

### **3. Specification**

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## **Annual Supply Contract Specification - Services**

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### **1. DEFINITIONS**

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In this Specification:

1.1 terms defined in the accompanying Services General Conditions have the same meaning in this Specification, unless inconsistent with the context; and

1.2 the following terms have the meanings indicated, unless inconsistent with the context:

**Municipal District** means the municipal district of the Council;

**Specification** means this Annual Supply Contract Specification – Services; and

**Specified Services** means the work described in Schedule 1.

### **2. OBLIGATION TO PROVIDE SERVICES**

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2.1 Contractor's Obligation

The Contractor must provide the Specified Services in accordance with this Specification during the Contract Term when directed to do so by the Contract Manager.

2.2 No Obligation on Council

The Council is under no obligation to obtain:

2.2.1 any of the Specified Services from the Contractor; or

2.2.2 the Specified Services exclusively from the Contractor.

### **3. TIME**

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3.1 Period of Notice

The Contract Manager must give the Contractor any period of notice stated in Schedule 2 when the Specified Services are to be provided.

3.2 Commencement of Specified Services

Subject to the required notice having been given under sub-clause 3.1, the Contractor must commence providing the Specified Services on the date specified by the Contract Manager and -

3.2.1 at the time; or

1.1.1 between any times -  
specified by the Contract Manager.

### 3.3 Time Limits

The Specified Services must be provided expeditiously and within any time limits that the Contract Manager may reasonably specify.

## 4. **QUALITY**

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It is a term of the essence of this Contract that all Specified Services supplied by the Contractor to the Council must -

4.1 be in the form described; and

4.2 conform to all other criteria specified -

in Schedule 1.

## 5. **QUANTITY**

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### 5.1 Contractor's Obligation

Except as provided in sub-clause 5.2, the Council may require the supply of any quantity of any of the Specified Services.

### 5.2 Notice

If the Council requires a quantity of Specified Services greater than that specified in Schedule 2 within the period specified in Schedule 2, the Contract Manager must give the Contractor the period of notice stated in Schedule 2. Any notice required under this clause will run concurrently with and not in addition to any period of notice under sub-clause 3.1.

## 6. **LOCATION**

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The Specified Services must be provided at any site within the Municipal District directed by the Contract Manager, unless a specific location at which the Specified Services are to be provided is stated in Schedule 2. The Council must ensure that the Contractor has any access to the site reasonably necessary to enable the Specified Services to be provided.

## 7. **DOCUMENTS**

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The Council must, prior to any date on which the Contractor has been directed to commence providing the Specified Services, supply to the Contractor any plans, drawings, specifications or other documents (the Documents) reasonably necessary to enable the Specified Services to be provided and which are not otherwise to be supplied by the Contractor. The Documents must be returned to the Council by the Contractor at the

conclusion of the provision of any Specified Services or on demand by the Contract Manager.

## **8. REJECTION OF SERVICES**

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### **8.1 Contract Manager's Determination**

The Contract Manager may determine if work performed by the Contractor complies with the requirements of this Specification.

### **8.2 Acceptance or Rejection of Work**

If the Contract Manager determines that any work does not comply with this Specification under sub-clause 8.1, the Contract Manager may accept or reject the work.

### **8.3 Rectification of Faults**

The Contractor must immediately remedy any faults in work which has been rejected by the Contract Manager under sub-clause 8.1, if directed to do so by the Contract Manager.

### **8.4 Acceptance of Work**

Any acceptance of work by the Contract Manager under sub-clause 8.2 will only relieve the Contractor from the obligation to remedy faults in the work concerned and will not relieve the Contractor from any other obligations under this Contract or negate any express or implied warranty or condition in respect of the work.

### **8.5 Quality of Work**

If any work which does not comply with this Specification is accepted by the Contract Manager under sub-clause 8.2, the Contract Manager must determine if the quality of the work is superior, inferior or the same as that specified in Schedule 1.

If the quality of the work is inferior, an amount determined by the Contract Manager as reflecting the difference in the value between the work performed and the Specified Services described in Schedule 1 must be deducted from any payments to the Contractor in respect of the work concerned or must be paid on demand by the Contractor to the Council if payment has already been made for the work concerned.

If the quality of the work is the same or is superior, no additional amount will be payable by the Council to the Contractor in respect of the work concerned, unless otherwise agreed by the Council.

### **8.6 Compensation**

The Contractor must pay to the Council, on demand, the amount of any loss or damage caused to the Council, or for which the Council may become liable, due to any work not being in accordance with any of the requirements of this Specification. The Contract

Manager must determine the amount of any loss, damage or liability incurred by the Council for the purposes of this clause.

8.7 Contract Manager's Obligation

The Contract Manager must exercise any powers conferred on the Contract Manager, including the power to make a determination on any issue, under sub-clauses 8.1, 8.5 and 8.6 reasonably and independently of the parties.

9. **PAYMENTS**

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9.1 Rates

The Council must pay the Contractor at the rates specified in Schedule 1 for the Specified Services provided.

9.2 Additional Payments

The Council must pay the Contractor at the rates specified in Schedule 3 in respect of any event, condition or circumstance there specified which is encountered in the provision of the Specified Services, provided that any pre-condition of such payment specified in Schedule 3 is met. Except as provided in Schedule 3, no additional amounts will be payable to the Contractor in respect of any event, condition or circumstance encountered in the provision of the Specified Services, including, without limitation, any latent condition or cause of delay, whether or not the event, condition or circumstance is caused by any default of the Council under this Contract, or any other cause within the control of the Council or the Council's staff, sub-contractors or agents. It is intended by the parties that the Contractor will bear any risk not addressed in Schedule 3.

9.3 Invoices

The Contractor must issue Tax Invoices to the Council, itemised to the satisfaction of the Contract Manager, each month for all amounts payable to the Contractor under sub-clause 9.1 in the preceding calendar month. The Council must, unless the amount of an invoice is disputed, pay to the Contractor the amount specified within 30 days of receipt of the Tax Invoice.

## **Schedule 1**

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# **Specification**

<b>Clause</b>	<b>Topic</b>
1	Purpose of the Specification
2	Scope of electrical service maintenance
2.1	<i>Locations</i>
2.2	<i>General scope of the maintenance works</i>
2.3	<i>Scope of maintenance activities</i>
2.4	<i>Service and location matrix</i>
2.5	<i>Spare parts holding</i>
2.6	<i>Development of services and systems</i>
3	Operations and limitations
3.1	<i>Hours of work</i>
3.2	<i>Continuity of services</i>
3.3	<i>Site access</i>
3.4	<i>Coordination of existing services</i>
3.5	<i>Waste removal</i>
3.6	<i>Environmental management</i>
3.7	<i>Dress code and vehicle presentation</i>
3.8	<i>Public relations</i>
3.9	<i>Machinery, access equipment and test equipment</i>
3.10	<i>Induction</i>
4	Management issues
4.1	<i>Reporting</i>
5	Performance contract management
5.1	<i>Contractor's performance responsibilities</i>
5.2	<i>Purpose of performance measurement</i>
5.3	<i>Performance measurement regime</i>
5.4	<i>Performance measurement development</i>
5.5	<i>Initial draft KPIs</i>
6	Legislation and Australian Standards

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## 1.0 Purpose of the Specification

The purpose of the Specification is to provide tenderers with the basic information required to submit their tender. It also describes the general services and performance criteria required.

## 2.0 Scope of Electrical Services Maintenance

### 2.1 Locations

The Port Phillip City Council's ("Council's") Infrastructure Services Department ("ISD") has divided its building assets into nine functional groups. Each group contains a number of properties which in turn may have more than one building on that property. The key identifier for properties and buildings is the property ID number. This number is unique and is used by the ISD in both financial and operational asset management. The functional property groups that are the focus of the works and their location are shown below. This list is not exclusive and may be subject to variation as further council properties are disposed of, acquired or are required to be maintained. More detailed descriptions are shown in *Table 1*.

#### *Council Operated Properties*

Property ID	Property Name	Street Address	Suburb
<b>OPS390</b>	MAINTENANCE WORKSHOP	523 Williamstown Road	Port Melbourne
<b>OPS321</b>	PORT MELBOURNE TOWN HALL	333 Bay Street	Port Melbourne
<b>OPS506</b>	LIARDET STREET OFFICES	147 Liardet Street	Port Melbourne
<b>OPS501</b>	CULTURE AND RECREATION OFFICES	200 Bank Street	South Melbourne
<b>OPS318</b>	SOUTH MELBOURNE DEPOT COMPLEX	69 White Street	South Melbourne
<b>OPS313</b>	SOUTH MELBOURNE TRANSFER STATION	56 – 78 White Street	South Melbourne
<b>OPS248</b>	BANK STREET OFFICES & MCHC	222 Bank Street	South Melbourne
<b>OPS502</b>	SOUTH MELBOURNE TOWN HALL	208 Bank Street	South Melbourne
<b>OP500</b>	ST KILDA TOWN HALL	Carlisle St	St Kilda

### *Libraries*

<b>Property ID</b>	<b>Property Name</b>	<b>Street Address</b>	<b>Suburb</b>
<b>LIB302</b>	ALBERT PARK LIBRARY	319 Montague Street	South Melbourne
<b>LIB238</b>	EMERALD HILL LIBRARY	195 Bank Street	South Melbourne
<b>LIB148</b>	ST KILDA LIBRARY	150 Carlisle Street	St Kilda

### *Parks and Gardens*

<b>Property ID</b>	<b>Property Name</b>	<b>Street Address</b>	<b>Suburb</b>
<b>P&amp;G099</b>	ST KILDA BOTANICAL GARDENS COMPLEX	55A Blessington Street	St Kilda
<b>P&amp;G180</b>	ST KILDA PIER ENTRY SHELTER	8 Jacka Boulevard	St Kilda

### *Market*

<b>MKT505</b>	SOUTH MELBOURNE MARKET	116 Cecil Street	Sth Melbourne
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### ***Arts and Culture***

<b>Property ID</b>	<b>Property Name</b>	<b>Street Address</b>	<b>Suburb</b>
<b>ART220</b>	ST KILDA VEGOUT & ARTISTS STUDIO	11 Shakespeare Grove	St Kilda
<b>ART296</b>	GASWORKS PARK ARTS COMPLEX (ALL BUILDINGS).	1 – 35 Graham Street	Albert Park

### ***Parks and gardens***

	<b>Property Name</b>	<b>Street Address</b>	<b>Suburb</b>
<b>S&amp;R169</b>	ST KILDA ADVENTURE PLAYGROUND	63 – 71 Grey Street	St Kilda
<b>S&amp;R286</b>	ALBERT PARK BOWLS CLUB	1A St Vincent Place	South Melbourne
<b>S&amp;R303</b>	SKINNERS ADVENTURE PLAYGROUND	211 Dorcas Street	South Melbourne
<b>S&amp;R507</b>	J L MURPHY RESERVE- AT AANENSON OVAL PAVILION	351 Williamstown Road	Port Melbourne
<b>S&amp;R523</b>	LAGOON RESERVE PAVILION	180 Esplanade West	Port Melbourne
<b>S&amp;R524</b>	PEANUT FARM RESERVE PAVILION	12A Blessington Street	St Kilda
<b>S&amp;R363</b>	PORT MELBOURNE FOOTBALL/CRICKET CLUB	525 Williamstown Road	Port Melbourne

### ***Childcare***

<b>Property ID</b>	<b>Property Name</b>	<b>Street Address</b>	<b>Suburb</b>
<b>CHS008</b>	NORTH ST KILDA CHILD CARE CENTRE	71 – 79 Argyle Street	St Kilda
<b>CHS105</b>	ELWOOD MATERNAL & CHILD HEALTH CENTRE	51 Broadway Street	Elwood
<b>CHS160</b>	EILDON ROAD CHILD CARE CENTRE	17 Eildon Road	St Kilda

<b>CHS222</b>	ELWOOD CHILD CARE CENTRE	46 Tennyson Street	Elwood
<b>CHS224</b>	THE AVENUE CHILD CARE CENTRE	39 The Avenue	Balaclava
<b>CHS234</b>	YORK STREET MATERNAL & CHILD HEALTH CENTRE	8 York Street	St Kilda
<b>CHS257</b>	CARTER STREET CHILD CARE CENTRE	5 – 11 Carter Street	Albert Park
<b>CHS280</b>	ALBERT PARK PRESCHOOL, DENTAL CLINIC & MCHC	18 Dundas Place	Albert Park
<b>CHS283</b>	LILIAN CANNAM KINDERGARTEN	97 Eastern road	Sth Melbourne
<b>CHS330</b>	CLARK STREET CHILD CARE CENTRE	106 Clark Street	Port Melbourne
<b>CHS331</b>	ADA MARY A'BECKETT CHILD CARE CENTRE	7 Cumberland Road	Port Melbourne
<b>CHS510</b>	ST KILDA CHILDCARE CENTRE	171 Chapel Street	St Kilda
<b>CHS511</b>	CLARENDON STREET CHILD CARE CENTRE	400 Clarendon Street	Sth Melbourne

## Community

Property ID	Property Name	Street Address	Suburb
<b>CCE005</b>	ALMA ROAD COMMUNITY HOUSE	200 Alma Road	St Kilda
<b>CCE006</b>	BETTY DAY COMMUNITY CENTRE	67 – 69 Argyle St	St Kilda
<b>CCE092</b>	CORA GRAVES COMMUNITY CENTRE	38 – 40 Blessington	St Kilda
<b>CCE159</b>	ST KILDA YOUTH SERVICES	5 – 7 Duke Street	St Kilda
<b>CCE279</b>	MARY KEHOE COMMUNITY CENTRE	224 Danks Street	Albert Park
<b>CCE299</b>	SOUTH MELBOURNE SENIOR CITIZENS CLUB	1 - 5 Howe Cres	Sth Melbourne
<b>CCE301</b>	SOL GREEN COMMUNITY CENTRE	180 Montague Rd	Sth Melbourne
<b>CCE305</b>	CONSERVATION VOLUNTEERS AUSTRALIA	62 – 74 Pickles St	Sth Melbourne
<b>CCE307</b>	MIDDLE PARK COMMUNITY COMPLEX	254 Richardson St	Albert Park
<b>CCE329</b>	FISHERMAN'S BEND COMMUNITY CENTRE	10 Centre Avenue	Port Melbourne
<b>CCE333</b>	PORT MELBOURNE COMMUNITY CENTRE	219 Esplanade East	Port Melbourne
<b>CCE347</b>	LIARDET COMMUNITY CENTRE CORNER NOTT AND LIARDET ST	154 Liardet Street	Port Melbourne
<b>CCE359</b>	SANDRIDGE COMMUNITY CENTRE	1 Tucker Avenue	Port Melbourne
<b>CCE519</b>	ELWOOD BEACH COMMUNITY CENTRE	63A Ormond Esplanade	Elwood
<b>CCE521</b>	ELWOOD / ST KILDA NEIGHBOURHOOD LEARNING CENTRE AND PUBLIC TOILETS	85 – 87 Tennyson Street	Elwood
<b>CCE392</b>	SES OFFICE, AMENITIES and GARAGE	523 Williamstown Road	Port Melbourne

## Public Amenities

Property ID	Property Name	Street Address	Suburb
<b>PTS083</b>	CATANI GARDENS PUBLIC TOILETS	Beaconsfield Parade	St Kilda
<b>PTS084</b>	CUMMING RESERVE PUBLIC TOILETS	Beaconsfield Parade	St Kilda
<b>PTS 154</b>	ALMA PARK PUBLIC TOILETS	Dandenong Road	ST Kilda East
<b>PTS156</b>	DANDENONG RD PUBLIC TOILETS	Dandenong Road	ST Kilda East
<b>PTS190</b>	THE SLOPES PUBLIC TOILETS	Lower Esplanade	ST Kilda
<b>PTS211</b>	ELWOOD BEACH COMMUNITY TOILETS	63B Ormond Rd	Elwood
<b>S&amp;R520</b>	ELWOOD PAVILION TOILETS	Elwood Park	Elwood
<b>PTS221</b>	O'DONNELL GARDENS EXELOO	23 Shakespeare Grove	St Kilda
<b>PTS327</b>	PORT MELB BEACH FEMALE TOILETS	70 Beach Street	Port Melbourne
<b>PTS334</b>	EDWARDS PARK PUBLIC TOILETS	219 Esplanade East	Port Melbourne
<b>S&amp;R523</b>	LAGOON RESERVE PUBLIC TOILETS		
<b>PTS401</b>	PORT MELB LSC PUBLIC TOILETS	40 Beaconsfield Pde	Port Melbourne
<b>PTS402</b>	PORT MELB BEACH PUBLIC TOILETS	70 Beach Street	Port Melbourne
<b>PTS410</b>	KERFERD ROAD EXELOO	129a Beaconsfield Pde	Albert Park
<b>PTS411</b>	EASTERN ROAD PUBLIC TOILETS	141 Park Street	South Melbourne
<b>PTS414</b>	BOWEN CRES RES PUBLIC TOILETS	Bowen Street	South Melbourne

<b>Property ID</b>	<b>Property Name</b>	<b>Street Address</b>	<b>Suburb</b>
<b>CML254</b>	SANDBAR PUBLIC TOILETS	Beaconsfield Pde	Middle Park
<b>S&amp;R506</b>	JUILER RESERVE PUBLIC TOILETS		
<b>S7R506</b>	J L MURPHY RESERVE	Plummer St	Port Melbourne
<b>ART292</b>	GASWORKS PARK PUBLIC TOILETS	Graham Street	Port Melbourne
<b>S7R508</b>	PORT MELBOURNE TENNIS CLUB	Byrne Street	Port Melbourne
<b>S&amp;R524</b>	PEANUT FARM		St Kilda
<b>PTS516</b>	ST VINCENT GARDENS	1A St Vincent	South Melbourne
<b>S&amp;R370</b>	PORT MELBOURNE FOOTBALL GROUND	Williamstown Rd	Port Melbourne
<b>S&amp;R504</b>	SOUTH MELBOURNE LSC TOILETS	Beaconsfield Pde	South Melbourne
<b>S&amp;R349</b>	REAR OF PORT SOCCER PAVILION	J L Murphy Reserve	Port Melbourne
<b>S&amp;R358</b>	ELWOOD LIFE SAVING CLUB	Bay trail	Elwood
<b>CML518</b>	DONOVANS PUBLIC TOILETS	Jacka Boulevard	St Kilda
<b>PTS421</b>	POINT ORMOND PUBLIC TOILETS	Point Ormond	Elwood
<b>PTS425</b>	ALMA ROAD COMMUNITY HOUSE	222 Alma Road	St Kilda East
<b>PTS426</b>	COLES CAR PARK PUBLIC TOILETS	Carlisle Street	Balaclava
<b>CCE392</b>	SES OFFICE EXTERNAL TOILET	Williamstown road	Port Melb

## ***Non Building Lighting.***

<b>Property ID</b>	<b>Property Name</b>	<b>Street Address</b>	<b>Suburb</b>
<b>Contracts</b>	Foreshore lights	Elwood to Sandridge Beach	All
<b>Contracts</b>	Parks & decorative lights	Where required	All

*Table 1*

### **2.2 General Scope of the Maintenance Works**

The work to be carried out shall consist of, but not be limited to, the following general activities:

- a) regular scheduled testing of RCD units;
- b) testing and tagging of portable appliances;
- c) preventive and scheduled corrective maintenance of electrical main, distribution and power factor correction switchboards and controls;
- d) review and advise the Contract Manager on appropriate energy management devices and techniques;
- e) installations as requested either by schedule of rates or by quotation for specific parcels of work;
- f) preparation and maintenance of prescribed records and documents;
- g) preparation and submission of service reports;
- h) attendance for urgent and emergency electrical repairs to general electrical infrastructure;
- i) other minor works not specifically identified but necessary for the effective completion of the specified tasks and procedures;
- j) in addition to routine servicing, the Contractor may be required to undertake maintenance / repair work, in response to breakdowns, call-outs or as a result of an inspection during a routine service visit, or upon request from an authorised Council representative; and
- k) the Contractor shall minimise the need for call-outs by inspecting the systems during routine service visits with the view to effecting any minor repairs, replacements or maintenance during these visits.
- l) provide Data and voice cabling services in accordance with Council's *Structured Cabling Standards for Data and Voice* (See Attachment 1). (Note – Contractors for these works will need to be:
  - o Panduit certified contractors for data services; and

- Austel certified contractors for voice line services.

### 2.3 Scope of Maintenance Activities

Maintenance Description	General Service Scope	General Activities	Reference to Quantities
RCD Testing & Maintenance	<ul style="list-style-type: none"> <li>6 monthly Push button and tripping current test as per Australian Standard AS3910 &amp; Electrical Safety Act.</li> </ul>	<ul style="list-style-type: none"> <li>Asset identification &amp; recording.</li> <li>Planning / scheduling / programming.</li> <li>Condition assessment and regulatory testing of units.</li> <li>Recording of test information.</li> <li>Reporting as per regulations.</li> <li>Corrective maintenance as necessary.</li> <li>Process development and capital / enhancement planning.</li> </ul>	(To be determined after the Commencement Date)
Emergency Lighting / Systems Testing & Maintenance.	<ul style="list-style-type: none"> <li>Push Button and Discharge test every 6 months.</li> <li>As per Australian Standard AS2293.2.</li> </ul>	<ul style="list-style-type: none"> <li>Asset identification &amp; recording.</li> <li>Planning / scheduling / programming.</li> <li>Condition assessment &amp; regulatory testing of units &amp; systems.</li> <li>Recording of test information.</li> <li>Reporting as per regulations.</li> <li>Corrective maintenance as necessary.</li> <li>Process development and capital / enhancement</li> </ul>	

planning.

<p>Testing and tagging of portable electrical appliances.</p>	<ul style="list-style-type: none"> <li>• Appropriate testing and tagging and minor repair of portable electrical appliances.</li> <li>• As per Australian Standard AS3760</li> </ul>	<ul style="list-style-type: none"> <li>• Asset identification &amp; recording.</li> <li>• Planning / scheduling / programming.</li> <li>• Condition assessment &amp; regulatory testing of units &amp; systems.</li> <li>• Recording of test information.</li> <li>• Reporting as per regulations.</li> <li>• Corrective maintenance as necessary.</li> </ul>	
<p>Thermo-scan Switchboards</p>	<ul style="list-style-type: none"> <li>• 12 month thermal imaging scans on critical equipment;</li> <li>• Repair minor corrective works as predicated by the thermal scan.</li> </ul>	<ul style="list-style-type: none"> <li>• Asset identification &amp; recording.</li> <li>• Planning / scheduling / programming.</li> <li>• Preventive maintenance.</li> <li>• Condition assessment &amp; corrective maintenance as necessary.</li> <li>• Reporting.</li> </ul>	
<p>General Light Maintenance (Clean, re-lamp and repair)</p>	<ul style="list-style-type: none"> <li>• Cleaning of diffuser and relamping of internal light fittings when required.</li> <li>• Minor repairs to lamp holders and control equipment;</li> <li>• Testing and programming of any lighting controls such as</li> </ul>	<ul style="list-style-type: none"> <li>• Planning / scheduling / programming.</li> <li>• Preventive maintenance.</li> <li>• Condition assessment &amp; corrective maintenance as necessary.</li> <li>• Reporting.</li> </ul>	

time clocks, room sensors,  
frequency controllers,  
dimmers and the like.

## 2.4 Service and Location Matrix

Property Group	RCDs Testing & Maintenance	Emergency Lights / Systems Testing & Maintenance	Test and Tag	Thermo-scan	General Light Maintenance (clean, re lamp and repair)
Council Operated	YES	YES	YES	YES	YES
Libraries	YES	YES	YES	YES	YES
Community	YES	YES	YES	YES	YES
Markets	YES	YES	YES	YES	YES
Sport and Recreation	YES	YES	YES	NO	YES
Children's Services	YES	YES	YES	NO	YES
Art and Culture	YES	YES	YES	YES	YES
Parks and Gardens	YES	NO	YES	NO	YES
Public Amenities	YES	NO	YES	NO	YES

## **2.5 Spare Parts Holding**

To minimise down time and inconvenience to facility occupants and the general public, the Contractor must hold an appropriate stock of spare parts to effect immediate corrective maintenance to essential services. The first priority is to replace “like for like”. In the instance where the existing equipment cannot be replaced with “like for like” the replacement is to be approved by the Contract Manager before installation.

## **2.6 Development of Services and Systems**

During the course of delivering services, it is envisaged that the Contractor will be proactive in identifying and rectifying obvious electrical hazards and the ongoing development of the services and processes to industry best practice. If not so dangerous as to require immediate notification, this will be evidenced in monthly reporting.

## **3.0 Operations and Limitations**

### **3.1 Hours of Work**

Generally the facilities follow standard business hours of operations five days per week, 52 (fifty-two) weeks per year. The Contractor must maintain the integrity of the electrical services in an operational state at all times, covering a 24 (twenty-four) hour span. However, it is envisaged that a majority of the work will be undertaken Monday to Friday from 7.30am to 5.00pm. After hours and weekend work may be required for data and voice services.

Due to the sensitive nature of the childcare, libraries and community property segments, the operation of machinery such as hammer drills etc within the vicinity of sensitive areas must be notified and approved by the Contract Manager prior to commencement of work. The intent of this requirement is to ensure Contractor sensitivity to the issue and to reduce any adverse impacts of noise or other nuisance to the children, health care workers and members of the public.

Hours of operation will also need to be varied to accommodate the operational needs of the most sensitive areas. The Contractor must liaise with the Contract Manager to identify and coordinate activities within these sensitive areas.

### **3.2 Continuity of Services**

The Contractor is to avoid disruption to the day-to-day operations as much as possible. After the delivery of any service or works the facilities are to be left in an appropriate state for that intended purpose (as example – safe Circuits are to be re energised with electrical switchboard doors securely closed / locked, areas to be left clean and free of obstruction).

### **3.3 Site Access**

Site access and parking will be restricted to the designated entries, loading zones and commercial parking spaces as provided to the general public. Most properties

have limited off street parking and it is the responsibility of the Contractor to familiarise itself with each property's access restrictions.

### **3.4 Coordination of Existing Services**

The Contractor must fully investigate and become familiar with any services, which the electrical services maintenance may affect, especially in the designated sensitive areas. In the event that the maintenance works may adversely affect any service or location, the Contractor will seek direction from the Contract Manager prior to proceeding with the works.

### **3.5 Waste Removal**

The Contractor will be required to manage all waste and by-products generated by the works as there are no facilities provided for recycling of waste on-site. Similarly, there are no on site facilities available for the disposal of oil wastes, chemical wastes or associated containers.

The Contractor will be responsible for the safe disposal of all oil, chemical and other hazardous waste in accordance with Workplace Health and Safety requirements and the Contractor's Environmental Management Plan ("EMP"). Facilities are available for the disposal of general litter such as food scraps, wrappers, paper and the like.

### **3.6 Environmental Management**

If the nature of the service requires, the Contractor will develop and implement an EMP in accordance with the requirements of:

- a) AS/NZS ISO 14001:1996 Environmental Management Systems - Specification with guidance for use; and
- b) AS/NZS ISO 14004:1996 Environmental Management Systems - General guidelines on principles, systems and supporting techniques.

The EMP shall address issues such as noise, odour, air quality, water quality, erosion and sediment control, use of hazardous chemicals, recycling of wastes and the like. It shall also incorporate any Council policies and guidelines relating to environmental matters such as the management of waste oil.

### **3.7 Dress Code and Vehicle Presentation**

The Contractor shall provide all staff with work dress that is appropriate for both the functional and presentation requirements of the work. The Contractor must provide identity badges for all staff. These identity badges must be displayed at all times when on site. The Contractor's vehicles are to be well presented, regularly cleaned and maintained.

### **3.8 Public Relations**

The Council requires that the Contractor's on-site staff behave in a courteous and professional manner at all times. Interaction with Council staff and the public will be frequently required. It is imperative that all direct enquiries be answered courteously.

If necessary, enquiries may be directed to the Contract Manager for action.

### **3.9 Machinery, Access Equipment and Test Equipment**

The Contractor will supply an inventory and technical specification of any major equipment that will be used at any of the above listed properties. Such equipment as an example will be:

- a) motorised access equipment;
- b) specialised test equipment for thermo scans; and
- c) specialised test equipment for RCDs and appliances etc.

The Contractor must keep the equipment calibrated and well maintained to applicable codes.

### **3.10 Induction**

The Contractor must have a management representative and all site staff and sub contractors undertake an induction program conducted by the Council. The Contractor should allow four hours per person for the induction program. New personnel shall attend this induction which is conducted regularly.

## **4.0 Management Issues**

### **4.1 Reporting**

To assist in monitoring the Contractor's performance, a monthly report will be prepared by the Contractor. This report will include the following information as a minimum requirement:

- a) supply and maintain "Breakdown and Repair Report Sheets" that conforms to all relevant Australian Standards, Building and Electrical Safety Regulations. Entries shall clearly indicate the extent of breakdown and repair work being performed;
- b) works completed in the previous reporting period;
- c) works in progress;
- d) works scheduled for implementation in the next month;
- e) potential impacts on the nominated properties day to day operations; and
- f) invoicing.

The format for these reports may be in the form of Contractor's service sheets (hard copy) and excel spreadsheet (softcopy).

The Contractor must act proactively to promote, enhance and develop the Electrical Services Maintenance management plan and work schedules. The monthly report is intended to be a written record of this process for continuous improvement in standards and performance.

## **5.0 Performance Contract Management**

### **5.1 Contractor's Performance Responsibilities**

The Contractor must maintain and develop the service to meet Council's business needs. Performance measurement will provide major input into ensuring facility availability is not limited through service failure, the service meets Council's expectations and the assets perform effectively and efficiently over time. This will require a proactive management approach from the Contractor and Council that embraces a range of technologies to enhance the processes and levels of service.

After jointly establishing the desired performance and levels of service, a performance measuring strategy, Key Performance Indicators (KPIs) will be jointly agreed between the Contract Manager and the Contractor within six weeks of the Commencement Date. Draft KPIs are shown in clause 5.5.

### **5.2 Purpose of Performance Measurement**

The purpose of the performance measurement strategy is to plan and identify the quantum of monthly activities / services that can practicably be performed. Taking into consideration the Contractor's proposed resourcing plan and practical access to locations. This will form the initial benchmark for quantifying and coordinating the particular services.

### **5.3 Performance Measurement Regime**

After establishing the benchmarks for delivering services the performance measuring strategy will be jointly refined by the Contractor and the Contract Manager. This will be the mechanism for measuring the Contractor's performance over time. The following KPI Matrix outlines:

- a) service objective;
- b) Key Performance Indicators (KPIs);
- c) minimum performance standard for each KPI; and
- d) source of the data used to measure the performance of the KPI.

#### **5.4 Performance Measurement Development**

To reflect changes in scope and understanding of the Contract both the Contract Manager and the Contractor will review the performance KPI for relevance and accuracy at least annually. The Performance Measurement regime will be adjusted accordingly.

## 5.5 Initial Draft KPIs

Service Component and Objective	Proposed KPI	Minimum Performance Standard	Source Data
Financial	Costs to Budget	100% accuracy of charges against quoted rates and budget.	1. Contractor Invoicing.
	Invoicing Accuracy and Timing	100% compliance to Council's invoicing requirements, including properly addressed and detailed invoices quoting the relevant purchase order.	1. Contractor Invoicing.
Risk Management and Compliance	Workplace Health & Safety	100% Compliance to legislation and the Contractor's Plan.	<ol style="list-style-type: none"> <li>1. Incidents reported to ISD – reviewed monthly.</li> <li>2. Recorded incidents in Contractor's WH&amp;S Plan – reviewed monthly.</li> <li>3. Zero outstanding actions at monthly reviews.</li> <li>4. Actions resolved with the agreed timeframe.</li> </ol>
	Environmental Management	100% Compliance to legislation and the Contractor's Plan.	<ol style="list-style-type: none"> <li>1. Incidents reported to ISD – reviewed monthly.</li> <li>2. Recorded incidents in Contractor's Environmental Plan – reviewed monthly.</li> <li>3. Zero outstanding actions at monthly reviews</li> </ol>
	Plant Management	100% Compliance to the Contractor's Plan and testing / calibration schedules. Schedules submitted on a monthly basis.	Testing, service and calibration schedules – reviewed annually or as specified.
	HR management	100% Compliance to Specification and the Contractor's Plan.	Personnel changes / movements to be reviewed by an event or exception.

Service Quality and Planning	Programmed work	95% of programmed work completed within the agreed timeframe.	
	Rework/faulty Work	< 5% of services per month to be reworked and a downward trend in reworked jobs.	Complaint register
	Services availability	< 5% of services left unserviceable per month and a downward trend in reworked jobs.	Complaint register
	Fault management	95% of faults detected and rectified by the Contractor.	
	Responsiveness	90% of recorded faults rectified within the agreed timeframe.	
Management and Innovation	Monthly reports and invoicing	100% compliance	
	Customer satisfaction	< 5 complaints per month and a downward trend in complaints	1. Reviewed at quarterly coordination meeting. 2. Complaints Register.
	Communication at all levels	< 5 complaints per month and a downward trend in complaints	1. Reviewed at quarterly coordination meeting. 2. Complaints Register.
	Commitment and Responsiveness to Contract	< 5 complaints per month and a downward trend in complaints	1. Reviewed at monthly coordination meeting. 2. Complaints Register.

## 6.0 Legislation and Australian Standards

The works shall comply with all relevant Acts, Regulations, Codes and Standards as listed, but not limited, to those below.

- **Building Code of Australia (BCA) 2006 - Class 2 to Class 9 Buildings.**
- ***Occupational Health and Safety 2004.***
- **AS/NZ 3000 – Electrical Installations.**
- **AS3760 In service safety inspection and testing of electrical equipment – Electrical appliances and RCD units.**
- **AS2293.1, Emergency evacuation and lighting in buildings.** System design, installation and operation.
- **AS2293.2, Emergency evacuation and lighting in buildings.** Inspection and maintenance.
- **AS2293.3, Emergency evacuation and lighting in buildings.** Emergency luminaries and exit signs.