

4. Contract 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 submit their tender. It also describes the general services and performance criteria required.

2.0 Scope of Graffiti Removal Services

2.1 Resourcing

The contractor will supply appropriate supervision and a mobile service consisting of two suitably qualified and experienced persons and a suitable vehicle stocked with appropriate plant, equipment, materials and hardware. The mobile service will be operational 8 hours per day, 5 days per week Monday to Friday except for public holidays. The 8 hours work will occur between the spread of hours - 7.00 am to 5.00 pm

2.2 Locations

Port Phillip City Council ("Council") 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 Council in both financial and operational asset management. The functional groups are the focus of the works and the location of each property is shown in the table 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.

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 SHOP / OFFICES	147 Liardet Street	Port Melbourne
OPS501	SHOP / OFFICE	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	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
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 (ALL BUILDINGS).	1 – 35 Graham Street	Albert Park

Parks and Gardens

	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	South

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		Place	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&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	400 Clarendon	Sth Melbourne

	CARE CENTRE	Street	
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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 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 MELB BEACH FEMALE TOILETS	70 Beach Street	Port Melbourne
PTS334	EDWARDS PARK PUBLIC TOILETS	219 Esplanade East	Port Melbourne
S&R523	LAGOON RESERVE PUBLIC TOILETS	180 Esplanade West	Port Melbourne
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

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

Non Building Lighting.

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

2.3 General Scope of Graffiti Removal Works

Council intends to appoint a single service provider but reserves the right to select another contractor for single graffiti occurrences where the work is of high value in accordance with Council's procurement policy. The high value works may be caused by factors including but not limited to the extent of the graffiti, the specialised equipment required to gain access to effect the works or the limitations of the Contractor's services.

The Contractor will deliver a roaming service under the general supervision of the Contract Manager who will work with the Contractor to identify the priority areas for graffiti removal which may vary from time to time. The Contractor will be directed to attend to graffiti incidents requiring urgent works as identified by the Contract Manager.

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

- a) provide a reactive mobile unit available to identify and remove all graffiti from all Council assets;
- b) removal of graffiti from other buildings and facilities within the City of Port Phillip (eg residential and commercial property) subject to a consent agreement between Council and the property owner.
- c) protection of areas not requiring cleaning but requiring anti graffiti coating;
- d) recording of all graffiti removal and protection including; building address, exact location, extent of the area in square metres, duration of time taken to carry out works and "before and after" photos;
- e) development and provision of detailed reports which will assist in identifying hotspots within the municipality and the perpetrators of "tag" type graffiti;
- f) preparation and submission of service reports;
- g) preparation and maintenance of prescribed records and documents;
- h) other minor works not specifically identified but necessary for the effective completion of the specified tasks and procedures; and
- i) provide a rapid response service for the removal of offensive graffiti.

2.4 Development of Services and Systems

During the course of delivering services, the Contractor must be proactive in identifying and developing services and processes to meet industry best practice.

The Contractor will also report or rectify obvious general hazards. All hazards not so dangerous as to require immediate notification will be recorded in monthly reporting.

3.0 Operations and Limitations

3.1 Hours of Work

Council operational hours vary across the building asset functional groups. The graffiti service is to be operational over 5 days per week Monday to Friday and 8 hours per day excepting public holidays. The work is to be undertaken during the spread of hours - 7.00am to 5.00pm. The Contractor in consultation with the Contract Manager will plan to undertake works to cause least disruption to Council's operational activities at the various sites.

After hours work may be required in emergencies but only at the direction of the Contract Manager.

The Contractor will be paid for after hours work at the schedule of rates for works and services conducted after hours being 5.00pm to 7.00am the following day.

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.

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 building services and Council services, which the graffiti removal services may affect. In the event that proposed works may adversely affect any building service or Council Service, 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 14001:2004 Environmental Management Systems - Specification with guidance for use; and
- b) AS/NZS ISO 14004:2004 Environmental Management Systems - General guidelines on principles, systems and supporting techniques.

The EMP shall address issues such as noise, odours, 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.

The Contractor must measure and report on the carbon emissions resulting from the provision of the service.

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 vehicle/s is 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. 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 notify the Contract Manager of the use of any major equipment or motorized access equipment that is to be used and supply an inventory and technical specification of the equipment.

3.10 Induction

The Contractor must have a management representative and arrange for all staff and sub contractors to 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 written report will include the following information as a minimum requirement:

- a) a general overview of graffiti cleaning and protection works conducted within the previous month,
- b) a detailed report on each graffiti cleaning and protection works case conducted within the previous month including;
 - area cleaned in square metres
 - location of works
 - duration of time taken to conduct the works
 - before and after photos
- c) identify graffiti hot spots,
- d) identify instances of tag type graffiti
- e) identify works in progress, and
- f) propose works to be scheduled for implementation in the next month and the potential impacts on the Council's day to day operations at the various sites.

The format for these reports is to be in hardcopy and electronic (compatible with Council's computer environment) to the satisfaction of the Contract Manager.

The Contractor must act proactively to promote, enhance and develop the Graffiti 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 is designed to ensure the service meets Council's expectations and the appearance of Council's assets is well maintained. 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.

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 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

Council has established benchmarks for delivering graffiti removal services. The benchmarks are reflected by Key Performance Indicators (KPIs) These 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.

To reflect changes in scope and understanding of the Contract both the Contract Manager and the Contractor will review the performance KPI's for relevance and accuracy. The performance measurement regime will be adjusted accordingly.

Council will establish a complaints register to help monitor performance.

5.4 Initial KPIs

Service Component and Objective	Proposed KPI	Minimum Performance Standard	Source Data
Financial	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"> 1. Incidents reported to ISD – reviewed monthly. 2. Recorded incidents in Contractor's WH&S Plan – reviewed monthly. 3. Zero outstanding actions at monthly reviews. 4. Actions resolved with the agreed timeframe.
	Environmental management	100% Compliance to legislation and the Contractor's Plan.	<ol style="list-style-type: none"> 1. Incidents reported to ISD – reviewed monthly. 2. Recorded incidents in Contractor's Environmental Plan – reviewed monthly. 3. Zero outstanding actions at monthly reviews

	Plant management	100% Compliance to the Contractor's Plan.	Monthly contractor's 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 graffiti detected and rectified by the Contractor.	
	Responsiveness	90% of urgent works rectified within the agreed timeframe.	
Management and Innovation	Provision of monthly reports	100% compliance	
	Customer satisfaction	< 5 complaints per month and a downward trend in complaints	1. Reviewed at monthly coordination meeting. 2. Complaints Register.
	Communication at all levels	< 5 complaints per month and a downward trend in complaints	1. Reviewed at monthly 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 General Requirements

6.1 Site Conditions

Differing conditions and difficulties may exist at each work site, including:

- a) physical constraints such as parked cars; and
- b) the need for liaison with members of the community. Typically this will occur when requesting cars to be moved so that Works may be carried out.

The Contractor is not entitled to any additional payment with respect to any condition or difficulty at a work site.

6.2 Work Site Control

The Contractor must ensure that all works are carried out with due regard for the safety of the public. The Contractor must comply with the requirements of Australian Standard *AS 1742.3 Manual of uniform traffic control devices, Part 3: Traffic control devices for works on roads* and ensure the correct use of traffic control devices to warn, instruct and guide road and footpath users in the safe negotiation of the work site.

The Contractor must not commence or continue any works unless all appropriate signage, barricades and traffic control measures are in place in accordance with AS 1742.3.

Where access to public thoroughfares, public buildings, private property or roadways is hindered by the performance of the works, the Contractor must ensure that traffic control measures are in place to enable the safe movement of pedestrian and vehicular traffic. These measures shall comply with the requirements of AS 1742.3. Should circumstances arise, whereby the Contractor is uncertain of the safety measures to be put in place, the Contractor shall seek advice from the Contract Manager.

The Contractor must ensure that all emissions including noise and odour from the contractor's plant, equipment and materials are within legislative and regulatory requirements and avoid disruption to Council services as far as practical. The Contractor must consult with the Contract Manager about proposed works if there is doubt as to the adverse impact on the Council services.

The Contractor must ensure the suitability of all employees and subcontractors delivering services at Child Care facilities having undergone and passed a police check and a working with children check under the requirements of the Working With Children Act 2005.

6.3 Clean Up and Reinstatement of Work Sites

The Contractor shall leave work sites in a clean and tidy condition and also in a condition which is safe for pedestrians and road users. They shall also repair all holes, depressions or damage caused to the surface of a works site by the Contractor's vehicles or equipment back to the pre-existing state.

In performing the works, the Contractor shall not, without approval from the Contract Manager:

- a) store any debris or other material at the work site; or
- b) hinder access to private property, public thoroughfares and buildings.

The Contractor shall not dispose of any paint, solvents, debris or litter, either deliberately or in error, into the drainage system network.

Disposal in this manner is a breach of the Environment Protection Act 1970.

6.4 The Contractor

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 EMP.

6.5 Signage

Other than that required under workplace health and safety requirements all Contractor's equipment and vehicles will have joint signage as approved by the Contract Manager. Safety signage and barriers may display the Contractor's logo and / or name; however, promotional use of signage is not permitted.

7.0 Control of Works

7.1 General Program of Works

The Contract Manager will prepare a monthly purchase order for the service.

The general program for the month will be agreed at monthly meetings between the Contractor and the Contract Manager.

7.2 Running Sheet

On Mondays, Wednesdays and Fridays of each week (varied for public holidays), the Contract Manager will provide a "running sheet" which will direct the Contractor to attend to graffiti removal that has been identified by Council. The Contractor will modify the "running sheet" to record details of the graffiti removal. The "running sheet" will be in the form of a spreadsheet that will be transmitted electronically as a live document.

7.3 Urgent or Offensive Graffiti Response

Typically an urgent response is required to remove graffiti which is particularly offensive and in a prominent location. The Contract Manager may classify works as urgent and or offensive and therefore requiring a rapid response.

These must be attended to within 4 hours. The Contract Manager may issue a verbal direction for urgent or offensive works.

If the urgent works are attended to outside the service hours of work the Contractor shall separately invoice at the schedule of rates for after hours work.

8.0 Consent of Owner Required

The Contractor shall only remove graffiti from privately owned assets where the written consent of the property owner/occupier to has been received. The Contract Manager will keep a register of the consents.

8.1 Access

The Contractor shall not enter any privately owned property or building that is not open to the general public without first obtaining consent from the owner /occupier or the direction of the Contract Manager.

9.0 Graffiti Removal Works

9.1 General

The Contract Manager may direct the Contractor remove graffiti from the following public assets within the municipal district including, but not limited to:

- a) traffic signal hardware;
- b) street and park furniture (seats, bins, bollard, planter boxes, lighting poles; outdoor artwork and other);
- c) roadside furniture (guardrail, guideposts and signs);
- d) road and park boundary fences and walls;
- e) play equipment;
- f) Council building exteriors; and
- g) non Council building exteriors, fences and fixed assets.

9.2 Damage to Works

Where the carrying out of works is likely to cause damage to any part of the substrate and where that damage cannot be readily rectified including damaging the surface finish, the Contractor must inform the Contract Manager and seek specific instructions as to how to proceed.

9.3 Graffiti Removal Methods

The methods to be used by the Contractor in order of preference include, but are not limited to:

- a) hot water cleaning;
- b) cleaning by use of proprietary cleaning agents;
- c) soda washing; and
- d) other cleaning methods approved by the Contract Manager.

No method of graffiti removal is to result in the denaturing of the original surface. Where the graffiti is unable to be removed, eg graffiti scratched into the surface of a sign or glass fixture or the surface has been physically damaged, the Contractor is to record the damage to the asset and notify the Contract Manager within twenty four (24) hours.

10.0 Painting Works

10.1 General

Painted surfaces from which graffiti cannot satisfactorily be removed by the recommended methods outlined above shall be painted over as required to produce a finish satisfactory to the Contract Manager. As a guide the Contractor shall repaint a wall to the nearest joint and fully repaint the face of a door.

Care shall be taken to ensure that paint does not go onto surfaces that are not to be painted. The Contractor shall use appropriate protective drop sheets and other coverings to protect the ground and also adjacent fixtures and fittings.

The Contractor shall use appropriate masking techniques to prevent paint spatter and to give neat horizontal or vertical straight line finishes to the painting edges. The minimum paint area shall be one (1) square metre.

The Contractor is to ensure "wet paint" warning signs are displayed at all times whilst painting and drying is in progress.

10.2 Materials

The Contractor shall supply all paints and other materials and shall endeavour to match the colour of the existing paint. The Contractor shall be responsible for the storage of all paint and other materials necessary for the performance of the works under the Contract. Where a colour match is not possible then the entire surface area of the wall or structure shall be repainted and the Contract Manager must be notified.

The type of paint used shall be compatible with the existing paint surface.

The Contractor shall provide all scaffolding, ladders and planks and other mechanised access equipment as required to perform the works.

As required by legislation the vehicle used for the service must have all Material Safety Data Sheets prominently displayed for all hazardous substances carried within the vehicle.

10.3 Surface Preparation

All surfaces to be painted must be prepared so as the paint achieves a good bond with the substrate. All surfaces that are to be painted shall be cleaned of dust, dirt, grease and loose material to form a clean dry surface for the application of paint. The surface shall be dry prior to the application of paint.

Metal surfaces shall be clean, dry and free from scale and rust.

Remove all grease and oil from the surfaces. Steel or iron showing signs of rust should be treated with a rust remover or equivalent approved. Loose and flaking paint shall be removed by sanding, stripping or burning, and patched and filled with appropriate filler to provide an even surface.

10.4 Quality of Painting Work

All painting work shall be done using hand brushing or rolling methods unless the Contract Manager approves other methods of application.

Each coat of paint shall be applied at a proper consistency and brushed evenly and free of brush marks, sags and runs. The finished paint surface shall be free of defects or blemishes.

10.5 Use of Water

The Contractor shall not enter or use water from private property without prior consent of the occupant.

10.6 Clean-up

All debris and waste shall be removed from the site on the same day before the Contractor vacates the site. Debris and waste includes all removed material, any excess and residual material and the like, generated as a result of, or during the graffiti cleaning and/or the application of the anti-graffiti coating. No debris or waste shall be permitted to be left on site. All debris, waste, and the like, are to be disposed of in accordance with all health and safety regulations.

Paints and other liquids including water and other liquids used for cleaning of painting equipment and surfaces shall not be disposed of into Council guttering, street drains, or into the sewerage system or onto the ground. The work site shall be vacated and left after each day in a clean and safe condition.

11.0 Anti Graffiti Coatings

The Contractor shall provide and apply anti graffiti coating as approved by the Contract Manager where directed by the Contract Manager. The Contractor shall seek approval of the Contract Manager for the anti graffiti coating system prior to use.

12.0 Graffiti Occurrence Data Collection

For each occurrence of graffiti that the Contractor attends the Contractor shall record all information onto a collection data base.

The format of the data base shall be agreed by the Contract Manager. The Contract Manager must be provided with ready and free access to the database.

13.0 Database and Monitoring Services

13.1 Database

The Contractor shall supply and establish and then maintain for the Contract Term a computer based database of graffiti that occurs in the municipal district. The Contractor shall make the database available to Council and shall on a monthly basis provide updated versions of the database files including all digital photographs.

13.2 Information

The database will be capable of registering the following information about each graffiti occurrence:

- a) the suburb name;
- b) any particular location description;
- c) the street name;
- d) street number of the closest building;
- e) the type of building or asset that the graffiti is on;
- f) for a commercial or industrial building the name of the business occupant;
- g) the date the graffiti is reported;
- h) who reported the graffiti – name, address, telephone number - if available;
- i) the date and time the graffiti removal is completed,
- j) the type of surface is the graffiti applied on (e.g.: steel, concrete, timber, aluminium, asphalt, painted, unpainted, powder coated, Colorbond etc);
- k) material used to apply the graffiti (eg: pen, paint, spray can, etc);
- l) the type of graffiti – tag, scrawl, mural etc;
- m) a digital photograph of the graffiti and a photograph of the area affected after removal works have been undertaken.
- n) “tag” identification from the Tag Register if possible;
- o) treatment used to remove the graffiti;
- p) the estimated area covered by the graffiti; and
- q) any additional comments.

13.3 Tags Register

Tags are graffiti markings that may be used by the graffiti perpetrator to “sign” or identify the graffiti as having been done by the graffiti perpetrator. The Contractor must develop a register of tags used by graffiti perpetrators. The tag register shall be stored in the graffiti database.

With the photograph(s) taken of the graffiti the Contractor shall attempt to associate the Graffiti occurrence with the graffiti perpetrator by any tags that the graffiti perpetrator may use. This information shall be recorded in the graffiti database.

14.0 Contract Deliverables

The key contract deliverables are shown in the following table.

Deliverable	Timelines
Two copies of the formal instrument of agreement together with the contract documents	Within 28 days of the date of awarding the contract
O H & S System	Prior to contract commencement
Environmental Management Plan	Prior to contract commencement
Insurances	Prior to contract commencement
Bank Guarantees	Prior to contract commencement
Graffiti Database	Upon contract commencement
Tags Register	Upon contract commencement
Running Sheet	Upon contract commencement

The table below contains the written reports required to be provided by the Contractor and the frequency required.

Report	Frequency
Workplace Safety	Monthly
Environmental Management Plan	Monthly
Service Report	Monthly