

**CM13.4. Provision of Cleaning Services, Albury Airport and Administration Building
Contract No. 21/02006**

DATE	14 October 2021	FIL REFERENCE	FIL21/02006-01
CONFIDENTIAL	No		
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Purpose of Report

To recommend a preferred contractor to supply Cleaning Services to Albury Airport and Administration Building, through a qualitative and quantitative assessment.

Background

Council owns and manages 593 sites across the city, and to ensure these facilities meet the demands of our community, cleaning services are separated into five individual contracts as follows:

- City Area – Library/Museum, Retro Lane Youth Café, MAMA, and the Collections Storage Space at Thurgoona.
- Community Properties – Thurgoona Community Centre, Banjora Child Care Centre, Glenecho Neighbourhood House, Springdale Heights Community Centre, Mirambeena Community Centre, Lavington Library, Lavington Hall, Lavington Sports Ground, Albury Family Day Care, Westside Community Centre, Waterview Laboratory, Emergency Management Centre, Glenmorous Memorial Gardens & Crematorium, and the Visitor Information Centre.
- Administration Building, Albury Airport plus ancillary office building.
- Public Amenities and Depots – Encompassing all public amenities including sports grounds, as well as Depots – Lavington, Albury, Botanic Gardens, Jelbart Pump Station, Wagirra Depot and Albury Waste Management Centre.
- Bus Shelters and Utility Boxes.

Consideration has previously been given to combining some of these contracts, but a number require specialised and diverse services, and given the relatively large size of Council's property portfolio within the region, these smaller contracts facilitate greater market response and offer more opportunities to be managed through local contractors.

Tenders were invited for the provision of Cleaning Services, Albury Airport and Administration Building for a three-year term commencing 12 January 2022, on a fixed price basis for the initial 12 months followed by provision for optional annual rate adjustments, calculated on 1 July. The price will be adjusted in line with any Fair Work Australia announcements relating to an increase in Award Wages, specifically the Cleaning Services Award Number MA000022; or in the absence of such, then the increase will be based upon changes in CPI.

The tenders were in the format of a schedule of rates with weekly, monthly, and annual service frequencies, based upon current cleaning requirements, and developed in consultation with both experienced staff that manage the existing cleaning contract and in consultation with occupiers of the relevant sites, to include additional requirements to ensure amenity and cleanliness of all sites is maintained.

The scope of works has been further developed and details added since the previous contract tender in 2018, and now includes an obligation for the contractor to report on a number of Key Performance Indicators (KPIs). These KPIs have been trialled by other cleaning service providers and will continue to be refined over the duration of the new contract. This has been noted in the tender documents and will enable the successful contractor to demonstrate the maintenance of service levels and continued satisfaction of occupiers of the quality of cleaning services provided.

This contract comprises the cleaning of the Albury Airport terminal, undercover Airport car park areas, Airport Reporting Officer ancillary office and Albury City Council Administration Building on Kiewa Street.

As part of the advertised tender package, contractors were supplied with copies of floor plans of sites identifying floor areas and coverings. Prior to submitting tenders, all interested contractors were invited to attend guided site inspections, conducted via Zoom due to COVID-19 restrictions. Thirty-two companies participated in this virtual inspection.

Tenders were invited for Contract No. 21/002006 – Cleaning Services, AlburyCity Airport & Administration Building, and advertised in The Border Mail on 7 August 2021, The Sydney Morning Herald on 10 August 2021 and on Tenderlink from 9 August 2021. Tenders closed at 12 noon on Thursday 2 September 2021.

This tender is considered an essential service for the maintenance and operation of these sites. Offering a three-year contract term (12 January 2022 to 11 January 2025) provides surety of service, economy of scale, and minimises AlburyCity's exposure to unpredictable price rises.

During the COVID-19 pandemic, Council required additional cleaning from the current service providers for this contract, and the additional 'Health Event' cleaning specification was therefore included as a costed option for AlburyCity to call upon.

Post tender clarification was sought to assess the COVID-19 Safety Plans of tenderers, and to ensure tenderers are compliant and maintaining requirements outlined by the Public Health Order and State Authorities with regards to the Coronavirus pandemic.

Based upon the scope of this contract and historical cleaning expenditure, there is an existing budget allocation (excluding additional COVID-19 cleaning) of \$160,314 per annum (including GST) totalling \$480,942 for a period of three years.

The additional information included in the tender documentation is summarised below:

- Detailed specification of the cleaning requirements, frequency of cleans, and hours of work in every area for each building.
- Floor plans for each building.
- Specification of the extra cleaning of high touch areas required during a 'Health Event'.

Tender Assessment

At the close of tenders, written submissions were received from the following 18 companies (provided in alphabetical order):

- AM Retail Services Pty Ltd (North Sydney, NSW);
- Cleaning Wizard Australia Pty Ltd (Seaford, VIC);
- Command 51 Pty Ltd (Mosman, NSW);
- DNA Recruitment Solutions Pty Ltd (Hallam, VIC);
- Fernando Enterprises Australia Pty Ltd (Epping, VIC);
- HACCP International Property Services Pty Ltd (Thebarton, SA);
- Joss Facility Management Pty Ltd (Albury, NSW);
- KC Facility Services Pty Ltd (Noble Park, VIC);
- Masta Maintenance Services NZ Ltd (Auckland, New Zealand);
- NCW Holdings (Narre Warren, VIC);
- Principal Asset Services Pty Ltd (Ultimo, NSW);
- Quad Services Pty Ltd (Artarmon, NSW);
- Quest Personnel Pty Ltd (East Melbourne, VIC);
- Securecorp Pty Ltd (Mulgrave, VIC);
- Smart Cleaning Solutions (Vic) Pty Ltd (Mount Waverly, VIC);
- Sunrise CFM Pty Ltd. (Thomastown, VIC);
- The Trustee for The Pickwick Cleaning Services Unit Trust (South Brisbane, QLD); and
- Vivid Property Services Pty Ltd (Port Melbourne, VIC).

After the close of tenders, a submission was received from Guardian Property Services. In consultation with the assessment panel, the Team Leader of Procurement, and in line with our procurement policies, this submission was rejected.

The evaluation of the tenders was undertaken in a staged process, with a general conformity assessment followed by quantitative and qualitative assessments.

The general evaluation of the tenders was conducted by the contract assessment panel comprising the Acting Building Services Coordinator, Craig Dainer; Assistant Building Services Coordinator, David Elliot; Team Leader Airport Operations, Nick Politis; Airport Café & Bar Supervisor, Kim Watt; and in consultation with the Team Leader Procurement Services, Elisha Lieschke.

Conformity Check

A conformity assessment was undertaken to ensure shortlisted submissions received were in accordance with the contract documentation and specification, clarifications were sought and received from contractors where applicable.

Company	Pricing Details	Supporting Information	WHS Documentation	Comment
AM Retail Services Pty Ltd	Yes	Yes	No	ACC WHS package not supplied.
Cleaning Wizard Australia Pty Ltd	Yes	Yes	Yes	Fully Complies
Command 51 Pty Ltd	Yes	Yes	Yes	Fully Complies
DNA Recruitment Solutions Pty Ltd	Yes	No	Yes	Partially Complies
Fernando Enterprises Australia Pty Ltd	Yes	Yes	Yes	Fully Complies
HACCP International Property Services Pty Ltd	Yes	Yes	Yes	Fully Complies
Joss Facility Management Pty Ltd	Yes	Yes	Yes	Fully Complies
KC Facility Services Pty Ltd	Yes	Yes	Yes	Fully Complies
Masta Maintenance Services NZ Ltd	Yes	No	Yes	Partially Complies
NCW Holdings	Yes	No	Yes	Partially Complies
Principal Asset Services Pty Ltd	Yes	Yes	Yes	Fully Complies
Quad Services Pty Ltd	Yes	Yes	No	ACC WHS package not supplied.
Quest Personnel Pty Ltd	Yes	Yes	Yes	Fully Complies
Securecorp Pty Ltd	Yes	Yes	Yes	Fully Complies
Smart Cleaning Solutions Pty Ltd	Yes	Yes	No	ACC WHS package not supplied.
Sunrise CFM Pty Ltd	Yes	Yes	Yes	Fully Complies
The Trustee for The Pickwick Cleaning Services Unit Trust	Yes	Yes	Yes	Fully Complies
Vivid Property Services Pty Ltd	Yes	Yes	Yes	Fully Complies

As indicated above, all shortlisted submissions were assessed as conforming tenders. AM Retail Services Pty Ltd, Quad Services Pty Ltd and Smart Cleaning Solutions did not return a completed copy of our WHS Compliance Package, instead providing a copy of their own WHS documentation. The remaining shortlisted submissions provided the necessary WHS documentation to be successfully registered with AlburyCity.

Post Tender Clarification – COVID-19 and Community Safety

Post tender clarification was sought from all tenderer's requesting details of the contractors' COVID-19 safety measures and safety plans. This clarification sought to understand what methods the contractor utilised to remain informed and communicate with their staff regarding requirements of COVID-19. It sought details of potential labour resources intended from outside of the Albury-Wodonga Region.

Tenderers were advised that any resources from outside the 'border bubble' or that may reside in, or travel from places of high risk or concern, or from current COVID-19 hotspots, will be required to provide evidence of valid Border Permits, declarations or exemptions provided by the relevant State Authority, as well as compliance with AlburyCity's WHS Contractor Compliance package which may include the requirement to provide a negative Coronavirus test prior to commencing any work.

AlburyCity reserves the right to consider these risks, associated impacts and information provided in its assessment of the procurement activity.

All tenderers, except for DNA Recruitment Solution P/L and Principal Assets Services Pty Ltd, provided responses to this Post Tender Clarification. All responses to this were found to be satisfactory, of a quality consistent with the general assessment of the contractors' submissions, and supportive of AlburyCity's goals to ensure all Suppliers and Contractors are compliant and keeping up to date with the instructions issued by the Public Health Order and State Authorities with regards to the Coronavirus pandemic.

All respondents to this post tender clarification indicated understanding that AlburyCity, as part of a cross border community, is an area of risk for possible COVID-19 transiting through our region and our wider 'border bubble' across the NSW and VIC state borders.

Quantitative Assessment (100%)

The lump sum tender prices and ratings relative to the lowest price are tabulated below.

Company	Estimated Contract Value (including GST) for 3 Year Term	Rating (100)
AM Retail Services Pty Ltd	\$487,872	100
KC Facility Services Pty Ltd	\$498,606	98
HACCP International Property Services Pty Ltd	\$503,600	97
Sunrise CFM Pty Ltd	\$510,682	96
Fernando Enterprises Australia Pty Ltd	\$517,313	94
Vivid Property Services Pty Ltd	\$530,432	92
The Trustee for The Pickwick Cleaning Services Unit Trust	\$575,388	85
Cleaning Wizard Australia Pty Ltd	\$814,378	60
NCW Holdings	\$907,278	54
Command 51 Pty Ltd	\$917,156	53
Securecorp Pty Ltd	\$954,952	51
Masta Maintenance Services NZ Ltd	\$1,028,966	47
Smart Cleaning Solutions (Vic) Pty Ltd	\$1,050,542	46
Quad Services Pty Ltd	\$1,280,301	38
Principal Asset Services Pty Ltd	\$1,407,945	35
Joss Facility Management Pty Ltd	\$1,632,170	30
Quest Personnel Pty Ltd	\$2,054,400	24
DNA Recruitment Solutions Pty Ltd	\$3,446,070	14

The budget allocation for the three year term of this contract, based on historical costs, is \$480,000 including GST, with no submissions being within the indicative budget. The scope of works has been further developed since the last tender in 2018, and a small increase (less than 10%) of costs was expected.

As detailed above, the submission from AM Retail Services Pty Ltd was the most favourable from a cost perspective, being \$10K cheaper than KC Facility Services Pty Ltd and \$15K less than HACCP International Property Services Pty Ltd over a three-year period.

Shortlisting of submissions was performed and those that were 20% or more above budget allocations were no longer considered, reducing the number of shortlisted tenders to seven.

The seven shortlisted companies to move to the qualitative assessment stage (in alphabetical order) are:

- AM Retail Services Pty Ltd;
- Fernando Enterprises Australia Pty Ltd;
- HACCP International Property Services Pty Ltd;

- KC Facility Services Pty Ltd;
- Sunrise CFM Pty Ltd;
- The Trustee for The Pickwick Cleaning Services Unit Trust; and
- Vivid Property Services Pty Ltd

Qualitative Assessment

A qualitative assessment considered a range of issues including:

- Past Performance – including referee checks, relevant experience, and expertise in performing same or similar projects.
- Methodology and Program – project methodology and proposed program.
- Capacity – current and future commitments and workload.
- Capability – including availability of resources, equipment, and contract management capabilities; and
- Benefit to Local Region – social and community benefit to the Albury/Wodonga region.

Company	Past Performance (30%)	Methodology & Program (30%)	Capacity (15%)	Capability (15%)	Local Benefit (10%)	Total (100%)
HACCP International Property Services Pty Ltd	24	21	11	12	9	77
Vivid Property Services Pty Ltd	20	21	10	11	7	69
The Trustee for The Pickwick Cleaning Services Unit Trust	15	24	7	10	6	62
KC Facility Services Pty Ltd	17	17	6	8	5	53
Fernando Enterprises Australia Pty Ltd	15	17	7	8	5	52
Sunrise CFM Pty Ltd	15	12	8	8	7	50
AM Retail Services Pty Ltd	18	9	5	7	2	41

HACCP International Property Services Pty Ltd is based in Thebarton, South Australia and operates in SA, WA, QLD, NSW, and VIC. It has an annual turnover of \$3M, operates from a local office and is the current provider of this contract. Monitoring of this contract together with feedback from property occupiers, is that HACCP International Property Services Pty Ltd has provided a very good service over the last three years. This company is also the current provider of cleaning services to the Community Properties cleaning contract and has similar sized cleaning contracts throughout the State and with other local organisations including cleaning for Greater Hume Council.

The company has over 40 years in the service industry and has been externally certified in Management Systems Accreditation (PAS 99) ISO 9001:2015, ISO 14001:2018, AS-NZS 4801:2001.

Its submission demonstrated a strong methodology and responsiveness to changes in work requirements, along with fast delivery of staff training and implementation of COVID-19 response procedures. New staff appear to be well inducted and trained in all procedures on each site. Management work closely with frontline staff and show a proactive approach to inspections and auditing.

The contractor is a medium sized business, and has a capacity to manage numerous similar cleaning contracts with a focus on local government. Their submission documentation along with experience from existing contracts indicates staff receive both site specific, as well as contract wide training, to ensure any changes in staffing do not impact on service provision.

As incumbent providers of this contract, this contractor has demonstrated capability to deliver the required services. This is supported by a broad range of similar contracts held in other local government areas. Referees indicate they demonstrate high levels of staff retention. Documentation provided as part of their submission indicates they hold the capability for more specialised cleaning that is beyond the scope of this contract.

Referees indicate this contractor performs very well in their allocation of staff and resources to the works and that staff were punctual, co-operative, and flexible with the needs of clients. This contractor scored well for communication at all levels and takes a proactive approach to WHS and Environmental matters. Overall referees have rated HACCP International Property Services Pty Ltd strongly for the quality of service delivered.

HACCP International Property Services Pty Ltd operates a local office and has indicated that it hires staff and procures all cleaning products locally. It employs nine staff from the Albury-Wodonga region, and its submission focused on its belief to give back to the local community. The company currently supports local community groups via provision of services gratis and has committed to financial assistance being made available to local community organisations. The contractor is a supporter of 'Men's Sheds' and, if successful, has committed to sponsorship of sporting groups in the Albury-Wodonga region.

Vivid Property Services Pty Ltd is based in Port Melbourne, Victoria and operates numerous contracts nationally and has a strong presence on the Eastern seaboard of Australia. They service existing clients in the Albury area; however, they have no local office. They are a large company with an annual turnover of \$61M. They have not reported any local government contracts; however they have experience cleaning airports. Reference checks on this contractor indicate they operate well in most areas.

They have offered a broad overview of the methodology applicable to this contract. Staffing levels proposed for these works are marginal. However, they have demonstrated in their submission they are an innovative company with systems and innovations that potentially reduce labour content required. They have identified that a transition manager would be assigned to the start-up of this contract and have provided a sample transition process.

This tenderer has advised they are experienced in cleaning of airports along with other contracts, have proven capability in this regard, and have well-structured and qualified management. They

appear to be a technology led business making use of a proprietary app for management of operations.

Whilst having current contractual obligations in the Albury area, this tenderer has advised they are currently of insufficient capacity to fulfill this contract and have proposed an additional seven staff are to be engaged if awarded these works.

This tenderer has advised that all recruitment for these works would be sourced in the local area. They have demonstrated they are a very socially aware organisation; they have supportive staffing systems aimed at both Disabled & First Nations employees. They have a sister company Vivid Indigenous Services, which is indigenous owned. Whilst they have not indicated any other specific support to the local community, they have expressed interest in doing so.

The Trustee for The Pickwick Cleaning Services Unit Trust is based in Murarrie, QLD. They have an office in Port Melbourne, Victoria, and report to have further sub offices throughout Victoria. However, they have reported no local base of operations despite holding contracts in the local area, including for Wodonga TAFE. They have recently been successful in securing the contract with Wodonga City Council, due to commence October/November this year. They have 40 years of experience and report a current turnover of \$75M. They indicate they are an experienced company, holding numerous contracts elsewhere, including local government throughout Australia, and they have experience providing services to airports, and they have also provided services in areas where COVID has been detected and mouse plagued areas in NSW Government Facilities. Their submission indicated they maintain minimal long-term clients, reference checks performed for this contractor generally scored well.

This tenderer has provided a strong methodology package using summaries of work methods developed for other organisations, identified their cleaners' operating standards and protocols, and indicated a transition plan; however, limited details were provided. They have indicated they operate internal KPIs that are relevant to the requirements of our works, perform internal self-auditing, and have a well-structured hierarchy of operations.

They are a large and experienced organisation and manage numerous large contracts, some within our region. Their submission indicates current capacity would be insufficient to fulfill this contract, and recruitment would need to be performed to successfully deliver on these works.

The tenderer has reported to have considerable experience cleaning airports, currently holding the contract for QANTAS facilities. They have an experienced management structure, are a large company and have proven capability with current and past contract experience.

They have advised 100% local labour for the delivery of this contract and have stated they engage a culturally diverse workforce. They have expressed interest in co-developing with AlburyCity initiatives to help support the local region.

KC Facility Services Pty Ltd is based in Noble Park Victoria and have been in operation since 2013. It has an annual turnover of \$2.6M, and they have a variety of contracts for local governments

throughout Victoria. They are previous providers to this contract for the period of 2017-2019 and report they do not currently have a local presence.

They have provided limited information regarding past works. Reference checks indicate this contractor performs satisfactorily in most areas. However, concerns were expressed regarding the company's ability to manage all WHS requirements.

The tenderer has provided good methodology, with quality management systems being ISO accredited. They make use of a mobile phone-based app for job management and have proposed transition plan milestones for the contract, but no specific timeframes to achieve these. Their tender did not indicate a detailed cleaning schedule or otherwise indicate proposed working hours for the contract. Their submission provided generalised and unclear information regarding their COVID-19 cleaning plan.

The tenderer indicated they currently serve other Councils throughout Victoria. They are past providers to this contract, and appear capable to deliver this contract.

This tenderer has not advised any local presence or operations despite holding this contract previously and have provided limited information to suggest they currently have the capacity to fulfill these works; nor has any information been provided indicating their emergency call out procedure or their ability to deliver on the required timeframes for emergency works.

The tenderer has advised they intend to fulfill 100% of staffing for this contract from the local area, however have only committed to 60% of other resources. Employed cleaners will also be put through training to secure the Certificate II in Asset Management and will be given opportunities to further enhance their skills. They have indicated they intend to further support the local community by way of support to local community groups and sporting groups if successful.

Fernando Enterprises Australia Pty Ltd is based in Thomastown, Victoria with a branch in Shepparton. It has an annual turnover of \$5M and has existing contracts with Greater Shepparton City Council and Wangaratta Rural Council. The contractor previously held similar cleaning contracts with Councils in Bendigo, Stonnington and Maroondah. They have the capability to manage contracts of this size.

Reference checks for this contractor were mixed with some concern that there is a general under provision of allocated hours resulting in a less than desirable service provision and increased contract management. Referees indicated that Fernando Enterprises (Australia) Pty Ltd has experienced high levels of staff turnover, with concerns raised around staff training and internal communication.

This is a medium sized company who currently manage several similar cleaning contracts. They have indicated they intend to operate this contract from their Shepparton Branch. They have supplied a service delivery methodology that comprises contract transition arrangements, cleaning process, equipment maintenance, environmental impacts, waste reduction and damage reporting.

This tender noted that it had no current contracts in the Albury-Wodonga region but, if successful, would endeavour to employ most staff from Albury-Wodonga and provide mandatory training plans for all employees. This tenderer indicated they have developed strategies to help the long term

unemployed engage with the workforce, without providing further information on how it would be applied to this contract. This tender offered no commitment to support local organisations.

Sunrise CFM Pty Ltd is based in Epping, Victoria and operates in NSW and Victoria, with an annual turnover of \$1.7M. It has over 20 years of experience in the cleaning industry. The contractor is the current provider of our City Cleaning Services contract with AlburyCity, where the feedback from Council occupiers is that, overall, it provides a good level of service. Other referees' comments were mainly positive regarding reliability and punctuality, that they operated well on industrial-type sites, and generally show a proactive attitude to record keeping and reporting.

Referees identified this contractor as historically reliable and generally quick to respond to any requests. The contractor is reported to have been very obliging and cooperative during the cleaning challenges presented by the COVID-19 pandemic and has undertaken additional work with total flexibility. One referee reported that recent frontline staffing changes had led to a decline in quality of service at their site.

The company provided good methodology and good examples of work safety policies and procedures.

This tender noted that it has more than 11 years of experience in the Albury-Wodonga region, and it currently holds AlburyCity's City Cleaning Services contract. The contractor is a medium sized business with current capacity to manage several similar cleaning contracts with local businesses such as Amcor, Boral National and Opal Packaging. Their submission and referees identify that they generally maintain good levels of staff retention.

Their tender included excellent examples of employee guidance notes, standard working manuals and they are Certified under ISO9001 (quality management systems), ISO14001 (environmental management systems) and AS4801 (WHS management systems). Referees identify that this contractor generally demonstrates good record keeping and has an excellent record of work safety.

This contractor indicated that current frontline cleaning staff and the local supervisor are from the Albury-Wodonga area. This contractor also indicated it engages local labour hire firms for additional recruitment as required. It provides annual financial support to Junction Support Services and to local Youth Sporting Groups and has committed to continue this arrangement if successful with this contract. Their tender provided insufficient details on the proposed transfer of skills and training and made no reference to the use and benefits of performance indicators they are currently using in the AlburyCity's City Cleaning Services contract that it operates.

AM Retail Services Pty Ltd is based in North Sydney, NSW with its principal business operations in Yarraville, VIC and operates in TAS, VIC, SA, QLD, and WA. It also has an affiliated company based in New Zealand. AM Retail Services have an annual turnover of \$25M with over 30 years of experience in the cleaning industry.

Reference checks for this contractor raised concerns with numerous aspects of their operation, and as such it did not score strongly in their reference checks. Referees raised concern with the resourcing and capabilities of staffing utilised. They commented that communications from the

company are good, with good response times to enquiries and that they are flexible regarding the changing requirements of the client. No issues were experienced by referees regarding environmental preservation matters. Concerns were raised by referees regarding the contractor's WHS management systems, noting their documentation is comprehensive, however does not always translate to implementation and an effective safety culture. Referees also noted inconsistent quality of service, and regular turnover of staff.

They are a large company and report to have well-structured management and have a documented organisational charter. They have not reported any current local capacity or existing staffing to fulfill this contract.

The contractor provided limited information regarding WHS, and has not listed any NSW relevant legislation or policies regarding WHS. Their procurement strategy states Value for Money underpins purchasing. No evidence was provided to indicate the contractor's ability to provide the required security clearances required for this contract and allocation of hours provided are inconsistent with the scale of certain areas of the contract.

The tender noted that it had no current contracts in our region. Whilst they indicated they intend to source 95% of procurement locally, no indication was made of local employment, or other local benefit provided.

From the information provided, AM Retail Services Pty Ltd were not assessed as being able to provide AlburyCity with a satisfactory level of service and thus were not further considered for this contract. The remaining companies demonstrate the required management systems, experience, resources, and availability to fulfil the requirements of the tender. HACCP International Property Services Pty Ltd and Vivid Property Services Pty Ltd have provided particularly strong submissions, receiving high assessment in all regards, with HACCP International Property Services Pty Ltd leading in their proven past performance, extensive local benefit, and demonstrated capacity and capability to perform the obligations of this contract.

Risk

- **Business Risk** – Our Administration Building and Albury Airport form key components of a wide range of facilities that Council offers residents and community groups. These facilities play a key role in connecting our people and residents and in many cases are the public face of our organisation, with the Airport being the 'gateway' to Albury for a diverse range of travellers. The scope of works for this cleaning contract reflects the detailed requirements of these properties, and a need for high quality cleaning of the facilities to ensure that Council's ongoing delivery of services is not at risk. This contract has provisions to include annual cost increases fixed to the Fair Work Australia Cleaning Services Award. Assessment of submissions indicate that tenderers are compliant with their contractual obligations to compensate their staff as per the requirements of this Award.
- **Corporate Risk** – Albury 2030 clearly sets out community expectations in relation to Council's infrastructure and assets being professionally managed and maintained. The priority to be applied to the maintenance and cleaning of Council facilities contributes to the visitor economy and cultural experiences available in the city. To this extent, these priorities can be met by

quality ongoing maintenance and cleaning, ensuring that the facilities are presented at their best.

- **WHS and Public Risk** – WHS risks due to the cleaning works will be controlled in accordance with AlburyCity procedures. The contractor will also have adequate policies and comprehensive systems in place to safely manage their staff, and to provide the services provided in the contract.
- **Environmental Risk** – Most contractors are committed to locally sourcing cleaning products and will be encouraged to use those that pose minimal harm to the environment.
- **Delivery Program Risk** – The risk to the delivery program is assessed as low.

Community Engagement

Well-presented and clean community facilities have been identified consistently as a high priority in Community Satisfaction Surveys undertaken by AlburyCity.

This tender is relevant and intrinsically linked to the Albury 2030 Strategic Plan that was subject to extensive community consultation and engagement.

The scope of works included stakeholder consultation with the occupiers of Council facilities subject to the contract. Any previous feedback from the community was also considered in changes to the scope of work recommended by the building occupiers.

Summary

The scoring for the qualitative and quantitative assessment is summarised in the following table:

Company	Quantitative (100%)	Qualitative (100%)
HACCP International Property Services Pty Ltd	97	77
Vivid Property Services Pty Ltd	92	69
The Trustee for The Pickwick Cleaning Services Unit Trust	85	62
KC Facility Services Pty Ltd	98	53
Fernando Enterprises Australia Pty Ltd	94	52
Sunrise CFM Pty Ltd	96	50

From the qualitative assessment, it was identified that HACCP International Property Services Pty Ltd provided the highest quality submission, followed by Vivid Property Services Pty Ltd as indicated in the above table.

From a quantitative perspective, the submission from KC Facility Services Pty Ltd was assessed as the cheapest shortlisted tender at \$498,606 including GST for the three-year term of this contract, followed by HACCP International Property Services Pty Ltd at \$503,600 including GST and Sunrise CFM Pty Ltd at \$510,682 including GST.

The tender assessments indicate that the submission from HACCP International Property Services Pty Ltd provides the highest level of service quality for a 1% increased cost above the cheapest shortlisted tender.

In summary, based upon the quantitative and qualitative assessments, the submission from HACCP International Property Services Pty Ltd offers the best value to Council for the provision of this contract.

Conclusion

Council invited tenders for cleaning services for Albury Airport and Administration Building for a three-year term commencing 12 January 2022 and received 18 submissions.

Tenders were invited in a schedule of rates format with weekly, monthly, and annual service frequencies for cleaning the Albury Airport and Council Administration Building.

Tenderers assessed have indicated compliance with contractual requirements regarding all general conditions of the contract including their obligations regarding payment of wages and allowances to employees, and quantitative assessments further support capacity of the tenderer to fulfill this obligation.

Further post tender clarifications were sought from all tenderers confirming appropriate COVID-19 policies and procedures, along with addressing any potential risk to the Albury-Wodonga region from their staff movements.

Quantitative and qualitative assessments indicated that HACCP International Property Services Pty Ltd provided the most favourable submission with a tendered price of \$503,600 (including GST) for the three-year contract.

Recommendation

That Council accepts the tender from HACCP International Property Services Pty Ltd for the Schedule of Rates Contract No. 21/02006 for Cleaning Services – Albury Airport and Administration Building for a three-year period commencing 12 January 2022, with a contract value of \$503,600 (including GST).