

**TENDER 012/21 PROVISION OF CLEANING AND WASHROOM HYGIENE SERVICES FOR CITY OF JOONDALUP STAND-ALONE PUBLIC TOILETS AND CLEANING OF ATTACHED PUBLIC TOILET FACILITIES**

**SCHEDULE OF ITEMS**

Item	Description	Unit of Measure
		*minutes required to clean (includes travel allowance)
1.	Admiral Park Clubrooms outside Public Toilets only	Minutes
2.	Barrisdale Park Toilets/Changerooms	Minutes
3.	Beldon Park Toilets/Changerooms	Minutes
4.	Belrose Park Toilets/Changerooms	Minutes
5.	Blackall Park Toilets/Changerooms	Minutes
6.	Blackboy Park Toilets/Changerooms	Minutes
7.	Blackboy Park Tennis Amenity	Minutes
8.	Bramston Park Clubrooms UAT only	Minutes
9.	Bridgewater Park Toilets/Changerooms	Minutes
10.	Burns Beach Toilets/Changerooms	Minutes
11.	Camberwarra Park Toilets/Changerooms	Minutes
12.	Caledonia Park Toilets/Changerooms	Minutes
13.	Central Park Toilets/Changerooms	Minutes
14.	Charonia Park Toilets/Changerooms	Minutes
15.	Chichester Park Public UAT only	Minutes
16.	Christchurch Park Toilets/Changerooms	Minutes
17.	Delamere Park Toilets	Minutes
18.	Emerald Park Community Centre outside Public Toilets only	Minutes
19.	Ellersdale Park Public Toilets only	Minutes
20.	Falkland Park Toilets	Minutes
21.	Fleur Freame Pavilion outside Public Toilets only	Minutes
22.	Flinders Park public UAT only	Minutes
23.	Glengarry Park Toilets/Changerooms	Minutes
24.	Glengarry Park Tennis Amenity	Minutes
25.	Harbourview Park Toilets/Changerooms	Minutes
26.	Hawker Park Toilets/Changerooms	Minutes
27.	Hillarys Animal Beach Toilets/Changerooms	Minutes
28.	Hillarys North Beach Toilets/Changerooms	Minutes

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Item	Description	Unit of Measure
		*minutes required to clean (includes travel allowance)
29.	Hillarys Park Toilets/Changerooms	Minutes
30.	Iluka Foreshore Toilets/Changerooms	Minutes
31.	James Cook Park Toilets	Minutes
32.	James Cook Park Tennis Amenity	Minutes
33.	Juniper Park Toilets/Changerooms	Minutes
34.	Keywest Mullaloo Foreshore Toilets/Changerooms	Minutes
35.	Kingsley Memorial Park Clubrooms Public UAT only	Minutes
36.	Korella Park Toilets/Changerooms	Minutes
37.	Lexcen Park Toilets/Changerooms	Minutes
38.	Marri Park Toilets/Changerooms	Minutes
39.	Marmion Foreshore Toilets/Changerooms	Minutes
40.	Mawson Park Toilets/Changerooms	Minutes
41.	Melene Park Toilets/Changerooms	Minutes
42.	Mirror Park Toilets/Changerooms	Minutes
43.	Moolanda Park Toilets/Changerooms	Minutes
44.	Mullaloo North Toilets/Changerooms	Minutes
45.	Mullaloo South Toilets/Changerooms	Minutes
46.	Neil Hawkins Park Toilets/Changerooms	Minutes
47.	Ocean Reef Boat Ramp Toilets/Changerooms	Minutes
48.	Ocean Reef Park Toilets/Changerooms	Minutes
49.	Otago Park Toilets/Changerooms	Minutes
50.	Penistone Park Sporting Facility Outside Public UAT only	Minutes
51.	Pinnaroo Foreshore Toilets/Changerooms	Minutes
52.	Prince Regent Park Toilets/Changerooms	Minutes
53.	Reid Promenade Exeloo Toilets	Minutes
54.	Robin Park Toilets/Changerooms	Minutes
55.	Santiago Park Toilets	Minutes
56.	Shepherds Bush UAT	Minutes
57.	Sorrento Football Club public UAT only	Minutes
58.	Sorrento North Toilets/Changerooms	Minutes

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Item	Description	Unit of Measure
		*minutes required to clean (includes travel allowance)
59.	Sorrento South Toilets/Changerooms	Minutes
60.	Timberlane Park public UAT only	Minutes
61.	Warwick Hockey public UAT only	Minutes
62.	Whitfords Nodes Park Toilets/Changerooms	Minutes
63.	Windemere Park Toilets	Minutes

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

Item	Description	UOM
<b>1</b>	<b>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
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>Sanitary Services Rates</b>	
2.1	Supply and Service Sanitary Bins 22L	Each
2.2	Supply and Service Incontinence/Nappy Disposal Unit Standard 48L	Each
2.3	Unscheduled materials % Mark-up	%
<b>3</b>	<b>Additional Rates</b>	
3.1	Window Cleaning	Hour
3.2	High Pressure Cleaning	m <sup>2</sup>
3.3	High Level Pressure Cleaning	m <sup>2</sup>

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## SUMMARY OF REQUEST FOR TENDER SUBMISSIONS

<b>Tenderer &amp; Description of Response</b>	<b>Is it Compliant? Yes or No</b>	<b>Comment Against Criteria</b>				<b>Evaluation Score</b>	<b>Estimated Total Comparative Price</b>	<b>Rank</b>
		<b>Demonstrated Experience in Providing Similar Services</b>	<b>Demonstrated Understanding of the Required Tasks</b>	<b>Capacity</b>	<b>Social and economic effects on the local community</b>			
OCE Corporate Cleaning All requirements have not been met.	Partially Compliant	The company demonstrated extensive experience citing five current contracts it has in place for cleaning local government facilities including public washrooms and toilet facilities (many coastal) 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.). It also separately identified key City public toilet / changeroom facilities and compared these against similar facilities serviced under its existing contracts to demonstrate ability to undertake cleaning activities across numerous sites and geographical locations concurrently. Aspects such as usage, numbers of buildings, structure type, site location and frequencies for these examples were comparable with the City's requirements.  References were noted for three local governments.	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 and smart sheet tools for daily reporting. Its four week timeline for transition included a comprehensive list of tasks. Ability to respond to the City's turnaround times for emergencies was confirmed. A cleaning time and route plan, supported by google map images, was submitted for three teams to illustrate when each facility will be cleaned, how often, and the number of cleaners assigned to complete the tasks. A total number of hours was calculated for each person per shift. The total number of staff allocated to the City's contract including supervisors and two relief cleaners was noted. A list of chemicals to be used, accompanied by material safety data sheets, was submitted.	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. An extensive list of specialised equipment for carrying out the services, including numbers of commercial vehicles, was provided, with most being unnecessary for the scope of works. 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.  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.	The company is based in Wangara and has an office located in Joondalup. It employs staff who live within the City's boundaries.	67.7%	\$796,880	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 with comparable services noted 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. All of these contracts included the supply of cleaning services to various Council owned facilities including public toilets. Challenges that arose during the contracts such as vagrancy and disorderly conduct, vandalism and remote sites, and how they were managed, were included. Geographical maps, numbers of buildings and size of areas covered were included. 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, one supervisor, 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. Most of the equipment was not relevant for this contract. Details for emergency contact was 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>	64.8%	\$651,980	2

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<p>Iconic Property Services Pty Ltd</p> <p>All requirements have not been met.</p>	Partially Compliant	Iconic Property Services Pty Ltd demonstrated extensive experience in providing similar services. It provided details of 110 cleaning contracts (nine local government) it has undertaken and specific scopes of works for local government public toilet cleaning contracts being the Cities of Perth from 2016, and Wanneroo from 2018, and Shire of Peppermint Grove from 2019. 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.	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 four 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.	Iconic Property Services Pty Ltd commenced operation in 2014 and employs 400 staff, 71 being 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 most of the equipment not relevant to the scope of works. It has a dedicated account manager 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. The company has not selected any sub-contractors within its submission with limited information provided for hygiene services.	The company is located in Mount Lawley, employs City of Joondalup residents and will be engaging a uniform supplier based in Currambine. It will support local initiatives alongside the City.	54.6%	\$802,018	4

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		<b>Demonstrated Experience in Providing Similar Services</b>	<b>Demonstrated Understanding of the Required Tasks</b>	<b>Capacity</b>	<b>Social and economic effects on the local community</b>			
B.I.C. Services Pty Ltd	Partially Compliant	The company demonstrated good experience in providing cleaning services. It has been performing periodical and emergency cleaning to 20 properties for the City of Bunbury since 2020 (\$300k p.a.). Elements of cleaning services provided included washroom cleaning. Other examples of cleaning contracts were noted, predominantly performed within retail precincts and office buildings in New South Wales, with three contracts noted in WA for Charter Hall at Raine Square (55,000m²), Dexus at 240 St Georges Terrace (46,000m²) and Kings Square (35,000m²). The latter contracts included aspects such as common area and tenant cleaning, housekeeping, external cleaning, window cleaning, hygiene and towel service. References were noted.	The company demonstrated basic understanding of the required tasks. It provided a sample service level agreement for washroom and toilets and provided a general overview for how it will deliver the scope of works including how it will develop and resource contract labour rosters, employ team members, and deliver training to staff. Its service delivery team was sighted, headed by a WA State Manager, and details for its transition were noted comprising standard tasks over a timeline of four to six weeks. Whilst it provided a list of its chemicals, no supporting material safety data sheets were sighted. There was limited information provided for how it will approach the scope of works including how many cleaners will be engaged, how it will group the buildings, and how rosters will be scheduled to ensure the tasks are performed according to the City's frequencies and timeframes. The company operates real time GPS monitoring and reporting using a workforce management tool.	The company was established in 1989 and employs 2,500 staff nationally. Details for the WA state manager were noted showing 20 years' experience in senior management roles, however details of qualifications and contacts worked on were omitted to demonstrate relevant industry and comparable experience. Nominated cleaning supervisory staff and numbers of cleaners assigned to the City's contract were lacking. Specialised equipment comprising all-purpose cleaners, pressure cleaners and interactive customer experience platform barcode system (QR code) were noted. It has a pool of permanent rotational relief staff which can be called upon for unforeseen scenarios and has a 24/7 helpdesk service. Contact details for key personnel in the event of an emergency were not sighted. It will sub-contract sanitary services.	The company is located in Perth and stated that it will employ residents within the City of Joondalup for the contract.	47.3%	\$926,327	6
All requirements have not been met.								

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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	No	<p>The Submission from The Mother Theresa Cleaning Services did not address any of the compliance or qualitative criteria other than submit 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. Furthermore, it was noted that the Offer submitted was for the provision of cleaning and washroom hygiene services for City of Joondalup community facilities, libraries and child health centres, and not for the provision of cleaning and washroom hygiene services for City of Joondalup stand-alone public toilets and cleaning of attached public toilet facilities. The submission was therefore not assessed.</p>						
All requirements were not met								