

GENERAL SERVICE LEVELS			
TASK REQUIRED	TASK DESCRIPTION	SERVICE LEVELS	
		PERFORMANCE MEASURES	MINIMUM PERFORMANCE STANDARDS
Service Delivery	• Perform all Services in accordance with the agreed the Service Levels and Standard Operating Procedures (SOPs). • Perform all Services in accordance with minimum requirements and specifications, as outlined in request documentation. • Provide all Services using appropriately trained and accredited Personnel and subcontractors. • Perform all Services in compliance with identified standards. • Perform Services in accordance with appropriate and current Building Codes and the Supporting Guidelines, where relevant. • Undertake and comply with all WHS requirements; and • Appropriately handle and manage all Contract Material identified Confidential.	• Non-compliance with agreed Service Levels and/or SOPs.	• Nil instances attributable to the Service Provider.
		• Non-compliance with industry and manufacturer accreditation and training requirements.	• Nil instances attributable to the Service Provider.
		• Non-compliance with identified International (ISO) and Australian (AS) industry standards.	• Nil instances attributable to the Service Provider.
		• Non-compliance with WHS requirements.	• Nil instances.
		• Breach of specific legislation/guidelines.	• Nil instances.
Advice and input	• Provide input to the Department’s planning processes as required, including the provision of information and reporting on significant issues related to service delivery, functional and operational considerations, industry best practice and market developments.	• Breach of Confidentiality provisions.	• Nil instances attributable to the Service Provider.
		• Inputs to planning processes provided within agreed timeframes.	• 100% compliance, unless prior approval obtained in writing.
Communications	• Openly communicate with the Department and relevant stakeholders on delivery of the Services including: - Appropriately notifying and informing staff impacted by the Service Provider’s site attendance, prior to, during and at completion of the Services. - Appropriately notifying Site Owners/Operators, as required, when conducting any and all Services on their	• Adverse impact to Department’s operations due to the Service Provider not providing advice or notice of issues impacting the delivery of the Services.	• Nil instances attributable to the Service Provider.
		• Consultation completed within agreed timeframes.	• 100% compliance unless prior approval obtained, in writing.
		• Compliance with ‘Site owners/operators’ requirements in delivering the Services.	• 100% compliance.
		• Consultation completed consistent with the Department’s brief.	• 100% unless prior approval obtained from the Department.

	premises. - Complying with any and all site access conditions/ inductions imposed by the respective Site Owners/Operators.	• Accuracy of information provided.	• Nil instances attributable to the Service Provider.
Meetings	• Meet monthly to identify and address the progress and quality of the Services provided by the Service Provider. • Ensure that the Service Provider and Department are reasonably available to attend meetings and answer queries.	• Opportunities for bundling service priorities, coupled with environmental, geographical and other considerations. • Availability of Key Personnel • Addressing and resolving identified Action Items. • Action Items addressed In accordance with agreed timeframes. • Non-compliance with Integrity related 'Mandatory Reporting' and 'Professional Standards' Orders. • Non-compliance with security industry regulations and codes. • Breaches of Department's security requirements. • Invoicing is to be consistent with quoted pricing and Deed rates. • Invoicing is to accurately apportion all Service costs as outlined in request documentation. • Invoicing is to be provided consistent with timings outlined in the request documentation.	• Nil instances of missed opportunities to reduce operating expenses when providing Services subject to travel and accommodation. • Nil instances of meetings being abandoned or postponed without prior agreement from both parties. • Nil instances of Action items assigned to the Service Provider lapsing. • 100% compliance unless prior approval obtained, in writing. • Nil instances attributable to the Service Provider. • Nil instances attributable to the Service Provider. • Nil instances attributable to the Service Provider. • Nil instances of major or recurrent errors. • Nil instances of major or recurrent errors. • Nil instances of major or recurrent errors.
Integrity and Security	• Meet or exceed Department's Integrity and Security requirements, as required. • Meet or exceed Industry specific security requirements.		
Pricing and Payment	• Provide correctly rendered invoices. • Meet milestone and progress payment requirements.		

CATEGORY B: MAINTENANCE AND SUPPORT SERVICES			
TASK	TASK DESCRIPTION	SERVICE LEVELS	
		PERFORMANCE MEASURES	MINIMUM PERFORMANCE STANDARDS
Preventative Maintenance	- Inspect, clean, service, test and optimize all devices and infrastructure: - Perform network checks/ 'Functional testing'. - Perform an audit/review on all assets. - Analyse faults and provide a robust diagnosis of root cause(s) and affected services/equipment. - Where expedient reinstate faulty systems to normal operational performance. - Update any and all onsite network information or documentation. - Ensure all CCTV System Sites and equipment is neat and tidy. - Provide: - Appropriate reporting at the completion of any scheduled maintenance program(s), or part thereof. - Weekly progress reporting on the progress of any current scheduled maintenance program(s). - Any persistent issues encountered. - Provide advice and assistance on the planning and preparation of the Department's scheduled maintenance program(s), as required.	- Evidence of avoidable Remedial Services or event(s) resulting from failure to deliver the required Services. - Disruptions to the Department's operations due to a failure to deliver the required Services. - Re-work required, attributable to the Service Provider, completed at no additional charge to the Department. - Damage and/or re-work impacting the delivery of the services. - Services conducted in accordance with original equipment manufacturer's specification. - Services provided in accordance with agreed budget and timeframes. - Absence of appropriate documentation provided to the Department. - Outcomes provided are subject to satisfaction of the Department. - Deliverables provided in accordance with the Department's brief. - Accuracy of information provided.	- No obviously avoidable Remedial Services or event(s). - Nil instances. 100% compliance. - Nil instances attributable to the Service Provider. 100% compliance unless prior approval obtained from the Department. 100% compliance unless prior approval obtained from the Department. - Nil instances attributable to the Service Provider. 100% compliance unless prior approval obtained from the Department. 100% unless prior approval obtained from the Department's Representative. - Nil instances of material errors attributable to Panellist.
Scheduled maintenance program (s)			

CATEGORY B: MAINTENANCE AND SUPPORT SERVICES		
		- Failure of the Service Provider to act on prior information impacting the delivery of the Department's requirement. - Nil instances identified where information was not raised with the Department.
<i>Remedial Maintenance</i>		
Receive, acknowledge, respond to and resolve faults	- Receipt, acknowledgement, response and resolution of any and all fault reports, including: - Response to and, if required, attendance to all faults/issues consistent with Response & Resolution Times. - Ensuring the Department is consulted prior to progressing repairs or replacement of equipment. - Attending to and monitoring any persistent issues.	- Faults reports un-actioned - No more than 1%.
		- Fault requests un-actioned or unduly delayed beyond Response times. - No more than 1%.
		- Achievement of both Resolution Times. 100% compliance unless prior approval obtained from the Department.
		- Disruptions to the Department's operations due to a failure to deliver the required Services. - Nil instances.
Capture, record and report on faults	- Capture/record each and every system fault and/or error encountered, detailing. - How a fault/issue was identified. - The nature of the fault/issue. - any action taken (including Response & Resolution); - Status toward rectification/ remediation. - Complete and maintain an onsite Service log book, detailing work conducted and Site attendance. - Provide reporting on: - Faults and/or issues encountered, via a weekly progress report. - Each and every fault and/or issue once resolved, including updated Site documentation.	- Faults/issues with appropriate records. 100% compliance.
		- Services provided in accordance with agreed timeframes. 100% compliance unless prior approval obtained from the Department.
		- Inaccuracies in reporting. - Nil instances of major errors.
		- Availability of documentation 'in-train' for the Department's review at all times. 100% availability.
		- Reporting of all onsite and other relevant network information or documentation 100% compliance unless prior approval obtained from the Department.
		- Outcomes provided are subject to satisfaction of the Department. 100% compliance unless prior approval obtained from the Department.

CATEGORY B: MAINTENANCE AND SUPPORT SERVICES					
Repair and/or remediate any fault equipment and/or infrastructure	• Receive, acknowledge, respond to and resolve any and all fault reports, including: - Repair and/or remediation of faulty devices and infrastructure. - Providing fault diagnostics. - Reinstating and/or rectifying faults to a state of regular operational performance. - Repair, replacement and/or decommissioning of existing CCTV supporting infrastructure. - Update onsite network information/documentation; - Support the updating of network information/documentation at regional/national monitoring areas. - Ensure all CCTV System Sites and equipment are neat and tidy. - Provide CCTV camera cleaning, as required. - Provide for, repair and/or facilitate the repair of new or modified signage. • Dispose of damaged, broken, obsolete video surveillance technology and infrastructure and waste materials as required. This includes, but is not limited to: - Decommissioning (including data sanitisation). - Dismantling and removal (including certified environmental disposal). - Provision of site cleaning and make good services.		• Instances of maintenance works requiring follow up due to poor delivery of Services. • Faults not rectified in accordance with warranty conditions. • Disruptions to the Department's operations due to a failure to deliver the required Services. • Re-work required, attributable to the Service Provider, completed at no additional charge to the Department. • Services conducted in accordance with original equipment manufacturer's specification. • Decommissioning/ disposal plans prepared within agreed budgets and timeframes. • Adherence to agreed decommissioning/ disposal plans • Appropriate updating and maintenance of all onsite and other relevant network information or documentation • Outcomes provided are subject to satisfaction of the Department.	• Nil instances of the Service Provider needing to remediate prior Services due to poor work. • Nil instances. • Nil instances. • 100% compliance. • 100% compliance unless prior approval obtained from the Department. • 100% compliance unless prior approval obtained from the Department. • 100% compliance. • 100% compliance. • 100% compliance unless prior approval obtained from the Department.	
		<i>Materials and Logistics</i>			
		Supply, delivery, storage and movement of materials	• Provide all breakdown spares, replacements and consumables required to reinstate regular operational performance of devices and infrastructure. • Distribute (including packaging and transportation), repair and/or return of serviceable and unserviceable devices and	• Deliverables provided in accordance with the Department's brief. • Damage and/or re-work required impacting the delivery of the Services completed at no additional charge to the Department.	• 100% unless prior approval obtained from the Department. • 100% compliance.

CATEGORY B: MAINTENANCE AND SUPPORT SERVICES		
	infrastructure, including those devices and infrastructure that require or have been returned and/or reconditioned under repair or manufacturer warranty.	• Damage and/or re-work impacting the delivery of the Services. • Acquisitions completed within agreed timeframes and budget. • Services provided in accordance with agreed budget and timeframes.
		• Nil instances attributable to the Service Provider. • 100% compliance unless prior approval obtained from the Department. • 100% compliance unless prior approval obtained from the Department.
Reliable and accessible materials	• Support the delivery of preventative and remedial maintenance by: - Minimising logistics costs and inventory volumes; - Competitively sourcing relevant materials. - Making materials available in responding to and resolving faults. • Maintaining reasonable inventory levels, including: - Materials planning. - Acquisition of materials. - In-service management (including spare parts, repairs and transportation). - Disposal.	• Failure to support preventative and remedial maintenance due to poor planning or logistics. • Competitive acquisition of materials, as determined by the Department.
		• Nil instances of the Service Provider failing to resolve a fault due to poor planning or logistics. • 100% compliance.
		• Adherence to agreed Decommissioning/disposal plans
		• 100% compliance.
		• Unavailable or excessive inventory volumes or storage costs.
		• Nil instances attributable to the Service Provider.

5. Progress Meetings

The Service Provider will, during the Term of the Contract, meet with the Department's representative (s) as required, to review and discuss items such as performance, reports, invoicing, disputes, non-compliances and relevant industry and technology developments, including:

Meeting	Attendees	Frequency	Place
Monthly meeting	Nominated Panellist Representative The Department's CCTV Support & Maintenance Manager or their nominated representative	Monthly First week of every Month	In Canberra or at site as agreed to, or otherwise by phone.

- (a) The Department's Support & Maintenance Manager will be responsible for keeping minutes of such meetings, including action items, and distributing copies to attendees.
- (b) Each party will bear its own costs in respect of attending all meetings called.
- (c) The Service Provider will initiate, expedite and co-ordinate the availability of the Service Provider and the Department's Support Manager, or their representative.

6. Reporting (clause 28.2)

6.1 The Service Provider will provide written reports on:

Report type and content	Frequency
Updates to Site Installation Manuals (SIMs) – provide the Department's Contract Manager updated system information that incorporates any and all physical or logical changes associated with the Services at Site(s), Including at a minimum: (i) Details of all replaced/new hardware – including photographs detailing the changes. (ii) Detail including wiring diagrams/technical drawings of any changes to network configuration/integration, including. - Hardware connectivity. - Cabling. - Any changes to software programming, IP addresses, software licensing, etc.	Monthly and as required.
Weekly Progress Report on delivery of Remedial Maintenance Services – provide details of all identified faults, detailing: (i) Identity of the fault. (ii) Progress in addressing the fault. (iii) Response undertaken. (iv) Any actions taken to resolve the fault. (v) Date Resolution achieved.	Weekly – (the last working day of any week during the Term of the Contract).
Monthly Progress Report on delivery of Scheduled Maintenance Services (RMIS).	Monthly - First business day of each month.

6.2 In the event of a WHS incident, the Service Provider must advise the CCTV Contract Manager as soon as practically possible or reasonably thereafter.

6.3 The Service Provider will also:

- (a) Notify, consult and inform relevant Departmental staff impacted by the planned and actual Site attendance including scheduling, prior to, during and at the completion.
- (b) Notify the relevant Site owner/operator of attendance on their premises.

- (c) Comply with any and all site access conditions imposed by the relevant Site owner/ Operator, including instances where devices and infrastructure are not within a Department of Home Affairs or ABF tenancy area.
- (d) Complete and maintain an onsite Service log book detailing the attendance, including arrival and departure times, and work conducted at each and every Site.

Attachment B to the Official Order – Payment (Licence and Software Support Services)

7. Invoicing requirements (clause 36.2)

- (a) The Service Provider will be required to submit a Tax Invoice Summary and all Tax Invoices to the Department of Home Affairs no later than five working days prior to the last day of each month, regarding all services rendered in the period directly preceding, and not covered or paid for by any preceding invoices.
- (b) The Tax Invoice Summary must clearly show, an itemised summary of all services delivered for the period. Each item in the summary list should be referenced against the Service Providers Official Order (PO) Number, the Region Line Item Number, a Home Affairs Request number (eg. IMxxxxxx), the Service Providers Quote Number (eg. Qxxxx), the Service Providers Invoice Number, the State and the Site Name, and the total cost (ex GST) for each line item. For example, the tax invoice summary should include one line item per each invoice:
PO 140145 - Line10, IM34135, Q1562, INV 201521, ACT- Canberra Airport, \$4014.68
PO 140133- Line20, IM34165, Q1671, INV 201723, NSW- Eden Seaport, \$1836.00
- (c) All Tax Invoices summarised must be individually and correctly rendered and show the Department's standard invoice requirements, the Department's identity and ABN as well as the suppliers identity, the suppliers ABN and contact details, the suppliers invoice number, the date of issue, a description of the items purchased, the price ex GST, the GST amount and Total Price including GST, as well as a statement such as 'Total price includes GST'.
- (d) Tax Invoices will be processed for payment by the end of the month in which it is submitted. Any invoices found to have errors will be returned to the Service Provider for rectification and will be processed upon the resubmission date, (not the original submission date) and after re-verification and processing by Home Affairs.
- (e) In addition to the Tax Invoice summary, each invoice rendered by the Service Provider associated with any services under this Official Order, will:
 - (i) Be provided not inconsistent with this Official Order and the Schedule 7 [Charges and Discounts and Service Offering] of the Deed of Agreement for the Provision of Video Surveillance Equipment and Services executed between the Service Provider and Home Affairs.
 - (ii) Include additional pages to sufficiently detail and describe each invoice, including the state and site, a statement of the work performed, provide reference to any relevant documentation relating to the services provided including any relevant job references, IM-Numbers, quote numbers, or other detail as appropriate.
 - (iii) Include any variances to the originally quoted works, including original quote numbers and new-quote number, in enough detail to identify changes and new costs.
 - (iv) Clearly apportion all Charges with respect to the relevant site(s) and will explicitly identify:
 - (A) Standard labour costs, including a subtotals, ex-GST, the GST amount and total including GST.

- (B) Travel labour costs, including a subtotals, ex-GST, the GST amount and total including GST.
- (C) - Accommodation and /or Travel costs, including a subtotals, ex-GST, the GST amount and total including GST.
- (D) - Equipment and parts provided and the costs, including a subtotals, ex-GST, the GST amount and total including GST.
- (E) And the finally the total of the whole invoice, showing the total amount less GST, the GST amount, and the total amount including GST.

8. Expenses (clause 36.5)

- (a) Subject to (b) below, the Department will not pay any travel, accommodation or other expenses unless they have been pre-approved in writing by the Department.
- (b) The Department will pay the Service Provider the following travel expenses when their Specified Personnel are required to travel to destinations away from their home location in delivering the Services:
 - (i) Economy class air fares and accommodation which will be arranged consistent with the Department's travel system.
 - (ii) Food, drink and incidentals capped at the rates shown in Table 1 of Taxation Determination 2018/14 located at:
<https://www.ato.gov.au/law/view/pdf/pbr/td2018-011.pdf> which will be itemised separately on the invoice submitted for the Services being claimed.
- (c) Any additional travel expenses incurred by the Service Provider in the performance of the Services will not be considered by the Department.

s. 47D

s. 47D



10. Hardware Charges

Item Description	s. 47D, s. 47E(d)
ACCESS DEVICES	
<i>WORKSTATION PLATFORMS AND PERIPHERAL SYSTEMS</i>	
<i>VISUAL DISPLAY SYSTEMS</i>	
<i>CAMERA CONTROL SYSTEMS</i>	
NETWORK AND CCTV INFRASTRUCTURE	
<i>INTELLIGENT SURVEILLANCE TECHNOLOGIES</i>	s. 47D, s. 47E(d)
<i>VIDEO ANALYTICS</i>	
<i>HIGH DEFINITION / HIGH RESOLUTION CAMERAS</i>	
<i>DATA NETWORKING AND SWITCHING EQUIPMENT</i>	

Item Description	s. 47D, s. 47E(d)
<i>VIDEO MANAGEMENT SYSTEMS</i>	
<i>VIDEO RECORDING SYSTEMS</i>	
<i>DIGITAL VIDEO STORAGE EQUIPMENT</i>	
SUPPORTING INFRASTRUCTURE	
<i>OPERATOR CONSOLE SYSTEMS</i>	s. 47D, s. 47E(d)
<i>EQUIPMENT ENCLOSURES AND CABINETS</i>	
<i>COOLING AND AIR- CONDITIONING SYSTEMS</i>	
<i>DC POWER SUPPLY AND DISTRIBUTION SYSTEMS</i>	
<i>UNINTERRUPTIBLE POWER SYSTEMS (UPS)</i>	

Item Description	s. 47D, s. 47E(d)
<i>DATA CABLING PRODUCTS AND ACCESSORIES</i>	
<i>INSTALLATION HARDWARE AND ACCESSORIES</i>	

11. Other Costs (not described elsewhere)

Description	s. 47D
• Consumables	
• Any Other Equipment	
• Support Services	

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Department of Home Affairs

Schedule 2- Official Order

Order Number – RFQ CCTV19-20_006 BICT (Part A)

Provision of CCTV Upgrades to Brisbane International Cruise Terminal

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 Deed of Agreement for Provision of Video Surveillance Equipment and Services (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	CCTV19-20_006 BICT (Part A) - Provision of CCTV Upgrades to Closed Circuit Television System (CCTV) at the BICT
2.	Official Order start date	1.1 and 3.1	27 February 2020
3.	Official Order Period	1.1 and 3.2	30 June 2020
4.	Option Period		Up to six (6) months as required
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	Refer to 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	Refer to Bemac Security Pty Ltd response to Request For Quote (RFQ) CCTV2019-20_006 – BICT Part A (Section 3 – Panellist Response) for the complete scope of work.
12.	Subcontractors	9.7	Not applicable
13.	Warranty Period	1.1 and 17	1. Hardware and Software – Manufacturer's Warranty 2. Bemac Security Pty Ltd installation service labour – 12 Months or, under the provisions of Australian Consumer Law (ACL).

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Item No#	Description	Deed Clause Reference	Details
14.	Hardware Maintenance Support Period	19.1	The Hardware Maintenance Support Period will commence from formal acceptance by the Department and will continue for the following periods for: 1. Axis Cameras – 12 months 2. PC Workstations – 36 months 3. General IT equipment & structured cabling components – 12 Months.
15.	Software Support Period	10.1	Not applicable
16.	User difficulty or inexperience	10.3 (c)	Not applicable
17.	Remote Access	10.4	Not applicable
18.	Updates and New Releases	11.1	Not applicable
19.	Ongoing Software Support Services	11.2	Not applicable
20.	Acceptance testing of Software and Hardware	29.1	Acceptance testing actioned by the Department post successful completion and commissioning of contracted work.
21.	Period for Acceptance	29.4	As per Deed
22.	Specified Personnel	1.1 and 31.1	s. 22(1)(a)(ii)
23.	Intellectual Property Rights – Ownership of Contract Material	32.3	Clause 32.5 (Commonwealth Ownership of Intellectual Property Rights in Agreement Material) is to apply
24.	Intellectual Property Rights – licences	32.4 (b)	Period of the Departments licence is perpetual.
25.	The Departments Material	1.1, 32.5(b) and 32.5(b)(ii)	Material provided to the Service Provider by the Department is to be used solely for the purposes of delivering the Services under this Official Order.
26.	Intellectual Property Rights – Licences	32.5(b)	Where clause 32.5 (Commonwealth Ownership of Intellectual Property Rights in Agreement Material) is to apply: Period of the Departments 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

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Item No#	Description	Deed Clause Reference	Details
31.	Additional Insurance	40	Not applicable
32.	Unforeseen events – termination period	47.3	Not applicable

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THE DEPARTMENT OF HOME AFFAIRS
ABN: 33 380 054 835

Name (print)

s. 22(1)(a)(ii)

Position

Director,
Emerging International Ports

Signature

s. 22(1)(a)(ii)

Date

27 / 02 /2020

Bemac Security Pty Ltd

ABN

46 003 482 577

Name (print)

s. 22(1)(a)(ii)

Position

Director / Manager

Signature

s. 22(1)(a)(ii)

Date

27 / 02 /2020

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Attachment A to the Official Order – Statement of Requirement

1. Purpose

- 1.1 The CCTV & Enforcement Communication Section / Operation Capability Branch of the Department of Home Affairs is responsible for ongoing management and maintenance of the Departments CCTV infrastructure nationally.
- 1.2 The Department is engaging Bemac Security Pty Ltd (Bemac) as Service Provider under Category A: Project Services of the Departments Video Surveillance Equipment and Services Panel (SON: 2453831) to deliver Project service including, but not limited to:
 - (a) Systems Design and Engineering
 - (b) Project Management
 - (c) Supply of Equipment
 - (d) Systems Installation and Integration
 - (e) Materials and Logistic
 - (f) Information and Asset Management.
- 1.3 The Service Provider is responsible for:
 - (g) provision of Project Management services to ensure the contracted items are delivered on time and as designed
 - (h) development of the appropriate, site specific CCTV solution design which will be reviewed by the Department. No work should commence without formal approval from the Department.
 - (i) supply and Installation of:
 - (i) CCTV network infrastructure (as required)
 - (ii) CCTV cameras as determined (as required)
 - (iii) cabling, including copper and fibre-optic (as required)
 - (iv) hubs, cabinets, brackets, and all related installation hardware
 - (v) digital Microwave links, (as required)
 - (vi) all other necessary items to meet the specified requirements.
 - (j) configuration and integration of the CCTV upgrades with the Department's existing CCTV environment
 - (k) development of an appropriate solution test plan which will be reviewed and approved by the Department
 - (l) complete thorough testing of the CCTV solution upgrades to ensure the system is implemented as designed and any issues are rectified
 - (m) meeting and delivering all identified requirements and deliverables to a high standard, including compliance with identified industry and performance standards
 - (n) ensuring all services are provided efficiently and consistently including planning and execution, with due diligence to the Department's law

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