4. 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.

Please note that this tender calls for non comprehensive maintenance services.

2.0 Scope of Lift Maintenance Services

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 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.

Table 1
Council Operated Properties

<table>
<thead>
<tr>
<th>Property ID</th>
<th>Property Name</th>
<th>Street Address</th>
<th>Suburb</th>
</tr>
</thead>
<tbody>
<tr>
<td>OPS321</td>
<td>PORT MELBOURNE TOWN HALL</td>
<td>333 Bay Street</td>
<td>Port Melbourne</td>
</tr>
<tr>
<td>OPS502</td>
<td>SOUTH MELBOURNE TOWN HALL</td>
<td>208 Bank Street</td>
<td>South Melbourne</td>
</tr>
<tr>
<td>OP500</td>
<td>ST KILDA TOWN HALL</td>
<td>Carlisle St</td>
<td>St Kilda</td>
</tr>
</tbody>
</table>

Libraries

<table>
<thead>
<tr>
<th>Property ID</th>
<th>Property Name</th>
<th>Street Address</th>
<th>Suburb</th>
</tr>
</thead>
<tbody>
<tr>
<td>LIB148</td>
<td>ST KILDA LIBRARY</td>
<td>150 Carlisle St</td>
<td>St Kilda</td>
</tr>
</tbody>
</table>

Market

<table>
<thead>
<tr>
<th>Property ID</th>
<th>Property Name</th>
<th>Street Address</th>
<th>Suburb</th>
</tr>
</thead>
<tbody>
<tr>
<td>MKT505</td>
<td>SOUTH MELBOURNE MARKET</td>
<td>116 Cecil Street</td>
<td>Sth Melbourne</td>
</tr>
</tbody>
</table>
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 and regulatory inspection, servicing and maintenance of passenger lifts and dumb waiters (goods lifts);

b) regulatory testing and annual certification of passengers lifts and dumb waiters (goods lifts);

c) maintaining all statutory signage and labelling;

d) maintaining and testing of emergency communication devices;

e) review and advise the Contract Manager on appropriate energy management devices and efficient lift operations;

f) other minor works not specifically identified but necessary for the effective completion of the specified tasks and procedures;

g) undertake maintenance / repair work in response to breakdowns, call outs etc; and

h) minimising 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.

---

<table>
<thead>
<tr>
<th>Property ID</th>
<th>Property Name</th>
<th>Street Address</th>
<th>Suburb</th>
</tr>
</thead>
<tbody>
<tr>
<td>CCE307</td>
<td>MIDDLE PARK COMMUNITY COMPLEX</td>
<td>254 Richardson St</td>
<td>Albert Park</td>
</tr>
<tr>
<td>CCE347</td>
<td>LIARDET COMMUNITY CENTRE CORNER NOTT AND LIARDET ST</td>
<td>154 Liardet Street</td>
<td>Port Melbourne</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Property ID</th>
<th>Property Name</th>
<th>Street Address</th>
<th>Suburb</th>
</tr>
</thead>
<tbody>
<tr>
<td>ART001</td>
<td>LINDEN ART GALLERY</td>
<td>26 Acland St</td>
<td>St Kilda</td>
</tr>
</tbody>
</table>
### 2.3 Scope of Maintenance Activities

<table>
<thead>
<tr>
<th>Maintenance Description</th>
<th>General Service Scope</th>
<th>General Activities</th>
</tr>
</thead>
</table>
| Routine and regulatory servicing of lifts, dumb waiter and wheel chair platforms | • Monthly inspection and service of passenger lifts according to AS1735  
• Annual service and certification of passenger lifts according to AS1753  
• Quarterly inspection and service of dumbwaiter and wheel chair platforms. | • Planning / scheduling / programming.  
• Condition assessment and regulatory testing of units.  
• Recording of test information.  
• Reporting as per regulations.  
• Corrective maintenance as necessary.  
• Process development and capital / enhancement planning. |
2.4 **Number of Lifts by type of building and location.**

<table>
<thead>
<tr>
<th>TYPE</th>
<th>Location</th>
<th>Passenger lifts (up to 1000kgs)</th>
<th>Wheelchair Platform</th>
</tr>
</thead>
<tbody>
<tr>
<td>Council Operated</td>
<td>St Kilda Town Hall</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Port Melbourne Town Hall</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td></td>
<td>South Melbourne Town Hall</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Libraries</td>
<td>St Kilda Library</td>
<td></td>
<td>1 (dumb waiter)</td>
</tr>
<tr>
<td>Arts</td>
<td>Linden Art Gallery</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Markets</td>
<td>South Melbourne Market</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Community</td>
<td>Middle Park Community Centre</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Liardet Street Community Centre</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td></td>
<td><strong>10 lifts</strong></td>
<td><strong>2 wheelchair platforms</strong>&lt;br&gt;<strong>1 dumb waiter</strong></td>
</tr>
</tbody>
</table>
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 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.

2.6 **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**

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 lift 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.

The tenderer is required to provide a schedule of rates for works and services in call out situations which include rates for the following times:

a) after hours being from 5:00pm until 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 lift 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 14001:2004 Environmental Management Systems - Specification with guidance for use; and


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 must 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 must 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 such as motorized 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**

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 public 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; and
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).

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) 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

<table>
<thead>
<tr>
<th>Service Component and Objective</th>
<th>Proposed KPI</th>
<th>Minimum Performance Standard</th>
<th>Source Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial</td>
<td>Costs to budget</td>
<td>100% accuracy of charges against quoted rates and budget.</td>
<td>1. Contractor Invoicing.</td>
</tr>
<tr>
<td></td>
<td>Invoicing accuracy and timing</td>
<td>100% compliance to Council’s invoicing requirements, including properly addressed and detailed invoices quoting the relevant purchase order.</td>
<td>1. Contractor Invoicing.</td>
</tr>
<tr>
<td>Risk Management and Compliance</td>
<td>Workplace health &amp; safety</td>
<td>100% Compliance to legislation and the Contractor’s Plan.</td>
<td>1. Incidents reported to ISD – reviewed monthly.</td>
</tr>
<tr>
<td></td>
<td>Environmental management</td>
<td>100% Compliance to legislation and the Contractor’s Plan.</td>
<td>2. Recorded incidents in Contractor’s WH&amp;S Plan – reviewed monthly.</td>
</tr>
<tr>
<td></td>
<td>Plant management</td>
<td>100% Compliance to the Contractor’s Plan Schedules submitted on a monthly basis.</td>
<td>3. Zero outstanding actions at monthly reviews.</td>
</tr>
<tr>
<td></td>
<td>HR management</td>
<td>100% Compliance to Specification and the Contractor’s Plan.</td>
<td>Personnel changes / movements to be reviewed by an event or exception.</td>
</tr>
<tr>
<td>Service Quality and Planning</td>
<td>Programmed work</td>
<td>95% of programmed work completed within the agreed timeframe.</td>
<td></td>
</tr>
<tr>
<td>----------------------------</td>
<td>----------------</td>
<td>---------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Rework/faulty Work</td>
<td>&lt; 5% of services per month to be reworked and a downward trend in reworked jobs.</td>
<td>Complaint register</td>
<td></td>
</tr>
<tr>
<td>Services availability</td>
<td>&lt; 5% of services left unserviceable per month and a downward trend in reworked jobs.</td>
<td>Complaint register</td>
<td></td>
</tr>
<tr>
<td>Fault management</td>
<td>95% of faults detected and rectified by the Contractor.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Responsiveness</td>
<td>90% of recorded faults rectified within the agreed timeframe.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Management and Innovation</td>
<td>Monthly reports and invoicing</td>
<td>100% compliance</td>
<td></td>
</tr>
</tbody>
</table>
| 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

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 Lift Services 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 a lift was stuck between floors or the call button not working.
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

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
- Occupational Health and safety Regulations 2007
- Victorian Work Cover Authority Public Safety requirements