



Invitation to Tender

Part B - Specification

Katherine Aquatic Centre – Maintenance

Services

T25-10

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1. PURPOSE

The purpose of this specification is to engage a suitably qualified and experienced service provider to deliver ongoing maintenance services for the Katherine Aquatic Centre. Katherine Town Council (Council) is seeking a provider who can ensure the facility is maintained to a high standard, supporting safety, functionality, and asset longevity.

The successful provider will be responsible for the day-to-day upkeep of plant and equipment, including water treatment systems, pumps, filtration, and associated infrastructure. Services must be delivered in accordance with all relevant regulations and Australian Standards, with an emphasis on proactive maintenance, regulatory compliance, and minimal disruption to pool users.

This procurement process aims to ensure transparency, best value, and the sustainable operation of the Centre's technical infrastructure, aligning with the goals of the Katherine 2027 Strategic Plan and Council's commitment to community wellbeing and active lifestyles.

2. OBJECTIVES

Katherine Town Council invites quotes from suitably qualified and experienced contractors to provide professional and technically capable maintenance services for the Katherine Aquatic Centre, located at Lot 3217, 24 Chambers Drive, Katherine East, NT 0850.

The objective of this tender is to ensure the safe, efficient, and compliant operation of all plant and equipment associated with the aquatic facility, following its recent major refurbishment. The successful contractor will be responsible for delivering high-quality preventative and reactive maintenance services, including water treatment, chemical dosing systems, and mechanical infrastructure.

Key Objectives:

- Provide reliable, routine preventative maintenance of all aquatic plant, pumps, filtration, heating, and dosing systems.
- Ensure compliance with national standards and manufacturer specifications for water quality, chemical handling, and mechanical systems.
- Undertake prompt and effective reactive maintenance, minimising downtime and ensuring continuous safe operation.
- Monitor, test, and manage water chemistry, including chlorine, hydrochloric acid, and sodium bicarbonate dosing, in accordance with health and safety standards.
- Maintain comprehensive records of maintenance activities, service reports, water test results, and compliance documentation.
- Respond to after-hours service requests within 24 hours, ensuring minimal impact on facility operations and user safety.
- Deliver services that align with Council's commitment to public safety, asset protection, and long-term sustainability of the Katherine Aquatic Centre.

3. BACKGROUND

The Katherine Aquatic Centre is a valued community facility that has supported recreation, health, and wellbeing in the region for over 40 years. The Centre is currently undergoing a major refurbishment, which includes the construction of a new 25-metre heated pool, a new splashpad, a new plant room, and significant upgrades to the existing 50-metre pool. The refurbishment is due for completion in October 2025.

In preparation for the reopening of the upgraded facility, Katherine Town Council is seeking a new maintenance partner. This tender process aims to identify a qualified service provider with the technical expertise to maintain the Centre's plant, equipment, and water treatment systems to a high standard. The successful contractor will support the safe, efficient, and compliant operation of the facility in line with Council's long-term strategic objectives.

4. REQUIREMENTS

4. 1. Specifications

The contract strictly relates to plant and equipment maintenance and does not include operational management services. Routine inspections and servicing of:

- Pumps, heat pumps, and filtration systems
- Chemical dosing equipment
- Water circulation and disinfection systems
- Electrical controls and safety systems
- Water quality testing, adjustment, and chemical replenishment
- Backwashing, degreasing, cleaning, and replacement of parts
- Maintenance of safety systems including fire equipment and alarms
- Within 24 hours response to mechanical faults or breakdowns
- Provision of a Schedule of Rates for all reactive works (inside and outside regular hours)

All maintenance services are to be undertaken by qualified technicians in accordance with the technical specifications outlined in this tender package.

4. 2. Plant & Infrastructure to Be Maintained

The successful contractor will be responsible for all mechanical plant systems including:

- Sand Filters | Chadson MHS-6000 for 50m, 25m pools and Splashpad
- Water Chemistry Controllers | ProMinent diaLog700 Pool Package
- Circulation Pumps | SX, Southern Cross Series, Booster Pumps
- Heat Pumps | Including heating booster pumps
- Dosing Equipment | Acid, Chlorine, Soda Ash dosing systems
- Ancillaries | Pre-pump strainers, water softener, backwash systems
- Backwash Holding Tank | Capacity: 22.7kL

All systems and layout details are identified in the services drawings and floor/site plans.

4. 3. Service Schedule & Requirements

The following general requirements apply to all separable portions for the contractor:

- Operate the aquatic facilities plant according to all relevant laws and regulations. Ensure all chemicals are stored and used correctly, following manufacturer instructions or Council guidelines.
- Ensure the internal surrounds of the aquatic facilities plant are maintained in a well-kept, clean and safe condition and that any directions in respect of those areas given by the Katherine Town Council Representative are acted upon immediately.
- Order and ensure all stores, chemicals, equipment, tools or other items required for the maintenance and operation of the aquatic facilities plant, in accordance with standards and legislative requirements, are safely and securely stored and inaccessible to the public (including patrons of the Swimming Pool).
- Ensure all gates, doors, windows, and other access points to buildings, plant rooms, balance tanks, and storerooms remain locked and secure at all times, except when necessary for emergency access.
- Maintain all aquatic facilities plant and related equipment in a safe and operational condition at all times.
- Implement all instructions or directions, whether given verbally or in writing, from the Katherine Town Council Representative within seven (7) days or within another specified timeframe.
- Permit the Katherine Town Council Representative, or other authorised officers, reasonable access to aquatic facilities plant buildings and improvements by arrangement.
- Coordinate and manage any planned pool closures with the aquatic facilities pool Operator in consultation with the Katherine Town Council Representative.
- Apply a maximum 7.5% markup on materials procured under the contract unless otherwise agreed in writing with the Katherine Town Council Representative.

4. 4. Standards

Comply with all applicable Acts and Regulations, including but not limited to:

- Fair Work Act 2009
- Work Health and Safety (National Uniform Legislation) Act 2011
- Work Health And Safety (National Uniform Legislation) Regulations 2011
- Guide to Temporary Traffic Management (AGTTM)
- Environment Protection Act 2019
- Environment Protection Regulations 2020
- Northern Territory Environment Protection Authority Act 2012
- Waste Management and Pollution Control Act 1998
- Public Health Guidelines for Aquatic Facilities 2006
- Royal Life Saving Guidelines for Safe Pool Operation
- World Aquatics Competition Regulations 2024 (formerly FINA Facilities Rules)
- Comply with the Acts, Regulations, Guidelines and Codes applicable to the works
- Comply with the requirements of Katherine Town Council
- Comply with the requirements of Authorities with jurisdiction over the works
- Conform to the Standards and Publications quoted throughout this document unless specified otherwise

4.5. Definitions

‘Aquatic Facilities Plant’ means equipment and plant for the function of the swimming pools including but not limited to sensors, control units, pumps, filters, dosing system, tanks and associated hydraulic infrastructure.

‘Pool operating hours’ means:

Wet Season (1 November – 30 April) Monday to Friday 6:00am – 8:00am and 11:00am – 7:00pm

Dry Season (1 May – 1 October) Monday to Friday: 6:00am – 8:00pm

Weekends (Year-Round) Saturday and Sunday 11:00am – 4:00pm

Public Holidays Closed: Christmas Day, Boxing Day, New Year’s Day, Good Friday, Anzac Day 12:00pm – 7:00pm. All other holiday 11:00am – 6:00pm

‘Regular contractor operating hours’ means from 08:00am to 05:00pm, Monday to Friday, excluding weekends and public holidays.

‘Outside regular contractor operating hours’ means all other hours outside regular contractor operating hours, including weekends and public holidays.

‘Swimming Pool’ or ‘Pool’ means all premises, buildings, land and equipment used in connection with the Swimming Pools and Splashpad located at the Katherine Aquatic Centre.

The following table provides the minimum requirements for frequency of servicing for the Katherine Aquatic Centre facilities plant.

4. 6. Katherine Aquatic Centre – Minimum Servicing Frequency Requirements

System	Task Description	Minimum Frequency
Filtration	Regenerate sand filters (backwash)	Weekly
	Clean and inspect pre-pump strainers	Weekly
	Inspect filter media and replace as needed	Quarterly
	Degrease sand filters	Quarterly
	Inspect sludge level in backwash holding tank	Quarterly
	Pump out sludge from backwash holding tank	Six-monthly
Water Chemistry	Test and calibrate ProMinent diaLog700 with photometer	Weekly
	Inspect and clean chemical dosing strainers	Weekly
	Check dosing lines and pumps for leaks	Weekly
	Service chemical dosing pumps with kits (Acid, Chlorine, Soda Ash)	Annually
	Clean and service chemical probes and flow cells	Annually
	Replace total chlorine probe membrane and electrolyte	Quarterly
Pumps	Inspect circulation and booster pumps (check for noise, vibration, leaks)	Quarterly
	Check and replenish pump grease	Quarterly
	Replace or repair faulty pump components	As required (reactive)
Heat Pumps	Inspect by qualified and experienced technician	Quarterly
	Test refrigerant levels, compressor current, oil, drains, and coils	Quarterly
	Clean evaporator coils and fans	Quarterly
Ancillary Equipment	Inspect UV systems, clean lenses and replace lamps	Annually (or as required)
	Test backwash pumps and make-up water systems	Monthly
	Inspect and clean switchboards and vent filters	Quarterly
General Pool Chemistry	Manual water testing and adjustments	Daily (by Operator)
Security Checks	Inspect and confirm all access points secure	Weekly

4. 7. Insurance Requirements

The successful tenderer must maintain the following insurance policies for the duration of the contract:

- **Public Liability Insurance** – Minimum \$20 million per incident.
- **Workers Compensation Insurance** – In accordance with NT legislation for all staff engaged in service delivery.
- **Motor Vehicle Insurance** – Comprehensive cover for any vehicles used under the contract.
- **Other Insurances** – As reasonably required by Council due to scope or statutory obligations.

All policies must be issued by Australian-licensed insurers. Certificates of currency must be provided prior to contract commencement and renewed annually. Katherine Town Council must be listed as an interested party on Public Liability and Professional Indemnity policies.

5. CONTRACT TERM

Katherine Town Council is seeking to award the contract for the operational management of the Katherine Aquatic Centre for a term agreed upon by both parties. The initial proposed contract length is **three (3) years**, commencing from the agreed start date. Subject to satisfactory performance and mutual agreement, the contract may be extended for **one (1) additional term of three (3) years**, allowing a maximum contract duration of six (6) years.

All extensions will be based on performance outcomes, compliance with contract obligations, and alignment with Council's strategic priorities.

6. WORK HEALTH AND SAFETY

6. 1 PCBU

Under the Work Health and Safety (WHS) Act, the successful tenderer will be recognised as a Person Conducting a Business or Undertaking (PCBU) and must fulfill the associated duties, including:

- **Primary Duty of Care:** Ensure, so far as is reasonably practicable, the health and safety of workers while they are at work, and that the health and safety of other persons is not put at risk from work carried out as part of the conduct of the business or undertaking.
- **Provision and Maintenance of Safe Work Environment:** Provide and maintain a work environment without risks to health and safety, including safe systems of work, safe use and handling of plant, structures, and substances, and adequate facilities for the welfare of workers.
- **Information, Training, and Supervision:** Provide necessary information, training, instruction, or supervision to protect all persons from risks to their health and safety arising from work carried out.
- **Monitoring and Health Surveillance:** Monitor the health of workers and the conditions at the workplace to prevent illness or injury.
- **Consultation with Workers:** Consult with workers who carry out work for the business or undertaking and who are, or are likely to be, directly affected by a health and safety matter.
- This includes sharing information, giving workers a reasonable opportunity to express their views, and taking those views into account.

- **Management of Risks:** Eliminate risks to health and safety so far as is reasonably practicable, and if it is not reasonably practicable to eliminate the risks, minimise them so far as is reasonably practicable.
- **Emergency Plans and First Aid:** Prepare, maintain, and implement emergency plans, and ensure the provision of first aid equipment and access to trained first aid officers.
- **Compliance with WHS Duties:** Ensure compliance with all other duties under the WHS Act, including incident notification, consultation, cooperation, and coordination with other duty holders.

The contractor must demonstrate a thorough understanding of these responsibilities and provide evidence of systems and processes in place to meet these obligations.

6. 2 WHS Systems

The Contractor must have in place the following Workplace Health and Safety (WHS) documentation as a minimum:

Annual Work Health and Safety Management Plan;

Contractor Management System (CMS);

Contract specific Safe Work Method Statements (SWMS);

Site risk assessments;

- a) Safe operating procedures relevant to work being performed;
- b) Procedures for isolation and de-energising of plant and equipment;
- c) Procedures for working at heights, identifying confined spaces and hot work with appropriate permit system; and
- d) Procedures for working with hazardous chemicals including Safety Data Sheets (SDS).

The Contractor must also:

- a) Ensure all personnel are inducted regarding the scope of services, specification and work place health and safety requirements;
- b) Review and amend WHS documentation when there is any significant change in process and ensure that all persons affected by the changes are advised of the amendments and provided with the appropriate level of training and instruction to complete their work in a safe manner; and
- c) Supply requested information upon the request of a Council Representative or Workplace Health and Safety Advisor as part of the ongoing review process under the Contract.

6. 3 Contractor Work Health and Safety Management Plan

The Contractor must establish, implement and operate a Work Health and Safety Management Plan.

The Contractor warrants and represents that the Work Health and Safety Management Plan will:

- a) Ensure that any premises controlled by the Contractor, where any persons are performing work, are safe and without risks to health;
- b) Ensure that any plant or substance provided for use by any persons performing services are safe and without risks to health when properly used;
- c) Ensure that systems of work, including the working environment, are safe and without risks to health;
- d) Provide such information, instruction, training and supervision to ensure health and safety in the provision of the Specification;
- e) Provide adequate facilities for persons performing the Specification;

- f) Have work health and safety policies and procedures and will provide any persons performing work, with information, instruction, training and supervision as required as to those policies and procedures and their duties and obligations in relation to work health and safety;
- g) Provide any persons performing work, with information, instruction training and supervision in relation to changes and amendments to the work health and safety policies and procedures and their duties;
- h) Ensure that any subcontractors comply with and implement their own work health and safety management plan;
- i) Ensure that any subcontractor's work health and safety management plan is kept up to date with developments in work health and safety including Legislative requirement changes, new guidelines and codes and amendments to guidelines and codes; and
- j) Comply with any Legislative requirements.

The Work Health and Safety Management Plan must be:

- a) Submitted to Council at least two (2) months prior to the commencement of the Contract unless the parties agree otherwise;
- b) Submitted to Council after any changes are made; and
- c) Updated and the updated Work Health and Safety Management Plan submitted to Council at within one (1) month of each anniversary of the Contract commencement date.

The Contractor must consider any amendments to the Work Health and Safety Management Plan which Council may propose. The Work Health and Safety Management Plan must include, as a minimum:

- a) The Contractor's assessment of all risks, including hazard identification, arising from its performance of its obligations under this Contract;
- b) The Contractor's work health and safety risk assessment and risk management procedures;
- c) The Contractor's work health and safety policy and objectives;
- d) The Contractor's work health and safety procedures and action plans;
- e) The Contractor's organisational structure and allocation of responsibilities, accountability and resources in relation to work health and safety;
- f) Safe work methods statements;
- g) The Contractor's work health and safety information, instruction, training, supervision and induction of all persons performing the Specification;
- h) The Contractor's work health and safety auditing and inspection procedures;
- i) The Contractor's work health and safety consultation procedures;
- j) The Contractor's work health and safety Incident reporting procedures;
- k) The Contractor's work health and safety review of risk assessments and control measures and review of the Work Health and Safety Management Plan more generally;
- l) The Contractor's work health and safety performance monitoring;
- m) The Contractor's collection and analysis of work health and safety data and records; and
- n) The Contractor's emergency procedures and provision for medical and first aid treatment.

6. 4 Incident Reporting

The Contractor must notify Council and the appropriate authorities of any serious incident.

The Contractor must notify Council immediately and follow up in writing with a written report within 24 hours of any incident, involving:

- a) WHS issues, including any instance where water quality matters may cause harm to patrons or where access to the pools is restricted due to deterioration of water quality;
- b) Significant property damage;
- c) Damage which may cause any interruption to normal operation of the facility;
- d) Any incident requiring the attendance of Emergency Services (Police, Fire Service or Ambulance);
- e) Any criminal activity;
- f) Stop-work or any action that may impact on the normal operations of the facility;
- g) Any other matter that may lead to litigation or otherwise adversely affect the interest of Council.

The written report must include the date, time and location of the incident and staff involved.

The Contractor is required to notify Workplace Health and Safety Northern Territory if an incident arises out of conducting business or undertaking that results in the death, serious injury or serious illness of a person or involves a dangerous event.

6. 5 Work Health and Safety Performance Reporting

The Contractor must, when requested by Council, provide evidence of the Contractor's ongoing implementation of the Work Health and Safety Management Plan.

The Contractor must also provide the following information to Council via Skytrust, on a monthly basis:

- a) The 'lost time' frequency injury rate of the Contractor's Personnel;
- b) The number of Working Days lost due to injury;
- c) The number of 'near miss' Incidents;
- d) The current status of any injured Personnel, damaged property or environmental damage or pollution;
- e) The status of the implementation and outcomes of corrective actions undertaken as a result of work health and safety inspections and risk assessments;

The Contractor must, when requested by the Council Representative, provide reports on work health and safety inspections, audits or assessments undertaken during the Contract Term within five (5) Business Days of completion.

The Contractor must promptly notify Council of any incident which occurs during the performance of Specification and subject to any Legislative Requirements which require otherwise, it must not undertake an investigation into the incident without first consulting with Council.

The Contractor must promptly notify Council of any fines, charges or notices (including but not limited to improvement and prohibition notices) which are issued to the Contractor under work health and safety Legislative requirements, and which are issued either during the performance of Specification or as a result of the Specification. If requested by Council, the Contractor must, within three (3) Working Days after any such Incident or at any other time on request by Council, provide Council with details of or a copy of or a written report into such fines, charges or notices.

7. ENVIRONMENTAL MANAGEMENT

8. 1 Disposal of Recovered Waste

All recovered waste generated through maintenance activities will be disposed of at the Katherine Waste Management Facility. testing of perlite samples from each pool has confirmed they fall within acceptable limits for disposal at this facility.

All waste disposal fees incurred under this contract will be borne by Katherine Town Council and charged through the Katherine Waste Management Facility weighbridge.

8. 2 Incident Notice and Prosecution Notification

If the Contractor is required by any Legislative requirement to give any notification of any environmental damage or harm occurring during the performance by the Contractor of its obligations under the Contract, the Contractor must at the same time, or as soon thereafter as possible in the circumstances, give a copy of such notification to Council.

The Contractor must promptly notify Council of any other environmental damage or harm which occurs during the performance of the Services whether or not it is required to give notification to any Authority.

The Contractor must promptly notify Council of any fine, charge or notice issued to the Contractor under any environmental Legislative requirements, and which are issued either during the performance of the Specification or as a result of the Specification. If requested by Council, the Contractor must, within three (3) working days after the imposition of any such fine, the laying of any charge or the Services of any notice or request by Council provide Council with details of or a copy of or a written report relating to such fine, charge or notice.

8. MEASURES AND KPIS

To ensure high-quality operational service delivery, the Contractor will be assessed against the following key measures and performance indicators throughout the contract term:

1. Operational Delivery

- **Service Continuity:** Minimum unplanned service disruption; all closures must be approved by Council or due to emergency.

2. Health, Safety, and Compliance

- **WHS Compliance:** Zero non-compliance notices from WorkSafe or relevant authorities.
- **Water Quality:** 100% compliance with national water chemistry standards.
- **Incident Reporting:** All notifiable incidents reported within 24 hours with corrective actions recorded and implemented.

5. Financial and Contractual Performance

- **Budget Management:** Services delivered within agreed operational budget parameters.
- **Reporting:** All reports, including attendance, maintenance logs, and financial summaries, submitted on time and in the required format.

6. Asset and Infrastructure Management

- **Maintenance Logs:** 100% completion of daily, weekly, and monthly maintenance checklists.
- **Equipment Uptime:** Minimum 95% uptime for essential mechanical systems (e.g. filters, pumps).

9. REPORTING

The Contractor must provide regular and timely reporting to Katherine Town Council to ensure transparency, performance monitoring, and compliance throughout the contract term.

1. Pre-Commencement Reporting

Prior to the start of operations, the Contractor must submit:

- A detailed **Schedule of Operations** (preferably in Gantt chart format) outlining service commencement, staffing, program rollout, and maintenance timelines.
- Required **insurance certificates** and **WHS documentation**, uploaded to Council's Skytrust system.
- A draft **Emergency Management Plan, Work Health and Safety Management Plan**, and **Quality Plan** (as per contract requirements).

2. Ongoing Operational Reporting

Throughout the contract, the Contractor must provide:

- **Monthly Reports**, including:
 - Maintenance logs and servicing records.
 - Incident and near-miss reports (via Skytrust).
 - WHS performance metrics (e.g. lost time injury rates, safety audits).
- **Ad-hoc Updates** as requested by Council, including:
 - Notification of major maintenance, safety issues, or service disruptions.
 - Reports following audits, inspections, or compliance reviews.
 - Responses to community or stakeholder concerns raised through Council.

3. Completion and Milestone Reporting

Upon major milestones (e.g. end of first year, contract renewal review), the Contractor must provide:

- A **performance review report** benchmarking KPIs and targets.
- Updated versions of management plans (WHS, Quality, Emergency).
- Records of all significant works, capital upgrades, or changes in infrastructure.

4. Incident and Emergency Reporting

- All serious incidents (e.g. injury, chemical breach, equipment failure) must be reported to Council immediately and followed up with a written report within 24 hours.
- The Contractor must also report any environmental, safety, or regulatory breaches to the relevant authority and provide Council with a copy of any notices or actions taken.

10. AUDITS

Katherine Town Council will carry out contract inspections as needed. If any part of the service does not meet the required standard, Council will give the contractor feedback and request that the issue be fixed. The contractor must fix the issue within 24 hours of being notified.

Every three months, Council will provide the contractor with a Contract Report. This report will include inspection results, any instructions given, and any issues of non-compliance during that period.

Quarterly site inspections will also be carried out with Council staff, Pool Operator, and the contractor. These inspections will review upcoming maintenance and any problems with the plant equipment.

If services are not delivered as outlined in the contract, payment may be withheld until the issues are fixed to the satisfaction of the contract supervisor.

11. COMMUNICATION PROTOCOL

All issues must be reported directly to the designated Katherine Town Council Representatives. The contractor must only follow instructions given by these Council Representatives.

In an emergency, the contractor must act immediately but must also contact the Council Representatives and Pool Operators as soon as possible.