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| <b>Project name</b>            | Cleaning Services Specification, Pricing Model, and Sourcing Strategy  |
| <b>Client</b>                  | Sunshine Coast Council (Council)   |
| <b>Project Value</b>           | Unspecified  |
| <b>Description of Services</b> | <p>Sunshine Coast Council (SCC) sought an experienced consultancy firm to liaise with its internal stakeholders to prepare a service level specification and associated tender documentation for the Council to use in its approach to market.</p> <p>The consolidation project covered over 50 of the Council's facility assets which required regular cleaning services. As a result of several local government restructures and amalgamations the Council's assets had a variety of on contract and off-contract spend for cleaning services, which were provided at various levels across the assets.</p> <p>It was imperative to the success of the project that clear communication lines were established, and for key stakeholders across all assets aligned with the strategy for standardisation of cleaning services.</p>  |
| <b>Role of RESOURCE2SOURCE</b> | <p>RESOURCE2SOURCE (R2S) was engaged based on our experience with stakeholder engagement and other services consolidation project experience. The services undertaken by R2S in this project included:</p> <ul style="list-style-type: none"><li>• Project Planning and Communication Strategy – R2S established a project execution plan, baseline schedule, and stakeholder communication plan at the commencement of the project to ensure the R2S project team and SCC project sponsor panel had clear understanding of roles, responsibilities, and program to deliver the project.</li><li>• Stakeholder engagement – R2S facilitated an information gathering process which included: written questionnaires, stakeholder workshops (for each asset class), and one-on-one meetings with area/asset/business unit managers to ensure stakeholder information and service level requests were aligned with SCC strategic objectives.</li><li>• Benchmarking – R2S undertook market analysis both of the supply market, and other organisations with similar facility assets and asset groups to ensure the service levels requested by SCC stakeholders were available in the market and any recent innovations could be incorporated into the specification developed for SCC.</li><li>• Services classification and standardisation – When developing the Cleaning Services Specification R2S tiered services into 3 categories: C1 – services applicable to all assets, C2 – specific services / asset, C3 – specialist services (as required).</li><li>• Development of a Specification and Pricing Schedule – R2S produced a Cleaning Services Specification and Pricing Schedule for the council to use in the implementation phase of the tender and subsequent contract(s).</li><li>• Strategic sourcing strategy – R2S developed a strategic sourcing strategy based on the benchmarking activities undertaken. The sourcing strategy included a number of sourcing recommendations (including pros and cons of each) which</li></ul> |



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|                   | <p>incorporated the learnings from local and national market research, industry best practice demonstrated by other local councils and private enterprise. The SCC project team were able to use the strategy in the approval process within council, the various recommendations enabled council to select the one which best suited its responsibility to obtain cleaning services for the best value for money taking into consideration the engagement of local businesses and resources.</p> <p>Throughout the engagement RESOURCE2SOURCE steadfastly represented the interest of the Council, maximising the value for money outcomes to be achieved by standardising cleaning services across all assets.</p> |
| <b>Engagement</b> | 4 Months (November 2015 to February 2016)  |
| <b>Outcome</b>    | <p>The Council benefited by having the specification and tender documentation developed by a professional organisation using a logical and measured approach.</p> <p>RESOURCE2SOURCE was able to undertake extensive stakeholder engagement, prepare a robust and comprehensive specification while still meeting the challenging deadlines required by Council.</p>   |