Scope of Services

Service Package – Recreation Lagoon Pump Maintenance

1 Scope of Services

This package covers the operation, preventive maintenance, corrective maintenance, repair and reactive response for the Recreation Lagoon seawater pumps, pump station, valves, pipework, screens/strainers, controls, alarms, sensors and associated electrical and mechanical equipment.

Included services

- Operation, preventive maintenance, corrective maintenance and repair of the Recreation Lagoon seawater pumps, pump station, valves, pipework, screens/strainers, controls and alarms.
- Maintenance of circulation, screening, water-level and pump-lifting systems.
- Routine inspection, testing, cleaning, lubrication, adjustment, tightening, minor component replacement, functional testing, performance verification, minor repairs and corrective works needed to maintain safe, reliable and efficient operation.
- Pump-screen swaps and level-sensor cleaning, including safe removal, pressure washing, inspection, cleaning and reinstatement of the screen system.
- Use of DWC-provided engineering for crane placement and load restrictions on Stokes Hill Wharf for all pump-screen swaps and any associated lifting operations. The Contractor must plan and execute lifting work in accordance with the DWC engineering requirements, approved lift plans, stated load restrictions, safe-work requirements and any DWC directions.
- Reactive response to pump failures, circulation failures, alarms, water-quality/environmental events and safety hazards arising from pump assets.
- Cyclone preparation, make-safe works, functional checks and post-event maintenance for pump assets.
- Real-time logging of pump condition, maintenance, defects, corrective work orders, repairs and availability activity in the DWC CMMS.

Check-and-maintain obligation

The Contractor must **inspect, service, maintain and repair** in-scope assets—not merely inspect and report on them. Each planned task includes the routine preventive and corrective work needed to keep the asset safe, functional, hydraulically efficient and reliable, including cleaning, lubrication, adjustment, tightening, minor consumable and like-for-like minor component replacement, calibration, functional testing and minor repair.

Where a fault, deterioration or abnormal condition can reasonably be rectified through routine maintenance or a minor repair, the Contractor must complete the work within the fixed-price routine-services scope. The Contractor must not merely report an issue that it is competent and contractually required to rectify.

Where rectification requires a major pump overhaul, major component replacement, major pipework repair, specialist certification, control-system renewal, capital work or other work outside the routine-services scope, the Contractor must make safe, record and photograph the issue, risk-rate it, create or link a CMMS corrective work order, prepare a defined scope and price using the tendered Schedule of Rates or approved quotation process, and obtain DWC approval before proceeding—except for emergency make-safe work.

Excluded / interfacing

- Wave Lagoon plant and water treatment.
- Marine infrastructure, including pontoons, gangways, jetties, piles, revetments/sea walls, ladders, handrails and marine fixings; these are included in Package 4 – Marine Infrastructure.
- Building fabric, lifts, HVAC and general building services around the pump station and lagoon surrounds.
- Public-area cleaning and general waste.
- Landscaping around the lagoon.
- Lifeguarding / aquatic supervision.
- Capital pump replacement, major overhaul or renewal unless separately directed.

2 Service Level Agreement (SLA)

Tier	Definition / trigger	Response	Make safe	Rectify

P1	Pump failure risking lagoon closure, water-quality or environmental event, or lifting-related safety event	30 min	2 hours	4 hours
P2	Non-critical pump, control 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. Recreation Lagoon pump assets shall be maintained to preserve operational reliability, hydraulic performance and safe access for servicing and inspection.
2. A planned maintenance task is not complete merely because an inspection has occurred. The Contractor must complete the routine maintenance and minor repair work required to address observable defects within the routine-services scope. For issues beyond routine 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.
3. Pump screens, level sensors, valves, seals, pipework, controls, alarms and electrical components must be cleaned, serviced, adjusted, tested and repaired as required to maintain safe and reliable operation as per manufacturer specifications and DWC requirements.
4. Pump-screen swaps and associated lifting operations at Stokes Hill Wharf must comply with DWC-provided engineering for crane placement and load restrictions. The Contractor must not place, position or operate a crane contrary to DWC's engineering, approved lift plan, load restrictions or directions.
5. The Contractor must prepare and implement task-specific safe-work and lifting arrangements for pump-screen swaps, including verification of crane configuration, outrigger/placement requirements,

load restrictions, exclusion zones, communication, supervision and any permit or approval requirements.

6. During all pump-screen change-overs, the Contractor must clean and inspect the pump impeller, intake area, screen frame and associated components for jellyfish, organic matter, marine growth and debris.
7. As part of the screen change-over process, the Contractor must apply a controlled dose of chlorine to the pump impeller or intake area in accordance with the DWC-approved Jellyfish Management Procedure.
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. Electrical, mechanical and lifting components associated with pump equipment shall be maintained in accordance with applicable Australian Standards, manufacturer requirements, statutory inspection regimes and DWC-approved engineering requirements for lifting work at Stokes Hill Wharf.
2. Preventive maintenance must include inspection followed by the work required to preserve condition and performance, including cleaning, lubrication, adjustment, tightening, replacement of routine consumable components, functional testing, calibration, performance verification and routine repair.
3. The Contractor shall maintain a current asset register and maintenance history for the three duty pumps and one spare pump, including operating hours, condition trends, repairs completed, condition findings and recommendations for overhaul or renewal.
4. For pump-screen swaps, the Contractor must use the crane placement configuration, load restrictions and other controls set out in the DWC-provided engineering. Before each lift, the Contractor must verify that conditions on site accord with the engineering and lift plan; suspend the work and notify DWC if they do not.
5. The Contractor must document screen-swap, lifting and reinstatement records in the CMMS, including the date, personnel, lifting equipment, relevant DWC engineering reference, pre-lift verification, screen condition, work completed and any defects or follow-up actions.

5 Frequency

Refer to Annexure – Recreation Lagoon Pump Maintenance Frequency

6 Operations and Reporting

The contractor shall establish and maintain work programs and all inspection, maintenance, test and incident records required for the services. The contractor shall provide a monthly report covering pump availability, runtime, condition trends, alarms, preventive and corrective maintenance completed, repairs completed, screen-swap and lifting records, defects, outstanding approvals, corrective actions and environmental compliance.

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. This includes suitably qualified mechanical, electrical and lifting personnel, lifting equipment appropriate to the DWC-provided engineering and load restrictions, and equipment for screen cleaning, pump servicing and routine repair.

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, functional testing, calibration, minor consumable and like-for-like minor component replacement, minor repairs, pump-screen swaps, level-sensor cleaning and screen-swap lifting planning and execution required by this Scope and Annexure.

Major pump overhaul or replacement, major pipework repair or renewal, control-system renewal and capital 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 Recreation Lagoon Pumps (three duty pumps and one spare), associated valves, pipework, screens/strainers, controls, alarms, lifting equipment and screen-swap lifting arrangements.

10 Performance Management and Abatements

10.1 KPIs

KPI Category	Measure	Target
Lagoon availability	During operating season/hours	≥ 99%
Seawater-pump availability	Critical plant	≥ 99%
Critical reactive response	30 min acknowledgement / 2 hrs on site	100%
Critical-plant PM	Completed on time	≥ 98%
Pump-screen swaps	Completed within required interval and in accordance with DWC engineering	100%
Water-quality/environmental compliance	Lagoon open periods	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. Lagoon closure day attributable to Contractor pump or water failure: 3% of the Monthly Fixed Package Fee per day.
2. Any critical pump response failure: 2% of the Monthly Fixed Package Fee per event.
3. Any critical-plant PM or required pump-screen swap not completed on time: 3% of the Monthly Fixed Package Fee per task.
4. Failure to comply with DWC-provided engineering, approved crane-placement requirements or applicable load restrictions during a pump-screen swap: 3% of the Monthly Fixed Package Fee per verified event, without limiting DWC's other contractual rights.