CAMPBELLTOWN
CITY COUNCIL

Confidential Item

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For Council meeting to be held on

Tuesday 17 November 2015 at 7.30 pm

Refer Item 11.5

CAMPBELLTOWN
CITY COUNCIL

Tender Evaluation Report

Campbelltown Home Support Program 2015

Cost centre 311.741

Date: 27/10/15

Prepared by: Andrew King

1. Background

The 311.741Campbelltown City Council invited tenders from companies for the provision of the CHSP (Campbelltown Home Support Program) to provide assistance to help support older people, young people with a disability within the Council.

2. Contract Term

The contract term is for the 15/16, 16/17, 17/18 Financial Years, ending 30/6/18.

3. Procurement Process

3.1. Select Tender Process

The tender documents were emailed to the below companies.

- Caring Choice
- Direct Care
- Gleam Team
- Hendercare

Tenders Opened: 22/9/15
Tenders Closed: 13/10/15

3.2. Document Issued

The document issued is the standard CCC RFT package. (Trim: 15/57209)

3.3. Tender Enquiries

Several tender enquiries were received during the procurement process and answers were replied to all parties. (Trim: 15/58337, 15/58619, 15/59841)

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:

- Caring Choice
- Direct Care
- Gleam Team
- Hendercare

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. (Trim: 15/61622)

4.2. Evaluation Panel

The evaluation Panel consisted of:

Name & Title
Tracy Johnstone - Manager Community Services
Maria Coppola - CHSP - Acting Team Leader
Sue Kunhegyesy - Volunteer Coordinator/Project Officer

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. (Trim: 15/61981)

4.3. Evaluation Criteria

The evaluation criteria are as follow:

Selection Criteria	Weighting (%)
Relevant Experience of Contractor (ie previous work f this type etc)	10
Track Record of Contractor (General reputation for work competence, capacity etc)	10
Technical Skills (People, systems, specific abilities etc)	15
Methodology (how the project is to be tackled, scope of work etc)	15
Management (organisation, acceptable insurances, economic stability, quality system, WHS system etc)	15
Time Performance (as proposed for project - likelihood of meeting it)	15
Price	20

4.4. Evaluation Selection

The evaluation was individually carried out by the evaluation panel members and then averaged out on 27/10/15 and the full evaluation matrix is in (Trim: 15/61979)

The summary of the evaluation is below:

Contractor	$ hr	Score
Caring Choice	$43.44	327.95
Direct Care	**$40.39**	**342.43**
Gleam Team	**$32.55**	**341.67**
Hendercare	**$39.86**	**342.95**

Note: Highest score is best

The summary of cost estimation is provided in the appendix.

4.5. Reference Checks

All tenderers provided three referees and Staff have contacted at least two of the three referees for all tenderers.

Copies of the reference check highlighted that most of the tenderers are able to conduct the works, are in (Trim: 15/61983)

5. Discussion

The key services to be delivered under this contract include:

- House Cleaning, 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 in our Federal funding agreement for domestic assistance is 7,124 hours, (18997hrs over the 32 month period) which includes spring cleans and house cleaning. In the 14/15 financial year we provided 8422 hours to 478 clients.

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 HACC 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.

6. Financial Implication

Currently there is $797,874.67 in funding supplied from the Federal Government for the Campbelltown Home Support Program budget for period between 1/11/15 to 30/6/18.

Of this there is $710,488.27 is available to cover the cost of $698,253.73 to supply outputs of 18997 hours for domestic assistance, thus being accommodated within the current budget.

7. Recommendation

Direct Care, Gleam Team, Hendercare be awarded the contract to undertake the brokerage of domestic assistance, respite and social support until 30 June 2018.

8. Approval

Endorsed/Approved by:

Signed: _____ Date:_____

General Manager

Approved by:

Signed: _____ Date:_____

Chief Executive Officer

Appendix 1: Cost Comparison

Description	Direct Care	Glean Team	HenderCare	Caring Choice
Social Support	43.72	32.55	42.82	43.44
House Cleaning	40.39	32.55	39.86	43.44
Spring Cleaning	40.39	40.6	41.39	43.44

Supplier - Domestic Assistance	Hr Rate	% est.	Output Hrs	Total
Direct Care	$40.39	35	6648.95	$268,551.09
Gleam Team	$32.55	45	8548.65	$278,258.56
Hendercare	$39.86	20	3799.4	$151,444.08
	Total	**100**	**18997**	**$698,253.73**

Federal Gov Funding			797,874.67
Staffing & on Costs Approx 30%		30	239362.401
Client contribution $8 p/hr	18997	8	$151,976
Available		Total	**$710,488.27**