Scope of Services

Service Package – Stokes Hill Wharf Site & Food Court Management

1 Scope of Services

This package covers day-to-day site and facilities management of Stokes Hill Wharf and its food-court/common areas across operating hours, including operational presentation services, car park and service-deck monitoring, and shuttle-bus driver services.

Included services

- Site management and common-area presentation.
- Active operational presentation cleaning of food-court and wharf common areas, including clearing and resetting tables, removing trays and loose waste, wiping tables and shared seating, spot cleaning spills and stains, and maintaining orderly dining spaces throughout operating periods.
- Provide daily and regular servicing, cleaning, disinfection, consumable replenishment and presentation maintenance for all public amenities at Stokes Hill Wharf. Waste, recycling and grease coordination.
- Provide daily litter collection, rubbish removal and presentation cleaning across Stokes Hill Wharf, Docks 1, 2 & 3, including the viaduct, pedestrian areas, seating, stairs, access paths, public viewing areas, food-court surrounds, car parks and other public interface areas.
- Provide, service and maintain suitable sharps-disposal containers and feminine-hygiene sanitary-disposal units within nominated public amenities.
- Event and function support.
- Public-area safety and readiness inspections.
- Monitoring and defect reporting of wharf building fabric, lifts, HVAC, lighting and services.
- Car park and service-deck monitoring, including presentation, public safety, access, traffic and loading/service-area observations, incident reporting and escalation.
- Provision of a suitably licensed and competent bus driver to refuel and operate the DWC free 20-seater shuttle bus around the Darwin Waterfront Precinct every day from 11:30 am to 2:00 pm and from 4:00 pm to 9:00 pm, subject to vehicle availability and DWC operational direction.

- Cyclone and severe-weather preparation and clean-up for this package's own areas.
- Real-time logging of site-management activity in the DWC CMMS.
- Maintain the Stokes Hill Wharf emergency siren, control cabinet, key access, controls and associated equipment in a safe, clean, secure and operational condition. Conduct programmed testing, record all tests and defects, and promptly rectify or escalate faults that could affect the siren's availability or operation.

Operational presentation obligation

The Contractor must inspect, actively maintain and restore the presentation of common areas. A planned inspection or presentation check is not complete merely because an issue has been observed. The Contractor must complete routine operational actions within this package, including clearing tables, wiping tables and shared seating, returning furniture to its approved layout, collecting loose waste, changing or presenting bins where required, spot cleaning spills and stains, and applying temporary controls or make-safe actions.

Where the required response is a specialist cleaning, trade repair, security response or other service outside the routine scope, the Contractor must make the area safe, record and photograph the issue, raise or link the relevant CMMS work order and promptly notify the responsible DWC contact or service provider in accordance with DWC directions.

Excluded / interfacing

- Direct tenant liaison, tenant issue management, commercial leasing, licensing and management of tenant-demised areas or tenant equipment. Tenants are to liaise directly with DWC unless DWC specifically directs otherwise.
- Trade repairs to wharf building fabric, structure, lifts, HVAC, electrical and hydraulic services.
- Precinct-wide specialist cleaning programs and pest control.
- Wharf marine structure, piles, pontoons and seawater systems.
- Landscaping and vegetation around the wharf.
- Security and CCTV, except for observation, immediate make-safe measures and escalation of incidents identified during the services.

- Supply, registration, insurance, servicing and major maintenance of the shuttle bus, unless separately directed by DWC.

2 Service Level Agreement (SLA)

Tier	Definition / trigger	Response	Make safe	Rectify
P1	Food-court has a spill, broken glass, bodily fluid, pest activity, sharp object or other hygiene or safety hazard that may affect patrons.	Immediate	5 minutes	10 minutes or as soon as practicable where specialist cleaning is required
P2	Food-court table is dirty, littered, wet, stained, or left with food waste, packaging, used crockery or other visible residue during operating hours.	5 minutes	N/A	10 minutes
P3	Life-safety risk, major public hazard, major outage, environmental incident, statutory non-compliance, or shuttle-bus incident	30 min	2 hours	4 hours
P4	Significant amenity loss, trading impact, car park/service-deck safety issue, or escalated complaint	2 hours	4 hours	24 hours
P5	Standard site-management issue	8 business hours	2 business days	5 business days
P6	Planned or programmed site works	2 business days (acknowledge)	n/a	30 days or agreed program date

3 Standards

1. Site management services shall support a premium tourism precinct standard, including orderly public areas, coordinated operations, prompt issue handling, clear communication and a professional customer-facing presence.
2. The site must present as safe, organised and professionally managed at all times, with issues identified early and addressed before they affect visitors, events or the reputation of the precinct.
3. Food-court common areas must be actively maintained during operating periods. Tables and shared seating must be swiftly cleared, wiped, reset and presented in accordance with the approved layout; loose rubbish, trays, spills, stains and food debris must be removed promptly.
4. Public amenities must be maintained in a clean, hygienic, odour-free, safe and well-presented condition throughout operating hours. All fixtures, fittings, floors, walls, partitions, doors, touchpoints, bins and accessible facilities must be free from visible dirt, staining, litter, rubbish, bodily fluids, soap residue, mould, algae, cobwebs, graffiti, pests, offensive odours and other contamination.
5. Clean and disinfect all toilets, urinals, basins, taps, showers, bubblers, change tables, toilet seats and lids, flush buttons, grab rails, hand dryers, dispensers, mirrors, benches, door handles, locks, bins and other high-touch surfaces at each service.
6. Floors must be swept and mopped, drainage points kept clear, and the area left clean, dry and free of slip hazards before the amenity is returned to public use. Do not hose out amenities unless expressly approved by DWC and wastewater can be fully controlled.
7. Replenish toilet paper, hand soap, paper towels, sanitary-disposal products and all other nominated consumables before they run out. Bins must be emptied and relined as required and remain free from overflow, odour and visible residue.
8. The Contractor must use suitable PPE, approved cleaning and disinfection products, clear wet-floor or cleaning signage, and cleaning methods that prevent cross-contamination. Chemicals must be used and stored in accordance with product instructions and Safety Data Sheets.
9. Any broken, leaking, blocked, damaged, unsafe or non-functioning fixture, fitting, lock, dispenser, hand dryer, light, exhaust fan, door or accessible-amenity item must be recorded, made safe where required and promptly escalated for repair.

10. Preventative site management is required, including regular inspections, active issue escalation, interface management and practical intervention before minor issues become visible service failures.
11. The contractor's staff are expected to act as capable frontline representatives of the precinct and support a high-quality visitor experience.
12. Car park and service-deck areas must be monitored for safe access, traffic and pedestrian conflicts, obstructions, spills, waste, lighting issues, unauthorised use, loading/service hazards and presentation defects. The Contractor must take routine corrective action where within scope and promptly escalate issues requiring another service provider or DWC decision.
13. Shuttle-bus services must be delivered by a driver holding the licence, qualifications and clearances legally required to operate the DWC 20-seater shuttle bus. The driver must conduct documented pre-start and post-service vehicle checks, safely assist passengers where appropriate, immediately report damage, defects or incidents, and not operate an unsafe vehicle.
14. A planned cleaning or maintenance task is not complete merely because an inspection has occurred. Where a defect, spill, stain, presentation issue or hazard is identified, the Contractor must address it promptly. If it cannot be rectified within this package, the Contractor must record the issue, photograph it, apply an interim control where required, assign a priority level, and create or link a corrective work order with a defined rectification pathway.

4 Specification

1. Routine inspections shall identify safety issues, presentation issues and operational faults early; direct tenant-interface matters are excluded and are to be referred to DWC.
2. Operational risk management and issue escalation processes shall reflect the principles of AS/NZS ISO 31000 Risk management — Guidelines.
3. Service delivery shall recognise the Wharf's role as a prominent public destination with active dining, tourism and event interfaces.
4. The contractor shall maintain clear operational interfaces with DWC and the cleaning, security, technical and event-related service providers nominated by DWC.
5. Food-court operational presentation services include routine clearing, wiping, resetting and spot cleaning, but do not replace periodic specialist cleaning services under Package 1.

6. Shuttle-bus operations must comply with applicable road laws, vehicle operating requirements, DWC policies, the approved route and timetable, and DWC instructions. The contractor must maintain daily driver, service and incident records.

5 Frequency

Refer to Annexure –Stokes Hill Wharf Site & Food Court Management Frequency.

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 site presentation, tables cleared and operational presentation actions, defects raised, event support, car park/service-deck observations, shuttle-bus service delivery, driver/vehicle issues 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. This includes personnel competent to undertake common-area operational presentation services and a suitably licensed, competent shuttle-bus driver.

8 Measurement and Payment

Payment for routine services shall be on a fixed-price basis and includes common-area operational presentation services, routine table clearing and resetting, car park/service-deck monitoring and shuttle-bus driver services during the specified daily operating periods. Additional event support beyond an agreed baseline and any extra coverage 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 condition and operational report for the Stokes Hill Wharf public areas, food-court common furniture, car park and service deck, and shuttle-bus operational records.

10 Performance Management and Abatements

10.1 KPIs

KPI Category	Measure	Target
Presentation audit	Food-court/common-area presentation score	≥ 95%
Table clearing and reset	Peak-period audit compliance	≥ 95%
Safety-hazard response	Within SLA	100%
Waste/grease coordination	No missed servicing	≥ 99%
Defect reporting to Built Assets	Within 30 min of identification	≥ 98%
Car park/service-deck monitoring	Required monitoring completed	100%
Shuttle-bus driver coverage	Required daily service periods staffed	100%
On-site coverage	Required operating hours	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. Presentation audit below 95% for the month: 2% of the Monthly Fixed Package Fee.
2. Failure to respond to a common-area safety hazard within SLA: 1.5% of the Monthly Fixed Package Fee per event.
3. Failure to maintain required shuttle-bus driver coverage or site coverage: 2% of the Monthly Fixed Package Fee per occurrence.