Scope of Services

Service Package – Marine Infrastructure

1 Scope of Services

This package covers the inspection, preventive maintenance, reactive maintenance and repair of DWC marine infrastructure, including pontoons, gangways, stairs, jetties, piles (guided pontoon piles only), piles guides, ladders, handrails, marine fixings, dock electrical outlets, marine pipework and associated access structures.

Included services

- Inspection, preventive maintenance and repair of marine infrastructure and public-access elements.
- Routine wash-down, cleaning, corrosion treatment, protective-coating touch-up and maintenance of marine steelwork and fittings.
- Inspect, clean, maintain and repair all in-scope painted and protective-coated surfaces to preserve appearance, protect underlying materials and maintain a safe, well-presented public environment.
- Maintenance of gangways, rollers, guides, ramps, decking, ladders, handrails, fenders, connections, fasteners and mounting systems, including routine lubrication, adjustment, tightening and replacement of minor consumable components where required.
- Inspect, monitor and maintain the ballast systems of all in-scope pontoons to support safe, level and stable operation.
- Routine inspection, cleaning and pigging of in-scope marine pipework and outlets to maintain hydraulic performance and prevent debris, sediment or biological build-up.
- Statutory inspections and maintenance of lifting, electrical and fire safety equipment.
- Reactive response to marine-structure defects, public-safety hazards, water ingress, pipework blockages and weather-related damage.
- Marine environmental protection and spill control associated with the package assets.
- Cyclone preparation, make-safe works and post-event inspection for the package assets.
- Real-time logging of inspection, maintenance, defects and corrective work orders in the DWC CMMS.

Maintenance and repair obligation

The Contractor must **check and maintain** all in-scope assets. A planned task includes the inspection and the routine preventive work needed to keep the asset safe, functional, reliable and presentable, including cleaning, lubrication, adjustment, tightening, corrosion treatment, touch-up coating, minor consumable replacement and like-for-like minor repairs.

Where a defect or deterioration is identified, the Contractor must rectify it within the routine-services scope where it can reasonably be addressed by routine maintenance or a minor repair. The Contractor must not merely report a condition that can be corrected through routine maintenance.

Where rectification requires a major repair, structural work, specialist certification, replacement of a major component, capital renewal or work outside the routine-services scope, the Contractor must make the asset safe, record and photograph the defect, raise a linked CMMS corrective work order, provide a clear scope and cost using the tendered Schedule of Rates or approved quotation process, and obtain DWC approval before proceeding, except where emergency make-safe work is required.

Excluded / interfacing

- Recreation Lagoon seawater pumps, pump station, valves, pipework, screens/strainers, controls, alarms and associated mechanical and electrical pump equipment; these are included in Package 7 – Recreation Lagoon Pump Maintenance.
- Wave Lagoon plant and water treatment.
- Building fabric, lifts, HVAC and general building services around the marine precinct.
- Public-area cleaning and general waste.
- Landscaping around marine assets.
- Lifeguarding / aquatic supervision.
- Capital marine works or dredging unless separately directed.

2 Service Level Agreement (SLA)

Tier	Definition / trigger	Response	Make safe	Rectify

P1	Unsafe marine structure, critical pipework blockage/failure, or immediate public-safety/environmental event	30 min	2 hours	4 hours
P2	Non-critical marine infrastructure or pipework fault	2 hours	4 hours	24 hours
P3	Standard reactive fault	8 business hours	2 business days	5 business days
P4	Planned or programmed maintenance	2 business days (acknowledge)	n/a	30 days or agreed program date

3 Standards

1. Marine assets shall be maintained to provide safe, reliable and visually orderly public access appropriate to a premium tourism precinct.
2. Pontoons, gangways, ramps and handrails must present as safe, stable, well-maintained and free of obvious damage, looseness, advanced corrosion, trip hazards or poor finish.
3. Pontoons used by tourism vessels shall be maintained to a clean and presentable standard suitable for regular public and commercial use.
4. A planned maintenance task is not complete merely because an inspection has occurred. The Contractor must complete the associated routine maintenance and minor repair work necessary to address observable issues within the routine-services scope. Where an issue exceeds that scope, the Contractor must make safe, record, photograph, risk-rate and raise a corrective work order with a defined rectification pathway and target completion date.
5. Gangway rollers, guides and moving elements must be maintained to operate smoothly and safely. Where the condition indicates a need for lubrication, adjustment, cleaning or tightening, the Contractor must complete that work as part of the planned service.

6. Marine fasteners, mountings and connections must be checked and maintained monthly. Loose or corroding fasteners must be tightened, treated or replaced where this is within routine maintenance; major or structural replacements must be managed through the corrective-work process.
7. Marine pipework and outlets must be kept free of debris, sediment and build-up that could impair performance. Pipe pigging must be completed at least bi-annually and as required by condition or operational performance.
8. Where the same asset, component, location or failure mode has generated three or more reactive work orders in a rolling 12-month period, the Contractor must submit a root-cause analysis and recommended corrective, renewal or redesign solution within 10 business days.

4 Specification

1. Protective coating inspection, maintenance and repair for marine steelwork and associated components shall, where relevant, align with AS/NZS 2312 and other applicable corrosion-protection standards relevant to the asset type and environment.
2. Preventive maintenance shall account for accelerated marine-environment wear and include regular inspection followed by the maintenance actions needed to preserve asset condition, including wash-down, cleaning, lubrication, adjustment, coating maintenance, fastening checks, tightening, corrosion treatment and early replacement of deteriorated minor components.
3. Marine electrical outlets and enclosures shall be inspected and maintained in accordance with applicable Australian Standards, manufacturer requirements and statutory requirements.
4. Pipe pigging must be undertaken using methods, equipment and controls appropriate to the pipe material, diameter, condition and operating environment. The Contractor must manage discharged material, protect the environment and record the work, observations and any defects in the CMMS.
5. Cranes and lifting equipment shall be inspected and maintained in accordance with applicable Australian Standards, manufacturer requirements and statutory requirements.
6. Fire safety equipment shall be inspected and maintained in accordance with applicable Australian Standards, manufacturer requirements and statutory requirements.

5 Frequency

Refer to Annexure 4 – Package 4 Marine Infrastructure.

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 marine-structure condition, corrosion management, pipework pigging and condition, environmental compliance, routine maintenance completed, corrective works and outstanding approval requests.

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 equipment suitable for routine lubrication, adjustment, minor repair, pipe cleaning and pigging.

8 Measurement and Payment

Payment for routine services shall be on a fixed-price basis and includes all planned inspection, preventive maintenance, cleaning, lubrication, adjustment, tightening, routine corrosion treatment, minor consumable replacement, minor repairs and bi-annual pipe pigging required by this Scope and Annexure.

Major marine-structure repair or renewal, coatings/cathodic-protection renewal, major pipework repair or renewal, and any dredging or capital marine works are priced at the tendered Schedule of Rates or by competitive quote with a single fixed, disclosed uplift percentage. No additional mark-up shall apply except as expressly provided in the Contract.

9 Condition Reporting

The contractor must submit a quarterly asset-condition report for docks, pontoons, gangways, marine corrosion and in-scope marine pipework.

10 Performance Management and Abatements

10.1 KPIs

KPI Category	Measure	Target
Critical reactive response	30 min acknowledgement / 2 hrs on site	100%
Marine condition inspections	Completed by due date	100%

Marine planned maintenance	Completed on time	≥ 98%
Pipe pigging	Completed by due date	100%
Water-quality/environmental compliance	Marine operations	100%
Statutory inspections and maintenance	Completed by due date	100%

10.2 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.

10.3 Abatements

1. Any critical marine-structure or pipework response failure: 2% of the monthly fixed fee per event.
2. Any critical marine inspection, planned-maintenance task or scheduled pipe-pigging task not completed on time: 3% of the monthly fixed fee per task.