Scope of Services

Service Package – Wave Lagoon Asset Package

1 Scope of Services

This package covers water-quality management, operation and preventive maintenance of the Wave Lagoon water-treatment, filtration, circulation, dosing and control systems, together with associated lagoon pool-shell and public-interface assets. Wave-generating equipment and Wave Lagoon maintenance gates are expressly excluded from this package.

Included services

- Water-quality management and testing before public opening each day and at the end of each operating day.
- Operation and preventive maintenance of all filtration, circulation, dosing and water-treatment controls as plant operations manuals.
- Provide and operate suitable automated robotic pool cleaning equipment to vacuum the Wave Lagoon pool floor and remove settled debris. The Contractor must also manually remove debris not collected by the robot, including debris from pool edges, steps, corners, drains, grates and other inaccessible areas, to maintain water clarity, hygiene and presentation standards.
- Before public opening each day, inspect the Wave Lagoon, wading pool, pool surrounds and in-scope plant to confirm they are clean, safe, operational and ready for public use. This includes water-quality testing; checking water clarity and temperature; robotic and manual vacuuming and debris removal; checking pool grates and gutter screens; reviewing control-board indicator lights, alarms and interlocks; checking chemical levels, dosing equipment, pumps, filters, strainers, valves, gauges, leaks and abnormal noise; and recording results and corrective actions in the daily operating log.
- At the end of each operating day, inspect the Wave Lagoon and in-scope plant; remove visible debris; confirm filtration, circulation and chemical-dosing systems remain operational; check and record water-quality results, chemical stock levels, gauge readings, equipment alarms, faults, leaks and abnormal operating conditions; and complete all required records. The Contractor must promptly make safe, report and initiate corrective action for any defect, safety issue or condition that may affect water quality, public safety or next-day operation.

- Develop, implement and maintain a site-specific Water Quality Risk Management Plan for the Wave Lagoon and associated water bodies. The Plan must identify water-quality hazards and risks; define control measures, operating limits and water-quality targets; set out operational and verification monitoring requirements; specify incident, contamination, closure, notification and recovery procedures; identify staff roles, competency and training requirements; and include recordkeeping, corrective-action and escalation requirements. The Plan must be consistent with applicable Northern Territory requirements, relevant aquatic-facility guidelines, manufacturer instructions and DWC operational procedures. The Contractor must keep the Plan current and make it available to DWC on request.
- Reactive response to water-quality excursions, filtration/circulation/dosing faults and applicable safety alarms.
- Chemical management and stock control.
- Overhauls, major servicing and renewals of in-scope water-treatment plant.
- Safety-system, alarm and interlock testing for in-scope assets.
- Inspection and maintenance coordination for pool shell, tile, finish, joints, grates, drains, edge details, public lighting, umbrellas, shade structures, glass barriers and pool fencing, except for maintenance gates.
- Real-time logging of all water-quality, planned-maintenance, reactive and closure activity.

Excluded / interfacing

- Wave-generating equipment, including compressors, fan blowers, wave valves, related mechanical equipment, vibration/corrosion routes, supporting machinery and associated electrical equipment.
- Wave Lagoon maintenance gates, gate latches, chains and gate-related access-control equipment.
- Public concourse cleaning and general waste.
- Building fabric, lifts, HVAC and surrounding built services.
- Recreation Lagoon seawater pumps and marine works.
- Lifeguarding / aquatic supervision unless separately scoped.

2 Service Level Agreement (SLA)

Tier	Definition / trigger	Response	Make safe	Rectify
P1	Water-quality excursion, critical in-scope water-treatment plant failure, or applicable safety-system fault	30 min	2 hours	4 hours
P2	Non-critical in-scope plant fault affecting availability	2 hours	4 hours	24 hours
P3	Standard reactive in-scope asset 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. The Wave Lagoon shall be operated and maintained as per NT Health Guidelines, and as a premium tourism precinct aquatic attraction, with emphasis on water clarity, hygiene, cleanliness, reliability, safe operation and consistently high visual presentation.
2. Visible asset deterioration, staining, debris, water-quality drift, poor presentation or avoidable downtime of in-scope water-treatment assets is not acceptable in a flagship public attraction of this nature.
3. Operational, maintenance and cleaning practices must support a safe, well-presented and consistently serviceable public aquatic asset.
4. The contractor shall act as custodian of the in-scope asset and maintain standards that protect both public safety and visitor experience.
5. Water-quality checks must be completed once daily by 8:00 am before public opening, with additional checks undertaken where required following contamination, abnormal test results, heavy patronage, out of rage readings via lifeguard contractor, severe weather or other operational triggers.

4 Specification

1. Water quality management, plant operation, supervision interfaces and operational risk controls shall align with the NT Health Guidelines and the Royal Life Saving Society Australia Guidelines for Safe Pool Operations.
2. Preventative maintenance shall be structured to identify deterioration of in-scope filtration, circulation, dosing and control assets, water-quality drift, fouling, equipment wear and control faults early.
3. Cleaning and treatment regimes shall ensure that the lagoon, in-scope plant spaces and public interface areas remain visibly clean, free of build-up and appropriate for a premium paid-entry visitor experience.
4. Where enclosed plant spaces, electrical systems or access equipment form part of the in-scope assets, maintenance shall also be carried out in accordance with the relevant Australian Standards, manufacturer requirements and statutory inspection obligations.
5. This package does not include inspection, maintenance, repair, replacement or operation of wave-generating equipment or Wave Lagoon maintenance gates. The contractor must promptly record and notify DWC of any observed defect affecting an excluded asset that presents a safety or operational risk.

5 Frequency

Refer to Annexure - Wave Lagoon 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 water-quality compliance, lagoon availability, in-scope plant breakdowns, planned-maintenance completion, chemical management and corrective actions. Reporting must separately identify observed risks relating to excluded wave-generation equipment or maintenance gates.

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.

8 Measurement and Payment

Payment for routine services shall be on a fixed price basis. Major in-scope water-treatment plant overhaul, replacement and upgrades 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 all Wave Lagoon plant and equipment (except Wave Generation) such as :

- Chlorinators for the Wave Lagoon and Wading Pool.
- Back-up liquid chlorine dosing system.
- Chlorine cells.
- DiaLog710-G controllers (two).
- Filtration systems.
- Pumps
- In-scope circulation and water-treatment equipment.
- Automation interface between the DiaLog710-G controllers and chlorinators.

10 Performance Management and Abatements

10.1 KPIs

KPI Category	Measure	Target
Water quality compliance	All mandatory parameters in range during open periods	100%
Lagoon availability	During scheduled operating season/hours	≥ 99%
Critical in-scope plant response	30 min acknowledgement / 2 hrs on site	100%
Critical in-scope plant PM	Completed on time	100%
Safety-system tests	Completed on time for in-scope assets	100%

Chemical management	Storage, dosing and records compliant	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. Water-quality non-compliance event: 5% of the Monthly Fixed Package Fee per event.
2. Lagoon closure day attributable to Contractor in-scope water-treatment failure: 3% of the Monthly Fixed Package Fee per day.
3. Any critical in-scope plant PM not completed on time: 3% of the Monthly Fixed Package Fee per task.