

**5.3: CONTRACT C11001 – PROVISION OF CLEANING SERVICE**

**Proponent** : City of Albany  
**Owner** : City of Albany  
**Responsible Officer** : Executive Director Works and Services (K Ketterer)

**IN BRIEF**

- Contract C11001 – Provision of Cleaning Service be AWARDED to CGS Quality Cleaning for a one year period, following which period the contract will be retendered.

**ITEM 5.3: RESPONSIBLE OFFICER RECOMMENDATION  
VOTING REQUIREMENT: SIMPLE MAJORITY**

**THAT Council:**

**ACCEPT the Tender from CGS Quality Cleaning and award contract C11001 for the provision of cleaning services for a period of one year, following which period the contract will be retendered.**

**ITEM 5.3: RESOLUTION (Responsible Officer Recommendation)**

**MOVED: COUNCILLOR MATLA  
SECONDED: COUNCILLOR DUFTY**

**THAT the Responsible Officer Recommendation be ADOPTED.**

**CARRIED 8-2**

**Record of Vote**

Against the Motion: Councillors D Bostock and Leavesley

**BACKGROUND**

1. Due to the expiry of the current Cleaning Services contract, tenders were called for the provision of cleaning services for a possible period of three years. The tender is for the following Council buildings:

- Albany Airport
- Library
- Town Hall
- Depot
- Albany Day Care Centre
- Lotteries House
- North Road Administration Building
- Albany Visitor Centre
- Vancouver Arts Centre
- Hanrahan & Bakers Junction Waste Site weighbridge buildings and AWARE centre

**DISCUSSION**

2. Tenderers were asked to provide a monthly breakdown of cleaning costs for each of the Council facilities, plus an additional schedule of rates for additional and urgent response cleaning services.
3. The tender documents included tender evaluation criteria using the weighted attribute method. This method scores the evaluation criteria and weights their importance to determine an overall point score for each tender. The criteria are tabled below:

Criteria	% Weight
Cost	25%
Technical Compliance and Experience	25%
Safety Management	20%
Reliability	30%
<b>TOTAL</b>	100%

4. Tenders from a total of four service providers were received. One tender was non-conforming as it contained only carpet cleaning services and not the full range of cleaning services stipulated. These suppliers are listed below:

Tenderer	Local Preference Qualification
Trevally's Carpet Cleaning	Non Conforming
CGS Quality Cleaning	Yes
ISS Facility Services Ltd	Yes
OCS Services Pty Ltd	Yes

5. Each company claimed against the City of Albany's Regional Price Preference Policy. The following table summarises the the overall evaluation score applicable to each submission.

<b>Tenderer</b>	<b>Total Evaluation Score</b>
Trevally's Carpet Cleaning	Nil
CGS Quality Cleaning	599.12
ISS Facility Services Ltd	574.28
OCS Services Pty Ltd	512.85

6. The submission from ISS Facility Services Ltd is based on using CGS Quality Cleaning as its local contractor providing support services on a regional basis. CGS Quality Cleaning has been a former cleaning contractor for the City of Albany and has an established local presence in Albany. The other conforming tender comes from the City's current contractor OCS Services Pty Ltd which has the benefit of existing staff and familiarity with the scope of works.
7. On the basis of the total evaluation score which considers cost, quality controls, safety, experience and reliability the most suitable company is considered to be CGS Quality Cleaning which has the compounding benefits of competitive pricing and being an established and reliable local operator.

#### **GOVERNMENT CONSULTATION**

8. Nil.

#### **PUBLIC CONSULTATION / ENGAGEMENT**

9. A request for tenders was published in the West Australian on 9 March 2011 and the Albany Weekender on 10 March 2011.

#### **STATUTORY IMPLICATIONS**

10. Regulation 11 of the *Local Government (Functions and General) Regulations 1996 (Regulations)* requires Council to publicly tender if the contract is, or is expected to be, more, or worth more, than \$250,000.
11. Regulation 18 of the Regulations outlines a number of requirements relating to choice of tender. Council is to decide which of the acceptable tenders is the most advantageous to Council. It may also decline to accept any tender.
12. Regulation 19 of the Regulations requires Council to advise each tenderer in writing the result of Council's decision.

**STRATEGIC IMPLICATIONS**

13. This item directly relates to the following elements from the Albany Insight ~ Beyond 2020 Corporate Plan

*Priority Goals and Objectives: Goal 4: Governance ... The City of Albany will be an industry leader in good governance and service delivery.*

*Objective 4.2 The City of Albany will manage our municipal assets to ensure they are capable of supporting our growing community.*

*City of Albany Mission Statement: At the City of Albany we are results driven and accountable. We provide best value in applying council and community resources, and we apply Council funds carefully.”*

**POLICY IMPLICATIONS**

14. The City of Albany Tender Policy and Regional Price Preference Policy are applicable to this item.

**RISK IDENTIFICATION & MITIGATION**

15. The risk identification and categorisation relies on the City’s Risk Management Framework.

<b>Risk</b>	<b>Likelihood</b>	<b>Consequence</b>	<b>Risk Rating</b>	<b>Mitigation</b>
Contract personnel have access to facilities after hours and could access confidential information or steal items	Possible	Medium	Medium	Importance is given to the experience and reliability of the tenderer in the evaluation process
Non compliance with contract or business failure	Unlikely	Medium	Medium	General conditions of contract allow for contract termination on the basis of failure to supply services

**FINANCIAL IMPLICATIONS**

16. Each location maintains individual budgets for cleaning purposes with the tendered price being shared across the organisation. Each department or building “owner” will have to provide for the cleaning services applicable in their budgets.
17. The value of this tender is in excess of \$250,000 and therefore the approval is referred to Council for consideration and award.

**LEGAL IMPLICATIONS**

18. There are no legal implications associated with this item.

**ALTERNATE OPTIONS**

19. Council can accept or reject the tenders as submitted.

**SUMMARY CONCLUSION**

20. On reviewing the submissions the evaluation team assessed GSC Quality Cleaning as being the most suitable tenderer across the evaluation criteria in terms of cost, resources, experience, safety and reliability and are recommended to be awarded the Provision of Cleaning Service contract.

<b>Consulted References</b>	Local Government (Functions and General) Regulations 1995 Council Policy – Purchasing (Tenders & Quotes) Council Policy – Buy Local (Regional Price Preference)
<b>File Number (Name of Ward)</b>	C11001 (All Wards)