

## 4. Specification

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## 1.0 PURPOSE OF SPECIFICATION

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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 AUTO DOOR/SHUTTER DOOR SERVICE MAINTENANCE

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### 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 properties groups that are the focus of the works and their location are shown in *Table 1*. 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.

#### *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
OP500	ST KILDA TOWN HALL	Carlisle St	St Kilda

## Libraries

Property ID	Property Name	Street Address	Suburb
<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

## Market

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

Property ID	Property Name	Street Address	Suburb
<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

	Property Name	Street Address	Suburb
<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
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**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
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 Kilda
CCE299	SOUTH MELBOURNE SENIOR CITIZENS CLUB	1 - 5 Howe Cres	Sth Melbourne
CCE301	SOL GREEN COMMUNITY CENTRE	180 Montague Rd	Sth Melbourne
CCE329	FISHERMAN'S BEND COMMUNITY CENTRE	10 Centre Avenue	Port Melbourne
CCE347	LIARDET COMMUNITY CENTRE CORNER NOTT AND LIARDET ST	154 Liardet Street	Port Melbourne
CCE392	SES OFFICE, AMENITIES and GARAGE	523 Williamstown Road	Port Melbourne

Table 1

### 2.2 General Scope of the Maintenance Woks

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

- a) regular scheduled inspection, servicing and testing of automatic doors, automatic gates and motorised roller shutters, including all drive, sensing and locking mechanisms;
- b) preparation and maintenance of prescribed records and documents;
- c) preparation and submission of service reports;
- d) other minor works not specifically identified but necessary for the effective completion of the specified tasks and procedures;
- e) installations as requested either by schedule of rates or by quotation for specific parcels of work;
- f) attendance for urgent and emergency electrical repairs to general electrical infrastructure; and
- g) 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.

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

System or service	Maintenance activities	Frequency
Automatic doors and gates (including sensors stops, chains, and electronic controls)	<ul style="list-style-type: none"> <li>• Inspection, servicing and testing</li> <li>• Condition and remaining useful life assessment</li> <li>• Recording of information</li> <li>• Preventative maintenance, as required</li> <li>• Capital renewal planning</li> </ul>	Six monthly, or after each breakdown
Roller shutters and grilles (including runners drive motors, gear boxes, stops and locking pins)	<ul style="list-style-type: none"> <li>• Inspection, servicing and testing</li> <li>• Condition and remaining useful life assessment</li> <li>• Recording of information</li> <li>• Preventative maintenance, as required</li> <li>• Capital renewal planning</li> </ul>	Annually

<b>3.1 Building type</b>	<b>Location</b>	<b>Automatic Doors</b>	<b>Automatic Gates</b>	<b>Roller Shutters and Grilles</b>
<b>Council Operated</b>	<ul style="list-style-type: none"> <li>• St Kilda Town Hall</li> <li>• South Melbourne Town Hall</li> <li>• Port Melbourne Town Hall</li> <li>• 224 Bank Street</li> </ul>	18	1	15
<b>Libraries</b>	<ul style="list-style-type: none"> <li>• St Kilda Library</li> <li>• Albert Park Library</li> <li>• Port Melbourne Library</li> </ul>	2	1	3
<b>Community</b>	<ul style="list-style-type: none"> <li>• Sol Green Centre</li> <li>• Betty Day Centre</li> <li>• Cora Graves Centre</li> <li>• Fisherman's Bend Centre</li> <li>• Liardet St Centre</li> </ul>	6	0	0
<b>Art &amp; Culture</b>	<ul style="list-style-type: none"> <li>• St Kilda Veg Out Centre</li> </ul>	0	0	3
<b>Markets</b>	<ul style="list-style-type: none"> <li>• South Melbourne Market</li> </ul>	12	0	13
<b>Sport &amp; Recreation</b>	<ul style="list-style-type: none"> <li>• Murphy Reserve Main Pavilion.</li> <li>• Port Melbourne Football ground.</li> </ul>	2	0	9

## **2.4 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 affect 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.

## **2.5 Development of Services and Systems**

The Contractor must be proactive in identifying and rectifying obvious 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**

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## **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 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 7.00am to 5.00pm. After hours and weekend work may be required in emergencies.

The tenderer must provide a schedule of rates for works and services conducted:

- a) after hours, being 5:00pm to 7:00am Monday to Friday;
- b) on Saturdays and Sundays; and
- c) on public holidays.

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.

## **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 automatic door 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").

### **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 Contractor's on-site staff must behave in a courteous and professional manner at all times. Interaction with Council staff and the public will be frequently required. All direct enquiries are 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 such as motorized access equipment that will be used at any of the above listed properties.

### **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**

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### **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.

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

The Contractor must act proactively to promote, enhance and develop the Auto Door 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**

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### **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) 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 Schedules submitted on a monthly basis.	Monthly contractor meeting reports. .
	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 CONTROL OF WORKS**

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### **6.1 Works Initiation**

The Contract Manager shall initiate Works by issuing a Works Order to the Contractor. Works Orders shall be either:

- a) in written form; or
- b) In the case of emergency by verbal direction.

The Contractor shall not provide any services for Automatic door Maintenance work prior to receiving a Works Order or instruction from the Contract Manager.

Verbal requests shall only be used in circumstances where the Contract Manager is directing Works which are classified as either Urgent Response Works Orders or Directed Weekend or Night Work. The Contract Manager shall within forty-eight (48) hours of issuing a verbal direction to the Contractor, issue a Works Order confirming the Contract Manager's verbal direction.

### **6.2 Works Order Classification**

Works Orders will be classified by the Contract Manager as being a:

- a) Urgent Response Works Order; or
- b) Routine Response Works Order.

#### **6.2.1 Routine Response Works Orders**

In response to a Routine Response Works Order the Contractor must have completed the Works specified within the Routine Response Works Order within two (2) working days of the Contractor receiving the Routine Response Works Order.

The Contractor shall be entitled to claim payment for Works requested on a Routine Response Works Order under the applicable item(s) detailed in the Schedule of Rates.

#### **6.2.2 Urgent Response Works Orders**

In response to an Urgent Response Works Order the Contractor must have completed the required works within four (4) hours of the Contractor receiving the Urgent Response Works Order. The four (4) hour response time for Urgent Response Works Order is applicable 24 hours per day, 365 days per year, including weekends, public holidays, after working hours and during the night.

Typically situations that would be considered cause for the Contract Manager to classify a Works Order as requiring an urgent response would be where the auto doors were stuck on open or refused to open.

The Contractor shall be entitled to claim payment for Works requested on an Urgent Response Works Order under the

applicable item(s) detailed in the Schedule of Rates where the Works have been completed within four (4) hours.

### 6.2.3 Works Order Acceptance

The Contractor shall perform the Works in accordance with the conditions and standards detailed in the Works Order. If, on receipt of a Works Order, the Contractor believes the completion time cannot be met, the Contractor shall inform the Contract Manager immediately and propose a completion time the Contractor believes can be achieved.

The Contract Manager may then, but is not obliged to, agree to a later completion time or adjust priorities of outstanding Works or cancel the Works Order and make such other arrangements for the Works as the Contract Manager sees fit.

## **7.0 LEGISLATION AND AUSTRALIAN STANDARDS**

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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) 2007**
- ***Occupational Health and Safety 2004.***
- ***Occupational Health and Safety Regulations 2007***
- **AS/ 3000 – Electrical Installations.**
- **AS4085 (1992) – Automatic Sliding Doors.**