

TENDER RECOMMENDATION REPORT

TO: CHIEF EXECUTIVE OFFICER
CC: MANAGER ASSET MAINTENANCE
FROM: DIRECTOR ASSETS
FILE REF: 20/191417
DATE: 11 JUNE 2020

TENDER 20075 – Provision of Sanitary Waste Disposal and Hygiene Services

Issue

To consider Tender No: 20075 for the Provision of Sanitary Waste Disposal and Hygiene Services.

Background

The City is seeking to appoint a suitably qualified and experienced contractor to provide sanitary waste disposal and hygiene services within the City of Wanneroo, on both a scheduled programme and an as-and-when required basis. This is a recurring contract for a period of three (3) years with a further two (2), twelve (12) month, or part thereof, options to extend at the discretion of the City. The current contract - RFQ 19018 (Flick Anticimex) expires on 30 June 2020.

Detail

Tender 20075 for the Provision of Sanitary Waste Disposal and Hygiene Services was advertised on 14 March 2020 and closed on Tuesday 31 March 2020. One (1) addendum was issued in response to clarifications sought and which did not change the intent or scope of work included to the original tender document.

Essential details of the proposed contract are as follows:

Item	Detail
Contract Form	Goods and Services
Contract Type	Lump Sum and Schedule of Rates
Contract Duration	3 years
Commencement Date	July 2020
Expiry Date	July 2023
Extension Permitted	Yes, 2 periods of 12 months.

Tender submissions were received from the following:

- Alsco Pty Ltd T/A Fresh & Clean (Alsco)
- Flick Anticimex Pty Ltd (Flick Anticimex)
- DCR Nominees Pty Ltd T/A Hygiene Concepts (Hygiene Concepts)
- Rentokil Initial Pty Ltd (Rentokil)
- Storm International Pty Ltd (Storm International)

The Tender Evaluation panel comprised:

- Coordinator Building Maintenance (Asset Maintenance),
- Technical Officer Building Maintenance South (Asset Maintenance),
- Technical Officer Horticulture (Parks & Conservation Management),
- Coordinator Safety Systems (People & Culture)
- Technical Officer - Contract Administrator (Asset Maintenance)

Probity Oversight

Oversight to the tender assessment process was undertaken by the City’s Contracts Officer.

Tender submissions were evaluated in accordance with the Procurement and Evaluation Plan (PEP) which included the following selection criteria:

Item No	Description	Weighting
1	Sustainable (Corporate Social Responsibility) Procurement	25%
	Environmental Considerations 10%	
	Buy Local 10%	
	Reconciliation Action Plan 2.5%	
	Disability Access & Inclusion 2.5%	
2	* OSH Demonstrated working documents	20%
3	* Demonstrated experience of tenderer and personnel performing the services	25%
4	* Methodology, resources and capacity for maintenance services	30%
5	Pricing based on Schedule of Rates (assessed based exclusively on Value for Money principles)	Not weighted

Pricing was not included in the qualitative criteria and was considered as part of the overall value for money assessment. A minimum acceptable baseline for Qualitative Criteria was required together with acceptable minimum scores required for each designated qualitative criterion indicated with * in the table above.

All received tender submissions were initially deemed as conforming.

Evaluation Criteria 1 – Sustainable (Corporate Social Responsibility) Procurement (25%)

Evidence of Sustainable Procurement was assessed based on the tenderers’ responses provided within the Questionnaires provided in Schedules 3A, 3B, 3C, 3D that were included in the tender documentation.

Sub criteria (a) Environmental Considerations (10%)

An assessment was made to determine the ranking based on tenderers’ Environmental policy and practices.

Based on Schedule 3A as submitted, tenderers are ranked as below:

Tenderer	Ranking
Storm International	1
Flick Anticimex	2

Rentokil Initial	2
Alsco	4
Hygiene Concepts	5

Sub criteria (b) Buy Local (10%)

An assessment was made to determine the ranking based on the responses provided, detailing the following information:

- Purchasing arrangements through local businesses;
- Location of tenderer’s offices, depots and production facilities;
- Residential addresses of staff and subcontractors; and
- Requirement for new employees arising from award of the contract.

Based on Schedule 3B as submitted, tenderers are ranked as below:

Tenderer	Ranking
Flick Anticimex	1
Hygiene Concepts	2
Rentokil Initial	3
Storm International	3
Alsco	5

Sub criteria (c) Reconciliation Action Plan (2.5%)

An assessment was made to determine the ranking based on the responses provided that relate to:

- RELATIONSHIPS - building positive relationships between indigenous and non-indigenous people
- RESPECT – recognising the contribution of Indigenous people to Australia and learning more about the history, culture and diversity in a two-way communication process
- OPPORTUNITIES – attracting, developing and retaining organisational talent to build opportunities for aboriginal employment, training, development and mentoring.

Based on Schedule 3C as submitted, tenderers are ranked as below:

Tenderer	Ranking
Rentokil Initial	1
Storm International	1
Hygiene Concepts	3
Flick Anticimex	4
Alsco	4

Sub criteria (d) Disability Access & Inclusion (2.5%)

An assessment was made to determine the ranking based on the responses provided that relate to:

- People with disabilities have the same buildings and facilities access opportunities as other people
- People with disabilities receive information in a format that will enable them to access information as readily as other people are able to access it.
- People with disabilities receive the same level and quality of service from staff as other people receive.

- People with disabilities have the same opportunities as other people to make complaints.
- People with disabilities have the same opportunities as other people to participate in any employment opportunities.

Based on Schedule 3D as submitted, tenderers are ranked as below:

Tenderer	Ranking
Flick Anticimex	1
Storm International	1
Hygiene Concepts	3
Rentokil Initial	3
AlSCO	5

The combined assessment of responses provided by the tenderers for Evidence of Sustainable Procurement resulted in the following consolidated ranking:

Tenderer	Ranking
Storm International	1
Flick Anticimex	2
Rentokil Initial	3
Hygiene Concepts	4
AlSCO	5

Evaluation Criteria 2 - OSH demonstrated working documents (20%)

Evidence of safety and quality management policies and practices was assessed from the tender submissions. The assessment for safety management was based on the tenderers' responses to an Occupational Health and Safety Management System Questionnaire included within the tender documentation.

All tenderers provided details of their safety management systems with the following ranking:

Tenderer	Ranking
Storm International	1
Rentokil Initial	2
Flick Anticimex	3
AlSCO	4
Hygiene Concepts	5*

* Hygiene Concepts failed to meet the minimum acceptable score for this evaluation criterion.

Evaluation Criteria 3 - Demonstrated experience of tenderer and personnel performing the services (25%)

The tenderers' relevant experience in demonstrating the achievement of meeting client expectations as presented in their tender submission was assessed in order to evaluate their capability to meet the requirements of the contract. Assessment of this criterion considered the tendering entity's credentials to fulfil the requirements of the contract.

The assessment of this criterion has resulted in the following ranking:

Tenderer	Ranking
Flick Anticimex	1
Rentokil Initial	2
Alsco	3
Hygiene Concepts	3
Storm International	3

All tenderers met the minimum score requirement for this evaluation criterion.

Evaluation Criteria 4 – Methodology, resources and capacity for maintenance services (30%)

The tenderer's submissions were assessed in order to evaluate their methodology, resources and capacity to meet the requirements of the contract. Assessment of this criterion considered the tenderer's staff resources, vehicles, plant/equipment and workshop support to manage the contract.

The assessment of this criterion has resulted in the following ranking:

Tenderer	Ranking
Flick Anticimex	1
Rentokil Initial	2
Hygiene Concepts	2
Storm International	4 *
Alsco	5 *

* Storm International and Alsco failed to meet minimum acceptable scores for this evaluation criterion.

Overall Qualitative Weighted Assessment and Ranking

Tenderer's submissions were reviewed in accordance with the Procurement and Evaluation Plan with the following key observations:

- Pricing is not included in the qualitative criteria and is considered as part of the overall value for money assessment.
- The submissions were evaluated in accordance with the selection criteria to ascertain as having the necessary resources, previous experience, capability and safety management systems to undertake the contract.

The overall qualitative weighted assessment resulted in the following tenderer ranking:

Tenderer	Ranking
Flick Anticimex	1
Rentokil Initial	2
Storm International*	3
Hygiene Concepts*	4
Alsco*	5

*Storm International, Hygiene Concepts and AlSCO failed to meet acceptable minimum scores for at least one of the mandatory evaluation criteria.

Pricing for the Goods and Services Offered (Not Weighted)

A calculation based on the individual tenderer's submitted schedule of rates and the City's estimated requirement was used to provide a projected cost over the initial three (3) year contract period. Please refer to the Confidential Attachment for detailed pricing analysis.

Based on the information provided, tenderers have been ranked as per below:

Tenderer	Ranking
Rentokil Initial	1
Flick Anticimex	2
AlSCO**	3
Hygiene Concepts**	4
Storm International**	5

** Indicates those tenderers who failed to achieve the required minimum score for each designated qualitative criteria and as such were not included to the RVFM assessment.

Relative Value for Money (RVFM) Assessment

Following the assessment of the qualitative criteria it was determined that two (2) of the five (5) tenderers had achieved a minimum acceptable score for each of the mandatory qualitative criteria and as such were included to the RVFM assessment.

The combined assessment of Price and Qualitative Scores resulted in the following tenderer ranking:

Tenderer	Ranking
Rentokil Initial	1
Flick Anticimex	2

Overall Assessment and Comment

Rentokil Initial included a number of departures from the City's Terms and Conditions of Contract which were deemed unacceptable to the City.

The tender submission from Flick Anticimex as the next ranked tenderer achieved the highest ranking in accordance with the assessment criteria and weightings as detailed in the Procurement and Evaluation Plan and satisfied the overall value for money assessment and is therefore recommended as the successful tenderer.

Consultation

The City's Governance & Legal Service Unit provided advice regarding the departures listed within the tender submission from Rentokil Initial.

Statutory Compliance

Tenders were invited in accordance with the requirements of Section 3.57 of the *Local Government Act 1995*. The tendering procedures and evaluation complied with

the requirements of Part 4 of the *Local Government (Functions and General) Regulations 1996*.

Strategic Implications

The proposal aligns with the following objective within the Strategic Community Plan 2017 – 2027:

“3 *Environment (Built)*

3.4 *Activated Places*

3.4.2 *Provide safe spaces, centres and facilities through our infrastructure management and designs for community benefit and recreation”*

Enterprise Risk Management Considerations

Risk Title	Risk Rating
CO-O13 Workplace Health and Safety	Low
Accountability	Action Planning Option
Corporate Strategy and Performance	Manage
Risk Title	Risk Rating
CO-O20 Productive Communities	Moderate
Accountability	Action Planning Option
Director Community and Place	Manage
Risk Title	Risk Rating
CO-O22 Environmental Factors	High
Accountability	Action Planning Option
Corporate Strategy and Performance	Manage
Risk Title	Risk Rating
CO-O23 Safety of Community	Low
Accountability	Action Planning Option
Director Community and Place	Manage

Financial and Performance Risk

Financial Risk

Based on, the low annual value and nature of the services provided under contract, Flick Anticimex being the City’s incumbent contractor and a member of the WALGA Marketplace supplier list for this service, an independent financial risk verification was not considered necessary.

Performance Risk

Flick Anticimex is the City’s incumbent contractor for this service and has previously demonstrated it has the systems, capacity and experience to fulfil the contract requirements over an extended period.

Internal enquiries on service standards confirm that the recommended tenderer is reliable and provides customer services to a high standard while maintaining alignment to budget and scheduling requirements without dispute or incident.

Policy Implications

Tenders were invited in accordance with the requirements of the City's Purchasing Policy.

Financial (Budget) Implications

The costs associated with the Provision of Sanitary Waste Disposal and Hygiene Services for a Period of Three (3) Years are included in the Asset Maintenance annual Service Unit Operational Budget.

Recommendation

That the Chief Executive Officer, in accordance with Delegation 1.1.14 (1) - Choice of Most Advantageous Tender of the Delegated Authority Register for the awarding of tenders ACCEPTS the tender submitted by Flick Anticimex Pty Ltd for TENDER 20075 – Provision of Sanitary Waste Disposal and Hygiene Services for a Period of Three (3) Years, with two (2), twelve (12) month options to extend at the City’s discretion, as per the lump sum of \$123,491.42 and tendered schedule of rates and in accordance with the conditions of tendering.