

ITEM 10 TENDER T1000209 – CLEANING SERVICES FOR WOLLONGONG CITY COUNCIL

This report recommends acceptance of a tender for Cleaning Services for Wollongong City Council in accordance with the requirements of the *Local Government Act 1993* and the *Local Government (General) Regulation 2021*.

The cleanliness and presentation of Council's community, operations, and administration buildings are essential to ensuring safe, welcoming, and functional environments for our community and staff. Clean and well-maintained facilities promote equity and inclusion and enhance the user experience for residents and visitors accessing libraries, community centres, and halls and reinforces the Council's commitment to delivering high-quality services.

The tender was issued to secure a professional cleaning service provider capable of delivering consistent, high-quality cleaning across twelve (12) Council assets, ensuring alignment with Council's standards for hygiene, presentation, and sustainability.

RECOMMENDATION

- 1 In accordance with Section 178(1)(a) of the *Local Government (General) Regulation 2021*, Council accept the tender of Menzies Facility Services Pty Ltd for Cleaning Services across multiple sites for Wollongong City Council, in the sum of \$1,797,481.62 including GST.
- 2 The contract be awarded for an initial term of 3 years, with 1 optional extension of 2 year/s for a maximum term of 5 years. Any such extensions being exercised at the sole discretion of Council.
- 2 Council delegate to the General Manager the authority to finalise and execute the contract and any other documentation required to give effect to this resolution.
- 3 Council grant authority for the use of the Common Seal of Council on the contract and any other documentation, should it be required, to give effect to this resolution.

REPORT AUTHORISATIONS

Report of: Alan Davis, Manager City Works (Acting)
 Authorised by: Joanne Page, Director Infrastructure + Works

ATTACHMENTS

There are no attachments for this report.

ACRONYMS USED IN REPORT

Abbreviation	Meaning
GECA	Good Environmental Choice Australia

BACKGROUND

Tender T1000209 was initiated by Wollongong City Council to secure professional cleaning services across twelve (12) council-owned assets. The scope includes daily, weekly, monthly, quarterly, bi-annual and annual cleaning tasks tailored to each site's operational needs.

Expected outcomes include enhanced presentation of council assets, improved hygiene for community members and staff, ensuring alignment with Council's standards for hygiene, presentation, and sustainability.

Tenders were invited for this project by the open tender method with a close of tenders of 10.00 am on Thursday 31 July 2025.

21 tenders were received by the close of tenders and all tenders have been scrutinised and evaluated by a Tender Evaluation Panel constituted in accordance with Council's Procurement Policies and Procedures and comprising representatives of the City Works, Governance, Procurement and Property Divisions.

The Tender Evaluation Panel evaluated all tenders in accordance with the following Evaluation criteria and weightings as set out in the formal tender documents:

Mandatory Criteria

- 1 Referees - Provision of satisfactory references from referees for previous projects of similar size and scope
- 2 Workplace Health & Safety Management System - Tenderers have as a minimum a Health & Safety Policy and WHS Management System Manual or Plan
- 3 Environmental Management System - Tenderers have as a minimum an Environmental Management Policy and System Manual or Plan
- 4 Use of Environmentally Certified Products - Tenderers must detail the use of environmentally certified cleaning products
- 5 Modern Slavery - Tenderers must submit and complete comprehensive answers to the Modern Slavery Questionnaire
- 6 Administration Building Site Inspection - Tenderers must register and provide evidence of attendance

Evaluation Criteria

- 1 Cost to Council - 45%
- 2 Demonstrated prior experience and satisfactory performance in delivering services of similar size, scope and risk profile - 20%
- 3 Staff qualifications and experience - 5%
- 4 Demonstrated strengthening of local economic capacity - 10%
- 5 Workplace health and safety management system and environmental management policies and procedures - 5%
- 6 Environmental and Sustainability - 10%
- 7 Social Value & Social Procurement - 5%

The mandatory evaluation criteria have been met by the recommended tenderer.

The Tender Evaluation Panel utilised a weighted scoring method for the evaluation of tenders which allocates a numerical score out of 5 in relation to the level of compliance offered by the tenders to each of the evaluation criteria as specified in the tender documentation. The method then takes into account pre-determined weightings for each of the evaluation criteria which provides for a total score out of 5 to be calculated for each tender. The tender with the highest total score is considered to be the tender that best meets the requirements of the tender documentation in providing best value to Council. Table 1 below lists the 21 companies who tendered.

TABLE 1 – SUMMARY OF TENDERERS

	Tenderers Legal Name
1	A BETTER CHOICE CLEANING & MAINTENANCE PTY LTD
2	ADVANCED NATIONAL SERVICES
3	ALLIED FACILITIES MANAGEMENT
4	B&K SERVICES
5	BOAB SERVICES PTY LTD
6	CIPHER SOLUTIONS
7	DOUGLAS WRIGHT GROUP PTY LTD
8	FAST FACILITIES SERVICES PTY LTD
9	J&K PROPERTY CARE SERVICES PTY LTD
10	MENZIES FACILITIES SERVICES PTY LTD
11	PACIFIC FACILITY SERVICES PTY LTD
12	PEAK FACILITIES PTY LTD
13	PROSHINE SOLUTIONS PTY LTD
14	REACT FACILITY SOLUTIONS
15	SJFM PTY LTD
16	SKG CLEANING PTY LTD
17	SOLO SERVICES GROUP AUSTRALIA PTY LTD
18	V.D.G PTY LTD
19	WCG CLEANING PTY LTD
20	CUBE4 SECURITY PTY LTD – NON-CONFORMING
21	SCINEST PTY LTD – NON-CONFORMING

PROPOSAL

It is recommended that Council accept the tender of Menzies Facilities Services Pty Ltd to carry out the Cleaning Services in accordance with the scope of works and technical specifications developed for the project.

The recommended tenderer has satisfied the Tender Evaluation Panel that it is capable of undertaking the works to Council’s standards and in accordance with the technical specification.

Referees nominated by the recommended tenderer have been contacted by the Tender Evaluation Panel and expressed satisfaction with the standard of work and methods of operation undertaken on their behalf.

CONSULTATION AND COMMUNICATION

- 1 Members of the Tender Evaluation Panel
- 2 Nominated Referees

PLANNING AND POLICY IMPACT

This report contributes to the delivery of Our Wollongong Our Future 2035 Goal 2 – “We have well planned, connected, and liveable places”. It specifically delivers on the following:

Community Strategic Plan 2035	Delivery Program 2025-2029
Strategy	Service
2.14 Plan and deliver an accessible, safe, clean and inviting public domain.	Community Facilities Memorial Gardens & Cemeteries Aquatic Services Leisure Centres Libraries Waste Management

RISK ASSESSMENT

The risk in accepting the recommendation of this report is considered low on the basis that the tender process has fully complied with Council’s Procurement Policies and Procedures and the *Local Government Act 1993*.

The tender process included mandatory criteria requiring all suppliers to comply with the *Modern Slavery Act 2018 (Cth and NSW)*, addressing both legal and regulatory obligations and broader social risks to assess ethical labour practices. Menzies Facilities Services Pty Ltd are required to report under the *Modern Slavery Act 2018 (Cth)*, meaning they must assess and disclose risks of modern slavery within their operations and supply chains.

To mitigate reputational risk, Council has implemented a minimum three-month lead time before the commencement of the new cleaning services contract. This approach ensures that workers currently employed under existing arrangements are given adequate time and support to seek alternative employment, demonstrating Council’s commitment to ethical transition practices and community responsibility. The panel would also like to acknowledge that Menzies Facilities Services Pty Ltd has expressed a strong commitment to workforce continuity by actively seeking to retain incumbent cleaning personnel who have demonstrated interest in continuing their roles within each designated area.

The risk of the project works or services is considered low based upon Council’s risk assessment matrix and appropriate risk management strategies will be implemented.

SUSTAINABILITY IMPLICATIONS

The recommended supplier holds ISO 14001 Environmental Management System certification, which displays their commitment to environmentally responsible operations, waste minimisation, and sustainable cleaning methods. The use of digital technology (e.g., tablets and laptops) in place of paper, and sustainable materials for activities and catering, further supports Council’s sustainability objectives.

Sustainability was assessed in the evaluation process and encompassed the use of Enviro-certified cleaning products and practices, demonstrated experience in waste sorting, and deployment of energy-efficient cleaning equipment and technologies. Although GECA-certified products may involve a slightly higher upfront cost, their selection reflects Council’s practical commitment to environmentally responsible practices. The long-term benefits such as reduced environmental impact and alignment with sustainability goals justify this investment, particularly as it remains within the approved budget.

The recommended supplier:

- adheres to the mandatory criteria requiring the use of GECA (Good Environmental Choice Australia) certified products. GECA certification ensures products meet rigorous environmental, health and social standards.
- has committed to implementing waste sorting across all serviced assets, with a key performance indicator of maintaining general waste below 50%. This initiative directly aligns with Council’s Climate

Change Mitigation Plan 2023–2030, which includes a target of net zero emissions by 2030 and Council's Waste and Resource Recovery Strategy 2024–2034 to reduce waste to landfill.

- Met the requirements under the *Modern Slavery Act 2018* (Cth), ensuring ethical sourcing and labour practices.

FINANCIAL IMPLICATIONS

It is proposed that the total project be funded from the following source/s as identified in the Operational Plan – 2025/26 to 2028/29

The funding for this contract is currently funded from allocated operational budgets for the below Council Assets:

- Administration Building
- Whytes Gully
- Glengarry Cottage
- 93 Crown Street
- Memorial Gardens
- Integral Building
- Geotechnical Lab
- Wollongong Art Gallery
- Beaton Park Leisure Centre
- The Southern Gateway Centre
- Botanic Gardens
- Unanderra Library

The recommended tenderers price is within forecast budgetary expectations.

CONCLUSION

It is recommended that Council accepts the recommendations of this report in relation to Tender T1000209 – Cleaning Services for Wollongong City Council to provide high-quality, sustainable cleaning services across Council assets. This supports Council's commitment to maintaining clean, safe, and welcoming public facilities, which directly benefits the community by promoting public health, enhancing user experience, and upholding the standards expected by residents and visitors.