Scope of Services

Service Package – Cleaning, Pest Control & Waste

1 Scope of Services

This package covers routine and periodic cleaning, hygiene, pest control, and waste and recycling management of DWC-controlled public and common areas across the Darwin Waterfront Precinct. The package is intended to deliver a consistently clean, safe and presentable waterfront destination with objective CMMS-measured performance and financial abatements linked to non-performance.

Included services

- Routine daily cleaning of all DWC-controlled public and common areas in accordance with the area schedule, and as required to maintain presentation, hygiene and safety standards.
- Periodic deep cleaning, including consolidated pressure washing, hard-floor treatment, glazing cleans and high-level cleans on a programmed cycle and as required.
- Before public opening each day, clean and present the Wave Lagoon seating areas, immediate pool surrounds, garden beds, paths and public-access areas. This includes collection and removal of litter, rubbish and visible debris; emptying or servicing bins where required; leaf blowing and removal of leaves and vegetation debris from seating areas, paths and garden beds; and leaving the area clean, tidy, safe and suitable for a premium visitor experience. The Contractor must remove all collected waste from the area and dispose of it through the approved waste streams.
- Before 8:00 am each day, clean the Recreation Lagoon beach and associated beach-access areas to ensure they are safe, clean and ready for public use. This includes collecting and removing litter, rubbish, sharp objects, leaves, organic matter and visible contamination; cleaning beach edges and access points; servicing bins where required; and removing all collected waste through approved waste streams. The beach must present as clean, tidy, free of hazards and suitable for public use before opening.
- Remove floating rubbish, litter, organic debris, algae and other visible contamination from the Recreation Lagoon water body, lagoon edges and accessible structures. Scrape and clean the weir to remove algae, debris and build-up, maintaining a clean, safe and visually appealing public aquatic environment.

- Provide a suitable mechanical sweeper truck to sweep all DWC-controlled roadways within the Darwin Waterfront Precinct (including Stokes Hill Wharf & Viaduct) at least once each week. Sweeping must remove leaves, litter, sand, sediment, loose debris and other material from road surfaces, kerb lines, gutters, traffic islands, parking bays and accessible road edges. The Contractor must collect and lawfully dispose of all sweepings and must schedule the service outside peak visitor and business periods, between 11:00 pm and 6:00 am, unless otherwise approved by DWC.
- Glass cleaning of public-facing glass, including lift cars, Wave Lagoon fence and bridge balustrades, Observation Tower internal lift glass and lift landing external glass, the external glass of the DWC office, and Community Centre glass.
- Public footpath machine scrubbing, sanitising and deodorising using a suitable footpath machine scrubber, including additional treatment as required for staining, odour, spills, algae and high-traffic presentation issues.
- Public amenity servicing and disinfection.
- Supply and replenishment of public-amenity consumables.
- Reactive hazard cleaning for spills, broken glass, bodily fluids, oil/grease and other hygiene or slip hazards.
- Continuous monitoring, identification and removal of graffiti and gum, together with bird-fouling, cobweb and salt/algae/biological-growth management.
- Litter management and litter patrols across public areas, including event support, daily and as required.
- Waste and recycling collection, bin cleaning, deodorising, disinfection and presentation of general waste, recycling and green-waste streams.
- Scheduled and reactive pest control across DWC common areas.
- Cyclone and severe-weather preparation and clean-up for this package's own assets and materials.
- Real-time logging of scheduled and reactive cleaning, pest and waste activity in the DWC CMMS.

Excluded / interfacing

- DWC internal office cleaning, including internal office areas, kitchen, office amenities and community-room interiors.
- Tenant-demised areas and tenant back-of-house unless separately contracted.

- Wave Lagoon water treatment and plant.
- Recreation Lagoon marine pumps and marine structures.
- Trade repairs to fixtures, lifts and HVAC.
- Day-to-day food-court / wharf hospitality presentation cleaning except where expressly included in the area schedule.
- Green-waste and vegetation debris managed by Landscaping & Irrigation.

2 Service Level Agreement (SLA)

All reactive works logged in the CMMS are classified into priority tiers at the point of raising the work order. The Contractor must acknowledge, attend, make safe and rectify within the maximum elapsed times below.

Tier	Definition / trigger	Response	Make safe	Rectify
P1	Life-safety risk, major public hazard, major service outage, environmental incident, statutory non-compliance, or major public-facing failure	30 min	2 hours	4 hours
P2	Partial outage, significant amenity loss, trading impact, accelerating asset deterioration, or escalated customer complaint	2 hours	4 hours	24 hours
P3	Standard reactive fault with no immediate safety or trading impact	8 business hours	2 business days	5 business days
P4	Planned, deferrable or minor works; batched defect rectification	2 business days (acknowledge)	n/a	30 days or agreed program date

3 Standards

1. The contractor shall deliver the services to a standard consistent with a premium tourism precinct, with strong emphasis on cleanliness, hygiene, presentation and visitor experience.
2. All public areas, amenities, entries, promenades, decks, seating, bins and common areas must present as clean, orderly and free of obvious litter, staining, residue, odour, overflow, pest activity, graffiti, gum and other visible defects during operating hours.
3. Public beach areas within the package scope must present as clean, raked, free of litter and visible contamination, and suitable for safe public use throughout operating hours.
4. Public footpaths must be maintained in a clean, sanitary, deodorised and slip-resistant condition using a footpath machine scrubber at the programmed frequency and as required by condition, usage, events or weather.
5. The contractor must continuously monitor public areas for graffiti and gum. Graffiti in public-facing areas shall be removed, treated or made presentable within 48 hours of identification. Offensive graffiti shall be obscured or removed within 24 hours.
6. Cobwebs must be removed from all public areas, including car parks, public canopies and their undersides, public ceilings, lights and public access paths, at the programmed frequency and as required.
7. Consumables, waste streams, sporting and recreation equipment, and pest controls must be managed proactively so that public-facing areas consistently meet the expectations of a premium waterfront destination.
8. Car park areas within the package scope shall have daily rubbish collection and as-required servicing, weekly sweeping and annual pressure washing, with additional cleaning as required by condition.
9. Amenity buildings within the package scope shall be deep cleaned at least annually and as required.
10. Recreational beach sand within the package scope shall be mechanically screened with the a beach-cleaning machine at least weekly and as required.
11. A planned cleaning or maintenance task is not complete merely because an inspection has occurred. Where a defect, spill, stain, odour, blockage, graffiti or other presentation issue is identified, the Contractor must address it promptly. If it cannot be rectified due to unforeseen circumstances, the Contractor must record the defect, photograph it, apply an interim control where required, assign a priority level, and create or link a corrective work order with a defined rectification date.

4 Specification

1. Cleaning outputs shall be based on visible outcome standards suitable for a premium tourism precinct, with emphasis on clean sightlines, tidy edges, sanitary amenities, fresh presentation and freedom from litter, residue, staining, odour and overflow during operating hours.
2. Public beach cleaning within the package scope shall include routine raking, litter and sharps removal, edge cleaning, spot cleaning and prompt removal of visible organic matter or contamination.
3. Promptly identify, contain and remove visible organic matter, litter, animal waste, algae, floating debris, dead fauna, food waste, and other contamination from the broader Recreation Lagoon water body, lagoon edges, beach interface and accessible structures. Make safe and report any contamination that may present a public-health, environmental, safety or visual-amenity risk, and undertake additional cleaning as directed by DWC.
4. Footpath machine scrubbing shall include mechanical scrubbing, collection of wastewater and debris, sanitising and deodorising treatment where required. The Contractor must provide and maintain suitable footpath-scrubbing plant.
5. Drain inlets, surface grates and gullies around public showers and amenity areas must be checked and cleared at a frequency sufficient to prevent sand accumulation, ponding, odour, blockages and slip hazards.
6. Pest management shall be undertaken using an integrated pest management approach and in accordance with safe chemical handling and application requirements, including the risk-based management principles reflected in AS/NZS ISO 31000 Risk management — Guidelines where applicable.
7. Where soft-furnished or carpeted internal public areas are included within the package, cleaning methods and maintenance frequencies should align with AS/NZS 3733 Textile floor coverings — Cleaning maintenance of residential and commercial carpeting.

5 Frequency

Refer to Annexure – Tasks_Frequencies_Cleaning_Pest_Control_Waste.

The task frequencies stated in the Tasks and Frequencies Annexure are minimum requirements only and do not limit the Contractor's obligation to maintain the required presentation, hygiene, safety, pest-management

and waste outcomes under this Service Package Scope, the Contract, the Performance Regime and the Services Plans.

Completion of a scheduled task, patrol, inspection or minimum frequency is not a defence to a failure to achieve an applicable output, KPI, response time, presentation standard or other performance requirement.

The Contractor must provide daily on-site cleaning coverage across the Darwin Waterfront Precinct from 6:00 am to 9:00 pm, with sufficient resources during that period to maintain the required operating-hours presentation standards and respond to cleaning, hygiene and waste issues.

The Fixed Package Fee includes annual event cleaning support for up to:

- **5 events of up to 2,500 pax,**
- **10 events of up to 5,000 pax,**
- **5 events of up to 7,500 pax, and**
- **1 event of up to 10,000 pax.**

Additional event cleaning services must be priced using the Schedule of Rates based on the same four-tier structure: up to 2,500 pax, up to 5,000 pax, up to 7,500 pax, and up to 10,000 pax.

[**Most events take place on weekends**. Events above 10,000 attendees, multiple events on the same day where the required resources exceed the included allowance, material changes in event scope or duration, cancellations, postponements and weather-affected events must be managed as directed or approved by the Principal and priced in accordance with the Contract.]

6 Operations and Reporting

The contractor shall establish and maintain work programs and all inspection, maintenance and incident records required for the services under this Scope of Services. The contractor shall provide a monthly report covering service delivery, KPIs, incidents, complaints, emerging risks and corrective actions.

7 Equipment and Resources

The contractor shall provide all labour, supervision, plant, equipment, consumables, systems and records necessary to deliver the services safely, efficiently and professionally, including a suitable footpath machine scrubber.

8 Measurement and Payment

Payment for routine services shall be on a fixed price basis. Approved event-related cleaning or other additional services may be paid using the Schedule of Rates. No additional mark-up shall apply except as expressly provided in the Contract.

9 Performance Management and Abatements

9.1 KPIs

KPI Category	Measure	Target
Cleaning audit score	Independent/DWC inspection against specification	≥ 95%
Hazard clean response	Fluids/glass/spills	100% within SLA
Amenity availability	Fixtures serviced and stocked	≥ 98%
Bin/waste servicing	No missed collections	≥ 99%
Pest treatment	Scheduled treatments completed on time	100%
Graffiti removal	Within SLA	≥ 95%

9.2 Monthly Performance Rating

- Acceptable performance: all KPIs achieved.
- Underperformance: one KPI not achieved in a month.
- Serious underperformance: two or more KPIs not achieved in a month, or repeated failure of the same KPI in two consecutive months.

9.3 Abatements

1. Missed urgent response SLA: 2% of the Monthly Fixed Package Fee for each verified failure.
2. Scheduled services below 95% in a month: 3% of the Monthly Fixed Package Fee.
3. Failure to maintain presentation standards after notice: 2% of the Monthly Fixed Package Fee for the affected month.