

## 5.2 Tender for Provision of Facilities Maintenance and Management Services (CF2022009: RM)

Responsible Senior Officer: Jarrod Doake, Chief Operating Officer

### **RECOMMENDATION\***

*That Council:*

1. *Awards the tender from Campeyn Group Pty Ltd for the Provision of Facilities Maintenance and Management Services, Contract No. 2022009 including:*
  - a. *Part A for a fixed Lump Sum of \$1,280,764 per annum and an estimated Schedule of Rates spend of \$500,000 per annum for reactive and planned works, for an estimated total component value of \$11,233,300 inclusive of all available extension options;*
  - b. *Part B for a schedule of rates based contract with an estimated annual contract value of \$977,000 and estimated planned expenditure of \$700,000 per annum, for an estimated total component value of \$10,581,000 inclusive of all available extension options;*
  - c. *Part C for a schedule of rates based contract with an estimated annual contract value of \$901,417 and estimated planned expenditure of \$700,000 per annum, for an estimated total component value of \$10,102,000 inclusive of all available extension.*
2. *Authorises the Chief Executive Officer to execute the contract agreement;*
3. *Notes that the Services for this contract are proposed to commence April 1st 2022 with an initial term of two (2) years with two (2) separate extension options of two (2) years each with an estimated total contract value (for Parts A, B and C) of \$31,916,000 inclusive of all available extension options (assuming 2% CPI indexation) and authorises the Chief Executive Officer to approve extension options subject to satisfactory performance.*

*(\*Please note that all dollar figures are GST inclusive unless stated otherwise)*

**INTRODUCTION**

Council has conducted a tender for Provision of Facilities Maintenance and Management Services. This service sought to combine existing standalone contracts into a combined single head contractor management arrangement.

**BACKGROUND**

Council Officers are seeking to appoint a supplier to provide Facilities Maintenance and Management Services for approximately four hundred and fifty (450) Council managed facilities, including Operational Centres, Preschools, Sport Pavilions, Community Halls and other Council owned facilities where Council supports the delivery of services. The services are required to fulfil Council's obligations to maintain its building and structures in accordance with the Council Plan by providing enhanced places for the community. The facilities are maintained by Council and used by various community groups to provide a range of services for the community.

Council Officers are seeking to form a collaborative relationship with a suitably qualified and experienced supplier to manage and deliver Facilities Maintenance and Management Services to all of Council's facilities. The supplier is required to maintain the facilities to meet Council's objectives in providing safe and accessible facilities for users.

Council has divided the service into the following three categories:

Part A. Routine Work annual lump sum service includes the provision of routines servicing and maintenance for:

- |  |                                      |
|--|--------------------------------------|
| <i>a. Routine Maintenance Management</i> | <i>d. Automatic Door Maintenance</i> |
| <i>b. Grease trap cleaning</i>           | <i>e. Pest Control</i>               |
| <i>c. Security Service</i>               | <i>f. Lift Maintenance</i>           |

Part B. Planned Maintenance Management and Quoted Works (Planned Expenditure) includes programmed works management, procurement and quoting of planned and cyclic building works which may require the coordination of multiple building trade activities; and

Part C. Reactive Maintenance and Planned Expenditure which incorporates the following trades:

- |  |                          |
|--|--------------------------|
| <i>a. Routine Maintenance Management</i> | <i>n. Masonry</i>        |
| <i>b. Grease trap cleaning</i>           | <i>o. Paving</i>         |
| <i>c. Security Service</i>               | <i>p. Roofing</i>        |
| <i>d. Automatic Door Maintenance</i>     | <i>q. Floor Finishes</i> |
| <i>e. Pest Control</i>                   | <i>r. Metal Working</i>  |
| <i>f. Lift Maintenance</i>               | <i>s. Plumbing</i>       |
| <i>g. Handyperson Services</i>           | <i>t. Electrical</i>     |
| <i>h. General Carpentry</i>              |                          |
| <i>i. Cabinet Making</i>                 |                          |
| <i>j. General Glazing Services</i>       |                          |
| <i>k. Wall and floor Tiling</i>          |                          |
| <i>l. Plastering and rendering</i>       |                          |
| <i>m. Concreting</i>                     |                          |

**NOTIFICATION**

A public notice was placed in The Age newspaper on 2 October 2021 and the tender closed on 27 October 2021.

**TENDERS RECEIVED**

Five tender submissions were received by the appointed closing time. The tenders received are listed below:

- *Building Facilities Pty Ltd*
- *Campeyn Group Pty Ltd*
- *Harris HMC Maintenance*
- *Platinum FM Pty Ltd*
- *Schindler Lifts Australia Pty Ltd*

**Tender Conformance:**

All submissions were assessed for their compliance with the tender conditions including the contractual terms and conditions and the requirements of the response schedules.

One submission was deemed non-conforming and that submission was not evaluated further.

**TENDER EVALUATION**

The remaining conforming tenderers were assessed in accordance with the evaluation criteria published in the tender documentation:

Table 1

<b>Pass/Fail Assessment Criteria</b>	<b>Score</b>
Completed and signed returnable schedules	<i>Pass/Fail</i>
OHS Quality Systems	<i>Pass/Fail</i>
Mandatory Insurances	<i>Pass/Fail</i>
Conforming Tender	<i>Pass/Fail</i>
Participation in the Mandatory pretender brief	<i>Pass/Fail</i>

A mandatory Pre-Tender Supplier briefing was undertaken to provide Tenderers with an opportunity for clarification.

All members of the evaluation panel signed Conflict of Interest and Confidentiality forms and no conflicts were raised.

<b>Table 2</b>	<b>Key Selection Criteria</b>	<b>Criteria Weightings</b>
<b>50% NON-PRICE CRITERIA</b>	<b>Capacity and Capability</b>	<b>25%</b>
	<b>Project Timeline</b>	<b>5%</b>
	<b>Sustainability (Mandatory)</b>	<b>20%</b>
<b>PRICE (50%)</b>	<b>Price</b>	<b>50%</b>

**DISCUSSION**

The following information supports the evaluation panel’s recommendations.

A summary of the average evaluation panel scores for the qualitative (non- priced) criteria and price scores for the conforming tenders follows:

<b>Tenderer Name</b>		
	<b>Total</b>	<b>Rank</b>
Campeyn Group Pty Ltd	80.9%	1
Platinum FM Pty Ltd	78.6%	2
Harris HMC Maintenance	73.9%	3
Building Facilities Pty Ltd*	46.3%	4

On reviewing the total weighted scores for both the qualitative (non-price) and price criteria for each service group, the evaluation panel short listed the top three ranked tenderers for further review as it was unlikely that further clarification (including interviews and reference checks) with the lowest ranked tenderer would change the status of their ranking.

The panel also identified a number of pricing inconsistencies submitted by the three top ranked tenderers and subsequently issued a series of clarifications to seek confirmation of the pricing provided.

### Interviews

The evaluation panel proceeded to interview the three (3) shortlisted suppliers.

### Best and Final Offer

The panel elected to issue a Best and Final Offer invitation to the shortlisted tenderers to ensure all tenderers had the same opportunity to consolidate all clarifications and final prices submitted. This process was conducted in line with the Victorian Local Government Best Practice Guidelines.

At the conclusion of the Best and Final Offer process, the evaluation panel scores for the qualitative (non- priced) criteria and price scores for the shortlisted tenders was updated as follows:

Tenderer Name		
	Total	Rank
Campeyn Group Pty Ltd	83.2%	1
Platinum FM Pty Ltd	77.2%	2
Harris HMC Maintenance	72.7%	3

Based on this final ranking, Campeyn Group Pty Ltd represents the best value outcome for Council.

**FINANCIAL IMPLICATIONS**

The total estimated operating expenditure for the first year of this contract is \$3,159,180 with an additional planned capital works estimated spend of \$1,900,000.

The total estimated expenditure from both operational and capital funding can be accommodated within existing funding allocations.

The \$1,900,000 capital works estimated spend will be funded from the approved 2022/23 Capital Building Renewal Program Budget.

The 2022/23 Operating Budget makes provision for the estimated operating expenditure under this proposed contract (subject to work volumes) as follows.

<b>Budget Account</b>	<b>Contract allocation</b>
Security (Acc 7610)	\$ 800,000
Routine Maintenance (802)	\$ 260,000
Non –Routine Maintenance (803)	\$ 480,000
Facilities Programs (857)	\$ 500,000
Regulatory Services (854)	\$ 50,000
Facilities Services (855)	\$ 60,000
Extra Works Assets	\$ 150,000
Minor Renewal Improvements	\$ 350,000

**SUSTAINABILITY OUTCOMES**

As part of Council's commitment to sustainability this contract offers:

1. Environmental Sustainability: Campeyn Group Pty Ltd has an Environmental Management System certified to ISO 14001 and demonstrated a commitment to undertake the delivery of the services in a manner which drives down Council's environmental footprint.
2. Local Sustainability: Campeyn Group Pty Ltd has identified multiple preferred suppliers who are located within the City of Monash boundaries. They have 5 employees who reside within the municipality. Any further requirement for product or services in relation to this contract will be targeted towards those businesses located within the City of Monash.
3. Social Sustainability: Campeyn Group Pty Ltd has committed to a 1% total fee reinvestment into City of Monash community projects.

**CONCLUSION**

That Council approves the recommendations contained within this report.