CAMPBELLTOWN CITY COUNCIL

150 YEARS 1868-2018

Confidential Item

For Council meeting to be held on

Tuesday 17 July 2018 at 7.30 pm

Refer Item 11.3

6145185

CAMPBELLTOWN
CITY COUNCIL

Tender Evaluation Report

Campbelltown Home Support Program 2018

Cost centre Various

Date: 3/7/18

Prepared by: Andrew King

1. Background

The Campbelltown City Council invited select tenders from companies for the provision of the Campbelltown HSP (Campbelltown Home Support Program) to provide domestic assistance and social support to support older people, young people with a disability and carers to remain living independently in their own home within Campbelltown City Council

2. Contract Term

The contract term is for the 18/19 and 19/20 Financial Years, ending 30 June 2020.

Subject to Council receiving further Commonwealth Home Support Program (CHSP) and State Government Home and Community Care funding, satisfactory performance and any other conditions which may prevail at the time the Council may consider three (3) optional rights of renewal of one (1) year each to be exercised at Council's absolute discretion.

3. Procurement Process

3.1. Open Tender Process

Tender were released on the SA Tenders & Contract website (www.tenders.sa.gov.au).

Tenders Opened: 22/5/18
Tenders Closed: 12/6/18 1:00pm

3.2. Document Issued

The document issued is the standard CCC RFT package, (HPE: 4019884)

3.3. Tender Enquiries

No tender enquiries were received during the procurement process.

3.4. Tender Briefing & Site Visit

No tender briefing or site visits were conducted.

4. Receipt of Tender & Evaluation

4.1. Receipt of Tenders

Tender submission were received from the following companies:

- Direct Care
- Esar Home Care
- HenderCare
- Gleam Team

No late tenders were received.

Tenders were opened shortly after the Closing Time by three Council staff that signed and documented the receipt of each tender. (HPE: 6137998)

4.2. Evaluation Panel

The evaluation Panel consisted of:

- Maria Coppola
- Simon Zbierski
- Tracy Johnstone
- Adrian Forster - Management (WHS System & Insurances) only
- Lisa Gergos - Management (Financial & Economic Stability) only

Each Members of the Evaluation Panel has completed the Tender Declaration Form and declared "No Conflict of Interest" and agreed to keep confidential the contents of each tender. (HPE: 6142833)

4.3. Evaluation Criteria

The evaluation criteria are as follow: (From tender documents)

Assessment Criteria	Weightings
Relevant Experience & Track Record (Previous work of this type, general reputation for work competence, capacity etc)	20%
Technical Skills & Methodology (People, systems, specific abilities includes appreciation of key issues and tasks)	25%
Management & Time Performance (Organisation, quality system, meeting timeframes)	10%
Management (Work health & safety, acceptable insurances)	7.5%
Management (Financial performance)	7.5%
Local (Products, services & contractors)	10%
Price	20%
Total	100%

4.4. Evaluation Selection

The evaluation was individually carried out by the evaluation panel members and then averaged out on 27/6/18 and the full evaluation matrix is in (HPE: 6138484)

The summary of the evaluation is below:

Contractor	Price	Score	Rank
Direct Care	$47	369.04	2
Esar Home Care	$46	324.92	4
HenderCare	$46	345.62	3
Gleam Team	$33	371.26	1

Note: Highest score is best

4.5. Reference Checks

As the successful tenderers are existing contractors and have been for at least two years, the panel agreed it was unnecessary to undertake reference checks

5. Discussion

The key services to be delivered under this contract include:

- Domestic Assistance, e.g.
  - Vacuum/sweep floors
  - Mop floors where specified
  - Clean the toilet
  - Clean bathroom basin/shower/bath, mirror and fittings
  - Wipe shower alcove (glass and tiles)
  - Wipe over kitchen bench and cupboard doors

- Spring Cleaning, e.g.
  - Turn mattresses
  - Dusting
  - Clean skirting boards / window sills
  - Clean inside and outside kitchen cupboards
  - Fridge clean in and out
  - Light window cleaning
  - Clean stove top, range hood and filter & oven

- Social Support
  - Provided by a worker either within the home environment or while accessing community services, primarily directed towards meeting the client's needs within the local area and/or where necessary. A worker is brokered to provide a client with transport and assistance to undertake approved activities i.e. shopping, banking, friendly visiting

The output hours required for domestic assistance is 7,124 hours for Federal funding and 676 hours for State funding, (15600 hrs over the 24 month period) which includes spring cleans and domestic assistance.

All tenderers were advised that Council may engage multiple contractors to ensure flexibility of service provision and to ensure our client's needs are met through diverse options e.g. culturally, short term/long term need etc.

All tenderers were advised that social support would only be requested on a needs only basis. Social support (shopping assistance) is provided by volunteers.

Gleam Team charges a significantly lower hourly rate whilst still delivering a quality program. They have demonstrated experience brokering to Local Government providing a

cost effective, high quality service in the domestic assistance area. As a general rule Gleam Team are utilised for ongoing or long term domestic assistance services.

Direct Care specialise in providing CALD workers and excellent response times required for short term clients, especially those discharging from hospital or when services need to be put in place immediately.

HenderCare will invariably be used for special need clients due to their vast experience in the aged care industry and will allow CHSP staff to offer an alternative option for providing quality domestic assistance services.

HenderCare has the capacity to also provide handyperson and garden maintenance services which may assist when current contractors are on leave or unavailable.

All of the submissions for the Tender were detailed and it was a competitive process and, however Direct Care, HenderCare, Gleam Team stood out from the rest on a number of fronts due to their:

- Understanding of the project
- Well experienced staff
- Quality systems in place
- Project Management Skills
- competitive rates
- relevant experience

The preferred tenderers have been undertaking these services for various metropolitan and Councils and for a number of years on time and without any significant issues and have proven to be very flexible in meeting the needs and the requirements of the project.

6. Financial Implication

Currently there is $1,453,403 in funding supplied from both the Federal Government and State Government for the Campbelltown Home Support Program budget for period between 01/07/2018 to 30/6/2020. Funding for the State Government is for 12 month period ending on 30/6/2019 at this stage.

Of this $645,611 is available to cover all costs to supply outputs of 15600 hours for domestic assistance and spring cleans, thus being accommodated within the current budget. (see Appendix 1 for cost comparison)

7. Terms of Payment

The contractors will be paid the contract sum as highlighted below.

Option 3 (Schedule of Rates)

[X] - Where the Contract is a Schedule of Rates the Contractor may at monthly intervals (or as otherwise specified in this agreement) submit a written claim for the works completed / service delivered.

8. Financial Sustainability

The Finance department tender evaluation is part for the final combined assessment.

9. Recommendation

Direct Care, HenderCare, Gleam Team be awarded the contract to undertake the brokerage of domestic assistance and social support until 30 June 2020.

10. Approval

Endorsed/Approved by:

Signed: _____ Date: 4/7/18

General Manager Michelle Hammond

Endorsed by:

Signed: _____ Date: 5/7/18

Chief Executive Officer

Appendix 1: Cost Comparison

Description	Direct Care	Gleam Team	Hendercare	Esar
Social Support	$47.08	$33.20	$46.04	$45.98
Domestic Assistance	$43.50	$33.20	$42.86	$43.80
Spring Clean	$43.50	$41.41	$44.50	$46.31

Funding			$645,611.00
Less staffing and on costs approximately 30%		30	-$193,683.30
Client contribution $9 p/hr	15600	$9	+$140,400.00
Funds available for contract			$592,327.70

All prices are ex GST