



## Tender Register

<b>Tender Title:</b>	<b>RFT 38/2025 - CITYWIDE CLEANING SERVICES (COMMERCIAL)</b>
<b>Request ID:</b>	71564
<b>Tender Description:</b>	The City is seeking an experienced commercial grade cleaning provider for its public buildings and facilities at multiple locations throughout the City of Cockburn. The tender is divided into three (3) separate service areas, public toilets, community and administration buildings and Cockburn ARC.
<b>Advert Approval:</b>	<b>Decision to Advertise:</b> Director Community & Place, Director Infrastructure Services <b>Decision Date:</b> Thursday, 13 November 2025
<b>Closing Date and Time:</b>	<b>2:00PM (AWST) Thursday, 11 December 2025</b>
<b>Opening Date and Time:</b>	<b>2:00PM (AWST) Thursday, 11 December 2025</b>
	<b>Tenderer's Name:</b>
1	MENZIES INTERNATIONAL (AUST.) PTY. LTD.
2	The Trustee for Panich Family Trust t/a DMC CLEANING CORPORATION PTY LTD
3	DRD Partnership t/a SOUTHERN CROSS CLEANING
4	BRIGHTMARK GROUP PTY LTD
5	BIC Consolidated t/a BIC SERVICES PTY LTD
6	SPS FACILITIES
7	ICONIC PROPERTY SERVICES PTY LTD
8	BRITESHINE CLEANING & MAINTENANCE SERVICES PTY LTD
9	SERVICEFM PTY LTD
10	The Trustee for THE PICKWICK CLEANING SERVICES UNIT TRUST t/a Pickwick Group Integrated Facilities Services
11	WESKLEEN SUPPLIES
12	SAGE FACILITIES PTY LTD
13	CHK SERVICES PTY LTD t/a CHK Services
14	ICC CLEANING PTY LTD

# Tender Register

Advertisement	
Method 1: City of Cockburn website	Method 2: City of Cockburn Libraries Public Noticeboards
Method 3:  The Western Australian, Saturday 15 November 2025	<b>Tender Awarded by:</b>
<b>Copy of Statewide Notice:</b>   <b>Tenders are invited for the Goods &amp; Services listed below:</b> <b>Citywide Cleaning Services (Commercial)</b> <b>Tender No. RFT 38/2025</b> <b>Deadline:</b> <b>2:00pm (AWST) Thursday, 11 December 2025</b> <b>Tender Documents &amp; Contract Requirements:</b> <b>Available online via the City of Cockburn's eProcurement website:</b> <a href="https://public.sl360.au/">https://public.sl360.au/</a> <b>Tender Enquiries:</b> <b>Janine Kelleher, Service Specialist Tenders and Contracts by e-mail:</b> <b>tenders@cockburn.wa.gov.au</b> <b>Mandatory Tender Briefing/Site Inspection:</b> <b>A mandatory site briefing for RFT 38/2025 will be held on Wednesday, 19 November 2025 from 2:00pm to 3:00pm (AWST).</b> <b>The location of the meeting is at:</b> <b>City of Cockburn Operations Centre, 52 Wellard Street Biora Link.</b> <b>Attendance is to be confirmed by contacting Sharron Pike, Service Lead City Facilities, City of Cockburn by email (sharron.pike@cockburn.wa.gov.au) no later than 4:00pm (AWST) Tuesday, 18 November 2025 (AWST).</b> <b>Failure to attend this mandatory briefing/site inspection will render the Tenderer ineligible to submit a response.</b> <b>Tender &amp; Lodgement queries:</b> <b>Must be lodged using the City eProcurement website:</b> <a href="https://public.sl360.au/">https://public.sl360.au/</a> <b>All electronic submissions files shall be clearly named with the City's Tender Number as the prefix, followed by the Tenderer's Name, and lodged by the specified time and date.</b> <b>No late, telephoned, faxed, mailed, electronically mailed or hand delivered tenders will be accepted.</b> <b>Daniel Simms</b> <b>Chief Executive Officer</b>	CEO  Under Delegated Authority 1.2.38  Tuesday, 20 January 2026
<b>Date of Council Meeting:</b>	NA
<b>Name of Successful Tenderer(s):</b>	BRIGHTMARK GROUP PTY LTD
<b>Amount of Successful Tender(s): (ex GST)</b>	C101247- estimated contract value of \$674,680.42 ex GST C101248 – estimated contract value of \$3,579,192.04 ex GST C101249 – estimated contract value of \$2,395,896.80 ex GST

## RECOMMENDATION

### RFT38/2025 - Citywide Cleaning Services (Commercial)

Responsible Executive(s): Director Infrastructure Services & Director Community and Place

Author(s): **Service Lead City Facilities & Infrastructure & Operations Coordinator**

#### RECOMMENDATION

That Council accepts the tender submission for RFT 38/2025 Citywide Cleaning Services (Commercial) received from Brightmark Group Pty Ltd, as the most advantageous for the specific service areas of:

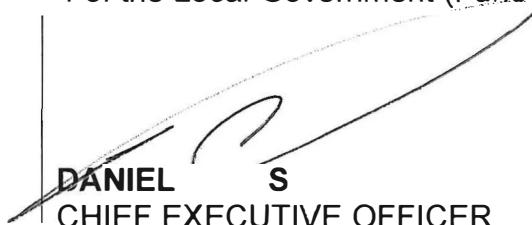
- A. Public Facilities for an estimated contract value of \$674,680.42 ex GST;
- B. Community and Administration Facilities, for an estimated contract value of \$3,579,192.04 ex GST;
- C. Cockburn ARC for an estimated contract value of \$2,395,896.80 ex GST;

based on the Schedules of Rates detailed in Confidential Attachment 2, applicable for a contract term of three (3) years commencing on execution of the contract.

Notes that the tender includes discretionary options to extend the contract term for one (1) subsequent year and up to twelve (12) months after that, to a maximum of five (5) years, exercisable under Delegated Authority and subject to CPI and approved operational and project budgets each financial year.

#### CHIEF EXECUTIVE OFFICER'S DECISION

That the recommendation be adopted through delegated authority extended to the Chief Executive Officer by Council under Sections 5.42 and 5.43 of the Local Government Act 1995 and pursuant to 1.2.38 Authority to accept and award specified tenders during period prescribed by Council, and in accordance with Part 4 of the Local Government (Functions and General) Regulations 1996.

  
**DANIEL S**  
CHIEF EXECUTIVE OFFICER  
January 2026

## **Background**

The City of Cockburn is seeking an experienced commercial grade cleaning provider for its public buildings and facilities at multiple locations throughout the City of Cockburn.

The tender is divided into the following three (3) separate service areas. Tenderers may apply for one, part or all of the following services:

### **Service Area A – Public Facilities: Public Toilet Facilities**

### **Service Area B – Community & Administration Facilities: Community Centres, Administration Offices and Libraries**

### **Service Area C – Cockburn ARC**

The proposed Contracts shall be in place for a period of three (3) years from the date of award; with Principal instigated options to extend the period for a subsequent one (1) year period and up to an additional twelve (12) months after that, to a maximum of five (5) years.

Tender Number 38/2025 - Citywide Cleaning Services (Commercial) was advertised on Saturday, 15 November 2025 in the Local Government Tenders section of "The West Australian" newspaper. It was also displayed on the City's website and e-Tendering platform between Saturday, 15 November 2025 and 2:00pm (AWST) Thursday, 11 December 2025.

## **Submission**

Tenders closed at 2:00pm (AWST) Thursday, 11 December 2025 and fifteen (15) tender submissions were received from:

<b>Tenderer's Name</b>	<b>Registered Business Name</b>
Menzies International Cleaning	MENZIES INTERNATIONAL (AUST.) PTY. LTD.
DMC Cleaning	The Trustee for Panich Family Trust t/a DMC CLEANING CORPORATION PTY LTD
Southern Cross Cleaning	DRD Partnership t/a SOUTHERN CROSS CLEANING
Brightmark Group	BRIGHTMARK GROUP PTY LTD
BIC Services	BIC Consolidated t/a BIC SERVICES PTY LTD
Allstar Kleen	ALLSTAR KLEEN
SPS Facilities	SPS FACILITIES
Iconic Property Services	ICONIC PROPERTY SERVICES PTY LTD

Britheshine Cleaning	BRITESHINE CLEANING & MAINTENANCE SERVICES PTY LTD
ServiceFM	SERVICEFM PTY LTD
Pickwick Cleaning	The Trustee for THE PICKWICK CLEANING SERVICES UNIT TRUST t/a Pickwick Group Integrated Facilities Services
Wesklean	WESKLEEN SUPPLIES
Sage Facilities	SAGE FACILITIES PTY LTD
CHK Services	CHK SERVICES PTY LTD t/a CHK Services
ICC Cleaning	ICC CLEANING PTY LTD

## Report

### Compliance Criteria

The following index was used to determine whether the submissions received were compliant.

	<b>Compliance Criteria</b>
A	Compliance with the Request Document
B	Compliance with the conditions of Responding and Tendering
C	Compliance with the General Conditions of Contract
D	Compliance with and completion of the Price Schedule in the format provided.
E	Completion of Qualitative Criteria
F	Compliance with ACCC Requirements and completion of Certificate of Warranty.

### Compliant Tenderers

Fourteen (14) tenderers were deemed compliant. One (1) tenderer was deemed non-compliant.

### Evaluation Criteria

Tenders were assessed against the following criteria:

<b>Evaluation Criteria</b>	<b>Weighting Percentage</b>
Demonstrated Experience	20%
Tenderers Resources	5%
Methodology	15%

Sustainability	10%
Local/Regional	10%
Tendered Price	40%
<b>TOTAL</b>	<b>100%</b>

#### Tender Intent/Requirements

The intent of this Tender is to select suitably experienced commercial grade cleaning provider for its public buildings and facilities at multiple locations throughout the City of Cockburn.

#### Evaluation Panel

The tender submissions were evaluated by the following:

Name	Position
Shane Pike (Chair)	Service Lead City Facilities
Carissa Bywater	Director Corporate & System Services
Cale Bant	City Facilities Coordinator
Glenn Pethick	Senior Business Operations Team Leader
Samantha Standish	Service Lead Port Coogee Marina
Sophie Adams (Local only)	A/Service Manager Procurement & Contracts
John Thornton (WHS only)	Service Lead Work Health and Safety
<b>Probitry Role:</b>	
Janelle Keene – Service Specialist – Tenders & Contracts	

#### Scoring Tables

##### Service Area A – Public Toilet Facilities

Tenderer's Name	Percentage Scores		
	Non - Cost Evaluation	Cost Evaluation	Total
	60%	40%	100%
<b>Brightmark Group**</b>	<b>40.44%</b>	<b>34.33%</b>	<b>74.58%</b>
Briteshine Cleaning	36.84%	32.54%	69.38%
DMC Cleaning	37.24%	40.00%	77.24%
ICC Cleaning	32.70%	30.55%	72.70%
Iconic Property Services	37.52%	29.42%	66.94%
Menzies International Cleaning	35.96%	26.85%	62.81%

Sage Facilities	23.34%	18.63%	41.97%
ServiceFM	39.74%	34.84%	74.58%
SPS Facilities	36.68%	10.57%	47.25%
Pickwick Cleaning	34.22%	21.08%	55.30%
WesKleen	40.80%	21.42%	62.22%

**\*\*Recommended Submission**

Service Area B - Community and Administration Facilities

Tenderer's Name	Percentage Scores		
	Non - Cost Evaluation	Cost Evaluation	Total
	60%	40%	100%
Brightmark Group**	40.44%	34.10%	74.54%
BIC Services	38.14%	14.60%	52.74%
CHK Services	34.04%	26.63%	60.67%
DMC Cleaning	37.24%	15.28%	52.52%
ICC Cleaning	32.70%	40.00%	72.70%
Iconic Property Services	37.52%	29.42%	67.04%
Menzies International Cleaning	35.96%	24.68%	60.64%
Sage Facilities	23.34%	22.68%	46.02%
ServiceFM	39.74%	22.37%	62.11%
Southern Cross Cleaning	41.26%	14.62%	55.88%
SPS Facilities	36.68%	14.83%	51.51%
Pickwick Cleaning	34.22%	29.89%	64.11%
WesKleen	40.80%	24.64%	65.44%

**\*\*Recommended Submission**

Service Area C – Cockburn ARC

Tenderer's Name	Percentage Scores		
	Non - Cost Evaluation	Cost Evaluation	Total
	60%	40%	100%
Brightmark Group**	40.44%	40.00%	80.48%
BIC Services	38.14%	37.23%	75.37%

ICC Cleaning	32.70%	16.74%	49.44%
Iconic Property Services	37.52%	38.29%	75.91%
Menzies International Cleaning	35.96%	39.29%	62.81%
Pickwick Cleaning	34.22%	32.45%	66.67%
WesKleen	40.80%	36.51%	77.31%

***\*\*Recommended Submission***

## **Evaluation Criteria Assessment**

### Demonstrated Experience

BIC Services, Brightmark Group, DMC Cleaning, Iconic Property Services, ServiceFM and Southern Cross Cleaning submitted responses to this criterion that were consistently of a high standard, each exceeding the stated requirements. Briteshine Cleaning, CHK Services, ICC Cleaning, Menzies International, SPS Facilities, Pickwick Cleaning, and Weskleen received slightly lower scores but nonetheless demonstrated their capability to meet the requirements across the various service areas. Sage Facilities' submission lacked sufficient detail and was scored accordingly.

Brightmark's response notably met or exceeded requirements, referencing multiple Local Government contracts with relevant experience, a strong corporate structure, comprehensive staffing details, and no reliance on sub-contracting. It was also noted that Southern Cross Cleaning did not provide examples from Local Government contracts.

### Tenderer's Resources

BIC Services, Brightmark Group, Briteshine Cleaning, DMC Cleaning, Menzies International, and Southern Cross received the highest ratings for this criterion, with Brightmark Group ranked first. All of these companies provided comprehensive details regarding current contracts and commitments. CHK Services, ICC Cleaning, Iconic Property Services, ServiceFM, SPS Facilities, Pickwick Cleaning, and Weskleen were rated slightly lower, though their submissions were deemed satisfactory for this criterion. Sage Facilities did not meet the requirements, as they are a newly established company with references limited. Brightmark Group achieved the highest score due to its extensive portfolio, which includes offices, restroom facilities, and sports and recreation centres—areas closely aligned with the needs of the three designated service sectors.

### Methodology

Brightmark Group, Iconic Property, Menzies International, ServiceFM, and Southern Cross each showcased strong methodologies, offering clear explanations of their scheduling, invoicing, service reporting, and communication procedures. Iconic Property was particularly commended for its thorough approach to staff training documentation. BIC Services, Briteshine, CHK Services, DMC Cleaning, ICC Cleaning, SPS Facilities, and Weskleen delivered responses that assured the evaluation panel of their capability to fulfil requirements. However,

Sage Facilities and Pickwick Group received scores below the acceptable threshold.

Brightmark Group stood out for its superior methodology and detailed service reporting.

*Brightmark detailed on page 3 of 169  
Sustainability certification to ISO 45001 (Safety) ✓*

BIC Services and ServiceFM were the top performers in sustainability providing comprehensive details on environmental policies, real-world social enterprise partnerships, and thorough Diversity, Equity & Inclusion (DE&I) documentation. Brightmark Group, DMC Cleaning, Iconic Property Services, Menzies International, SPS Facilities and Southern Cross were rated adequate for their sustainability principles but often lacked substantive evidence of actions and outcomes. ICC Cleaning, despite its Indigenous ownership, received a lower score due to insufficient details on social procurement. Overall, most tenderers met satisfactory standards for this criterion.

### Local and Regional

Weskleen is the only City of Cockburn based tenderer and ranked first for this criterion, being able to provide an advantage to the local community. Brightmark Group, Briteshine Cleaning, CHK Services and Southern Cross are based in the SWG region, which resulted in acceptable scores.

### Cost Summary

The cost assessment for each tender submission considered not only the total tenderer price but also the number of service hours allocated per site. It was observed that the hours quoted varied significantly between tenderers, with some proposing fewer hours resulting in a lower overall cost. While this may seem to offer a price benefit, dividing cost by hours provides the true hourly rate and more accurately represents service costs.

To ensure a fair comparison between tenders, these discrepancies in proposed service hours were assessed to more accurately reflect the genuine cost and value presented by each submission. The assessment was based on a comparison of the proposed total indicative hours with the known current service hours, as well as the ad hoc and periodic cleaning rates listed in the Schedule of Rates and the mark-up applied to consumables.

### **Summation**

The evaluation panel recommends that Council accept the submission from Brightmark Group Pty Ltd as being the most advantageous tenderer to deliver the cleaning service requirements for RFT 38/2025 – Citywide Cleaning Services (Commercial) for all service areas. Three individual contracts are proposed, for:

Service Area A – Public Facilities

Service Area B – Community & Administration Facilities

Service Area C – Cockburn ARC

Referee checks were not necessary as the tenderer is currently engaged under an existing contract. Any performance issues have been addressed promptly, service reporting is of high quality, and responses to queries or ad hoc requests are consistently excellent. Additionally, the tenderer has also successfully passed an independent Financial Risk Assessment.

The recommendation is based on

- Well demonstrated experience in performing similar work for other local governments;
- A range of personnel that have experience in managing the works associated with the requirements of the contract;
- Having the required resources and contingency measures to undertake the works;
- The best overall value for money delivering the most advantageous outcome.

### **Strategic Plan/Policy Implications**

#### Local Economy

*A sustainable and diverse local economy that attracts increased investment and provides local employment*

- Increased investment, economic growth and local employment.

#### Community, Lifestyle & Security

*A vibrant, healthy, safe, inclusive and connected community*

- Accessible and inclusive community, recreation and cultural services and facilities that enrich our community.
- A safe and healthy community that is socially connected.

#### Listening and Leading

*A community focused, sustainable, accountable and progressive organisation*

- Best practice Governance, partnerships and value for money.

### **Budget/Financial Implications**

#### **Service Area A - Public Facilities**

The estimated contract value for the initial year is \$218,279.60 comprising of \$198,279.60 allocated for scheduled cleaning, \$7,500 designated for ad-hoc cleaning (calculated at scheduled rates in accordance with historical cleaning demands), and \$12,500 assigned to periodical cleaning. The approved annual budget for the 2025/2026 financial year is \$250,000 (ex GST).

#### **Service Area B - Community and Administration Facilities**

The estimated contract value for the initial year is \$1,157,977.30 comprising of \$637,977.30 allocated for scheduled cleaning, \$395,000 designated for ad-hoc cleaning (calculated at scheduled rates in accordance with historical cleaning demands and subject to annual increases as Community Venues hire activity grows), and \$125,000 assigned to periodical cleaning. The approved annual budget for the 2025/2026 financial year is \$1,500,000 (ex GST).

## **Service Area C – Cockburn ARC**

The estimated contract value for the initial year is \$775,145.36, comprising of \$705,538.32 allocated for scheduled cleaning, \$1,224.00 designated for ad-hoc cleaning and \$68,383.04 assigned to periodical cleaning. The approved annual budget for the 2025/2026 financial year is \$905,964.60 (ex GST).

### **Legal Implications**

Section 3.57 of the Local Government Act 1995 and Part 4 of the Local Government (Functions and General) Regulations 1996 refers.

### **Community Consultation**

N/A

### **Risk Management Implications**

The incumbent contractor has provided notice of contract termination, effective 16th February 2026. City Facilities requires a minimum lead time of three weeks to mobilise a replacement contractor.

Should this recommendation not receive approval, there is an almost certain risk of an interruption in cleaning services, resulting in a medium negative impact and a high overall risk rating. In the absence of a cleaning contract, City buildings may become unoccupiable due to health and safety concerns.

There is also a likely possibility of reputational damage, with a medium negative impact and a high risk rating, arising from public buildings not being adequately cleaned.

Not awarding the other cleaning contract increases operational, financial, legal, and reputational risks due to lack of enforceable service levels, uncontrolled costs, and potential non-compliance with procurement and safety requirements.

Key risks to monitor during the contract include cleaning quality and hygiene standards, safety compliance, cost variations, service reliability, and contractor insurance/certification obligations.

### **Attachment**

The following Confidential Attachment is provided under a separate cover:

1. Consolidated Evaluation Score Sheet
2. Tendered Schedule of Rates for Preferred Respondent

### **Advice to Proponent(s)/Applicants**

N/A

### **Implications of Section 3.18(3) Local Government Act 1995**

Nil