to demonstrate ability to undertake cleaning activities concurrently and specific information was provided for how the company managed any challenges. It aligned specific buildings serviced to the City's buildings by type, area, number of buildings, and frequency. References were noted for three local governments.</p>	<p>OCE Corporate Cleaning demonstrated a sound understanding of the required tasks. The company proposed the use of WhatsApp for reporting issues, and log books to record on-site communication. It has GPS tracking enabled using geofencing which will record cleaner's time spent on site. Its four week timeline for transition included a list of tasks. The total number of staff allocated to the City's contract including supervisors and two relief cleaners was noted. A breakdown of the City's buildings was provided, divided into four groups defined by geographical location. Maps showing the locations to be covered, the times allocated for cleaning each facility, number of days per week the facility will be cleaned, and number of cleaners allocated to the facilities were noted. A list of chemicals to be used, accompanied by material safety data sheets, was submitted.</p>	<p>OCE Corporate Cleaning was established in 1991. The company currently has 200 personnel. An organisational chart and details of key personnel including their roles and experience were provided. A comprehensive list of specialised equipment for carrying out the services, including numbers of commercial vehicles, was provided. It operates a 24/7 helpdesk number and has a contingency plan in place whereby relief cleaners are on standby to attend to emergency requirements.</p> <p>The company has not selected any sub-contractors for sanitary services. It was not evident from the submission whether these services would be conducted in-house.</p>	The company is based in Wangara and has an office located in Joondalup. It employs staff who live within the City's boundaries.	70.9%	\$2,457,399	1

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Tenderer & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Estimated Total Comparative Price	Rank
		Demonstrated Experience in Providing Similar Services	Demonstrated Understanding of the Required Tasks	Capacity	Social and economic effects on the local community			
<p>Bellrock Cleaning Services Pty Ltd</p> <p>All requirements have not been met.</p>	Partially Compliant	<p>The company demonstrated extensive experience in providing similar services. It cited 14 clients (eight being local government) and submitted a detailed description for the scope of works it has conducted for the Cities of Fremantle between 2018-2021 (\$450k p.a.), Joondalup from 2018, Swan from 2017 (\$1.36m p.a.), Busselton from 2012, South Perth from 2013 (\$468k p.a.) and Belmont from 2015. Geographical maps and size of areas covered, numbers and types of buildings (spanning leisure centres, halls, libraries, administration and council offices, community centres, public toilets, barbeques), challenges, and outcomes were sighted. Ability to service the contracts was noted with examples provided for how it mobilises cleaners across various buildings to enable cleaning to be conducted simultaneously before and after hours.</p>	<p>The company demonstrated a thorough understanding of the required tasks. It identified all key elements of the services to be provided and an explanation for how it will undertake each task including emergency cleaning processes with timelines which accord to the City's expectations. A list of the chemicals it proposes to use was included. A matrix showing the staff numbers for each day comprising sufficient cleaning staff, two supervisors, one team leader and one contract manager was sighted, supported by a staffing roster depicting each of the City's facilities and the required servicing times and days. It uses a performance management system that enables communication and time and attendance with a GPS interface to verify staff location and time spent on site. Samples of timesheets, an audit inspection overview, and performance summary reports were submitted. Nappy and sanitary waste bin specifications comply with the City's requirements.</p>	<p>It has been operating since 2010 and employs over 150 cleaners. It will sub-contract the sanitary services component of the scope of works to Hygiene Concepts, a company with 24 years' experience. It submitted an organisation structure showing the key personnel, and a summary of their proposed role, years of experience, and qualifications. It has nominated a relief supervisor for additional support. A list of specialised equipment was noted for use on each of the sites with photos and description of use included. Details for emergency contact were not specifically addressed, with contact details provided for the General Manager only. The company is available 24 hours a day, 7 days a week.</p>	<p>The company is based in Malaga with a head office in Victoria. It will use hardware facilities in the City of Joondalup and has senior management who live within the City's boundaries.</p>	69.2%	\$2,387,839	2

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Tenderer & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Estimated Total Comparative Price	Rank
		Demonstrated Experience in Providing Similar Services	Demonstrated Understanding of the Required Tasks	Capacity	Social and economic effects on the local community			
Charles Service Company  All requirements have not been met.	Partially Compliant	The company demonstrated substantial experience in providing similar services. It cited five clients (four being local government), and associated references for two local governments, and submitted a detailed description for the scopes of works it has conducted which are comparable to the City's requirements for the Cities of Joondalup between 2009-2015 (\$390k p.a.), Kwinana between 2006-2018 and from 2019 (\$560k p.a.), Nedlands between 2007-2014 and from 2018 (\$130k p.a.), and Melville from 2019 (\$182k p.a.). Full project reference sheets were noted for all contracts highlighting facilities cleaned, response times, numbers of employees assigned, scheduling cleaning frequencies, similarities to the City's contract, challenges and solutions	Charles Service Company demonstrated its understanding of the City's requirements. It submitted a list of chemicals it proposes to use for the contract and associated material safety data sheets. It has real time consumable tracking, with screenshots noted of consumable reporting dash boards, uses WhatsApp for communication, and nominated tools to deliver on measurable targets. A sample audit report was submitted. Tablets are provided to supervisors with pre-recorded safety and performance indicators loaded with includes GPS location and date / time stamping. Priority levels and capability of responding within the City's timeframes for emergency cleaning were noted. Whilst the company submitted its service strategy by grouping facilities into twelve groups and assigning numbers of cleaners to each of the groups, the number of staff allocated was contradictory to that noted elsewhere within the submission.	Charles Service Company has been providing commercial cleaning services in WA for over 55 years. It has a pool of more than 350 permanent part time employees and 12 full-time team leaders. An organisational structure and details for four key personnel including their roles and years of experience were provided. It stated that the company owns a large inventory of specialist equipment of less than four years old, however, quantities of each type were not sighted to ascertain adequacy to service the City's contract. The ability to provide additional resources was addressed with back-up equipment nominated and a reserve of 30 skilled staff ready to be deployed at short notice. It operates a 24/7 emergency response number with the on-call contract manager being notified immediately of any calls. The company has selected a sub-contractor for sanitary and nappy bin services.	The company is located in West Perth and employs staff who reside within the City of Joondalup. It sponsors activities of a local college.	63.8%	\$2,783,915	3



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Tenderer & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Estimated Total Comparative Price	Rank
		Demonstrated Experience in Providing Similar Services	Demonstrated Understanding of the Required Tasks	Capacity	Social and economic effects on the local community			
<p>Iconic Property Services Pty Ltd</p> <p>All requirements have not been met.</p>	Partially Compliant	<p>The company demonstrated extensive experience in providing similar services. It provided details of 110 cleaning contracts (nine local government) it had undertaken and specific scopes of works for local governments Cities of Perth (from 2016), Wanneroo (from 2018), Bunbury (from 2020), Shire of Peppermint Grove (from 2019), and Town of Victoria Park comprising cleaning of identical buildings to the City's. Numbers of buildings to demonstrate capacity and capability of servicing numerous buildings concurrently were sighted. Components of each contract to highlight aspects comparable to the City's contract including servicing multiple facilities on different service frequencies, intricate scheduling, GPS tracking, and monitoring stock levels provided by a local government were all noted. References were provided.</p>	<p>Iconic Property Services Pty Ltd demonstrated some understanding of the City's requirements. The company submitted the list of chemicals it proposes to use accompanied by current material safety data sheets. A roster for 12 operatives and one client services manager depicting the total hours per day and per week assigned to the City's contract was submitted. The approach to how the facilities will be cleaned concurrently and methodology for how the facilities will be serviced to the timeframes stipulated within the tender documentation were not clear. The company has cleaning software to streamline cleaning operations enabling workflow automation and comprehensive data capture. The software records time and attendance using geofencing, and has features such as resource allocation, and task, inspection, and feedback management.</p>	<p>Iconic Property Services Pty Ltd commenced operation in 2014 and employs 400 staff, 71 of which are full-time. Basic information was provided for seven key personnel including their roles and responsibilities, with limited details included to demonstrate relevant contract experience. Specialised equipment was listed including whether it was owned or hired, the purpose, age, make and model, with available quantities of each unknown. It stated its dedicated account manager is available 24/7 to manage any emergency cleaning attendance with support from a 24/7 help desk. Having a large workforce enables the company to have additional resources on hand to provide additional assistance and shift cover when needed. The company has not selected any sub-contractors within its submission with limited information provided for hygiene services.</p>	<p>The company is located in Mount Lawley, employs City of Joondalup residents and will be engaging a uniform supplier based in Currabmine. It will support local initiatives alongside the City.</p>	63.7%	\$2,536,423	4

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Tenderer & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Estimated Total Comparative Price	Rank
		Demonstrated Experience in Providing Similar Services	Demonstrated Understanding of the Required Tasks	Capacity	Social and economic effects on the local community			
Facilities First Australia Pty Ltd All requirements have not been met.	Partially Compliant	The company demonstrated substantial experience in providing similar services. It provided details of 20 clients and cited five examples of scopes of works it has conducted which are comparable to the City's requirements being the Cities of Rockingham from 2013-2017 and from 2020, Cockburn from 2003-2009 and from 2015 (\$0.6m p.a.), Nedlands from 2014-2019, Joondalup from 2016-2021 and Cockburn Arc from 2017. A description of the tasks including the type of premises, numbers of buildings, areas covered, frequency of cleaning activities, and zoning of contracts into areas for teams to be assigned was noted. Contract challenges and how these were addressed were sighted for three of the local government contracts. References were submitted for three local governments where the scope of services is known.	The company demonstrated a reasonable understanding of the required tasks. It provided its strategy for the proposed transition and a Gantt chart highlighting the transition tasks that will be undertaken during the four week transition period. It provided an explanation for how it will schedule the works using a works management system containing all the scheduled and periodical works. This system encompasses work requests, quality audits, asset management and stock control and can be managed from a mobile device. Samples of reports, and a draft periodical schedule were noted with the schedule including monthly activities which do not correlate to the City's specifications. Its service delivery methodology covered components of the contract and a list of chemicals for use. It has assigned 20 staff to the City's contract. There was no alignment to the City's cleaning frequencies to determine how the company intends to complete the tasks concurrently with its current workload.	Facilities First Australia Pty Ltd was established in 1994 and it currently has over 400 employees servicing the wider Perth and Peel regions. Organisation charts for the National Support Team and WA team were submitted accompanied by qualifications and experience for eight nominated key WA staff and one example supervisor. A list of specialised equipment including the type, make and model was sighted with two high speed polishers/scrubbers allocated to the City and a pressure steam washer to another local government. It did not address the ability to provide additional personnel or resources or provide afterhours contact numbers for emergency personnel. Limited information was provided for provision of hygiene services.	The company's WA branch is located in Kardinya. It did not meet any of the criteria.	54.4%	\$3,001,477	5



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		Demonstrated Experience in Providing Similar Services	Demonstrated Understanding of the Required Tasks	Capacity	Social and economic effects on the local community			
DMC Cleaning All requirements have not been met.	Partially Compliant	DMC Cleaning demonstrated reasonable experience in providing similar services. It provided a matrix of 22 contracts (six being local governments in regional WA) showing their size, duration and nature of services provided. Whilst the submission demonstrated exposure to cleaning facilities comprising community centres, public facilities, libraries and club rooms for the Shires of Boddington, Merredin, Capel, Northam, Brookton and Toodyay, little information was provided for the activities undertaken, numbers of cleaners allocated, or frequency of cleaning schedules to determine whether the contracts are of comparative complexity to the City's contract. References were noted for two local governments.	DMC Cleaning demonstrated some understanding of the City's requirements. It submitted its proposed list of chemicals and material safety data sheets and a labour resource plan illustrating the City's facilities, required start and finish times, minutes per clean, frequency per week, total hours per week and the number of cleaners allocated totalling 15. Buildings were grouped by cleaner or 'work package'. Where the total hours in each work package exceeds 50 hours per week a double operative is assigned. Google maps has been used to finalise route planning. Details for its transition were noted which was broken down into key elements of the 30 day mobilisation period. A sample site duty statement / daily checklist was noted for Admiral Park Clubrooms which are provided as a guide for the cleaning operatives. The ability to monitor / record times spent on site using GPS technology was not clarified.	DMC Cleaning was established in 1996 and currently has 45 part-time staff. An organisational chart was sighted, with ten key cleaning personnel nominated for the City's contract. Brief details of their respective roles and a summary of their experience were submitted, with resumes sighted for the managing director and area manager. A list of equipment and machinery, fleet and products to service the contract was omitted. After hours contact for emergency requirements were supplied. It indicated the company will use support from sub-contractors for additional labour and has nominated three sub-contractors for labour, specialised cleaning, and hygiene services respectively.	The company did not meet any of the criteria. It is located in Kalamunda.	48.7%	\$2,639,151	7



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Tenderer & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Estimated Total Comparative Price	Rank
		Demonstrated Experience in Providing Similar Services	Demonstrated Understanding of the Required Tasks	Capacity	Social and economic effects on the local community			
Grace Rose Didier Cleaning Services All requirements have been met	Yes	The company demonstrated some experience in providing similar services. It has been providing relief cleaning of beaches and park toilets for the City since October 2020 with other cleaning contracts noted for Mindarie Marina (since 2018) and Nissan Clarkson (since 2018). Elements comparable to the City's contract were noted however numbers and size of facilities, outcomes of contracts, and ability to provide cleaning services to multiple facilities concurrently were not referenced. References were provided.	The company demonstrated a general understanding of the required tasks and provided a summary plan of the approach to achieve contract objectives. It stated that it will divide the 46 buildings into subgroups based upon geographical proximity and sizes to be serviced by a team of two or more staff. Each team will be provided with a roster and a list of buildings. A sample breakdown of a cleaning task for Currabine Community Centre was sighted which covered all the key elements required by the City broken down into minutes comprising 177 minutes in total. The company will prioritise teams of at least two staff to mitigate the risk of lone working. Information to demonstrate how it will track cleaner's movements was omitted. It provided a list of chemicals to be used for the City's contract supported by material safety data sheets.	The company was established in 2018 with the two owners having seven years' experience. The company currently employs ten staff. A list of specialised equipment was noted however it was unclear how many of each item would be available for the City's contract. A contact was nominated for emergencies however the ability to provide additional resources was not specifically addressed. It will sub-contract the sanitary services component of the contract.	The business is located in Hocking and employs staff who live in Joondalup. It will use locally based suppliers such as Bunnings, Total Tools and fuel stations. It will support a local charity that provides support and assistance to people in need if successful.	46.5%	\$5,464,741	9

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		Demonstrated Experience in Providing Similar Services	Demonstrated Understanding of the Required Tasks	Capacity	Social and economic effects on the local community			
Dunbar Services (WA) Pty Ltd	Partially Compliant	The company demonstrated reasonable experience in providing similar services. Brief information was provided for 11 contracts (one local government) to demonstrate similarities to the City's contract being cleaning of large open spaces and confidential areas. Whilst it has undertaken cleaning for the City of Stirling between 2019-2021 (\$65k p.a.) this was predominantly high level cleaning, kitchen, and toilet exhaust system cleaning and general cleaning. Its experience with sanitisation was noted at Royal Perth Hospital Research Foundation (\$150k p.a.) from 2020 to 2021 whereby it was on site five days per week and performed services throughout all levels with a singular cleaner in the morning and two in the afternoon. References were provided.	The company did not demonstrate sufficient understanding of the required tasks providing a few statements for how it will have a dedicated Contracts Manager and Supervisor for the contract, and additional cleaning technicians who are inducted and familiar with the sites. Details for transition, numbers of cleaners and how it will schedule the facilities to ensure that they are cleaned according to the City's specifications were lacking and the ability to record cleaner's time spent on site using GPS technology was not acknowledged. It will sub-contract the hygiene services component of the contract and submitted the list of chemicals it proposes to use on the City's contract with associated material safety data sheets.	The company was established in Tasmania in 1998 with its Perth office opening in 2001. It has 70 staff including 40 full-time staff and submitted its organisation structure. It was not clear how many staff are based in WA. A summary of the key personnel was noted including qualifications, training, length of service in the company and number of years industry experience. It will have additional cleaning technicians who are inducted and are familiar with the sites to ensure the scope of works is maintained. An extensive list of its specialised equipment was sighted which was adequate for the requirements of the City's contract. After hours emergency contact information was provided for three personnel.	The company is located in Landsdale. Two directors are City of Joondalup residents. The company also employs numerous residents. It supports Sorrento Saints Netball, and Surf Life Saving.	36%	\$7,081,732	10
All requirements have not been met.								

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Tenderer & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Estimated Total Comparative Price	Rank
		Demonstrated Experience in Providing Similar Services	Demonstrated Understanding of the Required Tasks	Capacity	Social and economic effects on the local community			
GJK Facility Services	Partially Compliant	The company demonstrated reasonable experience in providing similar services. It submitted an overview of the cleaning services it has performed for the Cities of Greater Geelong (since 2015), Melbourne (since 2015), and Port Phillip (since 2011) spanning council buildings, open space facilities, rotational cleaning of toilets and barbeques. It has also conducted cleaning and periodic services to a total of 36 open-air and enclosed car parks for the City of Perth (since 2015). The number of visits per day and cleaners assigned for each of these contracts were not sighted to ascertain similarity to the size and complexity of the City's contract. A contract with the City of Mandurah was noted however the scope of services was not included for comparison against the City's contract. References were noted.	The company did not demonstrate an understanding of the required tasks. Whilst it presented options for using robotics, nano technology, digital applications and smart technology to optimise productivity, it did not fully explain how it will schedule the cleaning services including the numbers of cleaning operatives it will allocate and how it will group the buildings to meet the frequencies and timeframes required under the contract. It provided a list of the chemicals it will use and associated material safety data sheets.	The company was established in 1985 and employs 3,000 full-time employees. Its organisation structure depicted the executive team. It has assigned three key personnel, a regional operations manager, operations manager and customer service manager, with appropriate qualifications and industry experience, to the City's contract. Details for cleaning operatives / supervisory staff were omitted. General information was provided for the specialised equipment that will be used which did not include the quantities. It did not specifically address the ability to provide additional personnel and resources, or emergency after hour contact information, stating that it has a flat and agile management structure which allows issues to be addressed quickly via key executive staff who are contactable 24/7. It operates a pager system as a back-up.	The company is registered in Victoria, operates in all Australian states and territories, and has a WA office located in Subiaco. It employs residents who work on other contracts held and will source local suppliers in Joondalup if successful.	31.8%	\$2,559,572	11
All requirements have not been met.								





**TENDER 011/21 PROVISION OF CLEANING AND WASHROOM HYGIENE SERVICES FOR CITY OF JOONDALUP COMMUNITY FACILITIES, LIBRARIES AND CHILD HEALTH CENTRES** **ATTACHMENT 2**

Tenderer & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Estimated Total Comparative Price	Rank
		Demonstrated Experience in Providing Similar Services	Demonstrated Understanding of the Required Tasks	Capacity	Social and economic effects on the local community			
Glad Commercial Cleaning	Partially Compliant	Glad Commercial Cleaning demonstrated some experience in providing similar services. A basic list of 12 contracts was noted, three of which were for local governments Cities of Swan, Perth and Melville, with their contract start and end dates. The exact scope of works provided, periodicity of cleans, numbers of teams allocated, and areas serviced were not provided for comparison against the City's requirements. References were noted.	Glad Commercial Cleaning provided details of its proposed Contract Management Plan which included a snapshot of a sample planned periodical maintenance schedule to demonstrate how the company manages and reports on delivery. The schedule was not tailored to the City's requirements, did not reflect the frequencies, and had no correlation to the tasks identified in the tender document. The Evaluation Panel was therefore unable to determine whether the company has understood the tasks to be completed and how they will be scheduled especially as numbers of staff and teams to be allocated were not noted, and ability to provide GPS monitoring and reporting was lacking. It is uncertain who will be providing sanitary services.	The company did not provide information for the time in business and number of employees however the company does intend to leverage existing teams to support new sites. Resumes were noted for four key personnel to illustrate industry experience and portfolios managed. A list of seven items was noted for specialised equipment with their make and model. The company has a national communications centre available 24/7 with little other details provided for who will be contactable in the event of an emergency.	The company is located in Perth. It did not meet any criteria when assessed against this category.	31.3%	\$2,455,544	12
All requirements have not been met								

**TENDER 011/21 PROVISION OF CLEANING AND WASHROOM HYGIENE SERVICES FOR CITY OF JOONDALUP COMMUNITY FACILITIES, LIBRARIES AND CHILD HEALTH CENTRES** **ATTACHMENT 2**

Tenderer & Description of Response	Is it Compliant? Yes or No	Comment Against Criteria				Evaluation Score	Estimated Total Comparative Price	Rank
		Demonstrated Experience in Providing Similar Services	Demonstrated Understanding of the Required Tasks	Capacity	Social and economic effects on the local community			
<p>All Clean Property Services Plus Pty Ltd</p> <p>All requirements have not been met</p>	Partially Compliant	<p>All Clean Property Services Plus Pty Ltd demonstrated reasonable experience in providing similar services. It provided three examples of contracts it has performed for Lotterywest Commission three buildings (3,688m<sup>2</sup>, 177m<sup>2</sup> and 113m<sup>2</sup>), City of Swan (20,000m<sup>2</sup>) and Programmed Facility Management for Perth Supreme Court, Joondalup and Rockingham Courts and Mandurah Supreme Court (10,250m<sup>2</sup>, 6,375m<sup>2</sup>, 4,875m<sup>2</sup>, 1,500m<sup>2</sup>) which included the types / numbers of buildings, tasks undertaken, numbers of cleaners and job similarities. Whilst the company provided an overview of the cleaning frequencies for each Contract, outcomes of the services provided were not specifically addressed, with the length of contract not provided for all contracts. References were noted for three contracts, two of which were for companies where the scope of works were unknown.</p>	<p>The company demonstrated a general understanding of the required tasks. It will conduct weekly inspections and included an overview for how it will provide training and ensure that all documentation will be in place prior to any staff commencing work. It submitted a transition plan depicting a four week mobilisation period, and a methodology in the form of a matrix highlighting all the cleaning tasks to be conducted and the days and times each facility will require cleaning. There was little information to illustrate how all the facilities will be cleaned concurrently, the number of cleaners to be allocated to the contract, and how many teams will be utilised to ensure that key elements of the specification are satisfactorily met. As no sub-contracting arrangements have been identified it is uncertain whether sanitary services will be conducted in-house. Chemical information for use on the contract was sighted.</p>	<p>The company was founded in 1973 and employs 200 part-time staff and 20 full-time staff. An organisation structure showed the key executive staff, and resumes were noted for six personnel with appropriate qualifications and industry experience. Details for the proposed cleaning supervisor and team leaders were not sighted and a list of specialised equipment that will be used for the Contract was omitted. The management team is available 24 hours a day, seven days a week via smart phones, tablets and emails. Specific information for how additional personnel and / or equipment will be sourced was not addressed.</p>	<p>The company is located in Bibra Lake and currently employs City of Joondalup residents.</p>	30.6%	\$3,067,010	13

**TENDER 011/21 PROVISION OF CLEANING AND WASHROOM HYGIENE SERVICES FOR CITY OF JOONDALUP COMMUNITY FACILITIES, LIBRARIES AND CHILD HEALTH CENTRES**

ATTACHMENT 2

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		Demonstrated Experience in Providing Similar Services	Demonstrated Understanding of the Required Tasks	Capacity	Social and economic effects on the local community			
The Mother Theresa Cleaning Services All requirements were not met	No	The Submission from The Mother Theresa Cleaning Services did not address any of the compliance or qualitative criteria other than references, did not include pricing for all items under the schedule of rates, and did not submit the number of cleaning minutes required to clean all of the buildings serviced under the contract as requested. The submission was therefore not assessed.						