



Request for Tender

Part B - Specification

Supply of Cleaning Services to All Locations

Services Contract

T25-13

Closing Time and Date: **12pm Monday 5th January 2025**

Method of Lodgement: Electronic Tender Response via Tenderlink

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1. BACKGROUND

Katherine Town Council (Council) is seeking tenders for the cleaning of all council facilities and public amenities.

Suitably qualified Tenderers with proven capability, capacity, and sound financial and technical background to deliver the Specification outlined in this *Request for Tender (RFT)* are invited to participate in this RFT process.

2. OBJECTIVES

The project aims to:

- a) Maintain hygiene standards and ensure all facilities are kept clean, safe and available.
- b) Establish a dependable and regular cleaning schedule that reduces disruption of service.
- c) Obtain these services at a cost effective rate.

3. SCOPE OF WORKS

3.1 CATEGORY 1 – Public Buildings and Katherine Town Council Offices

This category includes Katherine Town Council Civic Offices, Katherine Visitor Information Centre, Katherine Town Council Depot (refer Appendix E), Katherine Civil Airport (refer Appendix F) and Katherine Waste Management Facility Offices.

The cleaning of all locations in this category is to be carried out as per scheduled days and times.

Katherine Town Council Civic Offices require cleaning daily Monday to Friday. Cleaning is to take place seven (7) days per week at The Visitor Information Centre. Cleaning at The Depot and The Waste Management Facility is required twice weekly on Tuesday and Thursday.

No cleaning is to be carried out during business hours unless otherwise directed.

1. Rubbish

Task	Frequency
Empty all waste paper containers, exchange soiled bin liners	Per clean
Clean all waste bins	As required
Remove all rubbish from floor surfaces	Per clean

2. Carpeted Floors

Task	Frequency
Spot vacuum clean all floor surfaces	Per clean

Full vacuum clean all areas, paying attention to corners, edges and under furniture	Weekly
Spot clean marks, stains and spills	As required
3. Hard Floors	
Task	Frequency
Damp mop to remove spills, stains and grime	Per clean
Spot vacuum clean all floor surfaces	Per Clean
Sweep or vacuum clean, paying attention to corners, edges and under furniture	Weekly
4. Entrances, Front & Rear Foyers	
Task	Frequency
Sweep or vacuum clean and remove litter	Per clean
Remove marks, finger prints, etc. from entrance door	Per clean
Sweep or blow vacuum and spot mop front and rear entrances	Per clean
Remove all cobwebs	Per clean
Lift and sweep under door mats	Weekly
5. Office Cleaning - General	
Task	Frequency
Remove marks, dust, finger prints, etc. from doors, push plates, foot plates, light switches, cupboards, cabinets, walls etc.	Per clean
Clean and wipe empty areas of desk tops	Per clean
<i>Do not touch or move any items, equipment or documents on the desktop</i>	
Damp wipe and sanitize computer screens, telephones, hand pieces, keyboards and mice etc.	Per clean
Remove all cobwebs	Per clean
6. Dusting - General	
Task	Frequency
Dust and wipe down all office furniture, including conference tables, chairs, counter tops, picture frames, cupboards and shelving etc. to a height of 2 meters	Per clean
Dust all window ledges and partition ledges to a height of 2 meters	Weekly
Dust fire fighting appliances	Weekly

7. Glass Cleaning - General

Task	Frequency
Spot clean and remove finger marks from all glass doors, glass panels, glass partitions and mirrors to a height of 2 meters	Per clean

8. Toilets/Showers

Task	Frequency
Clean with bathroom disinfectant floors, pans, seats, lids, cisterns, urinals, taps all chrome fittings, pipes, doors, door handles, mirrors and basins	Per clean
Spot clean all internal doors, partitions and wall surfaces	Per clean
Empty all waste paper containers and exchange soiled bin liners	Per clean
Replenish supplies - soap, toilet paper, hand towels, place deodorant blocks in urinals - <u>these items will be supplied by Council upon notification of stock requirements</u>	As required
Remove all cobwebs	As required

9. Tea Rooms/Kitchens

Task	Frequency
Clean and wipe stainless steel sinks and drainers	Per clean
Clean and mop floor	Per clean
Remove marks, dust, finger prints etc. from faces of cupboards, tables, refrigerators, microwave, stove, walls etc.	Per clean
Empty all waste paper containers and exchange soiled bins liners	Per clean
Remove cobwebs	As required

10. Additional Works (Separate Charge)

Task	Frequency
a. Remove all cobwebs, wasp nests from external walls, brick work, ceilings	As directed
b. Remove and clean all internal light diffusers in the entire Visitor Information Centre building	As directed
c. Shampoo carpeted floors	As directed
d. Strip and reseal floors	As directed

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|---|-------------|
| e. Clean all internal partition glass, both sides | As directed |
| f. Clean all internal and external building windows | As directed |
| g. Scrubbing of all floor tiles | As directed |
| h. Pressure washing of entrance ways and decks | As directed |

Definitions:

As required - as set out by Council

As directed - by means of a written Instruction to Contractor (ITC)

3.2 CATEGORY 2 – Public Facilities

A. ***Katherine Sportsgrounds - Part Lot 2525, Stuart Highway***

Facilities are as listed below - Refer to Appendix A

- Toilet Block 1A (Adventure Playpark)–cleaning duties to be carried out daily and monthly deep clean
- Toilet Block 1B (Softball)- cleaning duties to be carried out once a month and as directed
- Toilet Block 2 (Netball)- cleaning duties to be carried out once weekly on a Monday for a 12-month period and twice weekly on a Monday and Thursday for a six (6) month period, and monthly deep clean
- Toilet Block 3 (BMX/Tennis)-cleaning duties to be carried out once weekly on a Monday for a 12-month period, and monthly deep clean
- Pavilion Toilets marked on drawing as Rooms 6, 8, 11 and 12 - cleaning duties to be carried out three (3) times per week on a Tuesday, Friday and Saturday for a 12-month period, and monthly deep clean
- Pavilion Change Rooms marked on drawing as Rooms 2, 3, 4 and 5, including breezeway (Room 1) - cleaning duties to be carried out once a month and as directed
- Pavilion Canteen Area – Once weekly for 12 months and increase to twice weekly from March to September on Fridays and Saturday mornings. As well as once monthly deep clean.

Cleaning Duties: to be carried as specified and/or as otherwise directed by means of a written Instruction to Contractor (ITC)

- All toilets, bowls, cisterns, seats, hand basins, urinals and mirrors should be thoroughly cleaned utilising approved cleaning aids, chemicals and disinfectants
- Floors to be cleaned free of dirt, grime, calcium build-up and other foreign matter utilising approved cleaning aids, chemicals and disinfectants. **Must also be mopped after every clean**
- Empty bins and wipe over benches with disinfectant

- Remove cobwebs and wasp nests from all areas, ceiling and behind doors etc
- Clean all walls and doors, including tiled areas and fixtures of dirt, grime, calcium build-up and other foreign matter as required, including regular 'spot cleaning' and removal of graffiti
- Where fitted clean windows, glass doors and stainless-steel sheeting
- Clean fans
- Sweep, mop and remove all rubbish from entrance and hallways
- Clean out light diffusers - once per week
- Place deodorant blocks in urinals; also replenish regularly with the following supplies: toilet paper, paper towels and soap (these items will be supplied by the Katherine Town Council, as required)
- Once monthly deep cleaning of all surfaces and walls with disinfectant and cleaning product
- Canteen floors to be scrubbed with appropriate cleaning product, monthly.

B. Katherine Sportsgrounds - Part Lot 2525, Stuart Highway

Facilities are as listed below - Refer to Appendix B

- Pavilion Breezeway and First Aid Room marked on drawing as Rooms 13 and 14
- Pavilion Exterior – including all stairs and ramps – As Directed

Cleaning Duties: to be carried out once weekly on a Friday for a 12 month period and/or as otherwise directed by means of a written Instruction to Contractor (ITC)

Interior

- Clean all walls and doors, including tiled areas and fixtures of dirt, grime, calcium build-up and other foreign matter as required, including regular 'spot cleaning' and removal of graffiti
- Floors to be cleaned free of dirt, grime, calcium build-up and other foreign matter utilising approved cleaning aids, chemicals and disinfectants. Must also be mopped after every clean
- Thoroughly clean BBQ's, benches and stainless-steel sheeting utilising approved cleaning aids
- Remove cobwebs and wasp nests from all areas, ceiling and behind doors etc
- Clean fans (As Required)
- Blow and wash down breezeway area.

Exterior – As Directed

- Cleaning of windows, window frames, ledges, glass doors and frames
- Remove cobwebs and wasp nests from all areas
- Removal of graffiti
- Pressure clean paths, walls to 2 meters, stairs and ramps.

Katherine SHOWGROUNDS AND MULTI-PURPOSE CENTRE - Lot 3177, VICTORIA Highway

Facilities are as listed below - Refer to Appendix C and Appendix D

- Rodeo/Campdraft ablution block (1) - pressure wash once monthly and cleaning duties as directed by KTC
- Old Secretary's Office toilet block (7) - pressure wash once monthly and cleaning duties as directed by KTC
- Poultry Pavilion ablution block (5) - pressure wash once monthly and cleaning duties as directed by KTC
- Norforce ablution block - (2) pressure wash once monthly and cleaning duties as directed by KTC
- Stuart Memorial Hall, including associated toilets (8) – deep clean once monthly and cleaning duties as directed by KTC
- Rotary toilet block (3) - pressure wash once monthly and cleaning duties to be carried out twice weekly on a Monday and Friday for a 12-month period
- Race Stable ablution block, including associated disabled toilets (6) - pressure wash once monthly and cleaning duties to be carried out twice weekly on a Monday and Friday for a 12-month period
- Grandstand change rooms and toilets, including associated disabled toilets and umpires change room (*Appendix D*) (4) - pressure wash once monthly and cleaning duties to be carried out once weekly on a Friday for a 12-month period

****No cleaning required over the Katherine Show month, 1 July to 31 July Inc****

Cleaning Duties: to be carried out as specified *excluding the month of July, and/or as otherwise directed by means of a written Instruction to Contractor (ITC)

Regular Clean

- All toilets, bowls, cisterns, seats, hand basins, urinals and mirrors should be thoroughly cleaned utilising approved cleaning aids, chemicals and disinfectants
- Floors to be cleaned free of dirt, grime, calcium build-up and other foreign matter utilising approved cleaning aids, chemicals and disinfectants. Must also be mopped after every clean
- Empty bins and wipe over benches with disinfectant
- Remove cobwebs and wasp nests from all areas, ceiling and behind doors etc
- Clean all walls and doors, including tiled areas and fixtures of dirt, grime, calcium build-up and other foreign matter as required, including regular 'spot cleaning' and removal of graffiti
- Where fitted clean windows, glass doors and stainless-steel sheeting
- Clean fans
- Sweep, mop and remove all rubbish from entrance and hallways
- Clean out light diffusers - once per week
- Place deodorant blocks in urinals; also replenish regularly with the following supplies: toilet paper, paper towels and soap (these items will be supplied by the Katherine Town Council, as required)

Deep Clean

- All toilets, bowls, cisterns, seats, hand basins, urinals and mirrors should be thoroughly cleaned utilising approved cleaning aids, chemicals and disinfectants
- Floors to be cleaned free of dirt, grime, calcium build-up and other foreign matter utilising approved cleaning aids, chemicals and disinfectants. Must also be mopped after every clean
- Remove cobwebs and wasp nests from all areas, ceiling and behind doors etc
- Clean and scrub walls and floor surfaces with disinfectant and cleaning products, remove all graffiti
- Place deodorant blocks in urinals; also replenish regularly with the following supplies: toilet paper, paper towels and soap (these items will be supplied by the Katherine Town Council, as required)

C. LINDSAY STREET COMPLEX - PART Lot 3216, 23 CHAMBERS DRIVE

Toilet Blocks and Surrounds

Cleaning Duties: to be pressure cleaned once monthly and regular cleaning as directed

Minor Clean

- All toilets, bowls, cisterns, seats, hand basins, urinals and mirrors should be thoroughly cleaned utilising approved cleaning aids, chemicals and disinfectants
- Floors to be cleaned free of dirt, grime, calcium build-up and other foreign matter utilising approved cleaning aids, chemicals and disinfectants. Must also be mopped after every clean
- Remove cobwebs and wasp nests from all areas, ceiling and behind doors etc
- Blow and remove all rubbish from undercover areas
- Place deodorant blocks in urinals; also replenish regularly with the following supplies: toilet paper, paper towels and soap (these items will be supplied by the Katherine Town Council, as required)

Pressure Clean

- All toilets, bowls, cisterns, seats, hand basins, urinals and mirrors should be thoroughly cleaned utilising approved cleaning aids, chemicals and disinfectants
- Floors to be cleaned free of dirt, grime, calcium build-up and other foreign matter utilising approved cleaning aids, chemicals and disinfectants. Must also be mopped after every clean
- Remove cobwebs and wasp nests from all areas, ceiling and behind doors etc
- Blow, pressure wash and remove all rubbish from undercover areas
- Place deodorant blocks in urinals; also replenish regularly with the following supplies: toilet paper, paper towels and soap (these items will be supplied by the Katherine Town Council, as required)
- Clean all walls and doors, including tiled areas and fixtures of dirt, grime, calcium build-up and other foreign matter as required, including regular 'spot cleaning' and removal of graffiti

RESPONSIBILITIES

1. It is the contractor's responsibility as part of the contract to locate and protect any asset in the road reserve, at the contractors cost.
2. The contractor's responsibility before any excavation works commences shall be to contact *Dial Before You Dig* or any other relevant authority that may have assets in the area to determine their depth and location.
3. The contractor is responsible for the construction and maintenance of a safety zone around the work site (construction site) during the construction period and all works shall be carried out within the guideline standards stipulated by the Work Safe Authority.
4. Contractor to supply a work zone traffic management plan, compliant with Australian Standards 1742.3, to Council for consideration prior to the commencement of any works.
5. The Contractor is responsible to ensure that all inspections are carried out as per building requirements and certification obtained and provided to Council for their records.
6. The Contractor shall be responsible for securely locking the facilities upon exiting, or left "as found" including, where applicable, deactivating and reactivating security alarms.
7. The Contractor shall report any cases of vandalism, graffiti or maintenance issues to Council as soon as possible.

LOCATION OF WORKS

Katherine Sportsgrounds - Part Lot 2525, Stuart Highway

- The Pavilion - Katherine Sportsgrounds - Part Lot 2525, Stuart Highway
- Katherine Showgrounds and Multi-Purpose Centre - Lot 3177, Victoria Highway
- Katherine Town Council Depot - Lot 2955, 38 Chardon Street
- Lindsay Street Complex (Tick Market Site) - Part Lot 3216, 23 Chambers Drive

D. ***Katherine Civil Airport – Terminal Building*** (Appendix F)

Cleaning Duties: to be carried out three (3) times per week on Mon/Wed/Fri before 9.00am , monthly deep cleaning

Regular Clean

- All toilets, bowls, cisterns, seats, hand basins, urinals and mirrors should be thoroughly cleaned utilising approved cleaning aids, chemicals and disinfectants
- Floors to be cleaned free of dirt, grime, calcium build-up and other foreign matter utilising approved cleaning aids, chemicals and disinfectants. Must also be mopped after every clean
- Empty bins and wipe over benches with disinfectant
- Remove cobwebs and wasp nests from all areas, ceiling and behind doors etc
- Clean all walls and doors, including tiled areas and fixtures of dirt, grime, calcium build-up and other foreign matter as required, including regular 'spot cleaning' and removal of graffiti
- Clean marks and grime from windows, glass doors and stainless steel sheeting as required
- Clean fans as required (At least once a month)
- Sweep, mop and remove all rubbish from entrance and hallways

- Clean out light diffusers - once per week
- Place deodorant blocks in urinals; also replenish regularly with the following supplies; toilet paper, paper towels (these items will be supplied by the Katherine Town Council, as required)
- Blow down the area outside the terminal and surrounds

Deep Clean – Monthly

- Deep clean amenities walls and floors
- Scrub and bleach of mens' urinal areas
- Clean windows, glass doors and stainless steel sheeting
- Clean clock face
- Clean all paved areas around the terminal
- Spot clean outside walls
- Remove cobwebs and wasp nests from ceiling and outside the terminal
- Empty wheelie bins into large skip bin located near the Communications Building
- Clean inside and disinfect wheelie bins and also all small bins located inside the terminal utilising approved cleaning aids, chemicals and disinfectants
- Cleaning of both KTC Offices as per Appendix F

3.3 CATEGORY 3 – Public Toilets

Public Toilet Blocks and Surrounds

Cleaning Duties: to be pressure cleaned once monthly and regular cleaning as below.

- The toilets will be closed on Good Friday and on Christmas Day
- Ryan Park Toilets – twice daily
- Katherine Memorial Cemetery – As Directed
- Katherine Hot Springs Car Park – twice daily
- Katherine CBD Toilets (including Stand Alone Single Cubicles) – twice daily

Regular Clean

- All toilets, bowls, cisterns, seats, hand basins and urinals should be thoroughly cleaned utilising approved cleaning aids, chemicals and disinfectants
- Floors to be cleaned free of dirt, grime, calcium build-up and other foreign matter utilising approved cleaning aids, chemicals and disinfectants. Must also be mopped after every clean. Where possible floors can be washed with hose or pressure washer.
- Empty bins and wipe over benches with disinfectant
- Remove cobwebs from all areas, ceiling & behind doors etc

- Clean all walls and doors, including tiled areas, stainless steel sheeting and fixtures of dirt, grime, calcium build-up and other foreign matter as required, including regular 'spot cleaning' and removal of graffiti.
- Place deodorant blocks in urinals, and replenish regularly the supplies of toilet paper, paper towels and soap. These items will be supplied by Katherine Town Council
- Remove all rubbish within a two (2) metre radius around the external wall of entire ablution block

The contractor is responsible for unlocking and opening the facility, and locking and closing the facility, on a daily basis, during daylight hours.

Pressure Clean - Monthly

- All toilets, bowls, cisterns, seats, hand basins, urinals and mirrors should be thoroughly cleaned utilising approved cleaning aids, chemicals and disinfectants
- Floors to be cleaned free of dirt, grime, calcium build-up and other foreign matter utilising approved cleaning aids, chemicals and disinfectants. Must also be mopped after every clean
- Remove cobwebs and wasp nests from all areas, ceiling and behind doors etc
- Clean windows monthly
- Clean out light diffusers monthly
- Blow, pressure wash and remove all rubbish from facilities and surrounds
- Place deodorant blocks in urinals; also replenish regularly with the following supplies: toilet paper, paper towels and soap (these items will be supplied by the Katherine Town Council, as required)
- Clean all walls and doors, including tiled areas and fixtures of dirt, grime, calcium build-up and other foreign matter as required, including regular 'spot cleaning' and removal of graffiti

RESPONSIBILITIES

The contractor shall be responsible for:

- a) securely locking the building ensuring internal doors are locked or left "as found" as appropriate to the location.
- b) the supply of labour, cleaning materials and equipment required including any safety signage
- c) the removal of all rubbish from the premises
- d) use of appropriate cleaning aids including provision of relevant MSDS
- e) Reporting any acts of vandalism or maintenance requests via the Snap Send Solve App.

Note: All rubbish removed from premises must be placed securely in a designated rubbish disposal container.

LOCATION OF WORKS

- Ryan Park toilets, corner of Victoria and Stuart Highways, Katherine.
- Katherine Memorial Cemetery – 154 Giles Street
- Katherine Hot Springs Car Park – Part Lot 1932, Riverbank Drive
- Katherine Adventure Play Park – Katherine Sportsground (also covered in Category 2 under Sportsground)
- Katherine CBD Toilets – Lot 3082 Railway Terrace
- Katherine CBD Toilets – Single Cubicle Toilets – located in Giles Street, near the Post Office and at Katherine Visitor Information Centre

4. PROJECT BUDGET

Whilst Council cannot disclose the actual budget for this project, it invites competitive bids with value-add inclusions within the range of \$250,000 to \$320,000

5. CONTRACT TERM

Council is seeking to award the contract for a term agreed by both parties. The initial proposed contract length is 12 months with the option to extend for a further two(2), 12 month periods.

6. WORK HEALTH AND SAFETY (WH&S)

6.1 PCBU

The Contractor will be the *person conducting a business or undertaking* (PCBU) in relation to this Contract.

The Contractor must comply with all relevant WHS regulations and standards in accordance with the *Work Health and Safety (WHS) Act 2011*, for the management, operation and supervision of the service.

6.2 Contractor Work Health and Safety Management Plan

The Contractor must establish, implement, and operate a Work Health and Safety Management Plan to ensure a safe working environment and compliance with legislative requirements.

The plan must:

- 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 works 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) Ensure that any Subcontractors comply with and implement their own work health and safety management plan;
- g) Comply with any Legislative requirements.

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 WH&S risk assessment and risk management procedures;
- c) The Contractor's WH&S policy and objectives;
- d) The Contractor's WH&S procedures and action plans;
- e) The Contractor's organisational structure and allocation of responsibilities, accountability and resources in relation to WH&S;
- f) Safe work methods statements (SWMS);
- g) The Contractor's WH&S information, instruction, training, supervision and induction of all persons performing the Specification;
- h) The Contractor's WH&S auditing and inspection procedures;
- i) The Contractor's WH&S consultation procedures;
- j) The Contractor's WH&S incident reporting procedures;
- k) The Contractor's WH&S review of risk assessments and control measures and review of the Work Health and Safety Management Plan more generally;
- l) The Contractor's WH&S performance monitoring;
- m) The Contractor's collection and analysis of WH&S data and records;
- n) The Contractor's emergency procedures and provision for medical and first aid treatment.

6.3 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) WH&S issues;
- b) Significant property damage;
- c) Damage which may cause any interruption to normal operation on site;
- d) Any incident requiring the attendance of Emergency Services (Police, Fire Service or Ambulance);
- e) Any criminal activity;

- f) Stop-work or any industrial action that may impact on the normal operations on site;
- 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.

6.4 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, 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. QUALITY MANAGEMENT

The successful Contractor must maintain a quality management system to monitor, control, and manage the goods, works, and services provided under this Contract. Council may require amendments or additions to this system as deemed necessary. This system must include audit procedures to verify consistent compliance with the Contract Specification.

8. COMPLIANCE WITH ACTS, REGULATIONS AND LAWS

The Contractor must at all times in providing the Specification:

- (a) hold and maintain Authority requirements and consents, certificates, licences, permits and approvals (including conditions in respect of those consents, certificates, licences, permits and approvals); and
- (b) comply, and ensure that all employees comply with all laws including Work Health and Safety laws, regulations and requirements. The Contractor must comply with, and ensure that its employees, subcontractors and agents comply with any Acts, regulations, local laws, codes of practice and Australian Standards which are in any

way applicable to WH&S and the performance of the Specification under this Contract.

9. MEASURES AND KPIS

The Contractor must fulfil their contractual agreement including:

- a) Services completed by the agreed date(s);
- b) Issues must be rectified as soon as practicable;
- c) Notify Council of any incident or near miss which occurs during the performance of the Contract.

10. REPORTING

Upon Contract completion, the Contractor must return to Council:

- a) All council property provided to the Contractor to perform the services within the Contract, including but not limited to keys, equipment, and alarm codes.