

TENDER RECOMMENDATION REPORT

TO: CHIEF EXECUTIVE OFFICER

CC: A/COORDINATOR BUILDING MAINTENANCE
MANAGER ASSETS MAINTENANCE

FROM: DIRECTOR ASSETS

FILE REF: 25/171347

DATE: 26 June 2025

TENDER 25029: PROVISION OF PLUMBING SERVICES FOR A PERIOD OF THREE (3) YEARS

Issue

To consider Tender No: 25029 for the Provision of Plumbing Services for a Period of Three (3) Years.

Background

The City is seeking to appoint a suitably qualified and experienced contractor to provide plumbing services on both a scheduled program and an as-and-when required basis for all City assets. This is a recurring contract for a period of three (3) years with options to extend, at the City's discretion for a further two (2), one (1) year terms or part thereof. The current contract expired on 31 May 2025.

Detail

Tender 25029 for the Provision of Plumbing Services was advertised on 22 March 2025 and closed on 8 April 2025. No addenda were issued.

Essential details of the proposed contract are as follows:

Item	Detail
Contract Form	Goods and Services
Contract Type	Schedule of Rates
Contract Duration	Three (3) Years
Commencement Date	June 2025
Expiry Date	June 2028
Extension Permitted	Yes, two (2) periods of twelve (12) months or part thereof

Tender submissions were received from the following companies:

Legal Name	Trading Name	Abbreviation
Firestone Investments Pty Ltd	Ace Plus	Ace Plus
Majestic Plumbing Pty Ltd	Majestic Plumbing	Majestic Plumbing
On Tap Services Pty Ltd	On Tap Services	On Tap
Techworks Plumbing Pty Ltd	Techworks Plumbing	Techworks

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 a) Environmental Considerations 5% b) Buy Local 10% c) Reconciliation Action Plan 5% d) Access and Inclusion 5%	25%
2	* WHS Demonstrated working documents	25%
3	* Demonstrated similar experience	30%
4	* Methodology, resources and capacity	20%

All Tenderers must meet the City's minimum requirements (as determined by the City) for each of the qualitative criteria detailed above (*) in order to be considered for further evaluation.

All received tender submissions were deemed as conforming.

Pricing is not included in the qualitative criteria and is considered as part of the overall value for money (VFM) assessment.

Evaluation Criteria 1 – Sustainable Procurement (25%)

Evidence of Sustainable (Corporate Social Responsibility) Procurement was assessed based on the Tenderer's responses provided to the Questionnaires within Schedules 3A, 3B, 3C and 3D which formed part of the tender documentation.

Sub Criteria a) Environmental Considerations (5%)

The City is committed to procuring goods and services that provide positive environmental, social and economic impacts over the entire life cycle of a product or service. Respondents are encouraged to provide credentials of any environmental claims of the goods and/or services submitted in this tender.

Tenderers provided details of their environmental considerations within Schedule 3A, with the following ranking:

Tenderer	Ranking
Majestic	1
On Tap	1
AcePlus	3
Techworks	3

Sub Criteria b) Buy Local (10%)

An assessment was made based on the response provided, detailing the following information:

- Location of tenderer's offices and workshops;
- Residential addresses of staff and company addresses of subcontractors;
- Purchasing arrangements through local businesses;
- Requirement for new employees arising from award of the contract.

Tenderers provided details of their "Buy Local" considerations within Schedule 3B, with the following ranking:

Tenderer	Ranking
On Tap	1
Majestic	2
Techworks	3
AcePlus	3

Sub Criteria c) Reconciliation Action Plan (RAP) (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, and development and mentoring.

Tenderers provided information specifying differing levels of actions in relation to indigenous reconciliation action with assessment resulting in the following ranking:

Tenderer	Ranking
AcePlus	1
Techworks	1
Majestic	3
On Tap	3

Sub Criteria d) Access & Inclusion Plan (AIP) (5%)

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

- People with disabilities having the same buildings and facilities access opportunities as other people;
- People with disabilities receiving information in a format that will enable them to access information as readily as other people are able to access it;
- People with disabilities receiving the same level and quality of service from staff as other people receive;
- People with disabilities having the same opportunities as other people to make complaints;
- People with disabilities having the same opportunities as other people to participate in any employment opportunities.

Tenderers provided information specifying considerations for access and inclusion provisions with assessment resulting in the following ranking:

Tenderer	Ranking
Techworks	1
AcePlus	2
On Tap	2
Majestic	4

Overall Sustainable Procurement Ranking Summary

The overall assessment of the Sustainable Procurement criteria has resulted in the following overall ranking:

Tenderer	Ranking
On Tap	1
Majestic	2
Techworks	3
AcePlus	4

Evaluation Criteria 2 - Tenderer's Safety Management Systems (25%)

Evidence of WHS management policies and practices was assessed from the tender submissions. The assessment for safety management was based on the tenderer's responses to a specific questionnaire included within the tender documentation.

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

Tenderer	Ranking
On Tap	1
Majestic	2
Techworks	3
*AcePlus	4

*AcePlus did not meet the City's minimum requirements for this criteria and did not progress to the pricing or value for money assessment stage of the evaluation.

Evaluation Criteria 3 – Tenderer's demonstrated similar experience (30%)

The tenderer's relevant experience in demonstrating the achievement of meeting client expectations as presented in their tender submission were 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
On Tap	1
Techworks	2
AcePlus	3
Majestic	4

Evaluation Criteria 4 - Tenderer's methodology, resources and capacity (20%)

The tenderer's methodology, resources and capacity as presented in their tender submission were assessed in order to evaluate their 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
On Tap	1
Techworks	2
AcePlus	3
Majestic	4

Overall Qualitative Weighted Assessment and Ranking

Tenderer's submissions were reviewed in accordance with the PEP. The overall assessment of qualitative weighted criteria resulted in the following ranking:

Tenderer	Ranking
On Tap	1
Techworks	2
Majestic	3
AcePlus	4

Pricing for the Goods/Services/Works Offered

An assessment was made to determine the ranking based on the lump sum pricing and schedule of rates provided with the tender documentation.

Based on the information provided, tenderers are ranked as follows:

Tenderer	Ranking
Techworks	1
On Tap	2
Majestic	3

Relative Value for Money Assessment

The combined assessment of price and qualitative criteria resulted in the following ranking:

Tenderer	Ranking
On Tap	1*
Techworks	2
Majestic	3

Overall Assessment and Comment

The tender submission from On Tap Services satisfied the overall VFM assessment in accordance with the assessment criteria and weightings as detailed in the PEP and is therefore recommended as the successful tenderer. *Please refer to the Confidential Attachment for further comment.

Consultation

Nil.

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 with the Strategic Community Plan 2021-2031:

Goal 5 A well-planned, safe and resilient City that is easy to travel around and provides a connection between people and places

Priority 5.3 Manage and maintain assets

Risk Appetite Statement

In pursuit of strategic objective goal 5, we will accept a Medium level of risk, extended to High in the areas of Community / Reputation & Financial / Commercial impacts. Shifting transport modes and usage in the City may require short term pain for longer term gain as the City supports the development, maintenance and connection of alternatives to car use (e.g. cycle ways) and the supporting infrastructure.

Enterprise Risk Management Considerations

Risk Title	Risk Rating
CO-O01 Relationship Management	Moderate
Accountability	Action Planning Option
Director Corporate Strategy and Performance	Manage

Risk Title	Risk Rating
CO-O08 Contract Management	Moderate
Accountability	Action Planning Option
Director Corporate Strategy and Performance	Manage

Risk Title	Risk Rating
CO-O17 Financial Management	Moderate
Accountability	Action Planning Option
Director Corporate Strategy and Performance	Manage

Risk Title	Risk Rating
CO-O22 Environmental Management	Moderate
Accountability	Action Planning Option
Director Planning and Sustainability	Manage

Financial and Performance Risk

Financial Risk

A financial risk assessment was undertaken by Equifax Australasia Credit Ratings Pty Ltd as part of the tender evaluation process and the outcome of this independent assessment advised that On Tap Services is assessed with the financial capacity to meet the requirements of the contract.

Performance Risk

On Tap are current providers of plumbing services to the City and they have provided exceptional services. Please refer to confidential attachment for further comment.

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 Plumbing Services are included in the Asset Maintenance Service Unit Operational Budget.

Recommendation:

That the CHIEF EXECUTIVE OFFICER, in accordance with Delegation 1.1.13 (Tenders for Goods and Services) of the Delegated Authority Register for the awarding of tenders ACCEPTS the tender submitted by On Tap Services Pty Ltd for Tender 25029, for the Provision of Plumbing Services, as per the schedule of rates in the tender submission, subject to appropriate funding availability, for each of the financial years within the 3 year contract term and the two (2), twelve (12) month or part thereof options to extend.