

3. Specification

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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 prepare their tender. It also describes the general services and performance criteria required.

2.0 Scope of Plumbing & Gas Services Maintenance

2.1 Locations

The Port Phillip City Council's ("Council") 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 details are shown in *Table 1*. This list 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
OPS390	MAINTENANCE WORKSHOP	523 Williamstown Road	Port Melbourne
OPS321	PORT MELBOURNE TOWN HALL	333 Bay Street	Port Melbourne
OPS506	LIARDET STREET OFFICES	147 Liardet Street	Port Melbourne
OPS501	CULTURE AND RECREATION OFFICES	200 Bank Street	South Melbourne
OPS318	SOUTH MELBOURNE DEPOT COMPLEX	69 White Street	South Melbourne
OPS313	SOUTH MELBOURNE TRANSFER STATION	56 – 78 White Street	South Melbourne
OPS248	BANK STREET OFFICES & MCHC	222 Bank Street	South Melbourne
OPS502	SOUTH MELBOURNE TOWN HALL	208 Bank Street	South Melbourne
OPS500	ST KILDA TOWN HALL	Carlisle St	St Kilda

Libraries

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

Parks and Gardens

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

Market

MKT505	SOUTH MELBOURNE MARKET	116 Cecil Street	Sth Melbourne
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Arts and Culture

Property ID	Property Name	Street Address	Suburb
ART220	ST KILDA VEGOUT & ARTISTS STUDIO	11 Shakespeare Grove	St Kilda
ART296	GASWORKS PARK ARTS COMPLEX	1 – 35 Graham Street	Albert Park

Sport and Recreation

Property ID	Property Name	Street Address	Suburb
S&R169	ST KILDA ADVENTURE PLAYGROUND	63 – 71 Grey Street	St Kilda
S&R286	ALBERT PARK BOWLS CLUB	1A St Vincent Place	South Melbourne
S&R303	SKINNERS ADVENTURE PLAYGROUND	211 Dorcas Street	South Melbourne
S&R507	J L MURPHY RESERVE - AT AANENSON OVAL PAVILION	351 Williamstown Road	Port Melbourne
S&R523	LAGOON RESERVE PAVILION	180 Esplanade West	Port Melbourne
S&R515	ALBERT PARK TENNIS CLUB	1A St Vincent Place	South Melbourne
S&R153	ALMA PARK CHANGE ROOMS	150 Dandenong Road	Balaclava
S&R358	SANDRIDGE BEACH PUBLIC FACILITIES	240 The Boulevard	Port Melbourne

S&R520	ELWOOD PARK PUBLIC FACILITIES	105A Ormond Esplanade	Elwood
S&R524	PEANUT FARM RESERVE PAVILION	12A Blessington Street	St Kilda
S&R363	PORT MELBOURNE FOOTBALL/CRICKET CLUB	525 Williamstown Road	Port Melbourne

Childcare

Property ID	Property Name	Street Address	Suburb
CHS008	NORTH ST KILDA CHILD CARE CENTRE	71 – 79 Argyle Street	St Kilda
CHS105	ELWOOD MATERNAL & CHILD HEALTH CENTRE	51 Broadway Street	Elwood
CHS160	EILDON ROAD CHILD CARE CENTRE	17 Eildon Road	St Kilda
CHS222	ELWOOD CHILD CARE CENTRE	46 Tennyson Street	Elwood
CHS224	THE AVENUE CHILD CARE CENTRE	39 The Avenue	Balaclava
CHS234	YORK STREET MATERNAL & CHILD HEALTH CENTRE	8 York Street	St Kilda
CHS257	CARTER STREET CHILD CARE CENTRE	5 – 11 Carter Street	Albert Park
CHS280	ALBERT PARK PRESCHOOL, DENTAL CLINIC & MCHC	18 Dundas Place	Albert Park
CHS283	LILIAN CANNAM KINDERGARTEN	97 Eastern Road	Sth Melbourne
CHS330	CLARK STREET CHILD CARE CENTRE	106 Clark Street	Port Melbourne
CHS331	ADA MARY A'BECKETT CHILD CARE CENTRE	7 Cumberland Road	Port Melbourne
CHS510	ST KILDA CHILDCARE CENTRE	171 Chapel Street	St Kilda

CHS511	CLARENDON STREET CHILD CARE CENTRE	400 Clarendon Street	Sth Melbourne
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Community

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

CCE392

SES OFFICE, AMENITIES and
GARAGE

523 Williamstown
Road

Port
Melbourne

Public Amenities

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

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) routine maintenance on sanitary fixtures and fittings (tapware, toilets, showers and the like);
- b) routine maintenance on Type A gas appliances, controls, components and safety devices;
- c) routine maintenance of underground/slab sewer and stormwater lines when requested;
- d) review and advise the Contract Manager on appropriate water saving devices and techniques (grey water recycling, capturing of rain water, flow restrictors and the like);
- e) preparation and submission of service reports;
- f) attendance for urgent and emergency repairs for blockages, leaks, burst pipes and the like to general plumbing and gas infrastructure;
- g) other minor works not specifically identified but necessary for the effective completion of the specified tasks and procedures;
- h) in addition to routine servicing, the provision of 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
- i) 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.

2.3 Scope of Maintenance Activities

Maintenance Description	General Service Scope	General Activities	Reference to Quantities
Preventive Tapware Maintenance	<ul style="list-style-type: none"> Service of O rings, tap washers and tap seats 	<ul style="list-style-type: none"> Asset identification and recording. Planning / scheduling / programming. Condition assessment of units. Corrective maintenance as necessary. Process development and capital / enhancement planning. 	(To be determined after the Commencement date)
Preventive Flushing Mechanism Maintenance	<ul style="list-style-type: none"> Services to flushing mechanisms. 	<ul style="list-style-type: none"> Asset identification and recording. Planning / scheduling / programming. Condition assessment of cisterns Corrective maintenance as necessary Process development and capital / enhancement planning. 	
Water Meter Readings and Maintenance	<ul style="list-style-type: none"> Annual inspection, testing and calibration of Water meters. 	<ul style="list-style-type: none"> Asset identification and recording. Planning / scheduling / programming. Condition assessment of units. Recording of test information. Corrective maintenance as necessary 	
Water Filter Replacement	<ul style="list-style-type: none"> Replacement of water filtering cartridges. 	<ul style="list-style-type: none"> Planning / scheduling / programming. Corrective maintenance as necessary. 	

<p>Preventive Maintenance of Type A Gas Appliances</p>	<ul style="list-style-type: none"> • Inspection and service of gas appliances, auto shut off valves and components 	<ul style="list-style-type: none"> • Asset identification and recording. • Planning / scheduling / programming. • Condition assessment of units. • Recording of test details and information as per the relevant gas Regulations. • Corrective maintenance as necessary 	
<p>Statutory Maintenance on Backflow Devices</p>	<ul style="list-style-type: none"> • Annual inspection and testing of backflow devices according to AS2845.3 	<ul style="list-style-type: none"> • Asset identification and recording. • Planning / scheduling / programming. • Statutory testing and maintenance. • Condition assessment and corrective maintenance as necessary. • Recording of test details and information as Regulations. 	
<p>Routine Sewer/Sump Pit Maintenance</p>	<ul style="list-style-type: none"> • Six monthly pit inspection including Gatic lid seals and lifting locators • Clean and test fluid level controls • Annual Pump service 	<ul style="list-style-type: none"> • Asset identification and recording. • Planning / scheduling / programming. • Condition assessment and corrective maintenance as necessary. • Recording of pump details and service history 	

2.4 Service and Location Matrix

Property Group	Tapware	Flushing Mechanisms	Water Meters	Water Filters	Gas Appliances (including water heaters and wall heaters)	Backflow Devices	Sewer/Sump Pits
Council Operated	175	104	6	2	5	5	0
Libraries	36	26	2	0	1	0	1
Community	190	88	0	0	2	0	0
Sth Melbourne Market	20	22	47	1	8	2	3 plus 8 grease traps
Sport and Recreation	151	72	2	1	11	2	2
Children's Services	191	77	18	8	13	0	4
Art and Culture	50	22	2	0	37	1	2
Parks and Gardens	32	4	3	0	2	0	2
Public Amenities	74	73	6	0	0	6	0

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 instances 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 plumbing and gas 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 Council facilities follow standard business hours of operations 5 days per week, 52 (fifty-two) weeks per year. The Contractor must maintain the integrity of the plumbing and gas services in an operational state at all times, covering a 24 (twenty-four) hour span. However, it is envisaged that a majority of the plumbing and gas services maintenance work will be undertaken Monday to Friday from 7.30am to 5.00pm.

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 must 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 – water and gas valve settings).

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 Council

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 investigate and become familiar with any services, which the Plumbing & Gas 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 must seek direction from the Contract Manager prior to proceeding with the works.

3.5 Waste Removal

The Contractor must 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 must 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 must 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; and
- b) specialised test equipment.

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 must be prepared by the Contractor. This report must 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 Plumbing and Gas/Ventilation 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 procedures.

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 plumbing and gas 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 the 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 the 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 from 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 Contractors 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 (refer clause 5.5) 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.	Contractor invoicing.
	Invoicing Accuracy and Timing	100% compliance to the Council's invoicing requirements, including properly addressed and detailed invoices quoting the relevant purchase order.	Contractor invoicing.
	Workplace Health & Safety	100% Compliance to legislation and the Contractor's plan.	<ol style="list-style-type: none"> 1. Incidents reported to the Contract Manager – reviewed monthly. 2. Recorded incidents in the Contractor's WH&S Plan reviewed monthly. 3. Zero outstanding actions at monthly reviews. 4. Actions resolved within the agreed timeframe.
	Environmental Management	100% Compliance to legislation and the Contractor's plan.	<ol style="list-style-type: none"> 1. Incidents reported to the Contract Manager – reviewed monthly. 2. Recorded incidents in Contractor's Environmental Plan – reviewed monthly. 3. Zero outstanding actions at monthly reviews. 4. Actions resolved within the agreed timeframe.
	Plant Management	100% Compliance to the Contractor's Plan / testing / calibration schedules.	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	Programmed Work	95% of programmed work completed within	Data supplied by the Contract Manager.

Planning		the agreed timeframe.	
	Rework / Faulty Work	< 5% of services to be reworked per month 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 Contractor.	Data supplied by the Contract Manager.
	Responsiveness	90% of recorded faults rectified within the agreed timeframe..	Data supplied by the Contract Manager.
Management and Innovation	Monthly Reports and Invoicing	100% compliance	Reviewed at quarterly coordination meeting.
	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 requirements	< 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**
 - **Plumbing Code of Australia 2004**
 - **AS/NZS 3500 Plumbing and Drainage – Parts 1 to 5**
 - **AS2845.3 – Water Supply – Back Flow Prevention Devices**
 - **Gas Industry Act 2001**
 - **Gas Safety Act 1997**
 - **Relevant Gas Regulations**
 - **Type A Gas Appliances and Components**
-