



Australian Government

Department of Home Affairs

Schedule 2- Official Order

Order Number – CCTV2019-2020-01

To engage **Bemac Security Pty Ltd** to provide Closed Circuit Television (CCTV) Repair and Maintenance Services in the **Australian Capital Territory, New South Wales, Northern Territory, Queensland North, Queensland South and South Australia** under the Video Surveillance Equipment and Services Panel No: SON2453831.

The Service Provider has offered under clause 4.1 of the Agreement to provide the Deliverables described in this Official Order. The Department of Home Affairs (**the Department**) accepts this offer on the terms and conditions set out in the Agreement and in this Official Order; and issues this Official Order in accordance with clause 4.3 of the Agreement. If there is an inconsistency between this Official Order and any other provisions of the Agreement forming part of this Official Order, the terms and conditions of the Agreement will prevail to the extent of any inconsistency.

Item No	Description	Deed Clause Reference	Details
1.	Official Order No. and description	N/A	CCTV2019-2020-01 Provision of Closed Circuit Television Maintenance and Repair Services
2.	Official Order start date	1.1 and 3.1	01/07/2019
3.	Official Order Period	1.1 and 3.2	Twelve (12) months (ending 30 June 2020)
4.	Option Period		Up to six (6) months in aggregate
5.	Software	1.1	Refer to Attachment A (Official Order)
6.	Software Support Services	1.1	Refer to Attachment A (Official Order)
7.	Hardware	1.1	Reference Hardware from Attachment A (Official Order)
8.	Software Licence	7.2	Not applicable
9.	Escrow	7.4	Default position to apply
10.	Audit of use	7.7	Audit rights in clause 7.7 are to apply
11.	Delivery, installation and Implementation	8.1	Not applicable
12.	Subcontractors	9.7	Not applicable
13.	Warranty Period	1.1 and 17	No change to the existing provision
14.	Hardware Maintenance Support Period	19.1	The Hardware Maintenance Support Period will commence on the Official Order start date and will continue for the Official Order Period
15.	Software Support Period	10.1	The Software Support Period will commence on the Official Order start date and will continue for the Official Order Period
16.	User difficulty or inexperience	10.3 (c)	To be managed as agreed, from time to time, with the Home Affairs Contract Manager (contingent on prior approval from Home Affairs)
17.	Remote Access	10.4	No Provider will be given remote access to the Department's CCTV System under any circumstances.
18.	Updates and New Releases	11.1	The Service Provider is required to provide: <input checked="" type="checkbox"/> Updates <input checked="" type="checkbox"/> New Releases under clause 11.1

Item No	Description	Deed Clause Reference	Details
19.	Ongoing Software Support Services	11.2	Not applicable
20.	Acceptance testing of Software and Hardware	29.1	Not applicable
21.	Period for Acceptance	29.4	Not applicable'
22.	Nominated Specified Personnel	1.1 and 31.1	s. 22(1)(a)(ii)
23.	Intellectual Property Rights – Ownership of Contract Material	32.3	Items 23, 24 and 26 should be informed by an IP needs analysis. • Clause 32.4 (Service Provider Ownership of Intellectual Property Rights in Agreement Material) is to apply
24.	Intellectual Property Rights – licences	32.4 (b)	Not applicable
25.	Department of Home Affairs Material	1.1, 32.5(b) and 32.5(b)(ii)	Not applicable
26.	Intellectual Property Rights – Licences	32.5(b)	Items 23, 24 and 26 should be informed by an IP needs analysis. Where clause 32.5 (Commonwealth Ownership of Intellectual Property Rights in Agreement Material) is to apply: Period of the Department's licence is: Perpetual
27.	Limitation of liability – cap	39.2(a), 40.3	Not applicable
28.	Limitation of liability – limitation on types of liability	39.2(b)	Not applicable
29.	Limitation of liability – aggregate or per occurrence	39.2(c)	Not applicable
30.	Limitation of liability – Service Rebates not included in limitation of liability	39.5(b)	Not applicable
31.	Additional Insurance	40	Not applicable
32.	Unforeseen events – termination period	47.3	Not applicable

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under the Freedom of Information Act 1982

Signed by duly authorised officers:

Department of Home Affairs ABN 33 380 054 835	
Name (print)	s. 22(1)(a)(ii)
Position	AS OCB
Signature	s. 22(1)(a)(ii)
Date	27/7/19
Witness Name	s. 22(1)(a)(ii)
Witness Signature	
Date	3/7/19
BEMAC SECURITY Pty Ltd ABN 46 003 482 577	
Name (print)	s. 22(1)(a)(ii)
Position	General Manager
Signature	s. 22(1)(a)(ii)
Date	28/06/2019
Witness Name	s. 22(1)(a)(ii)
Witness Signature	
Date	28/06/2019

Attachment A to the Official Order – Statement of Requirement

1. Purpose

- 1.1 The Department requires the Service Provider to provide Category B: Maintenance and Support Service, including but not limited to:
- (a) Preventative Maintenance
 - (b) Remedial Maintenance
 - (c) Material Supply and Logistics.
- 1.2 These Services will be provided across the following Regions and Sites:
- (a) **Region 1 – Australian Capital Territory**
 - (b) **Region 2 – New South Wales**
 - (c) **Region 3 – Northern Territory**
 - (d) **Region 4 – Queensland North**
 - (e) **Region 5 – Queensland South**
 - (f) **Region 6 – South Australia**

Region	Site	Location Code LOC	Site Type	Category
1. Australian Capital Territory	Canberra	CBR	Airport	METRO
	Canberra	CBR	Offices	METRO

2. New South Wales	Circular Quay	SYD	Overseas Passenger Terminal	METRO
	Coffs Harbour	CFS	Seaport	REGIONAL
	Eden	QDN	Seaport	REGIONAL
	Kurnell	KUR	Seaport	METRO
	Newcastle International Airport	NTL	Airport	METRO
	Newcastle Ports	NTL	Seaport	METRO
	Newcastle CEF	NTL	Container Examination Facility	METRO
	Norfolk Island Airport	NLK	Airport	REMOTE
	Norfolk Island	NLK	Seaport	REMOTE
	Port Botany (Botany Bay)	BTB	Seaport	METRO
	Port Kembla/ Wollongong	PKL	Seaport	REGIONAL
	Sydney CEF	SYD	Container Examination Facility	METRO
	Sydney RMC	SYD	Regional Monitoring Centre	METRO
	Sydney International Airport	SYD	Airport	METRO
	Sydney Mail Gateway	SYD	Mail Gateway Facility	METRO
	Sydney DDU	SYD	Detector Dog Unit	METRO

	White Bay OPT	SYD	Overseas Passenger Terminal	METRO
	Yamba	YBA	Seaport	REGIONAL

3. Northern Territory	Darwin CEF	DRW	Container Examination Facility	METRO
	Darwin	DRW	Overseas Passenger Terminal	METRO
	Darwin	DRW	Regional Monitoring Centre	METRO
	Darwin International Airport	DRW	Airport	METRO
	Darwin Ports	DRW	Seaport	METRO
	Gove	GOV	Seaport	REMOTE
	Groote Eylandt/ Milner Bay	GTE	Seaport	REMOTE

4. Queensland North	Abbot Point	ABP	Seaport	REGIONAL
	Cairns International Airport	CNS	Airport	METRO
	Cairns Regional Offices	CNS	District Office	METRO
	Cairns Armoury	CNS	District Office	METRO
	Cairns (OPT)	CNS	Overseas Passenger Terminal	METRO
	Cairns Seaports	CNS	Seaport	METRO
	Karumba	KRB	Seaport	REGIONAL
	Lucinda	LUC	Seaport	REGIONAL
	Mackay (3 Sites)	MKY	Seaport	REGIONAL
	Mackay (Dalrymple Bay and Hay Point CLTs)	MKY	Seaport	REGIONAL
	Mourilyan	MOU	Seaport	REGIONAL
	Thursday Island / Horne Is	TIS	Seaport	REMOTE
	Townsville	TSV	Airport	METRO
	Townsville	TSV	Seaport	METRO
	Townsville	TSV	Container Examination Facility	METRO
	Weipa (2 Sites including AMRUN)	WEI	Seaport	REGIONAL

5. Queensland South	Brisbane CEF	BNE	Container Examination Facility	METRO
	Brisbane (Rivergate Marina)	BNE	Seaport (Small vessel loading)	METRO

	Brisbane OPT	BNE	Overseas Passenger Terminal	METRO
	Brisbane Regional Office	BNE	Regional Monitoring Centre	METRO
	Brisbane International Airport	BNE	Airport	METRO
	Brisbane Seaports	BNE	Seaport	METRO
	Bundaberg	BDB	Seaport	REGIONAL
	Gladstone Seaports (7 sites)	GLT	Seaport	REGIONAL
	Gladstone Gasworks (4 sites)	GLT	Seaport	REGIONAL
	Port Alma (Gladstone)	PTL	Seaport	REGIONAL
	Gold Coast (Coolangatta) International Airport	OOL	Airport	METRO
	Sunshine Coast (Maroochydore) International Airport	MCY	Airport	METRO
6. South Australia	Adelaide	ADL	Container Examination Facility	METRO
	Adelaide	ADL	Overseas Passenger Terminal	METRO
	Adelaide Regional Offices RMC	ADL	Regional Monitoring Centre	METRO
	Adelaide International Airport	ADL	Airport	METRO
	Port Adelaide	ADL	Seaport	METRO
	Ardrossan	ARD	Seaport	REGIONAL
	Port Bonython	PBY	Seaport	REGIONAL
	Port Giles	PBI	Seaport	REGIONAL
	Port Lincoln	PPI	Seaport	REGIONAL
	Port Pirie	PLO	Seaport	REGIONAL
	Thevenard	THE	Seaport	REGIONAL
	Wallaroo	WAL	Seaport	REGIONAL
	Whyalla	WAY	Seaport	REGIONAL

1.3 The Service Provider is responsible for:

- (a) Meeting and delivering all identified requirements and deliverables to a high standard, including compliance with identified industry and performance standards.
- (b) Ensuring all services are provided consistent with best practice, including the labelling of cabling.
- (c) Updating and maintaining the Site Installation Manuals (SIM's) for all changes of equipment at all Sites in the Service Providers contracted Region(s) in conjunction with and the direction of the Department's Contract Manager.

- (d) Cooperating with and effectively managing third party relationships, including sub contracts and suppliers, throughout the term of any resultant contract.
- (e) Ensuring minimal disruption to the Department's operations at all Site(s).
- (f) Completing all services as quoted and approved to the satisfaction of local the Department's Contract Manager.
- (g) Compliance with, delivery and completion of all relevant Work Health Safety (WHS) paperwork i.e. Job Safety Assessments (JSAs)/Safe Work Method statements, etc.' specific to the services provided.
- (h) Organising and managing site access and complying with all site-specific security and Workplace Health and Safety (WH&S) requirements that might apply at any given time.
- (i) Providing and maintaining a contact procedure, contact list and escalation procedure.
- (j) Following the Departments Fault Reporting Procedures.
- (k) Reporting, as soon as practical, any installations that do not comply with identified industry and performance standards.
- (l) Ensuring all Specified Personnel must wear and visibly display Australian Border Force (ABF)/ Home Affairs contractor ID and ASIC/MSIC cards at all times when on site.

Specified Personnel and Security Clearances

- 1.4 Specified Personnel must hold a current security clearance (baseline clearance as a minimum) and Employment Suitability Clearance (ESC). The Department will not engage any Specified Personnel unless they have been granted an ESC or have been granted an Authority to On-Board (ATOB) by the Department.

2. Services (clauses 1.1, 20 (Preventative Maintenance), and 21 (Remedial Maintenance)) Category B – Maintenance and Support Services

2.1 Preventative Maintenance

The Service Provider will:

- (a) Undertake, as directed by the Departments Contract Managers, a Routine Maintenance Inspection Service (RMIS) at nominated sites. Due to the varying environmental conditions and planned project work some sites may be scheduled multiple times a year and others one or less times.
- (b) Provide a comprehensive quote for each RMIS as requested.
- (c) Communicate with the Department's Contract Manager, regarding milestones and agreed schedules for RMIS.
- (d) Provide a list of personnel who will be utilised for the preventative maintenance,
 - (i) Ensure all site visits are managed with and communicated to the local ABF, to suit local and operational requirements at the scheduled site, evidence of this communication will be required prior to mobilisation.
- (e) In achieving the above RMIS the Service Provider will undertake one or all of the below as required:
 - (i) Inspect, clean, and service all devices and infrastructure, as outlined at Annex F to the Routine Maintenance Inspection Schedule (RMIS) documents.
 - (ii) Undertake and comply with all WHS requirements, as outlined at Annex F to the RMIS, and as pertain to each site.
 - (iii) Perform an audit/review on all assets, in connection with tasks outlined at Annex F to the RMIS documents.

- (iv) Where expedient during RMIS site visits, reinstate faulty systems to normal operational performance, subject to providing quotes and the subsequent endorsement and approval by the Department's Contract Manager, including:
 - (A) Analysing faults and providing a robust diagnosis of root cause(s) and affected services/equipment.
 - (B) Providing regression and non-regression testing of impacted network linkages, prior to finalising any services at site.
 - (C) Remediation of any supporting infrastructure, at high risk of failure.
 - (D) Reporting of any persistent issues.
- (v) Ensuring that all CCTV devices, infrastructure and the site(s) are neat, tidy and functional at the completion of all services rendered.
- (vi) Report, as soon as practical, any installations that do not comply with identified industry and performance standards.
- (vii) The Department will, if required, make available to the Service Provider, where possible, current Site Installation Manual(s) and other documentation as required.
- (viii) Provide updated SIMs at the completion of works at RMIS sites.
- (ix) Provide the Department's Contract Manager with original WHS paperwork, i.e. Safe Work Method statements (SWMS's), Job safety Assessments (JSA's), etc., within 24 hours of commencement of any services at site(s).

2.2 Remedial Maintenance

The Service Provider will:

- (a) Effectively maintain and support ongoing operational capabilities/priorities of the Department's CCTV Network, as and when identified, across the site(s).
- (b) Receive, acknowledge, respond to and resolve, where feasible, all reported faults and/or issues to reinstate normal operational performance, within nominated resolution times.
- (c) Obtain relevant prior approvals to proceed with all fault rectifications, from the Department's Contract Manager.
- (d) Repair and/or remediate any faulty CCTV devices and/or infrastructure, including:
 - (i) Analysing faults and providing a robust diagnosis of root cause(s) and affected services/equipment.
 - (ii) Reinstating normal operational performance of the CCTV network by repairing and/or replacing equipment, or reprogramming systems, subject to prior approval by the Department's Contract Manager.
 - (iii) Management of logistics and change management of any faulty CCTV devices and/or infrastructure.
 - (iv) Physical and electronic installation and updating/upgrading of new and existing CCTV devices and/or infrastructure, as required.
 - (v) Dismantling and removal of any faulty CCTV devices and/or infrastructure (including certified environmental disposal).
 - (vi) Providing regression and non-regression testing of impacted network linkages, prior to finalising any services at site(s).
 - (vii) Capturing, recording and reporting the details of each and every fault and/or issue encountered and remediated.

- (viii) Providing camera cleaning as required.
- (e) Cooperate and coordinate any Services with real-time monitoring' and network management service provider(s), internal and external to the department as identified by the Department's Contract Manager.
- (f) Provide the Department's Contract Manager with original WHS paperwork, i.e. Safe Work Method statements (SWMSs), Job Safety Assessments (JSAs), etc., within 24 hours of commencement of any services at site(s).
- (g) Provide updates to SIMs at the completion of the remedial maintenance where any equipment has been replaced or upgraded to newer models, refer to SIMs Change Management Templates.
- (h) Panellists are required to abide by the service levels offered in the panellist's RFQ response.

2.3 Response & Resolution to Faults

The Service Provider must comply with the following Response & Resolution times for any system faults/fault reports identified across all regions and sites:

Response Priority	Description	Response time	Resolution time
Priority 1 – Critical	Faults or issues that are all of site or all of service, or multiple parts of service that will: <ul style="list-style-type: none"> - significantly reduce or impact on the operational efficiency or effectiveness, - cause damage to property or equipment or personal injury, - or place the Department in a position that may damage its reputation. 	2 Hours	1 Business Day
Priority 2 – Major	Faults or issues that are not all of site or all of service, but involve multiple equipment or services that may: <ul style="list-style-type: none"> - reduce or impact on the operational efficiency or effectiveness of that site or may cause to property or equipment or personal injury.	4 Hours	2 -5 Business Days
Priority 3 Minor	Faults or issues to singular parts of equipment or services that need attendance but are neither critical nor major and do not reduce/ impact on the overall operational capability of the whole of site.	1 Business Day	5-10 Business Days

- 2.4 The Service Provider will be required to confirm (and as necessary revise) the 'response priority' any fault, prior to, or as part of responding to a fault. This must occur prior to the commencement of any rectification works, including mobilisation for physical site(s) attendance. Including calls outside of normal business hours.
- 2.5 Any and all fault rectifications must be approved by the Department's Contract Manager prior to the Service Provider mobilising for physical site(s) attendance.
- 2.6 **Priority 1 – Critical Incidents** – should not be reported directly to the Service Provider during business hours. They should be reported through the internal Service Request System, and the Departments Contract Managers will request the appropriate service providers to attend, as required.
- Outside normal business hours the Service Providers may be contacted directly by the ABF, at Airport Control Rooms, for immediate resolution of a critical incident.
- On receiving a call from the Control Room, the Service Provider may apply immediate resolution by phone or decide to visit the site. If a site visit is required the Service Provide must contact the departments Contract Managers afterhours number and advise them that there is a critical incident. If assistance is required from Home Affairs internal ICT resources to resolve the incident then the

Department's Contract Manager can contact these appropriate resources as required, and escalate the incident if required.

- 2.7 **Priority 2 – Major Incidents** will be reported to Department through the internal Service Request Catalogue during business hours and the Departments Contract Managers will request the appropriate service providers to attend, as required.
Outside business hours the Service Provider should not be contacted directly for resolution of these incidents. If the Service Provider is contacted outside business hours, they should defer resolution and advise the Departments Contract Managers.
- 2.8 **Priority 3 – Minor Incident** will be reported to the Department through the internal Service Request System and the Departments Contract Managers will request the appropriate service providers to attend, as required through normal business hours processes.
These incidents should not go directly to the Service Provider at any time.
If the Service Provider is contacted outside business hours, they should defer resolution and advise the Departments Contract Managers.
- 2.9 Incident Priority will be set by the Department at the time of the Incident using the Department's incident classification matrix in the fault reporting system. Re-categorisation of any incidents will not be decided by the Service Provider or the by the end user, but only by the Department.
- 2.10 Following the Service Provider's response to any and all incidents, incident rectifications must be approved by the Department's Contract Manager prior to mobilising to physical site(s).
The Service Provider will be informed by the Department's Contract Manager or other authorised Departmental representative if a formal quote or estimate of cost is required for repairs or replacement of equipment before commencing work at the time, for all incidents.

3. Hardware

3.1 Supported Hardware (clauses 1.1 and 19.2)

The Service Provider will:

- (a) Provide the servicing and maintenance of any/all CCTV devices, equipment and systems, including network infrastructure and any supporting infrastructure, such as poles, wires, cabinets, etc., consistent with the SIMs, as amended from time to time, for each site(s).

3.2 Materials and Logistics

The Service Provider will:

- (a) Coordinate the supply, delivery, storage and movement of materials to and from the site(s) to support the delivery of preventative and remedial maintenance services.
- (b) Provide reliable and accessible materials to support preventative and remedial maintenance services, as required.
- (c) Minimise logistics costs and minimising inventories, including:
 - (i) Materials planning.
 - (ii) Acquisition of materials.
 - (iii) In-service management (including storage, spare parts, repairs and transportation).
 - (iv) Disposal.

4. Performance Criteria

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