

Integrating Cleaning and Waste Management Services = Innovation @ ECU



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Traditionally universities have utilised short term contracts, up to maximum 5 years (3 + 1 +1) for cleaning services. They may also use more than one service provider on campus. In case of waste disposal there could be a number of waste contractors servicing the various streams. This approach results in numerous time consuming and sometimes costly procurements for the various contracts combined with increased contract management time and costs associated with these contracts. It can also result in differing service standards and inconsistent waste data which can impact the accuracy of the greenhouse gas emissions calculations.

This by Edith Cowan University will provide how Edith Cowan University has developed and implemented a innovative contract that

- Integrates all its cleaning and waste management services into a 10 year contract under one service provider
- Contributes to the University's environmental targets by the introduction of waterless cleaning, improved recycling and active participation by the service provider.
- Provides an incentive in the contract for the service provider to invest capital into the contract
- Improves ECU's emissions reporting through better collection of waste data.
- Includes KPIs requiring the contractor to reduce ECU's waste to land and improve recycling
- Expands waste collection streams to improve reuse and recycling
- Has systems to audit cleaning standards, schedule periodic cleaning tasks, generate adhoc work requests and produce management reports.
- Utilises a call centre to receive all cleaning and waste related requests and complaints.
- Facilitated the construction of waste recovery station on campus to improve waste management.

The presentation will also provide an overview of the

- procurement strategy; including
 - using a 10 year contract
 - the cleaning and waste companies partnering for the contract with either one as the head contractor.
- The procurement process; including
 - Expressions of Interests
 - Tender documentation
 - Tender submissions and assessment
- Implementation, what has gone well and what could be improved