

Schedule 18

Services Specification

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Queensland Schools Project

Services Specification

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PART A — Introduction

1 Definitions and interpretation

1.1 Project Deed definitions

Defined terms in clause 1.2 of the Project Deed apply in this Schedule unless the context requires otherwise or the relevant term is defined in this Schedule.

1.2 Definitions

In this document these terms have the following meanings:

Annual Performance Report	Has the meaning given in Section 9.6.
Area	An area or number of areas of space used to deliver the Core Services as described in the Space Allocation Schedules (and includes Modular Units).
Amended Permanent Rectification Period	Has the meaning given in Section 1.2 of Schedule 2 (Payment Mechanism).
Assembly	An aggregate of Components used together for a specific purpose, such as a door or window assembly, which in turn make up an Element.
Asset Register	The register which is required to be prepared and submitted in accordance with Section 11.6 and forms part of the O&M Manual.
Availability Criteria	Means the criteria set out in Part F.
Availability Priority Category	Has the meaning given in Section 1.2 of Schedule 2 (Payment Mechanism).
BCA	Building Code of Australia.
Building Act	<i>Building Act 1975</i> (Qld).
CCTV	Closed Circuit Television.
Completion Plan	Has the meaning given in the Output Specification.
Completion Tests	Has the meaning given in the Output Specification.
Community Use Agreements	An agreement for community use of School Facilities made in accordance with 'Community Use of School Facilities' policy published by DETE.

Component	Part of an Assembly being a building product manufactured as a distinct unit for which length, width and thickness dimensions are detailed.
Condition Based Survey	The survey of the School Facilities, to be undertaken in accordance with Section 11.8.
Daily Performance Report	The daily report to be prepared and delivered in accordance with Section 9.4.
Deductions	Has the meaning given in Section 1.2 of Schedule 2 (Payment Mechanism).
Education Resources	Resources and consumables used in the delivery of the Core Services, but excluding Loose Furniture and any fixed furniture, fixtures and equipment or equipment and consumables required for the delivery of the Services.
Element	A part of a building or structure having its own functional identity, such as a footing, floor, wall, stairway or roof.
End of Term Security Checklist	The requirements for securing the School Facilities at the end of term as set out in the document titled 'End of Term Security Checklist' provided in Appendix 4.
ESD	Ecologically Sustainable Development.
Faults	Has the meaning given in Section 9.2(a).
Fire Ant Risk Management Plan	Has the meaning given in the Output Specification.
Food Safety Standards	Australia New Zealand Food Standards Code incorporating amendments up to and including Amendment 97, published in 2008 by Anstat Pty Ltd ACN 115 133 152.
Helpdesk	The system of acknowledging, recording and disseminating communications required to be provided by the Project Company in accordance with Section 10.
Helpdesk Customer Satisfaction Survey	The survey undertaken by the Project Company in accordance with Section 10.2(b)(xi).
Helpdesk Software Application	Has the meaning given in Section 10.5.
ICT	Information and communication technology.
ICT Equipment	Has the meaning given in the Output Specification

and Software

Immediate/Immediately	Without delay.
Key Performance Indicators	The measurements of Performance Failures set out in Appendix 2.
KPI Priority Category	Has the meaning given in Section 1.2 of Schedule 2 (Payment Mechanism).
KPIs	Key Performance Indicators.
Life Cycle Plan	The plan developed by the Project Company, as part of the O&M Manual, to provide the useful life and Capital Expenditure replacements of the Elements and Assemblies (including Loose Furniture) of each Stage and prepared in accordance with the Australian Cost Management Manual Volume 3, first edition (published by the Australian Institute of Quantity Surveyors, 2002) and which meets the requirements of the Planned Maintenance Service.
LIPP Outcome Report	The report prepared in accordance with the requirements of Section 8.8(e) and Queensland Local Industry Policy.
Local Industry Participation Plan (LIPP)	The plan described under Section 8.8 and prepared in accordance with Queensland Local Industry Policy.
Logged Rectification Time	Has the meaning given in Section 1.2 of Schedule 2 (Payment Mechanism).
Loose Furniture	Has the meaning given in the Output Specification.
Maintenance	Any maintenance, repair, replacement, upkeep, testing or renewal (whether planned or unplanned) of any part of the School Facilities including buildings, infrastructure, grounds, systems, plant, engineering services, infrastructure, ICT infrastructure, Loose Furniture and Utilities within the Site boundary and Utilities outside the Site boundary up to the point of connection, all in accordance with the Services Specification, the Project Deed, Quality Standards, Best Operational Practices and all applicable Laws.
Maintenance Manual	The manual described in Section 7.1(f)(xiv) which forms part of the O&M Manual.
Maintenance Plans	The plan developed annually as part of the O&M Manual by the Project Company detailing the Planned Maintenance Services to be carried out in the subsequent

	Operating Year.
Minimum Acknowledgement Time Standard	The minimum time for acknowledgement of communications specified in Section 10.4.
Minimum Cleaning Standards	The minimum standards for cleaning specified in Section 14.2.
Minimum Maintenance Standards	The minimum standards for Maintenance specified in Appendix 1.
Monitoring Period	The time period over which each KPI is reviewed by the Project Company to determine whether the relevant KPI has been achieved.
Monitoring Details	The method by which the Project Company must, as a minimum, monitor its performance against the KPIs.
Performance Failures	Has the meaning given in Schedule 2 (Payment Mechanism).
Performance Monitoring System	The performance monitoring system described in Section 9.2.
Performance Deductions	Has the meaning given in Section 1.2 of Schedule 2 (Payment Mechanism).
Performance Failure	Has the meaning given in Section 1.2 of Schedule 2 (Payment Mechanism).
Performance and Payment Report	The report required to be prepared and submitted in accordance with Section 9.5.
Permanent Rectification Period	Has the meaning given in Section 1.2 of Schedule 2 (Payment Mechanism).
Pest Control Services Report	The report required to be provided in accordance with Section 14.7(g).
Pest Control Program	Has the meaning given in Section 14.7(a).
Planned Maintenance	Includes, but is not limited to the provision of a comprehensive planned, scheduled, programmed and condition based Maintenance service to ensure ongoing compliance with the Minimum Maintenance Standards.
Plug- in Equipment	Plug-in equipment comprising small white goods including computer hardware, but excluding white goods provided under Loose Furniture and fixed furniture nominated on

	Room Data Sheets.
PMS	Performance Monitoring System.
Principal's Project Requirements	The document titled 'Principal's Project Requirements, Performance Specification' dated 2008 as provided in Appendix 4.
Progress LIPP Outcome Report	The report prepared in accordance with the requirements of Section 8.8(c) and Queensland Local Industry Policy.
Project Cleaning	Cleaning undertaken in accordance with a planned cleaning program or on an as need basis and as required to ensure the ongoing compliance to the Cleaning Standards including, but not limited to, deep cleaning of carpets, furniture, equipment and finishes high pressure water cleaning, spot cleaning with chemicals, shampooing, sealing, stripping and resealing floor finishes, cleaning of roofs and gutters, high level cleaning and cleaning of external windows and areas.
Project Company Employees	Staff, consultants, contractors and their subcontractors, suppliers and the like, employed directly or indirectly by the Project Company in respect of the School Facilities to deliver the Services, and including any employees of the consultants, contractors and their subcontractors and suppliers.
Project Company Submission	The document titled 'Proponent Services Submission' set out in Appendix 3.
Queensland Local Industry Policy	The local industry policy for the purposes of the <i>Queensland Industry Participation Policy Act 2011</i> (Qld) (including any guidelines).
Ratchet	Has the meaning given in Section 1.2 of Schedule 2 (Payment Mechanism).
Reporting Deduction	Has the meaning given in Section 1.2 of Schedule 2 (Payment Mechanism).
Reporting Failure	Has the meaning given in Section 1.2 of Schedule 2 (Payment Mechanism).
Requirements for Facilities Incidents and Disaster Management and Rectification in Schools	The document titled 'Requirements for Facilities Incidents and Disaster Management and Rectification in Schools' version 6 dated December 2007 as provided in Appendix 4.
Response	Has the meaning given in Section 1.2 of Schedule 2

	(Payment Mechanism).
Response Period	Has the meaning given in Section 1.2 of Schedule 2 (Payment Mechanism).
Routine Cleaning	Regular or routine cleaning provided on a weekly or daily basis, in accordance with the requirements of the Minimum Cleaning Standards.
Room Data Sheet	Has the meaning given in the Output Specification.
Service Days	Has the meaning given in Section 1.2 of Schedule 2 (Payment Mechanism).
School Security Handbook	The document titled 'School Security Handbook' published by DETE.
School Watch Program	A partnership between DETE, the Queensland Police Service and State Government Protective Security Service which aims to reduce vandalism, theft and arson in Queensland schools.
Security and Safety Incidents	Security, emergency or safety incidents including: <ul style="list-style-type: none"> (a) fire alarms or notifications; (b) lift alarms or notifications; (c) intruder alarms or notifications; (d) security alarms or notifications; (e) emergencies; (f) incidents; or (g) any other safety or security issue that may arise from time to time.
Space Allocation Schedules	Has the meaning given in the Output Specification.
Strategic Asset Management Modular Procedure	The document titled 'Management of Relocatable Buildings' released August 2002 as provided in Appendix 4.
Photo Catalogue	Means the photo catalogue described in Section 11.6(b)(vii).
Surplus Areas	Has the meaning given in Section 1.2 of Schedule 2 (Payment Mechanism).
Surveillance Management Systems	The equipment and infrastructure provided to support the intruder alarm, fire alarm, electronic access control and all breaches of security of the School Facilities.

Temporary Rectification	Has the meaning given in Section 1.2 of Schedule 2 (Payment Mechanism).
Unavailability Deduction	Has the meaning given in Section 1.2 of Schedule 2 (Payment Mechanism).
Unavailability Failures	Has the meaning given in Section 1.2 of Schedule 2 (Payment Mechanism).
Unplanned Cleaning	Unplanned or reactive cleaning to ensure the School Facilities at all times meet the Minimum Cleaning Standards.
Unplanned Maintenance	Unplanned or reactive Maintenance to ensure an Area remains 'Available' and to ensure the School Facilities at all times meet the Minimum Maintenance Standards and are otherwise Fit for Intended Purposes.
Useful Life	The remaining life of a building element that has been constructed, installed and routinely maintained in accordance with the requirements of this Services Specification.
Utility Service Conservation Policy	The policy of that name prepared by the Project Company as part of the O&M Manual containing the information required by Section 13.3.

1.3 Interpretation

- (a) All references to 'Sections' in this Schedule refer to Sections of this Services Specification unless expressly stated to the contrary.
- (b) For the avoidance of doubt, where the term 'School Facilities' is used in this Services Specification, it refers to the Stage or Stages of the School Facility applicable to the Works or Services.

2 Document Structure

This Services Specification sets out the educational objectives, master planning, design, construction, commissioning and support service requirements for the Project and is structured as follows:

Part A	-	Introduction
Part B	-	Project Scope and Objectives
Part C	-	General Services Requirements
Part D		Specific Service Requirements
Part E		Availability Criteria
Appendix 1		Minimum Maintenance Standards

Appendix 2	Key Performance Indicators
Appendix 3	Proponent Services Submission
Appendix 4	Reference Documents
Appendix 5	Indicative Modular Unit Program

Part B - Project scope and objectives

3 Scope of Services

For the duration of the Operating Phase, the Project Company must provide the Services to each of the School Facilities in accordance with the requirements of this Services Specification.

4 Project Objectives

The Project Company must provide the Services in accordance with this Services Specification to the School Facilities and having regard to and with the intent of causing, allowing or facilitating (as applicable) the achievement of the Project Objectives.

5 Service times

- (a) The Project Company must provide the Services to the School Facilities 24 hours a day, 365(6) days a year except for those Services specified in Sections 11.4, 14.5, 14.7(f) and 15, which must, be provided to School Facilities, (excluding the Surplus Areas), during the School Day only (as extended in accordance with Section 5(b)) and during any Additional State Use as requested from time to time by the State Representative.
- (b) The Project Company acknowledges and agrees that upon 10 Business Days' notice, the State may require that, in respect of a specific Area of a School Facility or whole of the School Facility, that the hours of a School Day are extended, in order to facilitate the performance of the Core Services.
- (c) Notwithstanding that the State may advise that an Area is a Surplus Area in accordance with Section 8.2 of Schedule 2 (Payment Mechanism), the Project Company must continue to provide the Services specified in Section 8.7 and the Planned Maintenance Services specified in Section 11.3 to those Surplus Areas.

Part C General Services Requirements

6 Service transition and mobilisation

The Project Company must as a minimum:

- (a) prepare and submit to the State for review in accordance with the Review Procedures the O&M Manual three months prior to the Operating Phase (it is a condition precedent to Practical Completion for the first Stage of the School Facilities that the O&M Manual has been reviewed by the State in accordance with the Review Procedures and returned without any comment or marked 'No comment' or it is determined under Section 7.2 of the Review Procedures that it does not require further amendment);
- (b) update the O&M Manual 40 Business Days prior to the Date for Practical Completion of each School Facilities Stage to incorporate changes required for that School Facility and or Stage (it is a condition precedent to Practical Completion for each Stage of the School Facilities that the updated O&M Manual has been reviewed by the State in accordance with the Review Procedures and returned without any comment or marked 'No comment' or it is determined under Section 7.2 of the Review Procedures that it does not require further amendment);
- (c) provide all necessary training to Staff and Project Company Employees in the requirements, policy and procedures of the O&M Manual prior to and as a condition precedent to the Date for Practical Completion of each School Facility;
- (d) commission the Services prior to and as a condition precedent to the Practical Completion of the Works so as to ensure the Core Services are not disrupted upon commencement of the Services at a Stage; and
- (e) complete auditing of the Helpdesk and PMS as required by Section 9.8 of this Services Specification.

7 O&M Manual

7.1 O&M Manual requirements

- (a) The Project Company must deliver the Services in accordance with the endorsed O&M Manual (but this Section 7.1(a) does not affect the Project Company's rights or obligations under any other provision of the Project Deed including this Services Specification).
- (b) The O&M Manual must have regard to business and work processes and procedures of the Users, and in any case must be developed by the Project Company so as to minimise disruption and maximise efficiency of the provision of the Core Services.

- (c) The Project Company must provide an O&M Manual that:
 - (i) is a single document containing all methods, plans, subsidiary plans, programs, reports and protocols that describe the appropriate rules, policies, guidelines, procedures, systems, work practices, programmes, liaison and co-ordination procedures, outcomes, approach, key activities, resourcing and rosters and other operational matters in respect of the delivery of the Services;
 - (ii) is developed in consultation with DETE and the various School Principals and any other relevant stakeholders to ensure that DETE and the School are not adversely affected by the delivery of the Services; and
 - (iii) is submitted to the State Representative for endorsement in accordance with the Project Deed.
- (d) The Project Company must ensure that consultation described under Section 7.1(c)(ii) above includes workshops, meetings, presentations, submissions, training, amendments, commissioning, testing, demonstrations as may be requested by the State Representative, at such times and places as the State may require.
- (e) The Project Company must:
 - (i) update the O&M Manual annually from the commencement of the Operating Phase, or more frequently as reasonably requested by the State Representative, or as circumstances or clause 24.3 (O&M Manual) of this Deed requires, and in any event, in the same manner and to the same extent, as a competent provider of services similar to the Services would do;
 - (ii) submit those parts of the O&M Manual that have been changed, updated or amended to the State Representative for review in accordance with the Review Procedures as a minimum annually (at least two months prior to the end of the Operating Year) and otherwise each time any part of the O&M Manual is changed, updated or amended;
 - (iii) ensure that each time it is submitted to the State Representative, the O&M Manual is submitted in electronic format and one hard copy (for those parts which have been amended only); and
 - (iv) ensure the O&M Manual is available to the State Representative, DETE, the School Principals and Users nominated by the State Representative at all times.
- (f) The O&M Manual must include the following plans, manuals and information:
 - (i) a service transition and mobilisation plan setting out the procedures and processes for service transition and mobilisation in

accordance with the requirements of Section 6, including in respect of the training to be undertaken prior to Practical Completion:

- (A) the proposed demonstrators who are to be qualified manufacturer's representatives who are knowledgeable about the installations;
- (B) proposed User Staff to attend training;
- (C) proposed training;
- (D) duration and timetable for training;
- (E) general content of training program; and
- (F) general description of training materials;
- (ii) a contract management plan which describes:
 - (A) the management structure, reporting systems and proposed format and content of reporting to the State Representative;
 - (B) key personnel including their curriculum vitae;
 - (C) schedule of sub-contractors and suppliers;
 - (D) document and communication controls and protocols;
 - (E) co-ordination and liaison with Subcontractors, Staff and all other project stakeholders;
 - (F) process for updating the O&M Manual and policies and procedures; and
 - (G) change procedures and dispute resolution procedures.
- (iii) Quality Plan for the Services provided in accordance with the requirements of AS/NZS ISO 9001 and 9002;
- (iv) Asset Register in accordance with Section 11.6;
- (v) a heritage and environmental management plan for the delivery of the Services complying with the EPA;
- (vi) a disaster, fire and emergency management plan that sets out the requirements for delivery of disaster, fire and emergency management in accordance with Section 8.4;
- (vii) WHS Management Plan a plan setting out procedures to ensure workplace health and safety prepared in accordance with all Laws and the requirements of clause 5.5 (Workplace Health and Safety) of this Deed;
- (viii) a risk management plan for the provision of Services produced in accordance with AS/NZS 4360:1999 and all Laws as amended, altered, or replaced by similar appropriate risk management standard from time to time which must incorporate, as a minimum:
 - (A) WHS Legislation;

- (B) security services; and
- (C) disaster, fire and emergency management.

(The Project Company must review its risk management plan and update as appropriate to reflect Security and Safety Incidents and or changes of risk as they may occur.)

- (ix) a performance monitoring and helpdesk manual that identifies all obligations set out in Section 9, procedures involved in complying with the performance monitoring and reporting obligations set out in Section 9 and the Helpdesk Services;
- (x) a community consultation and public relations plan including the proposed approach for updating and liaising with Stakeholders;
- (xi) complaints management procedures provided in accordance with AS ISO 10002 – 2006 and applicable Policies to ensure all complaints regarding the Services are appropriately dealt with and managed;
- (xii) employee training plan prepared in accordance with requirements of clause 43 (Subcontracting) of this Deed, Schedule 7 (Employment Practice Standards and Employee Requirements), all Laws and Consents and Section 8.6;
- (xiii) an Industrial Relations and Workforce Management Plan in accordance with the requirements of clause 44 (Employment Issues) of this Deed and Schedule 7 (Employment Practice Standards and Employee Requirements), all Laws and Consents and Section 8.6 and which provides for a co-operative and constructive working relationship between Project Company Employees and Users to avoid any disruption caused by industrial disputes or poor productivity;
- (xiv) Local Industry Participation Plan;
- (xv) a Maintenance Manual which documents the process and procedures to ensure compliance with the requirements of Section 11 and includes the following information as a minimum:
 - (A) details of certification of essential services including fire safety audits and safety inspections;
 - (B) the maintenance requirements for which the Schools Facilities are required to meet or exceed;
 - (C) building maintenance manuals;
 - (D) manufacturers information, recommendations and instructions including recommended maintenance and refresh times;
 - (E) details of any applicable warranties, guarantees etc;
 - (F) details of tests undertaken and commissioning results;

- (G) list of any available spare parts and their location;
 - (H) As Built Drawings;
 - (I) help, maintenance and emergency contact details;
 - (J) a methodology for recording and reporting on all maintenance works carried out to the School Facilities;
 - (K) the Asset Register;
 - (L) Maintenance Plans for the subsequent Operating Year describing the maintenance works to be carried out, timing, work method statements and any potential disruption to the delivery of the Core Services;
 - (M) Life Cycle Plans (including costed life cycle replacement schedules for each main element used on each School), updated as required to reflect the Maintenance Plan and Condition Based Surveys;
 - (N) Condition Based Surveys;
 - (O) building, grounds and Loose Furniture maintenance programs, schedules, procedures and requirements;
 - (P) examples of maintenance Failures under each category as prescribed by the Priority Category Table, Unavailability Criteria and KPIs (to assist with categorisation of maintenance Failures by the Helpdesk);
 - (Q) a schedule of photographs to be provided as a guide to maintenance providers and Users as to the appropriate level of aesthetic conditions standards that apply to the School Facilities; and
 - (R) all other information which may be relevant to the proper maintenance of the School Facilities.
- (xvi) a security procedures manual which must comply with the requirements of Section 12 and comprise but not be limited to:
- (A) procedures for compliance with the School Security Handbook;
 - (B) procedures for complying with the *Security Providers Act 1993* (Qld) and the *Security Providers Regulations 2008* (Qld);
 - (C) procedures for compliance with AS4421 Guarding and Patrols;
 - (D) procedures for managing Security and Safety Incidents in relation to the security services provided by the Project Company;

- (E) procedures for the immediate notification of the nominated Users in the following events:
 - (1) a fire alarm; and
 - (2) unauthorised access;
- (F) procedures for communication with the DETE's monitoring centre and Queensland Police in respect of Security and Safety Incidents;
- (G) procedures for documentation of Security or Safety Incidents;
- (H) procedures for producing the Daily Performance Report / Security and Safety Incident reporting;
- (I) procedures for the management and maintenance of Surveillance Management Systems; and
- (J) procedures for traffic management and maintenance of access to and from each Site for emergency vehicles;
- (xvii) a Utility management and Utility supply procedures manual which must comply with the requirements of Section 13 and include information in relation to:
 - (A) energy safety, consumption and efficiency;
 - (B) energy usage and performance data for energy performance returns;
 - (C) monthly Utility consumption targets and operational procedures to achieve the targets;
 - (D) a summary of Utility usage patterns within the School Facilities by reference to meters;
 - (E) details of any non-compliance with any relevant guideline, Law and / or Consent in respect of Utility provision, as they may come into effect from time to time; and
 - (F) contingency plans for addressing and minimising the affect of the possible loss of one or more Utilities;
- (xviii) a cleaning and waste management procedures manual which must comply with the requirements of Section 14 and include information in relation to:
 - (A) compliance with infection control policy;
 - (B) WHS standards and procedures and Food Safety Standards to be complied with in the provision of cleaning Services;
 - (C) cleaning materials and consumables to be used including instructions in their safe usage and storage;

- (D) cleaning schedules for scheduled, routine, periodic and project cleaning;
 - (E) cleaning work method statements for differing materials and surfaces;
 - (F) appropriate colour coding of cleaning equipment and materials;
 - (G) details of a Pest Control Plan that is appropriate for the School Facilities, which must include procedures for pest prevention and control, including:
 - (1) housekeeping and storage practices;
 - (2) food hygiene practices;
 - (3) environmental control measures;
 - (4) Fire Ant Risk Management Plan;
 - (5) appropriate training for Staff and Project Company Employees; and
 - (6) a procedure for Staff and Project Company Employees to notify the Project Company of infestations; and
 - (H) waste management including the producing of reports, plans, procedures, audits, documentation, waste reduction and recycling plan, work practices and similar items as may be required to comply with the requirements of all relevant Policies;
- (xix) a Schools Officer and Procedures Manual which must comply with the requirements of Section 15 and include information in relation to:
- (A) procedures for managing Loose Furniture re-organisation and delivery, setting up and storage;
 - (B) manual handling risk assessments for movement of goods and furniture;
 - (C) procedures for carrying out moves of furniture and equipment;
 - (D) procedures for recording and materials handling duties; and
 - (E) procedures for carrying out general Schools Officer duties required from time to time by the State Representative during School Days; and
- (xx) Modular Unit installation and removal procedures manual which must comply with the requirements of Section 16 and include information on:

- (A) DETE procedures and policy for obtaining approval for the installation of additional Modular Units;
- (B) procedures for the safe installation, commissioning and removal of Modular Units;
- (C) procedures for ensuring the delivery of the Core Services and other Stakeholders are not affected by the installation and removal of Modular Units; and
- (D) procedures for ensuring the Modular Units are provided and removed in accordance with the agreed programs.

8 General Requirements

8.1 Materials and Workmanship

The Project Company must ensure:

- (a) all consumables, equipment and materials used in providing the Services are of the appropriate standard, having regard to their intended purpose;
- (b) all consumables and materials used are maintained stored, disposed of or replaced (as applicable) in an appropriate manner, in accordance with all Laws, Policies, Consents and Industry Best Practice as applicable, and any requirements specified by the State Representative from time to time;
- (c) all equipment is tagged, serviced, maintained, stored, used or operated in an appropriate manner, in accordance with all Laws, Policies, Consents and Industry Best Practice as applicable;
- (d) equipment used does not create a sound or vibration nuisance or hazard;
- (e) equipment displaced through the provision of the Services is located in its correct position prior to completing the Service;
- (f) equipment intended to be used in a certain area of the School Facilities is used only in that area;
- (g) appropriate safety or hazard warnings and/or barriers are erected to alert users of potential risks, in accordance with all Laws, Policies and Consents, as applicable;
- (h) appropriate material safety data sheets are prepared and supplied to instruct users in material and equipment use, at all locations that the material and/or equipment is to be used and must be readily available for reference in case of emergencies;
- (i) appropriate hazard signage is erected when using and storing chemicals; and
- (j) personal protective equipment is provided for users of cleaning materials and consumables including Users.

8.2 Quality Standards

The Project Company must ensure its Subcontractors maintain certification to AS/NZS ISO9001 and 9002 as may be amended, revised or replaced, throughout the Operating Phase.

8.3 Environmentally Sustainable Development

The Project Company must prepare, update as required and implement procedures for incorporating ESD initiatives into the provision of Services, including but not limited to:

- (a) waste minimisation and recycling including implementation of a waste reduction and recycling strategy;
- (b) minimisation of water, energy and fuel usage;
- (c) maintaining human comfort levels of the School Facilities within design parameters;
- (d) ensuring natural light and ventilation to School Facilities is within design parameters;
- (e) minimising glare and direct sunlight within learning spaces (including provision of curtains, blinds and other sun shading as required);
- (f) minimising dust, dampness and mould in School Facilities;
- (g) minimising the use of hazardous substances; and
- (h) training and advising Users in relation to ESD initiatives.

8.4 Disaster, Fire and Emergency Management

The Project Company must implement procedures for managing disaster, fire, emergency management in co-operation with the Staff, DETE, statutory authorities and Local Authorities, including but not limited to the following:

- (a) compliance and implementation of the Requirements for Facilities Incidents and Disaster Management and Rectification in Schools;
- (b) processes for immediate response to emergency calls and alarm systems;
- (c) implementation of response and contingency plans for bomb and incendiary device threats and alerts;
- (d) implementation of contingency plans for emergency situations;
- (e) routine testing of fire, security and alarm systems and maintenance of records of all testing;
- (f) reporting of any water, gas, oil, solvent or electrical breakdown to the applicable Utility service provider and a procedure for immediate action to protect the safety and security of Users;
- (g) attending and, as necessary, assist the Queensland Fire and Rescue Service (**QF&RS**) and the Queensland Police where there are reports of fire within the School Facilities;

- (h) conducting fire and emergency safety training and orientation for Project Company's employees and DETE nominated fire wardens and other officers, in accordance with the disaster, fire and emergency plan and DETE requirements;
- (i) carrying out fire evacuation tests and drills in accordance with the O&M Manual;
- (j) providing to the State Representative annual confirmation of the current status of the fire certification, as issued by QF&RS;
- (k) diverting and control all forms of traffic at each School Facility, including pedestrian and vehicle traffic to maintain clear access during an emergency;
- (l) assisting the Staff to control and prevent unauthorised access and egress to the scene during any emergency; and
- (m) assisting, where requested, the Users evacuate all or part of the School Facilities during any emergency.

8.5 Community consultation and public relations

The Project Company must be responsible for managing community consultation and public relations during the Operating Phase for issues relating to the provision of the Services. The Project Company must ensure, so far as is practicable, that the Stakeholders are kept properly informed regarding the Services, and, to the extent reasonably possible, that they maintain a favourable public and community opinion of the Project.

8.6 Employee Requirements

- (a) The Project Company must in accordance with clause 44 (Employment issues) of this Deed and Schedule 7 (Employment Practice Standards and Employee Requirements), and in accordance with all Laws and Consents must:
 - (i) ensure all Project Company Employees comply with the School Principals' schools visitor policy when attending school grounds;
 - (ii) provide induction and ongoing training of Project Company Employees to ensure Project Company Employees comply with the O&M Manual and requirements of the Project Deed;
 - (iii) ensure that all Project Company Employees hold appropriate qualifications and licenses or have received appropriate training for their intended duties;
 - (iv) ensure Project Company Employees comply with the requirements of clause 44 (Employment Issues) of this Deed and Schedule 7 (Employment Practice Standards and Employee Requirements);
 - (v) ensure that Project Company Employees observe appropriate standards of personal demeanour, presentation and customer

service, and comply with codes of conduct, all Laws, Policies and Consents, in particular, requirements for child protection;

- (vi) ensure that Project Company Employees wear appropriate working attire at all times, including protective clothing, footwear and accessories as appropriate in accordance with all Laws and Consents;
 - (vii) ensure that Project Company Employees maintain confidentiality of information relating to the School Facility, or as otherwise required by the State Representative;
 - (viii) provide an induction and ongoing Employee Training Plan for Project Company Employees and Staff throughout the Operating Phase;
 - (ix) provide all other training in relation to the provision of the Services that may be reasonably requested by the State Representative to allow for the efficient and effective provision of the Core Services;
 - (x) for equipment requiring seasonal operation, demonstrate during the appropriate season the operation of the equipment to Users; and
 - (xi) provide a register of names and contact details of Project Company Employees, employees, consultants, suppliers, Subcontractors and the like used to provide the Services.
- (b) If any material policy, procedure or work practice described in the O&M Manual is amended, the Project Company must conduct further training for relevant Staff ensuring that Staff are notified and trained in any relevant changes.

8.7 After School Day and Surplus Areas Services

Without limiting and in addition to the obligations set out elsewhere in this Services Specification, the Project Company must ensure that the School Facilities (including Surplus Areas) outside of the School Day are kept safe, clean and tidy, and secure and do not cause a disturbance, offense or hindrance to Users, neighbours or the community in compliance with all Laws, Policies and Consents.

8.8 Local Industry Participation Plan (LIPP)

- (a) Throughout the Operating Phase, the Project Company must:
- (i) demonstrate a systematic approach to industry participation management to ensure compliance with the LIPP;
 - (ii) ensure that local industry and stakeholders are informed as early as possible with respect to upcoming work and progress against the LIPP;
 - (iii) set and regularly review local industry participation objectives and estimates for maximum achievable, tendered and awarded work;

- (iv) ensure that local capabilities are considered when planning work scopes so as to enhance local industry participation opportunities without compromising competitiveness and Project viability;
 - (v) encourage local industry and require Subcontractors to provide training and development opportunities to the local workforce;
 - (vi) provide full and fair opportunity to all local industry regardless of race, tribe, colour, gender, religious beliefs or political association;
 - (vii) require the Contractor to comply with the requirements of the LIPP; and
 - (viii) give preference to tenderers which use the greatest local content in labour and materials, where tenders are equally competitive and technically acceptable.
- (b) The Project Company must take all reasonable steps to achieve the outcomes and implement the approaches set out in the LIPP.
 - (c) The Project Company must develop the Progress LIPP Outcome Report in accordance with the Queensland Local Industry Policy and submit to the State for review no later than 5 July each year for review by the State Representative in accordance with the Review Procedures.
 - (d) Project Company must make any changes reasonably required by the State Representative and submit the Progress LIPP Outcome Report to the Department of State Development, Infrastructure and Planning to satisfy the reporting obligations for the Project under the Queensland Local Industry Policy.
 - (e) 30 Business Days prior to the end of the Term, Project Company must develop the LIPP Outcome Report in accordance with the Queensland Local Industry Policy and submit to the State Representative for review in accordance with the Review Procedures. Project Company must make any changes reasonably required by the State and submit the Progress LIPP Outcome to the Department of State Development, Infrastructure and Planning to satisfy the reporting obligations for the Project under the Queensland Local Industry Policy.

9 Performance Monitoring and Reporting

9.1 Scope of service

- (a) The Project Company must undertake performance monitoring and reporting activities to monitor the quality of the Services that the Project Company is delivering, and to ensure that the Services are being carried out to the level and quality required by the Project Deed and this Services Specification.
- (b) The Project Company must provide assistance including the provision of equipment and materials to the State Representative or its

representatives or attend inspections where required by the State Representative or its representatives in the auditing of the Project Company's compliance with this Services Specification.

9.2 Performance monitoring and reporting

- (a) The Project Company must monitor its own performance in the delivery of the Services in accordance with the Performance Monitoring System (**PMS**) described in this section.
- (b) The PMS must (as a minimum) record details of all events, incidents, Security and Safety Incidents, notifications, service requests, circumstance, acts or omissions, faults or occasions (**Faults**) that occur where the Services are required to be provided, are not provided or are not provided to the required standard, including with respect to all Performance Failures and Unavailability Failures:
 - (i) the information required under Section 9.5;
 - (ii) the nature of the Fault;
 - (iii) the specific location of the Fault;
 - (iv) the name and contact details for the person notifying the incident;
 - (v) how the Project Company became aware of the Fault;
 - (vi) the actions taken to remedy the Fault;
 - (vii) the date and time of the relevant Fault;
 - (viii) the date and time on which the notification of the Performance Failure or Unavailability Failure event is received; and
 - (ix) the details of any additional Temporary Rectification proposed and, if permitted, the status of its implementation.
- (c) The PMS must include all complaints in relation to the Services and all suggestions for improvements in the Services received from the State Representative.

9.3 Monitoring method

The Project Company must under the PMS, audit its own compliance with the Services Specification in accordance with the O&M Manual and as a minimum in accordance with the monitoring periods and methods described in Appendix 2 and as necessary to ensure full and ongoing compliance with this Services Specification.

9.4 Daily Performance Report

- (a) The Project Company must prepare a report, the "Daily Performance Report" that must be delivered to the State Representative and the School Principal prior to 9.00am on the day following the day to which the report relates.
- (b) The Daily Performance Report must address the matters described in Section 9.2.

- (c) If there are no Faults to report on in respect of a single day, the Project Company must provide notice of this to the State Representative and will not be required to submit the Daily Performance Report in respect of that day.

9.5 Performance and Payment Report

- (a) The Project Company must prepare and issue with the Monthly Invoice a Performance and Payment Report, which will form part of the Monthly Performance Report required to be provided in accordance with clause 27.2 (Monthly Performance Report) of this Deed.
- (b) The Performance and Payment Report must provide sufficient information to enable the State Representative to verify the Monthly Service Payment for the preceding Operating Month.
- (c) The Performance and Payment Report must include the following information (unless agreed otherwise with the State Representative):
 - (i) (A) the number of Failures reported to the Helpdesk within the Operating Month, including;
 - (1) the number of Performance Failures;
 - (2) the number of Unavailability Failures and their applicable Unavailability Priority Category;
 - (3) summary of the estimate of Performance Deductions for Performance Failures;
 - (4) summary of the estimate of Unavailability Deductions for Unavailability Failures; and
 - (5) summary of the estimate Reporting Deductions for Reporting Failures;
 - (B) the number of Failures to which the Ratchet applies reported over successive Operating Months, including;
 - (1) the number of Performance Failures and their KPI Failure Category and whether they are Area based or non Area based; and
 - (2) the number of Unavailability Failures and their Unavailability Priority Category;
 - (C) with respect to each Performance Failure, the Performance and Payment Report must include:
 - (1) the unique Fault number;
 - (2) the nature of the Fault;
 - (3) the date and time of the Performance Failure if applicable;
 - (4) the Area of the Performance Failure;

- (5) whether the Performance Failure is Area based or non Area based;
 - (6) the KPI Priority Category applicable to the Performance Failure;
 - (7) whether Temporary Rectification has been accepted by the State Representative and the Amended Permanent Rectification Period;
 - (8) the required Response Period;
 - (9) the actual date and time of Response;
 - (10) the required Permanent Rectification Period (or Amendment Permanent Rectification Period);
 - (11) the Logged Rectification Time;
 - (12) the Project Company's estimate of the Performance Deduction attributable to the Performance Failure; and
 - (13) sufficient details of any Performance Failures of the same or substantially similar type and the calculation of the Ratchet for a repeated Failure;
- (D) with respect to each Unavailability Failure the Performance and Payment must include:
- (1) the unique Fault number;
 - (2) the nature of the Fault;
 - (3) the date and time of the Fault;
 - (4) the specific location of the Fault;
 - (5) the Availability Priority Category applicable to the Unavailability Failures;
 - (6) whether Temporary Rectification has been accepted by the State Representative and the Amended Permanent Rectification Period;
 - (7) the required Response Period;
 - (8) the actual date and time of Response;
 - (9) the required Permanent Rectification Period (or Amendment Permanent Rectification Period);
 - (10) the Logged Rectification Time;
 - (11) the Project Company's estimate of the Performance Deduction attributable to the Unavailability Failure; and
 - (12) sufficient details of any Unavailability Failures of the same or substantially similar type and the calculation of the Ratchet for a repeated Failure;

- (E) with respect to each Unavailability Failure the Performance and Payment must include:
 - (1) details of any Reporting Failures over an Operating Month; and
 - (2) for each individual Reporting Failure, the Project Company's estimate of the Reporting Deduction to be made from the Monthly Service Fee calculated by reference to the total number of Unavailability Failures in the Operating Month including details of the calculation;
- (F) for each individual Unavailability Failure, Performance Failure and Reporting Failure the Project Company's estimate of the Unavailability Deduction, Reporting Deduction or Performance Deduction to be made from the Monthly Service Fee in respect of the Unavailability Failure, Performance Failure and Reporting Failure including details of the calculation in respect of the Fault. For avoidance of doubt each individual Unavailability Failure, Performance Failure or Reporting Failure and Unavailability Deduction, Performance Deduction or Reporting Deduction must be separately identified and aggregated to reflect the total Deductions for that Operating Month;
- (ii) the number of communications received by the Helpdesk within each Month and the Availability Priority Category of the Area in which the Unavailability Failure is located;
- (iii) a summary of any Failures that have not been Rectified within the Operating Month and the period of time that the Failure has persisted;
- (iv) any Failure that persists for more than a period of six rolling calendar months;
- (v) a summary of any Performance Failures to comply with the Helpdesk Minimum Acknowledgement Time Standard over the Operating Month;
- (vi) Security and Safety Incident reports; and
- (vii) any other reporting documents or software as developed from time to time.

9.6 Annual Performance Report

- (a) The Project Company must prepare and provide to the State Representative within 30 days after the end of the last Operating Month of a Financial Year, a summary of all information required to be provided under Section 9.2 (an **Annual Performance Report**) for the preceding

twelve months, including any amendments, alterations and/or deletions approved by the State Representative.

- (b) The Project Company must furnish with each Annual Performance Report satisfactory evidence that:
 - (i) all required insurances are in place, including provision of certificates of currency;
 - (ii) statutory licences, consents and renewals having been obtained;
 - (iii) essential services have been certified by the QF&RS; and
 - (iv) all statutory declarations required to be provided, have been provided.

9.7 Performance Data

- (a) The Project Company must ensure the availability and continuous integrity of all performance data and warrant that all performance data is at the end of each day accurate, complete and correct. The Project Company must ensure that performance data is not amended, deleted or destroyed unless prior consent is provided by the State Representative.
- (b) If the State consents to the amendment, deletion or destruction of any performance data, the following information must be retained:
 - (i) details of any item of performance data amended, deleted or destroyed;
 - (ii) the reason for the amendment, deletion or destruction;
 - (iii) the date and time of the amendment, deletion or destruction;
 - (iv) the person who amended, deleted or destroyed the relevant item of performance data, and
 - (v) the person who authorised the amendment, deletion or destruction of the relevant item of performance data.
- (c) The Project Company must provide the reports detailed under Sections 9.4, 9.5 and 9.6 for each School Facility in both electronic and hard copy formats, or as specified by the State Representative.

9.8 Auditing the PMS

- (a) The Project Company must, 90 days prior to the Date for Practical Completion of the first School Facility, create a series of scenarios involving Unavailability Failures and Performance Failures using the Performance Monitoring System described in Section 9. The Performance Monitoring System must also be capable of producing a sample Performance and Payment Report and sample Monthly Invoice to be provided to the State Representative. Where requested by the State Representative, reasonable amendments to the format, details and calculations contained in the Performance and Payment Report and Monthly Invoice (as agreed between the State Representative and

Project Company) must be incorporated into the Performance and Payment Report produced by the Performance Monitoring System.

- (b) Following the process described in Section 9.8(a), and as a condition precedent to the Date for Practical Completion of each Stage and thereafter annually, the Project Company must provide to the State Representative an audit, by an independent auditor acceptable to the State Representative, of the implementation and integrity of the Project Company's performance monitoring, reporting, Helpdesk system and payment calculations.
- (c) the Project Company must within 20 Business Days of the audit undertaken in accordance with Section 9.8(b) rectify any deficiency, error or omission identified under the audit.

10 Helpdesk Services

10.1 Scope of services

- (a) The Project Company must provide a comprehensive manned Helpdesk Service to facilitate the carrying out of the Services and the Core Services during Service Days.
- (b) The Project Company must develop, install, operate, manage and maintain a Helpdesk, (which includes the payment of all costs and the provision of free telephone, internet and intranet access to the Helpdesk) to:
 - (i) be the primary point of communication for all requests regarding the delivery of the Services;
 - (ii) provide an efficient, responsive, comprehensive and effective system of acknowledging and responding to requests for assistance made by the Users and the Project Company Employees in relation to the Services;
 - (iii) provide a system for logging and reporting on;
 - (A) Failures (including the classification of each Unavailability Failure and Performance Failure);
 - (B) requests for assistance including emergencies;
 - (C) Helpdesk Customer Satisfaction Survey progress and results;
 - (D) complaints with respect to the Services and suggestions for improvements in the Services; and
 - (E) all other faults.

10.2 Helpdesk – specific requirements

- (a) Communications with the Helpdesk may be oral or in writing. The Helpdesk must be sufficiently equipped to receive, record and respond to

all communications, including communications by telephone, paging devices, email, internet (governed by user login), facsimile, mail, wireless device, alarms or similar.

(b) The Project Company must:

- (i) ensure that the Helpdesk Service includes provision for and maintenance of an appropriate system capable of recording, monitoring and reporting on the delivery of Services, including the recording and reporting, in accordance with the PMS including recording all Performance Data;
- (ii) ensure that the Helpdesk Service includes provision for an appropriate system capable of receiving, logging and acknowledging all communications to the Helpdesk;
- (iii) ensure that verbal communications with the Helpdesk are recorded and retained in accordance with the requirements of this Services Specification;
- (iv) ensure that the Helpdesk is capable of receiving, logging and acknowledging concurrent calls and faults;
- (v) ensure Helpdesk operators have appropriate skill levels in written and verbal communication in English;
- (vi) provide standard guidance material, approved by the State Representative, to be used by Helpdesk operators in categorising Faults in accordance with the requirements of the PMS;
- (vii) undertake training to ensure that Helpdesk operators are trained to comply with the relevant Services Specification requirements;
- (viii) undertake training to ensure that Helpdesk operators comply with the Helpdesk procedures described in the O&M Manual as may be updated, amended or replaced from time to time;
- (ix) undertake training to ensure that Helpdesk operators are able to appropriately assess the importance of communications and to initiate the appropriate Temporary Rectification Period and Permanent Rectification Periods, including training in classification and prioritisation of Failures;
- (x) undertake training to ensure that Staff as may be nominated from time to time by the State Representative are familiar with and capable of using the Helpdesk;
- (xi) undertake annual customer satisfaction surveys, in a form approved by the State Representative from the commencement of the first Operating Phase in respect of a Stage, to determine the satisfaction of users of the Services and provide a copy of this survey and the survey results to the State Representative and implement any necessary requirements to ensure that Helpdesk users maintain a high level of satisfaction;

- (xii) ensure confidentiality is maintained in accordance with all Laws and applicable Policies; and
- (xiii) ensure that Helpdesk operators observe appropriate standards of personal demeanour and customer service.

10.3 Helpdesk – recording and reporting

The Faults and service requests communicated to the Helpdesk must be recorded in accordance with the requirements for the PMS.

10.4 Helpdesk Minimum Acknowledgement Time Standard

- (a) The Project Company must ensure that the Helpdesk provides an appropriate and timely acknowledgement of each communication.
- (b) The Project Company must ensure the Helpdesk:
 - (i) provides a personal (i.e. Non-automated) answer to each telephone call within 15 seconds for 95% of the calls and 30 seconds for 100% of the calls;
 - (ii) confirms receipt of electronic mail within 5 minutes;
 - (iii) confirms receipt of facsimiles within 30 minutes; and
 - (iv) answers written communications within 2 Business Days.

10.5 Helpdesk Software Application

- (a) The Project Company must use appropriate software applications to support the Helpdesk, the performance monitoring and reporting, and inspection service (**Helpdesk Software Application**) and obtain the State Representative's approval prior to its implementation or modification.
- (b) The Project Company must ensure that the Helpdesk Software Application supports the export of data in plain text and XML format and is compliant with the requirements of the Queensland Government Enterprise Architecture Framework V1.1 May 2007 and Australian Standard AS5044 as they may be amended, replaced or altered from time to time.
- (c) The Project Company must ensure that the Helpdesk Software Application has the ability to retain contact details and security access codes for the Staff, Users and DETE representatives permitted to log events with the Helpdesk.
- (d) The Project Company must provide read only access to the Helpdesk Software Application to Staff, nominated by the State Representative from time to time, via the internet for the purpose of monitoring the Helpdesk Service and performance monitoring and reporting and the inspection service. Access to the system must be governed by username and password and may limit users to accessing events in a specified class or area of the School Facilities.

- (e) The State Representative must nominate from time to time those Staff permitted to log events with the Helpdesk and or have read only access to the Helpdesk Software Application.
- (f) The Helpdesk Software Application must be capable of automatically producing Annual Performance Reports, Performance and Payment Reports and Daily Performance Report. These reports must be capable of being accessed in read only version and printed in hard copy by Staff nominated by the State Representative.
- (g) The Project Company must ensure the Helpdesk Software Application has a high level of configurability in order to support changes in the Helpdesk Service performance monitoring and reporting and the inspection service that may be required from time to time.
- (h) All inserts, changes and or modifications to the Helpdesk Software Application must be fully audited so that it is possible to view each sequential modification to the Helpdesk Software Application together with the identification of the Helpdesk Software Application operator who made the change and the date and time of the change.
- (i) The Project Company must ensure that the Helpdesk Software Application is capable of automatically calculating the Monthly Service Payment utilising data collected through performance monitoring and reporting and the inspection service and ensure all Performance Data collected and generated for calculating the Monthly Service Payment is held on the Helpdesk Software Application system database.
- (j) The Project Company must ensure that the Helpdesk Software Application is capable of automatically generating the Performance and Payment Report in the format agreed between the Project Company and State Representative as outlined in Section 9.5.
- (k) Reports on the Monthly Service Payment will be repeatable so that if they are run for a similar period at different times they will produce the same results and in the same format.
- (l) The Project Company must ensure that KPIs are held in the Helpdesk Software Application in tabular form and that records are maintained so that any changes made to the KPIs can be determined by the State Representative and are auditable.
- (m) The Helpdesk Software Application must be able to record the following information:
 - (i) a unique reference number for each event;
 - (ii) name and location of person logging the query of Failure;
 - (iii) the date and time a call was logged;
 - (iv) the location of the Area affected;
 - (v) nature and type of the Service request;

- (vi) all Performance Data required for the PMS, Daily Performance Report, Performance and Payment Report and the Annual Performance Report;
 - (vii) the time the Project Company attended to the Fault at the School Facility;
 - (viii) the name of the person(s) acting on behalf of the Project Company who undertook the Response or rectification;
 - (ix) Response and rectification actions taken; and
 - (x) the time the necessary Response and rectification has been completed in accordance with the requirements of this Services Specification.
- (n) The Helpdesk Software Application must be able to generate work orders for service requests and the Response and Rectification of Unavailability Failures and Performance Failures and automatically forward them to parties responsible for the provision of the Response and or Rectification using email and or facsimile and or signal if the party is required to be contacted by telephone.
- (o) The Helpdesk Software Application must be capable of providing information in real time on the planned course and progress of Response and/or Rectification to Staff nominated by the State Representative via means of internet access governed by user login.

Part D Specific Service Requirements

11 Planned and Unplanned Maintenance, including Grounds Maintenance Service

11.1 Scope of service

The Project Company must provide, a comprehensive maintenance service including a Planned Maintenance Service and Unplanned Maintenance Service. The Maintenance Service must maintain all areas of the School Facilities including Loose Furniture and grounds, to aesthetic standards appropriate for a public school facility in Queensland.

11.2 Minimum Maintenance Standards

The Project Company must maintain the School Facilities to comply with the Minimum Maintenance Standards.

11.3 Planned Maintenance Service

- (a) The Project Company must provide a comprehensive Planned Maintenance Service in accordance with the Maintenance Manual and in order that the School Facilities including plant and Loose Furniture at all times meet or exceed the Minimum Maintenance Standards. The Planned Maintenance Service must minimise the requirement for Unplanned Maintenance and the disruption of Core Services and to the extent reasonably achievable, be undertaken outside of Service Days.
- (b) As part of the Planned Maintenance Service, the Project Company must:
 - (i) ensure the continuous availability of Loose Furniture for such items of Loose Furniture under repair;
 - (ii) replace any item of Loose Furniture at the end of its economic life, or at such time as the item cannot be repaired to comply with the Remaining Useful Life for each Element described in Section 11.9;
 - (iii) maintain an adequate level of spare/replacement parts to enable the building fabric, Loose Furniture to be maintained in a timely manner. Spares recommended by manufacturers must be fully compatible with the respective equipment. The level of stocks required must reflect the general usage of spares and any manufacturers or specialist recommendations;
 - (iv) undertake annual certification and testing of fire, mechanical and electrical systems, including Plug-in Equipment and ICT Equipment and Software in accordance with QF&RS requirements and all relevant Laws and Australian Standards; and
 - (v) provide user and safety training for any specialist equipment.

- (c) The Project Company must also provide as part of the Planned Maintenance Service a grounds maintenance service to be delivered in accordance with the requirements of the Minimum Maintenance Standards including:
 - (i) a planned and ad-hoc horticulture service; and
 - (ii) a planned maintenance program for all external structures and surfaces which complies with the requirements of the Minimum Maintenance Standards.
- (d) Project Company must ensure replacement materials used are of the equal or better quality as the requirements of the Output Specification and with an equivalent design life, taking into account advancements in materials specifications over time and Best Operational Practices at the time of replacement.
- (e) The Project Company shall not replace building materials with items that have a reduced life cycle or are reused or reconditioned, unless it can be unequivocally demonstrated that the reused or reconditioned material has the same life cycle as a new replacement material of equal or better quality as that incorporated into the Works.

11.4 Unplanned Maintenance

- (a) The Project Company must provide a Unplanned Maintenance Service to address ad hoc maintenance requests, including grounds maintenance and Loose Furniture, to ensure that the requirements of the Minimum Maintenance Standards are at all times met within the Temporary Rectification Periods and Permanent Rectification Periods. For the avoidance of doubt, the Unplanned Maintenance Service must include rectification of vandalism and wilful damage however caused.
- (b) Unplanned Maintenance must include the provision of competent staff on an as needed basis to undertake minor works (not necessarily associated with building maintenance) as requested by the State Representative.

11.5 Lift services

The Project Company must:

- (a) ensure that each lift is safe;
- (b) ensure that each lift achieves the operational speeds described in the Output Specification;
- (c) minimise disruption to users of the School Facilities caused by unavailability of lifts due to maintenance works;
- (d) respond promptly to any lift alarms or request for assistance made from a lift;
- (e) provide a service to attend to lift failure and to release occupants in lifts 24 hours a day, 7 days a week. In the event of lift failure the Project

Company must have personnel attend the site to release occupants as soon as practicable from the time of notification to the helpdesk and in any event within 45 minutes or as required by WHS Legislation or other applicable Laws, whichever is the earlier; and

- (f) ensure that all lifts level to within 6mm above or 6mm below the relevant floor level under all circumstances.

11.6 Asset Register

- (a) The Project Company must prepare and keep up to date at all times an Asset Register, to be included in the O&M Manual, in respect of all Elements and Components of the School Facilities including individual items of Loose Furniture, fixtures, furniture and equipment, including DETE's Plug-in Equipment and ICT Equipment and Software.
- (b) The Project Company must ensure the Asset Register:
 - (i) includes asset, maintenance and related data as required by DETE Policy;
 - (ii) is updated immediately upon the disposal, acquisition or upgrade of any Element, Component or equipment;
 - (iii) clearly tags all plant, equipment and Loose Equipment, Plug-in Equipment and ICT Equipment and Software including any new or replacement plant, equipment, Loose Equipment, Plug-in Equipment and ICT Equipment and Software, with a unique asset identification number;
 - (iv) ensure that all tags installed on plant, equipment Loose Equipment, Plug-in Equipment and ICT Equipment and Software are durable, remain firmly affixed to the relevant asset and are affixed in such a way as to be clearly visible at all times;
 - (v) maintain such tags for the entire Operating Phase or until disposal of the relevant item of plant, equipment or Loose Equipment, Plug-in Equipment and ICT Equipment and Software;
 - (vi) includes any information required for financial accounting of assets in accordance with Australian accounting standards and all applicable Laws;
 - (vii) provide as part of the Asset Register a "Photo Catalogue" comprising a schedule of photographs that contains photos of each component of the School Facility including Loose Furniture, Plug-in Equipment and ICT Equipment and Software and details:
 - (A) the as-built condition; and
 - (B) the visual and aesthetic standard that must be maintained for the duration of the Term.
 - (viii) incorporates As Built Drawings in electronic format;
 - (ix) information is saved on SQL based software;

- (x) uses the same nomenclature, catalogue, configuration, equipment register and inventory standards as used by DETE and has a structured asset hierarchy and naming convention frameworks for all elements of the structure, plant and equipment (including mechanical, plumbing, electrical, fire, IT, communications vertical transport and Loose Furniture);
- (xi) contains information for all Components and Elements of the structure, plant and equipment and in sufficient detail to include:
 - (A) manufacturer and supplier details;
 - (B) quantities;
 - (C) location (building, floor, room);
 - (D) life cycle;
 - (E) planned preventative Maintenance Manuals;
 - (F) warranty and guarantee schedules;
 - (G) details of leased equipment (including terms of lease);
 - (H) bar coding;
 - (I) make, model, serial number;
 - (J) completion tests;
 - (K) certificates of compliance for installation;
 - (L) history of maintenance activities;
 - (M) plant registration details (as required); and
 - (N) operations manuals and As Built Drawings.
- (c) The Project Company must ensure that all Asset Register data provided to the DETE is up to date and accurate at all times, and can be accessed at any time, in hard copy and electronic format by the State Representative.
- (d) The Project Company must also keep, as part of the Asset Register, records of:
 - (i) legal or equitable interests in or rights over the School Facilities. The Project Company must retain all original documentation relating to any such rights or interests in a secure place; and
 - (ii) licences, consents, patents required to be obtained and maintained in the delivery of the Services.

11.7 Computerised Asset Maintenance system

The Project Company must provide a computerised asset maintenance system (**AMS**) which must:

- (a) be capable of supporting the information and data requirements as set out in the Maintenance Manual, Asset Register and Conditions Based

Survey including provision of automated data linkages between the Asset Register, As Built Drawings and schematics and Maintenance Manual for each component of the School Facilities;

- (b) be capable of scheduling and notification through the Performance Monitoring System of Planned Maintenance Services, providing call outs for Unplanned Maintenance and provide real time tracking and recording of the progress of maintenance works;
- (c) use the same nomenclature, catalogue, configuration, equipment register, and inventory standards as used by DETE; and
- (d) be capable of transferring information and data electronically to DETE 's asset management systems.

11.8 Condition Based Survey

The Project Company must undertake, annually, between February and March of each Operating Year, a Condition Based Survey of the School Facilities which must:

- (a) survey the performance and condition of each Component part of an Element (rather than surveying an Element as a whole);
- (b) provide one month prior notice to the State Representative of the undertaking of the Condition Based Survey and permit the State Representative and any other representatives of the State nominated by the State Representative to attend the undertaking of any Condition Based Survey;
- (c) submit the results of the Condition Based Survey to the State Representative at the same time, and as part of, the Maintenance Plan;
- (d) undertake all necessary testing and surveys, and use the Photo Catalogue (as described in Section 11.6(b)(vii)), in order to assess whether a Component complies with or is likely to comply with the Minimum Maintenance Standards, and prepare and submit a report as part of any Condition Based Survey that specifies:
 - (i) any Element or Component that does not comply, or is at any stage within the two years following the undertaking of Condition Based Survey unlikely to comply with the requirements of the Minimum Maintenance Standards;
 - (ii) any Element or Component which was programmed to have maintenance or refurbishment undertaken and/or to be replaced in the two year period preceding the Condition Based Survey and which has not been maintained, refurbished or replaced (as applicable) as Project Company had undertaken; and
 - (iii) an assessment of the condition of all Elements and Components requiring maintenance, refurbishment and/or replacement within the following two year period, including the nature of and timing of

the maintenance, refurbishment or replacement (as applicable) required to be undertaken;

- (e) the Project Company must update the Maintenance Manual and undertake the maintenance, refurbishment or replacement works (as applicable) in accordance with the Condition Based Survey;
- (f) the Project Company and the State Representative may use the Photo Catalogue (provided as part of the Asset Register) to assist, monitor and measure the compliance with the Planned Maintenance Services. However, the requirements of this Services Specification and the Maintenance Manual takes precedence in the event of any discrepancy or ambiguity in the interpretation of the Project Company's obligations; and
- (g) the Photo Catalogue must not be taken to limit, affect or otherwise derogate from the Project Company's obligations to comply with the Project Deed or this Services Specification including by meeting the required Minimum Maintenance Standards.

11.9 School Facility Handback Requirements

The Project Company must ensure the School Facilities comply with the Minimum Maintenance Standard and meet the Remaining Useful Life requirement for each building Element at Handback set out in the table below:

Building Element	Remaining Useful Life
Site infrastructure	25 years
Building structure	25 years
Building fabric (internal) and building fabric (external)	10 years
Road and car parking surfacing;	10 years
Boundary fencing	5 years
Building services systems	10 years
Loose furniture and equipment	3 years
Finishes and floor coverings	5 years

12 Security Service

12.1 Scope of Service

The Project Company must comply with the requirements of the School Security Handbook, as amended, altered or replaced from time to time, and provide the following security services for the School Facilities:

- (a) securing and opening of the School Facilities;

- (b) end of term security;
- (c) security surveillance systems management;
- (d) access control;
- (e) security and safety incident response; and
- (f) graffiti prevention.

12.2 General Requirements

The Project Company must comply with:

- (a) the School Security Handbook;
- (b) the *Security Providers Act 1993* (Qld) and *Security Providers Regulations 2008* (Qld); and
- (c) AS4421 Guarding and Patrols.

12.3 Securing and opening of School Facilities

The Project Company is responsible for securing and opening the School Facilities, including:

- (a) opening the School Facilities for Users:
 - (i) prior to the commencement of the School Day; and
 - (ii) prior to the commencement of ad hoc use by Users, including Third Party Use and Additional State Use.
- (b) securing the School Facilities, including locking closed all doors, windows and external openings, setting security alarms and systems and ensuring that the School Facilities are clear of Users:
 - (i) at the end of the School Day; and
 - (ii) at the end of ad hoc use by Users, including Third Party Use and Additional State Use.

12.4 End of term security

The Project Company must comply with and implement the End of Term Security Checklist.

12.5 Security Surveillance Systems management

- (a) The Project Company must provide, manage, monitor and operate the security surveillance systems including:
 - (i) fire and smoke alarms;
 - (ii) intruder and security alarms;
 - (iii) Faults identified through the monitoring of CCTV (as appropriate);
 - (iv) Faults notified through the Helpdesk;
 - (v) disaster, fire and emergency alarms; and

- (vi) break-ins, illegal and / or unauthorised entry into the School Facilities.
- (b) The Project Company must provide training to authorised users as appropriate in respect of the use of security alarm systems.

12.6 Access control

The Project Company must implement and maintain systems for providing secure access to areas of the School Facilities to authorised Users. The Project Company must as a minimum:

- (a) manage and implement the issue and recovery of security passes, access cards and keys, to and from authorised Users;
- (b) manage and implement the issue of keys/entry cards or their equivalent replacement;
- (c) provide replacement security passes, access cards and keys as required;
- (d) re-key or reprogram access upon loss or theft of security passes, access cards and keys; and
- (e) maintain a record of all authorised Users and security passes, keys, entry cards issued and recovered.

12.7 Security and Safety Incident response

- (a) The Project Company must respond (including attending to faults, false alarms and securing and attending at the School Facility and to the extent reasonable ensuring the safety and security of the Users and the School Facilities, (including summoning of the Queensland Police as required), to Security and Safety Incidents. Such Security and Safety Incidents may include but are not limited to:
 - (i) fire alarms;
 - (ii) intruder alarms;
 - (iii) security alarms;
 - (iv) disaster, fire and emergency faults;
 - (v) security and safety incidents notified through the helpdesk or to Project Company Employees; and
 - (vi) break-ins, illegal and / or unauthorised entry into the School Facilities.
- (b) The Project Company must produce a Security and Safety Incident report for all incidents in accordance with the Bureau of Crime Statistics and Research Categorisation and include the following information:
 - (i) unique Security and Safety Incident number;
 - (ii) date and time of Security and Safety Incident;
 - (iii) date and time notification received;

- (iv) nature of the Security and Safety Incident;
 - (v) location of Security and Safety Incident;
 - (vi) how the Project Company became aware of the Security and Safety Incident;
 - (vii) the name and contact details of the person who provided notification of the Security and Safety Incident; and
 - (viii) actions taken by the Project Company in respect of the Security and Safety Incident, including details of any report to Queensland Police.
- (c) The Project Company must:
- (i) notify, within 10 Business Days, DETE's monitoring centre of all alarms or security and safety incidents or faults activated or notified through the security surveillance system or notified through the Helpdesk; and
 - (ii) include a Security and Safety Incident report of the Security and Safety Incident in the Performance and Payment Report.

13 Utilities Management and Utility Services

13.1 Scope of Service

The Project Company must provide and continuously maintain a comprehensive Utility management and Utility service to each School Facility on a 24 hours a day, 7 days a week, 365(6) days per calendar year basis to meet the requirements and needs of the Core Services and the Services which must include the procurement, management and maintenance of all Utility Services including:

- (a) electricity;
- (b) gas;
- (c) communications (telephone and data services);
- (d) water;
- (e) sewerage; and
- (f) surface water, storm water and in-ground water disposal.

13.2 Procurement

- (a) The Project Company is responsible for securing and maintaining the supply of Utility services (with the exclusion of communications not associated with the Helpdesk and Project Company provision of Services) of adequate capacity to supply the requirements of the School Facilities under all anticipated operating conditions.

- (b) The Project Company must conduct Market Testing Exercises of Reviewable Utility Services in accordance with Schedule 5 (Benchmarking and Market Testing).
- (c) The Project Company must procure Utility Services in accordance with the terms of the Project Deed.

13.3 Utilities management, efficiency and environment

The Project Company must, in accordance with any relevant Laws and Policies:

- (a) prepare, update (as a minimum annually to reflect then current operating conditions) and implement a Utility Conservation Policy (to be included in the O&M Manual) that identifies monthly Utility consumption targets and describes operational procedures to achieve the nominated targets. The Utility conservation policy must include procedures for minimisation of Utility consumption, including but not limited to:
 - (i) turning off lights, air-conditioning and equipment not in use;
 - (ii) ensuring leaking taps and fixtures are turned off or effectively repaired; and
 - (iii) ensuring implementation of conservation measures for irrigation of ovals and landscaping;
- (b) ensure that the Utility services are provided with regard to energy consumption and efficiency and policy for energy management and conservation;
- (c) monitor and control the performance of the School Facilities plant and equipment to minimise consumption of energy and other Utilities;
- (d) monitor energy usage and maintain accurate performance data for energy performance returns;
- (e) prepare annual Utility performance reports including:
 - (i) a summary of metered Utility usage patterns for each School Facilities; and
 - (ii) details of any non-compliance with any relevant Policy, Law or Consent in respect of Utility provision;
- (f) prepare and supply all information and reports reasonably requested by the State Representative within 20 Business Days after receipt of the request;
- (g) regularly reviewing and amending the Utility supply specifications such that they are capable of serving and maintaining consistency with the Core Services;
- (h) develop and implement contingency plans for addressing and minimising the affect of the possible loss of one or more Utilities;

- (i) provision of appropriate training in Utility provision and provision of safety and hazard notices and signage where appropriate; and
- (j) provision of metering and recording of Utility usage.

13.4 Maintenance and continuity of supply

The Project Company must:

- (a) undertake all testing, cleaning and maintenance including complying with any requirements of the Utility provider;
- (b) liaise with Utility Services providers to optimise the reliability of supply;
- (c) [not used]
- (d) provide notification of any planned disruption to Utility services and provide any required consequential services to ensure Core Services are not disrupted;
- (e) ensure all Utilities infrastructure is maintained in a fully functioning condition and in compliance with relevant Laws and Consents;
- (f) obtain and maintain all tests, certificates, licenses, approvals, documentation and records and similar documents required to ensure continuous supply of Utilities to the School Facilities; and
- (g) ensure all such documents referred to in Section 13.4(e) and (f) are current, precise and accurate and available for inspection by the State Representative or any other relevant party and satisfactory evidence of their attainment provided with the Annual Performance Report.

14 Cleaning, Waste Management and Pest Control Services

14.1 Scope of service

- (a) The Project Company must deliver the Cleaning, Waste Management and Pest Control Services to the School Facilities in such a way as to maintain a clean, healthy and safe environment for all Users.
- (b) The Project Company must deliver the Cleaning, Waste Management and Pest Control Services to ensure that they are able to operate the School Facilities in an efficient and effective way and to promote a positive image of the School Facilities to Users and other stakeholders.
- (c) The Project Company must provide cleaning services for the School Facilities including:
 - (i) scheduled / routine cleaning;
 - (ii) periodic / project cleaning;
 - (iii) unplanned cleaning;
 - (iv) waste management; and

- (v) pest control.

14.2 Minimum Cleaning Standards

The Project Company must clean the School Facilities so that the following minimum cleaning standards (**Minimum Cleaning Standards**) are complied with:

- (a) the School Facilities comply with all Policies relating to infection control;
- (b) generally (all Areas):
 - (i) the Schools Facilities must be cleaned so that they are appropriate for use for the Core Services;
 - (ii) the Project Company must comply with all manufacturer's recommended cleaning procedures;
 - (iii) cleaning materials must comply with all chemical safety requirements in the Schools Guidelines;
 - (iv) there must be no accumulation of ingrained / impacted dirt, particularly in crevices, corners and edgings, or any evidence of the accumulation of slurry, soap, or residues from the use or misuse of cleaning agents;
 - (v) all Areas including corners, edges, skirtings, under and behind furniture must be free from litter, scuff marks, debris, dust, dirt or spillages; and
 - (vi) all Areas must be free of nests of any kind, visible bird droppings and pest excreta;
- (c) carpet: all stains, dust, dirt, litter, deposits (including chewing gum) and scuff marks must be removed from carpeted areas;
- (d) hard surface floors such as vinyl, linoleum, rubber, timber, internal ceramic, quarry, marble, granite, aggregate, pebblecrete, concrete and similar floors: all spillages must be removed and the finish restored to an even lustre on completion. No evidence of polish build-up. All freestanding receptacles, equipment etc must be moved to facilitate floor cleaning; canteen / food preparation areas, kitchens, tea rooms, medical rooms / clinics require a high degree of cleanliness;
- (e) low maintenance vinyl type floors (all unsealed resilient floor areas): all stains, dust, dirt, litter, deposits (including chewing gum) and scuff marks must be removed;
- (f) toilets and wash/shower areas: drinking fountains, pans, seats, lids, urinals, urinal roses, taps, accessible pipes, chrome fittings, doors, shower heads, plugs, troughs, vanity tables, tiled and other wall surfaces, door furniture, sanitary containers, mirrors and basins must be completely clean and free from foul odours, stains, dirt, litter, mould, lime scale and dry germ. A streak and smear free finish is required;

- (g) glass cleaning: all glass surfaces including glass desk tops, glass partitions, door panels, mirrors etc, including lift car inclusions, notice and display cases must be free of dust, stains, fingerprints, markings and a streak/smear free finish must be achieved. External windows, including glass panes, corners and edges must be free of dust, stains and a streak and smear free finish is required, internally and externally;
- (h) Loose Furniture, furniture, fixtures, fittings and all other internal surfaces: all door and window frames, push-plates, air vents, floor selector panels in lifts and similar, all drinking fountains and surrounds, all desks in general learning spaces and other learning areas, cabinets, lockers, chairs etc, internal wall surfaces, light switches, picture frames, ledges, displays, bookcases, fans, architraves, door jambs and miscellaneous inclusions are to be free from spillage and all soiling. Soft Furnishings and blinds are to be cleaned appropriately to ensure they are free from dust and stains. All locker and furniture tops, compactus units etc. are to be free from dust and loose litter;
- (i) garbage removal: all internal and external waste and garbage containers are to be clean, dry, dust and dirt free and kept in a sanitary condition. They are not to be overflowing. Discarded syringes, blades or similar items are to be disposed of via an approved "sharps" container;
- (j) external hard surfaces: all external hard surfaces including verandas, covered walkways, sunshade areas, covered outdoor learning areas, ramps/steps to buildings or Modular units, (wherever these areas are not fully enclosed on all sides and therefore subject to being windswept), all bitumen, concrete and other hard surfaces or similar ground surfaces in areas such as car parking areas, patios, paths, walkways, covered walkways, assembly areas and recreation areas must be free from cobwebs, nests, debris, loose litter, stains, spillages and bird droppings;
- (k) external open eating areas: all external open eating areas including canteen servery areas, external seating areas and surrounds including seats, tables and hard surfaces must be free from cobwebs, debris, loose litter, stains, spillages and bird droppings;
- (l) grassed areas and grounds: all areas must be free of litter and debris;
- (m) roofs: all roofs and gutters must be free of debris and dirt deposits; and
- (n) other areas not specifically mentioned: as required in accordance with Industry Best Practice.

14.3 Project Cleaning requirements

The Project Company must provide Project Cleaning in accordance with requirements of appendix 3 including deep cleaning of carpets, kitchens, toilets, changing rooms, external high level window cleaning, and other periodic cleaning (in accordance with Industry Best Practice) in order to maintain infection control, cleanliness and the appearance of the School Facilities, that would not otherwise be achieved through Routine Cleaning.

14.4 Routine Cleaning requirements

- (a) The Project Company must provide a routine and scheduled cleaning service to meet the requirements of the cleaning standards set out in Section 8.2 and the Minimum Cleaning Standards prior to the commencement of the School Day (but excluding Project Cleaning identified in Section 14.3).
- (b) The Project Company must prepare, revise as required and implement cleaning schedules for Routine Cleaning, which must include details of what is to be cleaned, the location, when it is to be cleaned, how it is to be cleaned, and what equipment, materials and consumables are to be used. Cleaning schedules must be submitted on a six monthly basis to the State Representative for endorsement under the Review Procedures. Cleaning activities must be performed to so that they do not interfere with the provision of the Core Services.
- (c) Cleaning schedules must be prepared in full consideration of:
 - (i) the function and role of the area;
 - (ii) occupation density;
 - (iii) traffic;
 - (iv) nature, type and condition of furniture, fabric, finishes, fixtures, equipment and surfaces; and
 - (v) environmental cleaning requirements.
- (d) The Project Company must as part of the Routine Cleaning provide stock, maintain and replenish cleaning and sanitary related consumables and disposables used by Users of the School Facilities. For the avoidance of doubt, such consumables include:
 - (i) bin liners;
 - (ii) soap;
 - (iii) cleaning fluids and powders;
 - (iv) paper, hand and cloth towels;
 - (v) feminine hygiene dispensers and disposal units;
 - (vi) nappy disposal units (school for specific purposes only);
 - (vii) washing up fluid;
 - (viii) air fresheners;
 - (ix) deodorisers;
 - (x) toilet paper;
 - (xi) waste bins, receptacles and dispensers for sanitary and cleaning related consumables; and

- (xii) all other sanitary and cleaning related consumables required for use by Users of the School Facilities.

14.5 Unplanned Cleaning requirements

The Project Company must provide a unplanned cleaning service during the School Day to address ad hoc and emergency cleaning requests raised via the Helpdesk. This Service must be provided to ensure that the Minimum Cleaning Standards are at all times met. Unplanned cleaning tasks include:

- (a) spillages, spoils and spot cleans including bodily spillages (internal and external);
- (b) replenishment of cleaning materials and consumables;
- (c) cleans associated with building works, maintenance and provision of other services;
- (d) untoward faults such as flooding;
- (e) emptying of waste receptacles over 70% full of its total volume including cleaning or replacement of used waste receptacles;
- (f) cleans in high usage areas;
- (g) cleans after soiling of toilet and bathroom areas;
- (h) noxious cleans;
- (i) responding to all emergency cleaning requests; and
- (j) other ad hoc cleaning requests received by the helpdesk.

14.6 Waste Management

The Project Company must provide a waste management service for the School Facilities which must include:

- (a) obtaining and maintaining appropriate licenses and complying with the EPA for waste collection, transportation and disposal;
- (b) maintaining waste disposal contracts, managing segregated waste, monitoring of waste, keeping waste records and providing appropriate management information, training and advice to the State Representative, Project Company Employees and Users as required. For the avoidance of doubt, the Project Company will be responsible for the costs of all third party collection removal collection, removal and disposal of waste;
- (c) providing all bins, storage containers and secure storage compounds, consumables, compactors and equipment required for the provision of the cleaning service;
- (d) ensuring all used receptacles and containers are thoroughly cleaned, disinfected and repaired and free of pests and vermin as appropriate prior to re-use;

- (e) providing a scheduled waste collection and disposal service (including sanitary disposal service) to meet the normal waste outputs of the School Facilities at such times and frequencies to ensure there is no disruption to Core Services; and
- (f) disposal of discarded syringes, blades or similar items via approved sharps containers.

14.7 Pest Control

- (a) The Project Company must provide, manage and operate a comprehensive system of pest and vermin control and eradication for the School Facilities (**Pest Control Plan**).
- (b) The Project Company must ensure that the Pest Control Plan is implemented in accordance with all relevant Laws, Consents, Policy and Industry Best Practice using personnel who are fully trained and qualified.
- (c) The Pest Control Plan must incorporate a Fire Ant Risk Management Plan (in accordance with Output Specification requirements).
- (d) The Project Company must, in providing, managing and operating the Pest Control Plan ensure that:
 - (i) pests and vermin are removed or eradicated from the School Facilities;
 - (ii) work is undertaken in a safe manner which reduces, to an absolute minimum, the risks in terms of safety, food hygiene, damage to the environment, land and buildings and disruption of Core Services from pest infestation;
 - (iii) provided using safe and efficient methods of catching, destroying and/or safely disposing/relocating pests (adopting safe and humane procedures in all instances);
 - (iv) permanent placement of toxic materials to eradicate pest infestations is not used;
 - (v) chemical treatments are only used with the consent of the School Principal and where other forms of prevention are ineffective in controlling pests; and
 - (vi) chemicals, including pesticides, are strictly controlled and monitored and fully comply with all relevant Quality Standards, Laws and Policies.
- (e) The Project Company must carry out routine inspections of the School Facilities, in accordance with the Pest Control Program, with a minimum of one inspection during winter and one inspection during summer.
- (f) The Project Company must provide a reactive response and pest eradication service for pest infestations.

- (g) After each routine and reactive inspection, the Project Company must prepare a report (**Pest Control Services Report**), to be issued with the Daily Performance Report, which must specify:
 - (i) the date of the inspection;
 - (ii) the purpose of the visit (emergency or routine);
 - (iii) details of any pest or vermin, or evidence thereof, observed;
 - (iv) the action taken to rid the area of pests or vermin or the actions to be taken and when such action must be taken; and
 - (v) the product name of any pesticides or rodenticides used to eradicate the vermin.
- (h) The Project Company must produce the Pest Control Services Report for each inspection and submit this to the State Representative with the next Performance and Payment Report.
- (i) The Project Company must comply with the Minimum Cleaning Standards requirements following death and subsequent removal of pests within the School Facilities.

14.8 Graffiti removal

- (a) The Project Company must ensure that all graffiti offensive to community standards of decency is obscured from view within 3 hours and all other graffiti obscured from view within 1 Service Day.
- (b) The Project Company must ensure all surfaces defaced by graffiti are returned to its original presentation within 2 Service Days.

15 Schools Officer Service

15.1 Scope of service

- (a) The Project Company must provide a Schools Officer Service comprising:
 - (i) general duties;
 - (ii) cleaning duties;
 - (iii) recording duties; and
 - (iv) maintenance duties.
- (b) The Project Company must perform all necessary manual handling risk assessments, as required by all relevant Laws in relation to Schools Officer Service activities undertaken at the request of the State Representative or the School Principal.
- (c) The Project Company must be responsible for replacing any items, including items owned by the DETE which are damaged as a result of the performance of Schools Officer Services.

- (d) The Project Company must carry out “minor moves” including the reorganisation of School Facility owned items and Loose Furniture and as required for the provision of Services generally including but not limited to:
 - (i) setting up and storage of audio visual equipment and public address systems;
 - (ii) assembling equipment for physical education;
 - (iii) moving furniture and goods within and external to buildings;
 - (iv) removal and relocation of furniture from room to room; and
 - (v) moving of furniture and equipment for cleaning and maintenance.
- (e) The Project Company will carry out ‘major moves’ of Loose Furniture , including but not limited to:
 - (i) furniture relocation involving more than the equivalent furniture and equipment normally contained within 2 classrooms;
 - (ii) re-organisation and or relocation of any equipment requiring specialist installation;
 - (iii) setting up classrooms for exams, including moving furniture and equipment; and
 - (iv) setting out of activity / assembly halls and for examination purposes including moving and arranging furniture and seating.

15.2 General duties

The Project Company must provide the following general Schools Officer Service duties:

- (a) photocopying and / or printing of class notes, notices etc (provided that this activity does not constitute more than 25% of the duties in the position);
- (b) recording and delivering messages at the School Facilities;
- (c) re-setting of clocks to correct time;
- (d) gaining access to drains, locked areas etc; and
- (e) other duties consistent with duties and responsibilities of the schools officer position as directed by the School Principal and or registrar.

15.3 Cleaning duties

Without limiting the requirements Section 8, the Project Company must provide the following Schools Officer Service cleaning duties:

- (a) assisting with the collection of waste, food and paper within the parameters of the school grounds;

- (b) cleaning duties that for various reasons such as health and hygiene, requires immediate action and cleaning, and cleaning staff are not rostered on duty when such duties are required; and
- (c) maintaining drains and gutters free of debris and in working order.

15.4 Recording and materials handling duties

The Project Company must provide the following recording and materials handling Schools Officer Service duties:

- (a) general store duties including receipting, opening up, checking, storing and distributing school supplies and stocks such as towels, apparatus and general materials;
- (b) delivery of heavy and bulky goods within the School Facilities; and
- (c) stocktaking, recording and engraving (as required) of school equipment using the DETE "edquip system".

15.5 Loose Furniture re-organisation

The Project Company must reorganise rooms and Loose Furniture for:

- (a) major moves; and
- (b) minor moves.

15.6 Schools Officer Service- Service Response Times

Category	Description	Example	Response Period
Emergency	Requires immediate response to emergency situation	Attendance and assistance to resolve incidents such as flooding, fire and occupational health and safety that threaten the safety of Users.	10 minutes
Urgent	Action needed to secure the continuation of a Core Service	Cleaning duties that for various reasons such as health and hygiene, which require immediate action and cleaning, and cleaning staff are not rostered on duty when such duties are required to be undertaken.	1 hour
Ad hoc	Requirements not warranting immediate or urgent handling	Minor moves of Loose Furniture (not required for cleaning and or maintenance services).	2 hours

Category	Description	Example	Response Period
		<p>Recording and delivering messages at the School Facilities.</p> <p>Gaining access to drains, locked areas etc.</p> <p>Other Schools Office Services not mentioned elsewhere in this 'Service Response Times' table</p>	
Planned	Pre arranged with the School Principal and or registrar to a mutually agreed time scale	<p>Assisting with the collection of waste, food and paper within the parameters of the school grounds.</p> <p>Major moves of Loose Furniture (School Principal to provide 5 Business Days advance notice of required moves).</p> <p>Photocopying and / or printing of class notes, notices etc (provided that this activity does not constitute more than 25% of duties in the position).</p> <p>Other duties consistent with duties and responsibilities of the Schools Officer Services position as directed by the School Principal and or registrar.</p> <p>General store duties including receipting, opening up, checking, storing and distributing school supplies and stocks such as towels, apparatus and general materials.</p> <p>Delivery of heavy and</p>	Prior to agreed time

Category	Description	Example	Response Period
		bulky goods within the School Facilities.	
Scheduled	A schedule of work agreed with School Principal / registrar	<p>Maintaining drains and gutters free of debris and in working order.</p> <p>Grounds maintenance</p> <p>Resetting of clocks to correct time.</p> <p>Stocktaking, recording and engraving (as required) of school equipment using DETE's "Edquip System".</p> <p>Minor moves of Loose Furniture (required for cleaning and or maintenance services)</p> <p>Cleaning or grounds maintenance to council owned carparks, where requested by the School Principal.</p>	Within 1 Business Day of the Scheduled time.

- (a) In circumstances where a Scheduled Response Time is delayed due to provision of Emergency, Urgent, Ad hoc or Planned service provision, the Service Response Time must be extended by the time reasonably assessed by the State's Representative (or School Principal or registrar) to undertake the Emergency, Urgent, Ad hoc or Planned service response.
- (b) In circumstances where a Planned Response Time is delayed due to provision of Emergency, Urgent or Ad hoc service provision, the Planned Response Time must be extended by the time reasonably assessed by the State's Representative (or School Principal or registrar) to undertake the Emergency, Urgent or Ad hoc service response.
- (c) In circumstances where an Ad hoc Response Time is delayed due to provision of Emergency or Urgent service provision, the Ad hoc Response Time must be extended by the time reasonably assessed by the State's Representative (or School Principal or registrar) to undertake the Emergency or Urgent service response.
- (d) In circumstances where an Urgent Response Time is delayed due to provision of Emergency service provision, the Urgent Response Time

must be extended by the time reasonably assessed by the State's Representative (or School Principal or registrar) to undertake the Emergency or Urgent service response.

- (e) The Project Company and State's Representative (or School Principal or registrar) must regularly agree on planned and scheduled service times, taking into account a reasonable assessment of:
 - (i) ensuring continuity of Core Services;
 - (ii) an assessment of peak demands for the Schools Officer Service; and
 - (iii) consideration of Schools Officer Service staff numbers and rosters.

16 Modular Unit program

16.1 Modular Unit program

The Project Company must, at the times requested by the State Representative:

- (a) provide all reasonable assistance to DETE in obtaining any necessary DETE approval required for the installation and removal of Modular Units;
- (b) install the Modular Units including:
 - (i) generally complying with the Principal's Project Requirements and the Strategic Asset Modular Procedure for Modular Units;
 - (ii) complying with all Laws applicable to the installation of the Modular Units;
 - (iii) obtaining all necessary tests, certificates, Consents and approvals;
 - (iv) undertaking all required Completion Tests, which must as a minimum be to the same extent as for the Schools Facilities as specified in Section 40.2 of the Output Specification ;
 - (v) obtaining all necessary warranties and maintenance manuals and incorporating such warranties and maintenance manuals into the O&M Manual;
 - (vi) providing all services connections and installations;
 - (vii) providing all necessary ramps, stairs and access;
 - (viii) providing air conditioning (as appropriate);
 - (ix) providing all necessary finishes (including carpet); and
 - (x) providing all required Loose Furniture;
- (c) remove the Modular Units at the end of their use including:

- (i) complying with all Laws applicable to the removal of the Modular Units;
- (ii) cutting off and removing all services connections;
- (iii) making good, landscaping as required and removing all structures installed for the purposes of the Modular Unit; and
- (d) from the date of installation, provide the Services as set out in this Services Specification to the Modular Units.

17 Works and Additional Works attendance

17.1 Scope of service

The Project Company must attend any Works or Additional Works carried out during the Operating Phase. At a minimum, the Project Company must:

- (a) ensure the health and safety of Users;
- (b) minimise any potential disruption to the Core Services;
- (c) co-ordinate and supervise the Works (or Additional Works) as required; and
- (d) provide such temporary works as may be required including but not limited to:
 - (i) alternative access routes;
 - (ii) dust screens, fencing, barriers, noise barriers etc;
 - (iii) temporary School Facilities;
 - (iv) additional cleaning, waste removal and Schools Officer Services as required; and
 - (v) temporary services and air conditioning.

Part E Availability Criteria

18 Availability Criteria

18.1 General

To classify an Area as Available, the Area must:

- (a) exist;
- (b) be accessible by means that accord with the Output Specification (including by lifts where applicable), with access being safe and free from obstruction;
- (c) have fire alarm systems, fire prevention systems in the Area or emergency exits from the Area that are operational or available or satisfactory alternatives exist in the Area all in accordance with the Output Specifications;
- (d) have sufficient water pressure to supply fire services in accordance with QF&RS requirements;
- (e) not demonstrate failure of or damage to its structure or fabric which materially and adversely affects use of the Area;
- (f) be maintained at a temperature within the ranges defined in the Output Specification for that Area;
- (g) be capable of illumination at lux levels above the minimum levels required by the Output Specification for that Area (with at least 75% of the lighting infrastructure (including but without limitation fitting) in that Area being operational);
- (h) have a sufficient and safe electrical supply where required by the Output Specification;
- (i) maintain the level of ventilation as required in the Output Specification;
- (j) have a sufficient, constant and safe hot water supply in accordance with the Output Specification;
- (k) have a sufficient, constant, potable and safe cold water supply in accordance with the Output Specification and in sufficient quantities for Users;
- (l) be compliant with all relevant Legislation, including health and safety and security Legislation;
- (m) have permanent structural elements and building fabric present and in sufficiently good order to enable the delivery of core services in the Area;
- (n) be free from flood, weather penetration and damp affecting the structure of the building to the extent that precludes the safe occupation of the Area;

- (o) be free of excessive glare or direct sunlight that materially impacts on the provision of Core Services;
- (p) be free from infestation of vermin or pests which materially affects the safe occupation of the Area;
- (q) be clear from waste, with a safe and constant sewage and drainage system in accordance with the Output Specification;
- (r) have constant and safe supply of gas where required under the Output Specification;
- (s) be maintained within the range of noise levels outlined in the Output Specification;
- (t) possess the Loose Furniture, furniture, fixtures and equipment necessary for the use of that Area as required by the Output Specification and in a safe and functional condition (save where the same have been removed by DE TE or a user and it is not part of the Services to replace them);
- (u) have access to potable drinking water as specified in the Output Specification; and
- (v) have sufficient toilets for use by Users (no less than 75% of toilets must be available in each toilet block for male and female Users).

18.2 Sports pitches, hard play Areas and outdoor Areas

For areas which are sports pitches, hard play areas and other outdoor areas to be deemed available, such Areas must:

- (a) exist;
- (b) be surfaced in accordance with the Output Specification;
- (c) have a drainage system which is functional (where applicable);
- (d) have pitch markings which are visible (where applicable);
- (e) include equipment as per the relevant Room Data Sheets and which is necessary for the use of that Area;
- (f) comply with all relevant WHS Legislation; and
- (g) be accessible.

18.3 Car parking Areas

For car parking areas (that form part of the scope of services) to be deemed available, such areas must:

- (a) exist;
- (b) be surfaced in accordance with the Output Specification;
- (c) have a drainage system which is functional;
- (d) have markings which are visible;
- (e) meet all relevant WHS Legislation; and

(f) be accessible.

Appendix 1 Minimum Maintenance Standards

1 General

1.1 Introduction

The objective of the Maintenance Service is to provide a safe and sustainable building environment at a level commensurate with DETE's, school and community expectations. To assist the Project Company to achieve this aim, DETE has included the Minimum Maintenance Standards.

1.2 Purpose of Minimum Maintenance Standards

The Minimum Maintenance Standards set out the requirements for the maintenance of the School Facilities and specify the Project Company's ongoing performance and/or asset condition requirements in respect of Maintenance.

The standards describe:

- (a) the Minimum Maintenance Standards for all elements, which are the performance standards to be exceeded;
- (b) the minimum replacement size for carrying out repairs that involve partial replacement or repainting of the asset; and
- (c) certain circumstances that may arise from the Condition Based Survey which require the Project Company to carry out an investigation and to submit a report to the State Representative before proceeding to carry out any rectification work.

1.3 Interpretation

Note: Where possible, words used to describe building elements within are defined in detail in the "Glossary of Building Terms", SAA HB50-1994.

This document provides the Minimum Maintenance Standards that the Project Company is to comply with for each applicable School Facility as set out in Table 3 of this Appendix 1 to the Service Specification. This document represents the level of performance standard considered acceptable for those School Facilities. The Project Company shall refer to these standards when assessing compliance with the requirements set out in this specification.

Where the performance and aesthetic standards are not fully represented or described in this document, or where there is any further ambiguity or discrepancy in the interpretation of the obligations set out in this Appendix 1 of the Service Specification, the State Representative will, acting reasonably, determine the most appropriate standard, considering the following:

- (a) the intent to ensure all School Facilities meet the minimum standard of the Queensland Government Asset Management Framework;
- (b) compliance with all Laws and Consents;
- (c) minimising disruption to the provision of Core Services; and
- (d) any other information deemed relevant by the State Representative.

The Minimum Maintenance Standards are based on the terms and meanings as defined in SAA HB50-1994 Glossary of Building Terms. If a term is not defined in the glossary then the term should be given its ordinary meaning as defined in the Oxford dictionary.

2 Terminology in Minimum Maintenance Standards

The Minimum Maintenance Standards uses a number of terms that are critical to their use. These terms include the following:-

2.1 Elements, Components, Sub-Components and Components

The Standards divide the School Facility on the following basis, using definitions from HB50-1994 Glossary of Building Terms:-

Accommodation

└─ Building / Grounds

└─ Element

└─ Assembly

└─ Sub-Assembly

or

└─ Component

An Element is “a part of a building or structure having its own functional identity, such as a footing, floor, wall, stairway or roof”.

Elements are generally composed of Assemblies, which are “an aggregate of building components used together for a specific purpose, such as a door or window assembly”.

Components are “a building product manufactured as a distinct unit for which length, width and thickness dimensions are detailed “. Hence, Components are the most basic level and make up Assemblies.

In some cases, this most basic level is not relevant or practical because replacement is usually carried out at a sub-Assembly level such as a latchset, a window remote control, electrical enclosures, switches.

2.2 Minimum Maintenance Standard

The Standards specify a Minimum Maintenance Standard for every Assembly. As a result, Condition Based Survey assessments are required to be carried out on the condition of each Assembly rather than on the whole Element.

The standards are based on Minimum Performance Standards, and as such the Condition Based Survey assessment must focus on whether each Assembly satisfies that performance rather than just the “condition”. Hence, the standards do not specify how to carry out the rectification but rather, what outcome is required.

Where possible, the Minimum Maintenance Standard should be exceeded before an Assembly is deemed to meet the standards.

2.3 Rectification and Replacement

The rectification of unacceptable conditions or performance often requires replacement of the Assembly, sub-Assembly or Component in full or in part. There are exceptions where rectification involves other than replacement:

- (a) where the minimum replacement size is less than the whole sub-assembly or component, such as concrete roof structures, render, bitumen;
- (b) where loose components may be tightened or adjusted, if possible, e.g. fixings, brackets, fasteners;
- (c) where cleaning may be all that is required, such as stains, mould; and
- (d) where inoperable sub-assemblies can be made operable by adjustment, such as locks, window remote control, doors, windows;

Unless otherwise approved, it is not acceptable to undertake rectification works involving synthetic substances such as epoxy and other products specifically marketed for use in repairs, patches and splices using smaller sized replacements; or the use of second-hand materials.

For the purposes of establishing when certain actions may be required, the standards require the Condition Based Survey assessor to determine and record the extent of replacement or repainting work which is to be carried out to rectify the unacceptable condition or performance. The standards specify the areas which are to be used/selected to measure this replacement / repainting.

For each sub-Assembly/Component the standards specify an identified section which the assessor must also measure. Its purpose is to enable the determination of the percentage of the identified section which is to be replaced or repainted.

3 Tables of Performance Requirements for Building Elements

Table	Description
1)	ALL ELEMENTS AND ASSEMBLIES
2)	SUBSTRUCTURE
3)	SUPERSTRUCTURE
4)	ROOFING
5)	WINDOWS, DOORS (inc. frames), HATCHES, SHUTTERS (internal and external), SHADING DEVICES AND WIND BREAKS
6)	WALLS (external)
7)	STORMWATER INSTALLATION
8)	WALLS AND WALL COVERINGS (internal)
9)	FLOORS AND FLOOR COVERINGS (internal and external)
10)	CEILINGS AND SOFFITS (internal and external)
11)	FITMENTS
12)	FENCES GATES AND GRILLES
13)	EXTERNAL MOVEMENT AREAS
14)	ELECTRICAL INSTALLATION AND COMMUNICATION / INFORMATION TECHNOLOGY INSTALLATION
15)	FIRE PROTECTION SYSTEMS
16)	SECURITY SYSTEMS
17)	SEWERAGE SYSTEM
18)	WATER INSTALLATION
19)	MECHANICAL SERVICES
20)	GAS SERVICE
21)	FITINGS AND FIXURES FOR HYDRAULIC SERVICES (Sanitary Plumbing, Water and Gas Services)
22)	PUMPS AND MOTORS
23)	HANDRAILS, BALUSTRADES, WALL BUFFERS AND LADDERS
24)	GROUNDS AND GARDEN
25)	SWIMMING POOLS (Indoor and Outdoor)
26)	COATING SYSTEMS

1) ALL ELEMENTS AND ASSEMBLIES

a) Performance Standards – All Elements and Assemblies

Minimum Standard	Obligation for each Element
(Applicable to all Elements that make up the School Facilities)	<ul style="list-style-type: none"> • be free from Defects • Fit for the Intended Purposes; • all Elements must meet the Minimum Maintenance Standard at Handover; • comply with WHS Legislation complies with Best Operational Practices and relevant Australian Standards, Building Codes, Policy and Statutory Authority & Local Authority requirements; • minimum acoustic performance requirements comply with the relevant Australian Standards; • complies with design and performance standards nominated in, or reasonably inferred from the Output Specification; • complies with the Completion Tests; • complies with all relevant manufacturers maintenance specifications and so as to ensure warranties and guarantees are in place (including for replacement items); • safe and structurally sound; • uniform and even surface; • free from defects effecting performance and safety; • securely fixed for intended purpose; • adequately protected; • complete and operational; • no noisy, missing, loose, vibrating or deteriorated components • free of corrosion, cracking, decay, fractures, splits, holes, delamination, spalling, mould growth and hazardous materials; • free of noticeable sagging, distortion or displacement; • includes safety signage;

	<ul style="list-style-type: none"> • clean and free of debris; • no substantial discolouration for visible elements; • passes all required performance tests and certification is current; • weather tight; • has statutory signage installed; • all engineering services are provided with the required redundancy and reliability for the emergency backups systems and essential services. • all engineering services have the required spare capacity • the environmental conditions for engineering services comply with the specification requirements for the Works; • minimum replacement size for all elements: one matching length, sheet or single component; • meets the Core Services requirements;
b) Aesthetic Standards – in addition to table 1 “All Elements and Assemblies”	
(Applicable to all Elements that make up the School Facilities)	<ul style="list-style-type: none"> • be of an appropriate aesthetic standard commensurate with a well maintained public school in Queensland; • have no noticeable blistering or bubbling and free from minor blemishes; • be watertight (where required); • have all grouting and sealants complete. • have no chips and exhibit no lifting; • have no noticeable discolouration, loss of print or pattern on carpets, vinyl, wallpaper or transfers; • have a continuous, unbroken finishing coat; • have no exposure of or lifting of coating material from substrate; • have uniform colour and coating thickness; • have no chalking; • have coating systems and sign writing to signs that comply with relevant Authority requirements; and • have appropriate directional and identifying

	signage to meet the Core Services.
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2) SUBSTRUCTURE	
a) Performance Standards – in addition to table 1 “All Elements and Assemblies”	
Minimum Standard	Obligation for each Building Element
(i) Site preparation, bulk earthworks, detail excavation	<ul style="list-style-type: none"> • no subsidence; • bad ground conditions rectified; • no contamination; • designed bearing pressures achieved.
(ii) Piling and retaining Structures: piles, piers, sheet piling, diaphragm walls	<ul style="list-style-type: none"> • fully supported at all bearing points; • no subsidence or differential settlement.
Retaining wall structures	<ul style="list-style-type: none"> • fully supported at all bearing points; • no subsidence or differential settlement; • retains intended materials; • drainage system operates; • does not retain water or ground water (where applicable); • no displacement.
(iii) Foundation Structures: strip footings, pad footings, pile/pier caps, footing beams	<ul style="list-style-type: none"> • fully supported at all bearing points; • no subsidence or differential settlement.
(iv) Slab Structures: basement/ground slabs poured on ground, cementitious toppings, ramp structures, slab thickenings	<ul style="list-style-type: none"> • fully supported at all bearing points; • no floor movement or springiness as a result of structural inadequacy; • watertight; • no subsidence or differential settlement; • no blocked weepholes or ventilation penetrations; • uniform and even surface; • no trip hazards; • meets relevant Australian Standards for deflection.

3)SUPERSTRUCTURE	
a) Performance Standards – in addition to table 1 “All Elements and Assemblies”	
Minimum Standard	Obligation for each Building Element
(i) Columns structures	<ul style="list-style-type: none"> • fully supported at all bearing points; • no subsidence or differential settlement; • meets relevant Australian Standards for deflection.
(ii) Upper floor and beam structures, decks, balconies	<ul style="list-style-type: none"> • fully supported at all bearing points; • no floor movement or springiness as a result of structural inadequacy; • no subsidence or differential settlement; • uniform and even surface; • no trip hazards; • meets relevant Australian Standards for deflection.
(iii) Stair structures	<ul style="list-style-type: none"> • fully supported at all bearing points; • no movement or springiness as a result of structural inadequacy; • spans between floor levels.

4) ROOFING (all types)	
a) Performance Standards – in addition to table 1 “All Elements and Assemblies”	
Minimum Standard	Obligation for each Building Element
(i) Roof, awning, covered walkways, terraces, covered outdoor learning areas, covered walkways, shade and pergola structures	<ul style="list-style-type: none"> • free of noticeable sagging, distortion or displacement; weather tight (excludes shade and pergola structures); • free of rust and appropriately coated.
(ii) Roofing (inc flashings, cappings, skylights, other roof penetrations, bird/vermin proofing)	<ul style="list-style-type: none"> • disperses water to collection and distribution points; • full cover or thermal and/or sound installation; • weather tight (where applicable); • free of rust and appropriately coated.
(iii) Roof space	<ul style="list-style-type: none"> • roof and ceiling structure are structurally sound; • has adequate ventilation; • full cover of thermal and/or sound installation.

5) WINDOWS, DOORS (inc frames), HATCHES, SHUTTERS (internal and external), SHADING DEVICES AND WIND BREAKS

a) Performance Standards – in addition to table 1 “All Elements and Assemblies”

Minimum Standard	Obligation for each Building Element
(i) Frame, door leaf, window sash, louver, access openings, window hardware, door furniture, remote controls, glazing, panels, sun screen, screen component	<ul style="list-style-type: none"> • disperses water to external (external assembly); • free of damage; • movable components operate freely & smoothly; • keys are maintained in accordance with keying specifications; • internal and external surfaces of window glazing shall be free of substantial marks, dust, smudges and other foreign matter that prevents visibility.

6) WALLS (external)	
a) Performance Standards – in addition to table 1 “All Elements and Assemblies”	
Minimum Standard	Obligation for each Building Element
(i) Structure	<ul style="list-style-type: none"> • weather tight where appropriate; • windproof where appropriate; • free of noticeable deflections or cracking.
(ii) Facings/ cladding, exposed surfaces of wall structure (external)	<ul style="list-style-type: none"> • disperses water externally; • complete; • free of damp spots on internal face; • full cover of thermal and/or sound insulation (where provided); • free of efflorescence; • free of significant defects affecting surface texture and colour; • no blocked weepholes or ventilation penetrations.
(iii) Expansion joint, contraction joint, slip Joint, control joint (also applies to all, including but not limited to, pathways, carparks hardstands, retaining walls etc)	<ul style="list-style-type: none"> • no trips or protruding components; • allows for movement of assemblies whilst maintaining stability, alignment and performance.
(iv) Render, paint finishes	<ul style="list-style-type: none"> • waterproof; • free of significant peeling or chipping; • free of significant defects affecting surface texture and colour; • free of efflorescence.

7) STORMWATER INSTALLATION

a) Performance Standards – in addition to table 1 “All Elements and Assemblies”

Minimum Standard	Obligation for each Building Element
(i) Roof gutters & downpipes	<ul style="list-style-type: none"> collects and disperses water to appropriate outlets; nil leaks; no surcharging; leaf guards & stops are installed (where required); does not surcharge or overflow; does not hold water; free of litter and debris.
(ii) Surface channels, kerb and gutter, swales	<ul style="list-style-type: none"> intercepts and collects surface water as intended; disperses water to outlets or collection points without restriction; no trip hazards; grade and alignment maintained; no erosion of surface adjacent to stormwater installation caused by inadequate drainage design.
(iii) Piping, subsoil drain, culvert	<ul style="list-style-type: none"> nil leaks; no surcharges causing wet spots, subsidence or scouring; provides safe conveyance of stormwater to stormwater main or disposal system; adequate separation or fencing (safe); grade and alignment maintained.
(iv) Values and metering	<ul style="list-style-type: none"> effective; readable and compliant with Local Authority requirements.
(v) Retention, sedimentation, detention tanks or ponds, water storage tank	<ul style="list-style-type: none"> contains, controls or detains stormwater during peak runoff without surcharge or flooding; traps suspended matter or debris whilst allowing water to flow at intended flow rate; no leaks causing wet spots, subsidence or scouring;

	<ul style="list-style-type: none"> adequate separation or fencing of tank or pond
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8) WALLS AND WALL COVERING (internal)

a) Performance Standards – in addition to table 1 “All Elements and Assemblies”

Minimum Standard	Obligation for each Building Element
(i) Structure: including fixed walls, operable walls, screen walls	<ul style="list-style-type: none"> • weather tight
(ii) Resilient and textile coverings	<ul style="list-style-type: none"> • no surface penetrations, tears, lifting at edges or corners; • no loose threads; • no blistering or bubbling.
(iii) Wall tiling (rigid), splashbacks, writing boards	<ul style="list-style-type: none"> • watertight (where required); • all grouting and sealants complete; • no chips; • no lifting.
(iv) Lightweight aggregate coverings, thermal &/or sound insulation system, wallpaper, skirting	<ul style="list-style-type: none"> • no exposure of or lifting of covering from lining; • free of defects affecting surface texture or colour; • continuous over area of cover; • no discolouration, loss of print or pattern on wallpaper or transfers.
(v) Linings: (internal), screens	<ul style="list-style-type: none"> • free of damp spots, efflorescence; • no evidence of watermarks; • full cover of thermal and/or sound insulation system (where required); • no blocked ventilation penetrations.
(vi) Paint, plaster coatings	<ul style="list-style-type: none"> • no evidence of water marks; • free of defects affecting surface texture or colour; • free of significant peeling or chipping

9) FLOORS AND FLOOR COVERING (internal and external)

a) Performance Standards – in addition to table 1 “All Elements and Assemblies”

Minimum Standard	Obligation for each Building Element
(i) Floor structure , stair structure, ramp structure (Inc substructure)	<ul style="list-style-type: none"> • watertight; • no trip hazards; • fully supported at all bearing points; • no floor movement or springiness as a result of structural inadequacy; • no subsidence or differential settlement; • no blocked weepholes or ventilation penetrations; • uniform and even surface.
(ii) Flooring	<ul style="list-style-type: none"> • capable of supporting all loads; • no trips; • no splinters; • no creaking or squeaking; • watertight and/or no damp spots.
(iii) Vapour barrier, DPC, termite shielding and capping, vermin proofing	<ul style="list-style-type: none"> • continuous; • impervious; • located and finished at correct level; • protected (vapour barrier, DPC only).
(iv) Subfloor space	<ul style="list-style-type: none"> • cross ventilation to materials susceptible to decay is permitted; • disperses surface water from under building; • access is lockable; • has adequate ventilation; • no evidence of termite or fungal activity; • no evidence of condensation, dampness or musty odours.
(v) Resilient and textile coverings	<ul style="list-style-type: none"> • no trip hazards; • watertight (where required); • disperses water to external or to drains;

	<ul style="list-style-type: none"> • no blistering or bubbling; • no lifting, tears or cracking at joints or corners.
(vi) Carpets and mats	<ul style="list-style-type: none"> • no trip hazards; • no grease or significant permanent marking; • no lifting; • free of defects affecting surface texture or colour.
(vii) Floor tiling (rigid), terrazzo, granolithic finish, parquetry, epoxy flooring	<ul style="list-style-type: none"> • no trips; • disperses water to external or to drains; • no chips; • all grouting and sealants complete; • no lifting.

10) CEILINGS AND SOFFITS (internal and external)**a) Performance Standards – in addition to table 1 “All Elements and Assemblies”**

Minimum Standard	Obligation for each Building Element
(i) Framing, suspension or support system, linings, cornice	<ul style="list-style-type: none">• free of damp spots or water stains;• provides an effective seal against falling dust from floor or ceiling space above;• full cover of thermal and/or sound insulation system (where required).
(ii) Lightweight aggregate coverings, thermal &/or sound insulation system, ceiling paper	<ul style="list-style-type: none">• no exposure of or lifting of covering from lining;• free of defects affecting surface texture or colour;• continuous over area of cover;• no discolouration or loss of print or pattern on ceiling paper or transfers.

11) FITMENTS (including Loose Furniture and Fixed Furniture)

a) Performance Standards – in addition to table 1 “All Elements and Assemblies”

Minimum Standard	Obligation for each Building Element
(i) General (for all furniture, fixtures and equipment where relevant)	<p>Furniture, fixtures and equipment</p> <ul style="list-style-type: none"> securely fixed (as appropriate) with no sharp edges or cracks; no cracking, no leakage, cleanable; free from surface defects; structurally sound.
(ii) Fixed: cupboards, benches, shelves, display & storage cabinets, mirrors, coat racks, chalk & whiteboards, noticeboards, seating, lockers, bookcases, workstations, IT carrel, lectern, study carrel, flagpole/s, bicycle racks, Display panel, step stools, internal guard rails, joinery, fixed sporting equipment.	<ul style="list-style-type: none"> movable components operate freely & smoothly; no cracked or broken glazing, mirrors (including stainless steel mirrors); no lifting of covering or surface; sporting equipment to be painted in accordance with the governing sports body.
(iii) Loose Furniture	<ul style="list-style-type: none"> able to be used for teaching / instructing and training of courses meets requirements of Core Services; surfaces are smooth and even; furniture is matching in colour, size, style and make (if appropriate) throughout a room/area; aligned.
(iv) Industrial arts furniture and equipment and workshop machinery	<ul style="list-style-type: none"> able to be used for teaching / instructing and training of technical courses; aligned; all required guards and safety equipment in place.
(v) Kilns	<ul style="list-style-type: none"> facilitates the drying of clay and ceramic products at rated temperature duration; aligned;

	<ul style="list-style-type: none"> complies with DET recommendations for School Art Kiln Installation.
(vi) Curtains and blinds, including stage curtains	<ul style="list-style-type: none"> no tears, holes or splits; operates smoothly and easily; no worn material; certification current (stage curtains).
(vii) Non-statutory signage, school signs and directional signage	<ul style="list-style-type: none"> clear and easy to read; facilitates direction within the school; identifies each School Facility / room area; meets Core Service needs.
b) Aesthetic Standard Obligations for all elements listed above	
Finishes and surfaces clean with no scratching, tearing, significant wearing or discolouration.	

12) FENCES AND GATES AND GRILLES

a) Performance Standards – in addition to table 1 “All Elements and Assemblies”

Minimum Standard	Obligation for each Building Element
(i) Solid wall, framed (security & non security fencing)	<ul style="list-style-type: none">• no blocked weepholes;• in alignment;• provides an effective barrier as appropriate• no efflorescence
(ii) Panelling, mesh, wire (security & non security fencing)	<ul style="list-style-type: none">• provides an effective barrier;• in alignment.
(iii) Gates, security gates (hinged, sliding or folding), grilles, security grilles	<ul style="list-style-type: none">• movable components operate smoothly and easily;• lockable (where applicable) and complies with keying requirements;• in alignment.

13) EXTERNAL MOVEMENT AREAS

a) Performance Standards – in addition to table 1 “All Elements and Assemblies”

Minimum Standard	Obligation for each Building Element
(i) Footpaths, ramps, stairs, bridges (including between buildings), decks, roads, carparks, playgrounds, assembly quadrangle, bicycle storage area, mowing strips, hardcourts e.g. cricket, tennis, basketball etc and synthetic turf	<ul style="list-style-type: none"> • disperses water to drainage system; • free of pot holes and trip hazards; • free of bulges, swellings, depressions indicating sub-base or sub-grade failure; • free of litter and foreign matter such as stones, brick, glass and animal faeces; • no uplifting or sinking across joints; • of a level surface with sufficient gradient to allow surface water run-off; • free of weeds, moss or other extraneous growth; • of a level surface with sufficient gradient to allow water run-off; • line marking to be legible and in accordance with the specifications
(ii) Speed humps, animal grids, bump bars, corner guards, fenders, bollards, road safety signs, hob	<ul style="list-style-type: none"> • no ponding of water; • free from erosion or displacement of components.

14) ELECTRICAL INSTALLATION AND COMMUNICATION / INFORMATION TECHNOLOGY INSTALLATION

a) Performance Standards – in addition to table 1 “All Elements and Assemblies”

Minimum Standard	Obligation for each Building Element
(i) Wiring systems	<ul style="list-style-type: none"> not overloaded; not constitute a fire hazard.
(ii) Telephone switchboards, Main switchboards, distribution boards, PABX, link boxes, control panels, enclosures, lightning protection, padmount substations, metering & measuring FF&FE	<ul style="list-style-type: none"> free of PCB's not constitute a fire hazard; not overloaded; easily accessible; clean free area surrounding Components; all tubes or lamps operate with no signs of deterioration.
(iii) Electrical accessories (including but not limited to switches, power outlets, laser outlets, speed controller, timer, PE cells, thermostat, energy conservation device, swipe card reader, infra red locators, RCD protection, electrical latch lockset	<ul style="list-style-type: none"> free of PCB's; not constitute a fire hazard; operate effectively.
(iv) Electrical FF&FE and Un-Interruptible Power Systems including generators or generator set, generator enclosure, Mobile Generators, transformer and transformer enclosures, batteries and battery enclosures, solar collector and solar collector enclosure, telephones, satellite dish.	<ul style="list-style-type: none"> free of PCB's; not constitute a fire hazard; bearings not noisy or worn; includes all required safety grilles, guards, enclosures; provides safe and reliable un-interruptible power for electrical services to the requirements of the School Facilities.
(v) Fixed and stationary electrical appliances and fixtures (including wall fan	<ul style="list-style-type: none"> free of PCB's; regular tests / inspection carried out;

heaters, space heaters, ceiling fans, fridges, freezers, stoves, ovens, fax machines, photocopiers, in-floor and underfloor heating)	<ul style="list-style-type: none"> • bearings not noisy or worn; • all tubes or lamps operate with no signs of visual deterioration; • includes all safety grilles, guards, enclosures and equipment.
(vi) IT cabling and hubs	<ul style="list-style-type: none"> • not constitute a fire hazard; • regular tests/inspection carried out (as a minimum annually with the Condition Based Survey).
(viii) Luminaries; (inc; emergency, fire lighting and exit, security, external lighting, fluorescent lamps, examination lights, surgical lights, grounds, helipad lighting, general lighting & supports)	<ul style="list-style-type: none"> • provides emergency evacuation lighting to the requirements of the School Facilities; • all tubes or lamps operate with no signs of visual deterioration; • free of PCB's; • lux levels meet Policy and original design tolerance.
(ix) MATV system	<ul style="list-style-type: none"> • provides clear picture and sound quality for all required channels; • regular tests/inspections carried out (as a minimum annually with the Condition Based Survey).
(x) E.W.I.S system swipe card, electronic access, panic systems (as required)	<ul style="list-style-type: none"> • compatibility with other systems; • regular tests/inspections carried out (as a minimum annually with the Condition Based Survey).
(xi) Master clock system (as required)	<ul style="list-style-type: none"> • provides accurate and self-correcting time-keeping; • regular tests/inspections carried out (as a minimum annually with the Condition Based Survey).
(xii) AV and sound equipment including public address system	<ul style="list-style-type: none"> • provides public address from a permanently installed system to a portable system to the requirements of the School Facilities; • able to be used for teaching / instructing and training courses; • be capable of carrying voice, data and video as appropriate; • able to facilitate communication internally and externally as appropriate; • supports IT hardware and software; • all statutory certificates and licences are current.

(xii) Communication & IT sundries: system integration	<ul style="list-style-type: none"> • All statutory certificates and licences are current; • regular tests/inspections carried out (as a minimum annually with the Condition Based Survey); • Project Company IT and communications does not impact on or disrupt Core Services and DET ITC.
(xiii) BMCS (as applicable)	<ul style="list-style-type: none"> • regular tests/inspections carried out; • provide full and effective control of services. • monitors all necessary systems
(xiv) Passenger lifts (including stairway lifts)	<ul style="list-style-type: none"> • provides safe and reliable vertical transport; • regular tests/inspections carried out (as a minimum annually with the Condition Based Survey – or as required by legislation); • operational to the manufacturer's requirements.

15) FIRE PROTECTION SYSTEMS

a) Performance Standards – in addition to table 1 “All Elements and Assemblies”

Minimum Standard	Obligation for each Building Element
(i) Fire resisting construction & smoke control systems	<ul style="list-style-type: none"> • construction complies with BCA requirements; • complies with QFRS requirements.
(ii) Fire and smoke detection, VESDA systems, and alarm systems	<ul style="list-style-type: none"> • regular inspections/tests carried out (as required by legislation and as a minimum annually with the Condition Based Survey).
(iii) Fire extinguishing services	<ul style="list-style-type: none"> • reticulates water to outlets with pressure in accordance with BCA; • fire hydrant/hose reel points identified per BCA; • nil leaks; • regular inspections/tests carried out (as required by legislation and as a minimum annually with the Condition Based Survey).
(iv) Fire extinguishing equipment	<ul style="list-style-type: none"> • nil leaks; • clean free area to perimeter of sub-Assembly; • regular inspections/tests carried out (as required by legislation and as a minimum annually with the Condition Based Survey).
(v) Fire panels, mimic display panels and detection system	<ul style="list-style-type: none"> • Regular inspections/tests carried out (as required by legislation and as a minimum annually with the Condition Based Survey); • Is readily accessible.

16) SECURITY SYSTEMS	
a) Performance Standards – in addition to table 1 “All Elements and Assemblies”	
Minimum Standard	Obligation for each Building Element
(i) Electronic security systems including: Intruder detection and alarm system CCTV (including monitors) Mobile duress alarm Fixed duress alarm	In addition to the applicable standards for electrical installation and Communication / Information Technology Installation, the Security systems must: <ul style="list-style-type: none"> • meet the requirements of the specification; • have regular tests/inspections carried out (as a minimum annually with the Condition Based Survey; • provide intruder alarms for buildings.

17) SEWERAGE SYSTEM	
a) Performance Standards – in addition to table 1 “All Elements and Assemblies”	
Minimum Standard	Obligation for each Building Element
(i) Waste & soil fixtures	<ul style="list-style-type: none"> • nil leaks; • free of defects that compromise hygiene; • contains odours produced.
(ii) Sewer & waste piping (soil piping)	<ul style="list-style-type: none"> • nil leaks; • no surcharging; • provides safe conveyance of sewage or waste to disposal system; • contains odours produced; • grade and alignment maintained.
(iii) Sewage & waste disposal System	<ul style="list-style-type: none"> • works efficiently; • no protruding or exposed components (unsafe); • nil leaks; • hygienic storage and/or treatment of sewage or waste; • no surcharging; • contains odours produced; • grade and alignment maintained; • compliant with legislation.

18) WATER INSTALLATION**a) Performance Standards – in addition to table 1 “All Elements and Assemblies”**

Minimum Standard	Obligation for each Building Element
(i) Water storage	<ul style="list-style-type: none">• hygienic storage suitable for drinking (where applicable);• nil leaks;• no sludge build up;• adequate separation or fencing of storage component (safe);• no corrosion or contaminants have entered the water system.
(ii) Water service (cold) including irrigation systems	<ul style="list-style-type: none">• nil leaks;• reticulates cold water to outlets with adequate pressure at peak usage periods;• no corrosion or contaminants have entered the water system.
(iii) Hot and warm water service. heating water boilers and solar water systems	<ul style="list-style-type: none">• nil leaks;• reticulates hot and warm water to outlets at required temperature and adequate pressure for peak usage periods;• protected from damage and heat loss;• has sufficient cover or isolated to prevent human contact, (safe);• no corrosion or contaminants have entered the water system.
(iv) Valves/sub metering	<ul style="list-style-type: none">• nil leaks;• readable and accessible.
(v) Water treatment plant or grey water (as required)	<ul style="list-style-type: none">• no bacteria, microbiological or Legionella build up;• operating effectively;• reliable.

19) MECHANICAL SERVICES

a) Performance Standards – in addition to table 1 “All Elements and Assemblies”

Minimum Standard	Obligation for each Building Element
(i) Ventilation	<ul style="list-style-type: none"> provides ventilation at required rate to building spaces; provides acceptable indoor air quality to Australian Standards; nil leaks in ductwork and pipework; regular cleaning of filters, grilles, etc.; regular tests/inspections carried out (as a minimum annually as part of the Condition Based Survey).
(ii) Ducted central air conditioning system	<ul style="list-style-type: none"> provides comfort conditions to the space at required airflow rate and temperature to meet the design requirements and specifications; air tight; regular cleaning of filters, grilles, etc.; regular tests/inspections carried out (as a minimum annually as part of the Condition Based Survey).
(iii) Evaporative cooling system	<ul style="list-style-type: none"> provides cooling to spaces in hot conditions, based on high air movement rates and evaporation of water; provides comfort conditions to the space at required airflow rate and temperature to meet design specification; air tight; maintain records for each School Facility, of services, repairs/parts, replacements and breakdowns. Maintenance records must be signed off by serviceman; regular cleaning of filters, grilles, etc.; regular tests/inspections carried out (as a minimum annually as part of the Condition Based Survey).
(iv) Dust extraction systems	<ul style="list-style-type: none"> regular cleaning of filters, grilles, etc.; regular tests/inspections carried out (as a minimum annually as part of the Condition Based Survey).

(v) Package air conditioning units / split AC systems / single room ducted AC systems / wall / window mounted AC units	<ul style="list-style-type: none"> • provides comfort conditions to the space at designed airflow rate and temperature; • air tight; • regular cleaning of filters, grilles, etc.
(vi) Central and space heating systems	<ul style="list-style-type: none"> • provides heating to spaces by radiant and/or convection type heaters; • non-leak; • provides designed comfort conditions to the space at required airflow rate and temperature; • regular cleaning of filters, grilles, etc.
(ix) Chillers, cooling towers and accessories	<ul style="list-style-type: none"> • regular inspections/tests/certification/water quality tests carried out; • regular cleaning of filters, grilles etc; • provides cool air to space at required rate for current use; • no Legionella.
b) Aesthetic Standard Obligations for all elements listed above	
Surface finishes free from corrosion or discolouration.	

20) GAS SERVICE	
a) Performance Standards – in addition to table 1 “All Elements and Assemblies”	
Minimum Standard	Obligation for each Building Element
(i) Storage tanks and bottles (LPG)	<ul style="list-style-type: none"> • nil leaks; • regular inspection/tests are carried out.
(ii) Gas reticulation (LPG & natural gas)	<ul style="list-style-type: none"> • nil leaks; • reticulates gas to fixtures at manufacturers recommended pressure and quality.
(iii) Gas appliances and fixtures	<ul style="list-style-type: none"> • nil leaks; • performs to manufacturer’s specification; • complies with DETE gas stove standards.

21) FITTINGS AND FIXTURES FOR HYDRAULIC SERVICES (Sanitary Plumbing, Water and Gas Services)

a) Performance Standards – in addition to table 1 “All Elements and Assemblies”

Minimum Standard	Obligation for each Building Element
(i) Sanitary ware	<ul style="list-style-type: none"> • all fixtures free of chips, cracks, etc. • nil leaks; • no sludge build up.
(ii) Valves	<ul style="list-style-type: none"> • can be operated without excessive effort; • nil leaks.
(iii) Tapware	<ul style="list-style-type: none"> • can be operated without excessive effort; • faucets and taps generally to be vandal resistant; • nil leaks.

22) PUMPS AND MOTORS	
a) Performance Standards – in addition to table 1 “All Elements and Assemblies”	
Minimum Standard	Obligation for each Building Element
(i) Pumps (including accessories)	<ul style="list-style-type: none"> • provides separation from moving parts (safe); • nil leaks; • regular inspections/tests carried out; • all required safety guards in place; • no excessive noise or vibration, or loss of efficiency.
(ii) Motors (excluding attachments)	<ul style="list-style-type: none"> • provides safe storage of fuel, no leaks; • provides separation from moving parts (safe); • all required safety guards in place; • regular inspections/tests carried out; • no excessive noise or vibration, or loss of efficiency.

23) HANDRAILS, BALUSTRADES, WALL BUFFERS AND LADDERS	
a) Performance Standards – in addition to table 1 “All Elements and Assemblies”	
Minimum Standard	Obligation for each Building Element
(i) Handrails, balustrades, grab rails, ladders, ladder cages	<ul style="list-style-type: none"> • able to withstand loading without undue deflection; • joints will effectively resist weathering; • surfaces are smooth to the touch.
b) Aesthetic Standard Obligations for all elements listed above	
Surface is clean, intact with no signs of corrosion	

24) GROUNDS AND GARDEN**a) Performance Standards – in addition to table 1 “All Elements and Assemblies”**

Minimum Standard	Obligation for each Building Element
(i) Grassed areas	<ul style="list-style-type: none">• live grass, which is in healthy and vibrant growth taking into account prevailing weather conditions, seasonal requirements and functional use. Prominent grassed areas such as high use public student and Staff areas shall have substantial grass coverage at all times;• uniform & even surface appropriate to the relevant sport or use;• free of disease affecting performance or safety;• free of litter or foreign matter such as stones, brick, glass and animal faeces;• free of noxious weeds and substantially free of weeds in well established and prominent grassed areas such as high use public student and Staff areas;• no trip hazards;• disperses water to drains;• no lifting of turf;• neatly cut to the edge of any borders at a length appropriate to its function;• line marking to be legible and in accordance with the specifications.
(ii) Garden beds	<ul style="list-style-type: none">• live plants which are attractive and in healthy and vibrant growth maintained to appropriate size;• free of noxious weeds and substantially free of other weeds;• free of litter or foreign matter such as brick, glass and animal faeces;• free of disease affecting performance or safety;• uniform covering of mulch (where required);• disperses water to drains.
(iii) Trees and shrubs	<ul style="list-style-type: none">• live trees and shrubs which are attractive and in

	<p>healthy and vibrant growth;</p> <ul style="list-style-type: none"> • free of disease affecting plant life; • free of litter or foreign matter such as stones, brick, glass and animal faeces; • growth should not adversely affect the ground or building elements; • no trip hazards (roots); • well trimmed; • shrub growth to be kept within garden beds and below sill height where adjacent to windows; • trees and shrubs shall not obstruct signage or other way finding fixtures; • work to trees subject to conservation requirements must be in accordance with environmental / conservation requirements.
b) Aesthetic Standard Obligations for all elements listed above	
Neat and tidy, with trees and grassed areas in a healthy condition.	

25) SWIMMING POOLS (as applicable)

a) Performance Standards – in addition to table 1 “All Elements and Assemblies”

Minimum Standard	Obligation for each Building Element
(i) Floor structure, wall structure, stair structure, ramp structure (inc substructure)	<ul style="list-style-type: none"> • no trip hazards; • fully supported at all bearing points; • no floor movement or springiness as a result of structural inadequacy; • watertight; • no subsidence or differential settlement; • no blocked weepholes or ventilation penetrations; • uniform and even surface.
(ii) Tiling (rigid), terrazzo, granolithic finish	<ul style="list-style-type: none"> • disperses water to drains; • no trips; • all grouting and sealants complete; • no chips; • no lifting.
(iii) Handrails, balustrades, grab rails, ladders, pool fencing	<ul style="list-style-type: none"> • prevents access by underage children; • able to withstand loading without undue deflection; • joints will effectively resist weathering; • surfaces are smooth to the touch.
(iv) Pool cleaning plant and equipment, water filtration plant and equipment	<ul style="list-style-type: none"> • provides separation from moving parts, (safe); • nil leaks; • regular inspections/tests carried out; • all required safety guards in place; • no excessive noise or vibration, or loss of efficiency.
(v) Water quality	<ul style="list-style-type: none"> • adequate PH levels; • within appropriate temperature tolerances; • comply with the requirements of FCM-PR-004: School Swimming Pools - operation and management).

26) COATING SYSTEMS (INCL SPECIAL COASTING SYSTEMS); EXTERNAL & INTERNAL

a) Performance Standards – in addition to table 1 “All Elements and Assemblies”

Minimum Standard	Obligation for each Building Element
(i) Paints, stains, clear coatings, waterproof coatings, proprietary coatings (e.g. colorbond), anti graffiti coatings, signwriting (statutory requirement only) and line marking	<ul style="list-style-type: none"> • uniform colour & coating thickness; • no discolouration; • continuous, unbroken finishing coat; • no exposure of or lifting of coating material from substrate; • uniform colour and coating thickness; • no chalking; • coating system and sign writing to signs complies with relevant Statutory Authority requirements; • sign writing clear, legible; • free of soiling, scuffs or stains which cannot be removed by normal cleaning methods (domestic detergents or domestic abrasive cleaning agents); • no evidence of water leaks or moisture between the coating system substrate; • minimum repaint size: internally a single room, or a whole building externally.

Appendix 2 Key Performance Indicators

1. Interpretation

The KPI table is to be read in conjunction with Schedule 2 (Payment Mechanism) and as follows:

- (a) **Service specification reference:** the Service specification requirement that if breached or not achieved by the Project Company, may give rise to a Failure. In the case of any discrepancy between this Appendix 2 and the Services Specification, the requirements of the Services Specification must take precedence. The KPIs set out in the table below do not limit, derogate from or otherwise affect the Project Company's obligations to carry out the Services to the Services Specification;
- (b) **Ref:** identifies the unique reference number applicable to each KPI;
- (c) **Descriptor:** provides a summary of the performance obligation for ease of reference and identification;
- (d) **Monitoring Period and Monitoring Details:** examples of the minimum periods of monitoring and details of the monitoring methods which the Project Company must, and the State may, use to monitor the delivery of the Services. This column is not exhaustive nor determinative and the State may monitor the delivery of the Services using any method it considers reasonable, including the methods set out in the "Monitoring Method and Monitoring Period" column. The Project Company must provide additional monitoring as may be required to ensure ongoing compliance with the Services Specification. Where reporting is to be provided annually it must be provided for the period up to 5 Business Days prior to the date of the Annual Performance Report. Where reporting is to be provided monthly, it must be provided for the period up to 5 Business Days prior to the date of the Monthly Performance Report;
- (e) **KPI Priority Category:** the category of the KPI as specified by Schedule 2 (Payment Mechanism);
- (f) **Area or Non Area Based:** whether the failure is Area or non Area based;
- (g) **Response Period:** has the meaning given in Schedule 2 (Payment Mechanism);
- (h) **Permanent Rectification Period:** has the meaning given in Schedule 2 (Payment Mechanism). For the avoidance of doubt, where "Immediate" is nominated in the Permanent Rectification Period column, a Performance Deduction shall apply Immediately upon a Fault having occurred; and
- (i) **Repeat Failure Period:** the Repeat Failure Period which sets out the period the Project Company has to Rectify the Failure prior to accumulating additional abatement. The Project Company will continue to accumulate abatement (as determined by Schedule 2 (Payment

Mechanism) for each Repeat Failure Period that expires if the Failure is not Rectified.

Table 1 – Key Performance Indicators

[RFBB Note: The State is further considering its position in relation to the Response Periods, Permanent Rectification Periods and Repeat Failure Periods, outlined in the table below.]

Service Specification Reference	Specific Requirement		Monitoring Period (“MP”), Monitoring Details (“MD”) and other Relevant Information	Service Detail				
	Ref.	Descriptor		KPI Priority Category	Area-Based KPIs or Non-Area-Based KPIs	Response Period	Permanent Rectification Period	Repeat Failure Period
Section 7.1(a)	O10	The Project Company must deliver the Services in accordance with endorsed O&M Manual.	MP: Annually; MD: measured against endorsed auditing methods	D	Non Area	Not Applicable	Immediate	5 Service Days
Section 7.1(d) and 7.1(e)(i) to (iii)	O20	The Project Company must Update the O&M Manual in accordance with the requirements of this Services Specification.	MP: Annually; MD: measurement against endorsed process for updating the O&M Manual and time for submission of draft O&M Manual.	D	Non Area	Not Applicable	Immediate	5 Service Days

Service Specification Reference	Specific Requirement		Monitoring Period (“MP”), Monitoring Details (“MD”) and other Relevant Information	Service Detail				
	Ref.	Descriptor		KPI Priority Category	Area-Based KPIs or Non-Area-Based KPIs	Response Period	Permanent Rectification Period	Repeat Failure Period
Section 7.1(e)(iv)	O30	The Project Company must ensure the O&M Manual is available in accordance with the requirements of this Services Specification.	MP: Monthly; MD: measured against endorsed access to the O&M Manual	C	Non Area	Not Applicable	Immediate	5 Service Days
Section 7.1(b), (c) and (f)	O40	The Project Company must provide the O&M Manual in accordance with the requirements of this Services Specification.	MP: Annually; MD: measured against compliance with specification requirements so there are no errors or omissions and or by any endorsed rectification	C	Non Area	Not Applicable	Immediate	5 Service Days

Service Specification Reference	Specific Requirement		Monitoring Period (“MP”), Monitoring Details (“MD”) and other Relevant Information	Service Detail				
	Ref.	Descriptor		KPI Priority Category	Area-Based KPIs or Non-Area-Based KPIs	Response Period	Permanent Rectification Period	Repeat Failure Period
Section 8.1	GR10	The Project Company must comply with specification requirements Materials and Workmanship in accordance with this Services Specification.	MP: Monthly; MD: Project Company self monitoring (in accordance with the PMS) or the school or State reports to Helpdesk	C	Non Area	Not Applicable	Immediate	5 Service Days
Section 8.2	GR20	The Project Company must comply with the requirements for Quality Standards in accordance with this Services Specification.	MP: Annually; MD: Audit by an independent quality assurance assessor	C	Non Area	Not Applicable	Immediate	5 Service Days

Service Specification Reference	Specific Requirement		Monitoring Period (“MP”), Monitoring Details (“MD”) and other Relevant Information	Service Detail				
	Ref.	Descriptor		KPI Priority Category	Area-Based KPIs or Non-Area-Based KPIs	Response Period	Permanent Rectification Period	Repeat Failure Period
Section 8.3	GR30	The Project Company must comply with the requirements for Environmentally Sustainable Development in accordance with this Services Specification.	MP: Annually; MD: Audit by the Project Company and or State Representative against endorsed ESD targets	C	Non Area	Not Applicable	Immediate	5 Service Days

Service Specification Reference	Specific Requirement		Monitoring Period (“MP”), Monitoring Details (“MD”) and other Relevant Information	Service Detail				
	Ref.	Descriptor		KPI Priority Category	Area-Based KPIs or Non-Area-Based KPIs	Response Period	Permanent Rectification Period	Repeat Failure Period
Section 8.4	GR40	The Project Company must comply with the requirements for Disaster, fire and emergency management in accordance with this Services Specification.	MP: Quarterly; MD: Audit by the Project Company and or State Representative against endorsed procedures for disaster, fire and emergency management	C	Non Area	Not Applicable	Immediate	5 Service Days
Section 8.5	GR50	The Project Company must provide community consultation and public relations in accordance with the requirements of this Services Specification.	MP: Annually; MD: Project Company self monitoring, complaints being raised with DETE, the State or the State Representative by a Stakeholder	C	Non Area	Not Applicable	Immediate	5 Service Days

Service Specification Reference	Specific Requirement		Monitoring Period (“MP”), Monitoring Details (“MD”) and other Relevant Information	Service Detail				
	Ref.	Descriptor		KPI Priority Category	Area-Based KPIs or Non-Area-Based KPIs	Response Period	Permanent Rectification Period	Repeat Failure Period
Section 8.6 excluding 8.6(a)(ii)	GR60	The Project Company must comply with the employee requirements in accordance with this Services Specification.	MP: As required; MD: school, State Representative or Project Company Employee reports to Helpdesk	B	Non Area	Not Applicable	Immediate	1 Service Day
Section 8.6(a)(ii)	GR70	The Project Company must provide employee training in accordance with the requirements of this Services Specification.	MP: Quarterly; MD: Project Company self monitoring (in accordance with the PMS) and or a school reports to Helpdesk	C	Non Area	Not Applicable	Immediate	5 Service Days

Service Specification Reference	Specific Requirement		Monitoring Period (“MP”), Monitoring Details (“MD”) and other Relevant Information	Service Detail				
	Ref.	Descriptor		KPI Priority Category	Area-Based KPIs or Non-Area-Based KPIs	Response Period	Permanent Rectification Period	Repeat Failure Period
Section 8.7	GR80	The Project Company must provide After School Day and Surplus Areas services in accordance with the requirements of this Services Specification.	MP: Daily; MD: Project Company self monitoring against specification requirements. community or State identified issues	B	Non Area	Not applicable	Immediate	1 Service Day
Sections 9.2	PMS10	The Project Company must provide the PMS in accordance with the requirements of this Services Specification.	MP: Monthly; MD: Self audit against the requirements of the O&M Manual	C	Non Area	Not Applicable	Immediate	5 Service Days

Service Specification Reference	Specific Requirement		Monitoring Period (“MP”), Monitoring Details (“MD”) and other Relevant Information	Service Detail				
	Ref.	Descriptor		KPI Priority Category	Area-Based KPIs or Non-Area-Based KPIs	Response Period	Permanent Rectification Period	Repeat Failure Period
Section 9.3	PMS20	The Project Company must comply with the requirements for Monitoring Method in accordance with the requirements of this Services Specification.	MP: Quarterly; MD: measurement against the requirements of the Services Specification	B	Non Area	Not Applicable	Immediate	5 Service Days
Section 9.4	PMS30	The Project Company must provide the Daily Performance Report in accordance with the requirements of this Services Specification.	MP: Daily; MD: automatic assessment by the Helpdesk Software Application as to whether the report has been provided prior to 9:00am of a School Day	C	Non Area	Not Applicable	Immediate	1 Service Day

Service Specification Reference	Specific Requirement		Monitoring Period (“MP”), Monitoring Details (“MD”) and other Relevant Information	Service Detail				
	Ref.	Descriptor		KPI Priority Category	Area-Based KPIs or Non-Area-Based KPIs	Response Period	Permanent Rectification Period	Repeat Failure Period
Section 9.5	PMS40	The Project Company must provide the Performance and Payment Report in accordance with the requirements of this Services Specification.	MP: Monthly; MD: measurement against endorse format and content of the Performance and Payment Report. Measurement of timely provision of the report.	C	Non Area	Not Applicable	Immediate	5 Service Days

Service Specification Reference	Specific Requirement		Monitoring Period (“MP”), Monitoring Details (“MD”) and other Relevant Information	Service Detail				
	Ref.	Descriptor		KPI Priority Category	Area-Based KPIs or Non-Area-Based KPIs	Response Period	Permanent Rectification Period	Repeat Failure Period
Section 9.6	PMS50	The Project Company must provide the Annual Performance Report in accordance with the requirements of this Services Specification.	MP: Annually; MD: measurement against endorsed format and content of the Annual Performance Report. Measurement of timely provision of the report.	A	Non Area	Not Applicable	Immediate	5 Service Days
Section 9.7	PMS60	The Project Company must maintain the Performance Data in accordance with requirements of this Services Specification.	MP: Quarterly; MD: measurement against specification requirements	B	Non Area	Not Applicable	Immediate	5 Service Days

Service Specification Reference	Specific Requirement		Monitoring Period (“MP”), Monitoring Details (“MD”) and other Relevant Information	Service Detail				
	Ref.	Descriptor		KPI Priority Category	Area-Based KPIs or Non-Area-Based KPIs	Response Period	Permanent Rectification Period	Repeat Failure Period
Section 9.8	PMS70	The Project Company must provide Auditing of PMS in accordance with the requirements of this Services Specification.	MP: Quarterly; MD: measurement of rectification against identified omission, defect, failure to comply, inconsistency or deficiency in the implementation	B	Non Area,	Not Applicable	Immediate	5 Service Days
Section 10 excluding Section 10.4	H10	The Project Company must provide the Helpdesk in accordance with the requirements of this Services Specification.	MP: Monthly; MD: automatic measurement of the Helpdesk Software Application, identified by a Helpdesk user or identified through an audit of the Service	C	Non Area	Not Applicable	Immediate	1 Service Day

Service Specification Reference	Specific Requirement		Monitoring Period (“MP”), Monitoring Details (“MD”) and other Relevant Information	Service Detail				
	Ref.	Descriptor		KPI Priority Category	Area-Based KPIs or Non-Area-Based KPIs	Response Period	Permanent Rectification Period	Repeat Failure Period
Section 10.4	H20	The Project Company must comply with the Helpdesk Minimum Acknowledgment Time Standard	MP: Quarterly; MD: automatic measurement by the Helpdesk Software Application or through independent audit of the system in accordance with Section 9.8(b) of this Services Specification	B	Non Area	Not Applicable	Immediate	Not applicable

Service Specification Reference	Specific Requirement		Monitoring Period (“MP”), Monitoring Details (“MD”) and other Relevant Information	Service Detail				
	Ref.	Descriptor		KPI Priority Category	Area-Based KPIs or Non-Area-Based KPIs	Response Period	Permanent Rectification Period	Repeat Failure Period
Section 11.3 excluding Section 11.3(b)(iv)	M10	The Project Company must provide Planned Maintenance Services in accordance with the requirements of this Services Specification.	MP: Monthly; MD: measurement against endorsed Maintenance Manual	B	Area	Not Applicable	Immediate	1 Service Day
Section 11.3(b)(iv)	M20	The Project Company must provide annual certification and testing in accordance with the requirements of this Services Specification.	MP: Annually; MD: measured against Statutory Authority requirements	D	Non Area	Not Applicable	Immediate	5 Service Days

Service Specification Reference	Specific Requirement		Monitoring Period (“MP”), Monitoring Details (“MD”) and other Relevant Information	Service Detail				
	Ref.	Descriptor		KPI Priority Category	Area-Based KPIs or Non-Area-Based KPIs	Response Period	Permanent Rectification Period	Repeat Failure Period
Section 11.4	M30	The Project Company must provide Unplanned Maintenance Services resulting from a Fault that is dangerous to health and safety or could cause major damage in accordance with the requirements of this Services Specification.	MP: Per Request; MD: measurement against Minimum Maintenance Standards and endorsed work method statements.	B	Area	Within 30 minutes during Service Days	4 hours during Service Days	4 hours during Service Days

Service Specification Reference	Specific Requirement		Monitoring Period (“MP”), Monitoring Details (“MD”) and other Relevant Information	Service Detail				
	Ref.	Descriptor		KPI Priority Category	Area-Based KPIs or Non-Area-Based KPIs	Response Period	Permanent Rectification Period	Repeat Failure Period
Section 11.4	M40	The Project Company must Provide Unplanned Maintenance Services resulting from a Fault which that is causing major disruption or interruption to Core Services in accordance with the requirements of this Services Specification.	MP: Per Request; MD: measurement against Minimum Maintenance Standards and endorsed work method statements.	C	Area	Within 1 hour during Service Days	3 Service Days	3 Service Days

Service Specification Reference	Specific Requirement		Monitoring Period (“MP”), Monitoring Details (“MD”) and other Relevant Information	Service Detail				
	Ref.	Descriptor		KPI Priority Category	Area-Based KPIs or Non-Area-Based KPIs	Response Period	Permanent Rectification Period	Repeat Failure Period
Section 11.4	M50	The Project Company must provide Unplanned Maintenance Services resulting from a Fault that is inconvenient or could eventually result in damage over time and all other Unplanned Maintenance Services resulting from a Fault that is not covered by either KPI M30 or KPI M40 in accordance with the requirements of this Services Specification.	MP: Per Request; MD: measurement against Minimum Maintenance Standards and endorsed work method statements.	D	Area	Within 2 hours during Service Days	10 Service Days	10 Service Days

Service Specification Reference	Specific Requirement		Monitoring Period (“MP”), Monitoring Details (“MD”) and other Relevant Information	Service Detail				
	Ref.	Descriptor		KPI Priority Category	Area-Based KPIs or Non-Area-Based KPIs	Response Period	Permanent Rectification Period	Repeat Failure Period
Section 11.5	M60	The Project Company must provide the Lift Service in accordance with the requirements of this Services Specification.	MP: Per Request; MD: measurement of time taken from notification until release of trapped occupants	A	Non Area	Not applicable	Immediate	15 Minutes
Section 11.6	M70	The Project Company must provide the Asset Register in accordance with the requirements of this Services Specification.	MP: Annually; MD: measured against specification requirements or endorsed work method statements provided in the O&M Manual.	B	Non Area	Not applicable	Immediate	5 Service Days

Service Specification Reference	Specific Requirement		Monitoring Period (“MP”), Monitoring Details (“MD”) and other Relevant Information	Service Detail				
	Ref.	Descriptor		KPI Priority Category	Area-Based KPIs or Non-Area-Based KPIs	Response Period	Permanent Rectification Period	Repeat Failure Period
Section 11.7	M80	The Project Company must provide the computerised asset management system in accordance with the requirements of this Services Specification.	MP: Annually; MD: measured against endorsed work method statements provided in the O&M Manual.	B	Non Area	Not applicable	Immediate	5 Service Days

Service Specification Reference	Specific Requirement		Monitoring Period (“MP”), Monitoring Details (“MD”) and other Relevant Information	Service Detail				
	Ref.	Descriptor		KPI Priority Category	Area-Based KPIs or Non-Area-Based KPIs	Response Period	Permanent Rectification Period	Repeat Failure Period
Section 11.8	M90	The Project Company must provide Condition Based Survey in accordance with the requirements of this Services Specification.	MP: Annually; MD: measured against endorsed work method statements provided in the O&M Manual and Laws. Measurement of time of provision of the Condition Based Survey.	B	Non Area	Not applicable	Immediate	5 Service Days
Section 12.2	S10	The Project Company must comply with the Security Services general requirements.	MP: Annually; MD: measured by audit against endorsed O&M Manual, the Security Handbook, relevant Laws and AS4421	C	Non Area, Periodic	Not Applicable	Immediate	5 Business Days

Service Specification Reference	Specific Requirement		Monitoring Period (“MP”), Monitoring Details (“MD”) and other Relevant Information	Service Detail				
	Ref.	Descriptor		KPI Priority Category	Area-Based KPIs or Non-Area-Based KPIs	Response Period	Permanent Rectification Period	Repeat Failure Period
Section 12.3	S20	The Project Company must secure and open School Facilities in accordance with the requirements of this Services Specification.	MP: As required; MD: inspection of all doors, windows, gates and access ways at the beginning and end of a School Day or ad hoc use by Users.	C	Non Area	Not Applicable	Immediate	2 Hours during Service Days

Service Specification Reference	Specific Requirement		Monitoring Period (“MP”), Monitoring Details (“MD”) and other Relevant Information	Service Detail				
	Ref.	Descriptor		KPI Priority Category	Area-Based KPIs or Non-Area-Based KPIs	Response Period	Permanent Rectification Period	Repeat Failure Period
Section 12.4	S30	The Project Company must provide end of term security in accordance with the requirements of this Services Specification.	MP: At the end of the School term; MD: inspection of all School Facilities. Submission of completed End of School Term Security Checklist to the State Representative within 2 Service Days of end of term.	C	Non Area	Not Applicable	Immediate	1 Service Day

Service Specification Reference	Specific Requirement		Monitoring Period (“MP”), Monitoring Details (“MD”) and other Relevant Information	Service Detail				
	Ref.	Descriptor		KPI Priority Category	Area-Based KPIs or Non-Area-Based KPIs	Response Period	Permanent Rectification Period	Repeat Failure Period
Section 12.5	S40	The Project Company must manage security surveillance systems in accordance with the requirements of this Services Specification.	MP: Monthly; MD: regular testing and verification that security surveillance systems are fully operational against the requirements of the O&M Manual.	B	Non Area	Not Applicable	Immediate	1 Service Day
Section 12.6	S50	The Project Company must provide access Control in accordance with the requirements of this Services Specification.	MP: Monthly; MD: regular audit by the Project Company of its provision and management of access.	B	Non Area	Not Applicable	Immediate	1 Service Day

Service Specification Reference	Specific Requirement		Monitoring Period (“MP”), Monitoring Details (“MD”) and other Relevant Information	Service Detail				
	Ref.	Descriptor		KPI Priority Category	Area-Based KPIs or Non-Area-Based KPIs	Response Period	Permanent Rectification Period	Repeat Failure Period
Section 12.7(a)	S60	The Project Company must provide Security and Safety Incidents responses in accordance with the requirements of this Services Specification.	MP: Per Request; MD: automatic verification through the Helpdesk Software Application of time of notification / alarm and time of response.	A	Non Area	Not applicable	30 Minutes during Service Days	1 Hour during Service Days

Service Specification Reference	Specific Requirement		Monitoring Period (“MP”), Monitoring Details (“MD”) and other Relevant Information	Service Detail				
	Ref.	Descriptor		KPI Priority Category	Area-Based KPIs or Non-Area-Based KPIs	Response Period	Permanent Rectification Period	Repeat Failure Period
Section 12.7(b) and (c)	S70	The Project Company must Provide Security and Safety Incident reports in accordance with the requirements of this Services Specification.	MP: Weekly; MD: measurement against agreed format for Security and Safety Incident report. Measurement of time taken to provide the report following a Security and Safety Incident.	C	Non Area	Not Applicable	1 Service Day	1 Service Day
Section 13.2	E10	The Project Company must procure Utilities in accordance with the requirements of this Services Specification.	MP: 60 days after a Reviewable Utility Service is referred to market testing. MD: Measured against the requirements of deed Schedule 5 Part B.	C	Non Area	Not Applicable	Immediate	5 Service Days

Service Specification Reference	Specific Requirement		Monitoring Period (“MP”), Monitoring Details (“MD”) and other Relevant Information	Service Detail				
	Ref.	Descriptor		KPI Priority Category	Area-Based KPIs or Non-Area-Based KPIs	Response Period	Permanent Rectification Period	Repeat Failure Period
Section 13.3 excluding 13.3(a)	E20	The Project Company must provide Utilities management efficiency and environment management in accordance with the requirements of this Services Specification.	MP: Quarterly; MD: measurement against endorsed method statements (provided in the O&M Manual)	B	Non Area	Not Applicable	Immediate	5 Service Days

Service Specification Reference	Specific Requirement		Monitoring Period (“MP”), Monitoring Details (“MD”) and other Relevant Information	Service Detail				
	Ref.	Descriptor		KPI Priority Category	Area-Based KPIs or Non-Area-Based KPIs	Response Period	Permanent Rectification Period	Repeat Failure Period
Section 13.3(a)	E30	The Project Company must provide and comply with the Utilities conservation policy in accordance with the requirements of this Services Specification.	MP: Daily; MD: measurement against the agreed Utilities conservation policy	B	Non Area	Not Applicable	Immediate	5 Service Days
Section 13.4	E40	The Project Company must maintain Utilities and ensure continuity of supply in accordance with the requirements of this Services Specification.	MP: Quarterly; MD: measured against specification and legislative requirements	B	Non Area	Not Applicable	Immediate	5 Service Days

Service Specification Reference	Specific Requirement		Monitoring Period (“MP”), Monitoring Details (“MD”) and other Relevant Information	Service Detail				
	Ref.	Descriptor		KPI Priority Category	Area-Based KPIs or Non-Area-Based KPIs	Response Period	Permanent Rectification Period	Repeat Failure Period
Section 14.3	C10	The Project Company must provide Project Cleaning requirements in accordance with the requirements of this Services Specification.	MP: Monthly; MD: measurement of cleaning services against endorsed cleaning schedules	B	Non Area	Not Applicable	Immediate	1 Service Day
Section 14.4	C20	The Project Company must provide Routine Cleaning in accordance with the requirements of this Services Specification.	MP: Daily; MD: site inspection prior to the commencement of a School Day. Measurement against endorsed cleaning schedules.	C	Area	Not Applicable	2 Hours during Service Days	2 Hours during Service Days

Service Specification Reference	Specific Requirement		Monitoring Period (“MP”), Monitoring Details (“MD”) and other Relevant Information	Service Detail				
	Ref.	Descriptor		KPI Priority Category	Area-Based KPIs or Non-Area-Based KPIs	Response Period	Permanent Rectification Period	Repeat Failure Period
Section 14.5	C30	The Project Company must provide Unplanned Cleaning resulting from a Fault that is dangerous to health and safety or could cause major damage in accordance with the requirements of the Services Specification.	MP: Per Request; MD: measurement against Minimum Cleaning Standards. Automatic measurement of time taken to rectify through the Helpdesk Software Application.	A	Area	30 minutes during Service Days	1 Hour during Service Days	1 Hour during Service Days

Service Specification Reference	Specific Requirement		Monitoring Period (“MP”), Monitoring Details (“MD”) and other Relevant Information	Service Detail				
	Ref.	Descriptor		KPI Priority Category	Area-Based KPIs or Non-Area-Based KPIs	Response Period	Permanent Rectification Period	Repeat Failure Period
Section 14.5	C40	The Project Company must provide Unplanned Cleaning resulting from a Fault which that is causing major disruption or interruption to Core Services in accordance with the requirements of this Services Specification.	MP: Per Request; measurement against Minimum Cleaning Standards. Automatic measurement of time taken to rectify through the Helpdesk Software Application.	B	Area	1 hour during Service Days	4 Hours during Service Days	4 hours during service days

Service Specification Reference	Specific Requirement		Monitoring Period (“MP”), Monitoring Details (“MD”) and other Relevant Information	Service Detail				
	Ref.	Descriptor		KPI Priority Category	Area-Based KPIs or Non-Area-Based KPIs	Response Period	Permanent Rectification Period	Repeat Failure Period
Section 14.5	C50	The Project Company must provide Unplanned Cleaning resulting from a Fault that is inconvenient or could eventually result in damage over time and all other Unplanned Cleaning resulting from a Fault that is not covered by either KPI C30 or KPI C40 in accordance with the requirements of this Services Specification.	MP: Per Request; measurement against Minimum Cleaning Standards. Automatic measurement of time taken to rectify through the Helpdesk Software Application.	C	Area	2 Hours during Service Days	5 Service Days	5 Services Days

Service Specification Reference	Specific Requirement		Monitoring Period (“MP”), Monitoring Details (“MD”) and other Relevant Information	Service Detail				
	Ref.	Descriptor		KPI Priority Category	Area-Based KPIs or Non-Area-Based KPIs	Response Period	Permanent Rectification Period	Repeat Failure Period
Section 14.6	C60	The Project Company must provide Waste Management in accordance with the requirements of this Services Specification.	MP: Daily; MD: measurement against agreed method statements, daily inspection of waste receptacles and storage.	B	Non Area	Not applicable	Immediate	1 Service Day
Section 14.7 excluding 14.7(f)	C70	The Project Company must provide Pest Control Services in accordance with the requirements of this Services Specification.	MP: Quarterly; MD: measurement against agreed method statements (provided in the O&M Manual)	B	Non Area	Not Applicable	Immediate	5 Service Days

Service Specification Reference	Specific Requirement		Monitoring Period (“MP”), Monitoring Details (“MD”) and other Relevant Information	Service Detail				
	Ref.	Descriptor		KPI Priority Category	Area-Based KPIs or Non-Area-Based KPIs	Response Period	Permanent Rectification Period	Repeat Failure Period
Section 14.7(f)	C80	The Project Company must provide Reactive response ad pest eradication service in accordance with the requirements of this Services Specification.	MP: Per Request; MD: measurement against requirements of the Services Specification. Automatic measurement of time to rectify through the Helpdesk	B	Area	2 hours during Service Days	1 Service Day	1 Service Day

Service Specification Reference	Specific Requirement		Monitoring Period (“MP”), Monitoring Details (“MD”) and other Relevant Information	Service Detail				
	Ref.	Descriptor		KPI Priority Category	Area-Based KPIs or Non-Area-Based KPIs	Response Period	Permanent Rectification Period	Repeat Failure Period
Section 14.8	C90	The Project Company must provide Graffiti management and removal in accordance with the requirements of this Services Specification.	MP: Per request; MD: on Site inspection of rectification. Automatic recording of time to rectify through the Helpdesk.	A	Non Area	Not applicable	Immediate	1 Service Day

Service Specification Reference	Specific Requirement		Monitoring Period (“MP”), Monitoring Details (“MD”) and other Relevant Information	Service Detail				
	Ref.	Descriptor		KPI Priority Category	Area-Based KPIs or Non-Area-Based KPIs	Response Period	Permanent Rectification Period	Repeat Failure Period
Section 15.1 to 15.6	J10	The Project Company must provide Schools Officer Services in accordance with the requirements of this Services Specification.	MP: Per Request; MD: Automatic recording of rectification time through the Helpdesk. Measurement against agreed work method statements and Service Response Times	A	Non Area	The Response Period nominated in Section 15.6 of this Service Specification	1 hour during a Service Day	4 hours during a Service Day

Service Specification Reference	Specific Requirement		Monitoring Period (“MP”), Monitoring Details (“MD”) and other Relevant Information	Service Detail				
	Ref.	Descriptor		KPI Priority Category	Area-Based KPIs or Non-Area-Based KPIs	Response Period	Permanent Rectification Period	Repeat Failure Period
Section 16	R10	The Project Company must provide the Modular Unit program in accordance with the requirements of the Services Specification.	MP: Per Request; MD: measurement against agreed work method statements	D	Non Area	Not applicable	1 Business Day	5 Service Days
Section 17	PM10	The Project Company must provide Works and Additional Works management in accordance with the requirements of this Services Specification.	MP: Monthly; MD: measurement against agreed work method statements.	C	Non Area	Not applicable	1 Business Day	5 Service Days

Appendix 3 Proponent Services Submission

The parties agree that the content of Appendix 3 is as per the USB attached to this Services Specification.

Appendix 4 Reference Documents

The parties agree that the content of Appendix 4 is as per the USB attached to this Services Specification.

Appendix 5 Indicative Modular Unit Program

The parties agree that the content of Appendix 5 is as per the USB attached to this Services Specification.