

FOR OFFICIAL USE ONLY

enforcement role in these environments and to minimise any impact to the Department's operations

- (o) ensuring any mains-power related works are carried out and fully certified by a licensed electrician
- (p) providing comprehensive and effective project support throughout the provision of the services, supporting the Department and other stakeholders in:
 - (i) project management, reporting and timeline management
 - (ii) stakeholder relationships, including site access and regular site toolbox meetings throughout the project
 - (iii) ensuring all Specified Personnel should wear and visibly display the Department's contractor ID and ASIC/MSIC cards at all times when at site
 - (iv) organising site access and complying with all site-specific security and Workplace Health and Safety (WH&S) requirements that might apply at any given time
 - (v) arranging and obtaining all relevant site-specific work permits and approvals to facilitate the required works
 - (vi) cooperating with and effectively managing third party relationships, including site access to site premises throughout the term of contract.
- (q) updating the Departments most current Hobart SO Site Information Manual (SIM) with all changes that have occurred as part of this engagement.

1.4 The Services are to be provided at the following location:

- (a) Sydney Airport, NSW

2. Minimum requirements

2.1 Specified Personnel must:

- (a) have completed, for the provision of the services, the Geutebruck Basic/Intermediate Course training for Geutebruck Video Management System (VMS)

2.2 Specified Personnel and Security Clearances

- (a) Specified Personnel must hold a current security clearance (baseline clearance as a minimum).

2.3 It is expected that Service Provider is aware of the Department's Employment Suitability Clearance (ESC) process and will have had specific regard to these requirements prior to preparing/submitting a response to this RFQ. In particular, the Department will not engage any Specified Personnel unless they have an ESC or have been granted an Authority to On-Board by the Department.

FOR OFFICIAL USE ONLY**3. Services**

Category A – Project Services

The Service Provider will provide the following services.

- 3.1 The Service Provider is responsible for the delivery of all scoped work within the RFQ response labelled “*Response to Request For Quote CCTV2019-20_003 – Part A*” (*ALL Options*) provided by Bemac Security Pty Limited.

3.2 Project management

The successful Panellist will:

- (a) provide ongoing support and liaison with the Departments CCTV Project Manager to assist with the coordination, management and successful delivery of the project. This includes but is not limited to:
 - (i) an appropriate representative being available for re-occurring, weekly project meetings
 - (ii) risk and Issue management and discussions
 - (iii) stakeholder engagements, as required.
- (b) provide weekly project status updates via the specified Project Status Report (PSR) template. **See Attachment A - CCTV Surveillance - Status Report Template v3.0**
 - (i) The PSR should be supplied to the relevant CCTV Project Manager on a weekly reporting cycle unless otherwise agreed.
 - (ii) All fields of the PSR should be accurate and up to date when it is delivered to the CCTV Project Manager.
 - (iii) PSR details should be concise and accurate to the reporting period.
 - (iv) The successful Panellist must develop and maintain a project schedule detailing all key activities, deliverables and external dependencies.
 - (i) Depending on the complexity of the agreed works, this may be included within the PSR under the heading *Milestone / Activity - High Level Schedule*. This will be decided by the Home Affairs Project Manager.
 - (ii) The schedule should remain accurate and up to date in line with the specified reporting period.
- (c) provide Issue and Risk Management. The Issue and Risk registers within the PSR should be utilised, be accurate and kept up to date.

3.3 Systems Design and Engineering

The successful Panellist will:

- (d) deliver all scoped work as outlined within the RFQ response labelled “*Response to Request For Quote CCTV2019-20_003 – Part A*” (*ALL Options*) provided by Bemac Security Pty Limited.

The site specific technical requirements for each location are detailed and should be considered. See the following referenced attachment:

3.4 Design Requirements

All solution designs should be based on the standard CCTV specified infrastructure requirements and other attached requirements. See below referenced attachments.

FOR OFFICIAL USE ONLY

Attachment C - ICTD - Data Centre and Cabling Construction Specific...

Attachment D - ACSC - Essential Eight Explained

Attachment E - CCTV - Patch Switch Rack

Attachment F - Physical Security ICT Equipment Systems and Facilities

Attachment G - Design Notice – 20181001

Attachment H – Microwave Link Comparison v4.0

3.5 Design Evaluation

The successful Panellist will:

- (e) provide a develop and deliver CCTV solution design to the Homer Affairs Project Manager (or a nominated representative) for review and approval prior to proceeding with the works
- (f) provide all Systems Engineering services to meet the specified requirements.

The design must be reviewed and evaluated by the Home Affairs CCTV Design Team and the successful Panellist must receive Home Affairs approval prior to proceeding.

3.6 Supply and Removal of Equipment

The successful Panellist will:

- (g) supply all hardware, software and licensing required to meet the approved design's specified requirements
- (h) supply all installation hardware, and hardware related infrastructure, to meet the requirements
- (i) record all asset details of the hardware to be implemented using the Home Affairs supplied Asset Data Template. See **Attachment I - Home Affairs - Asset Data Template v1.0**
- (j) record and document the hardware that is decommissioned and/or removed as part of this engagement. Details to be documented include:
 - (i) Cameras (collectively/total figures)
 - (i) Make and model
 - (ii) Total numbers removed per make/model
 - (ii) Network Hardware (singular)
 - (i) Make and model
 - (ii) Serial number
 - (iii) Server (singular)
 - (i) Make and model
 - (ii) Serial number

3.7 Installation and System Integration

Any server, storage, network equipment or CCTV workstations procured by the successful Panellist should be sent to Home Affairs CCTV Office, Level 1, ABS House, 45 Benjamin Way, Belconnen for configuration activities to occur by the Department. The mentioned equipment will be built and configured by the Home Affairs CCTV team and returned to the successful Panellist who will further

FOR OFFICIAL USE ONLY

configure and install the equipment as scoped. Note, scheduling allowances and shipping costs allowances should be accounted for.

The successful Panellist will be responsible for all Geutebruck software configurations required to support the additional capabilities.

The successful Panellist will:

- (a) deploy and install the purpose built solution at each respective site
- (b) where camera upgrades are agreed, replace analogue cameras only. If a Home Affairs specified camera is found to be digital, the CCTV Project Manager should be notified prior to works continuing
- (c) where there is no significant obstruction or technical complexities, the successful Panellist should replace any specified CCTV camera coax cabling with CAT6A cabling
- (d) allocate camera numbers logically via an appropriate media group identifier. e.g. Outwards Control Point (OCP), cameras within this location would be identified via location / logical group
- (e) remove the camera number (*example C001*) from the free text input within the media channel of each camera where applicable
- (f) configure each site specific solution to meet the specified requirements including, but not limited to, integration with the existing CCTV infrastructure and configuration of the Geutebruck VMS
- (g) undertake full system testing of the installation with associated results documented and supplied to Home Affairs prior to inspection/acceptance
- (h) conduct training to enable local staff to operate and understand the additional CCTV capabilities and provide appropriate training material including "How To" guides (as required)
- (i) ensure all CCTV network and supporting infrastructure is appropriately configured, cabled, installed and terminated prior to site commissioning
- (j) ensure all rubbish and refuse associated with, or a by-product of, the Services is removed or disposed of appropriately
- (k) Panellists are to note that Home Affairs does not require any additional support and maintenance from the successful Panellist/s following the expiration of the Warranty Period.

3.8 Development and Supply of Site Information Manuals

- (l) The successful Panellist will be responsible for developing and delivering a SIM for every site contracted to work at, related to the Services, both draft form (for review by Home Affairs) and the finalised copy, incorporating all appropriate changes.
- (k) All SIM documentation must be developed using the specific templates provided by the Department and must utilise and abide the appropriate documented instructions and protocols by the following attachments:
 - (i) **Attachment J - CCTV - SIM Instruction Rev009**
 - (ii) **Attachment K - CCTV - Standard Protocols for CAD Drawings - Rev007**
 - (iii) Department of Home Affairs, CCTV Site Installation Manual Templates (current versions) to be supplied upon request.

FOR OFFICIAL USE ONLY

4. Deliverables/Milestones

- 4.1 The agreed timetable for the delivery of the Services is as follows:

Location	Milestone ID	Milestone	Baseline Comp. Date
Gladstone Seaport Region	GLT - M1	Plan & Approvals in Place to Proceed	1 December 2019
	GLT - M2	CCTV Solution Commissioned	1 April 2020
	GLT - M3	UAT & Business Sign-Off Complete	30 June 2020

FOR OFFICIAL USE ONLY

For OFFICIAL USE ONLY

GENERAL SERVICE LEVELS		SERVICE LEVELS	MINIMUM PERFORMANCE STANDARDS
TASK REQUIRED	TASK DESCRIPTION	PERFORMANCE MEASURES	
	<ul style="list-style-type: none"> • 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 the Building Code 2016, where relevant; • Undertake and comply with all WHS requirements; and • Appropriately handle and manage all Contract Material identified Confidential. 	<ul style="list-style-type: none"> • Non-compliance with agreed Service Levels and/or SOPs. • Non-compliance with industry and manufacturer accreditation and training requirements. • Compliance with Minimum Requirements. • Non-compliance with identified International (ISO) and Australian (AS) industry standards. • Non-compliance with Building Code 2016 requirements. • Non-compliance with WHS requirements. • Breach of specific legislation/guidelines. • Breach of Confidentiality provisions. 	<ul style="list-style-type: none"> • Nil instances attributable to the successful Panellist. • Nil instances attributable to the successful Panellist. • 100% compliance. • Nil instances attributable to the successful Panellist. • Nil instances. • Nil instances. • Nil instances attributable to the successful Panellist. • Nil instances.
Advice and input	<ul style="list-style-type: none"> • Provide inputs to Home Affairs 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. 	<ul style="list-style-type: none"> • Inputs to planning processes provided within agreed timeframes. • Adverse impact to Home Affairs operations due to the successful Panellist not providing advice or notice of issues impacting the delivery of the Services. 	<ul style="list-style-type: none"> • 100% compliance, unless prior approval obtained in writing. • Nil instances attributable to the successful Panellist.
Communications	<ul style="list-style-type: none"> • Openly communicate with Home Affairs and relevant stakeholders on delivery of the Services including; <ul style="list-style-type: none"> - Appropriately notifying and informing staff impacted by the successful Panellist's Site attendance, prior to, during and at completion of the Services; 	<ul style="list-style-type: none"> • Consultation completed within agreed timeframes. • Compliance with 'Site Owners/Operators' requirements in delivering the Services. 	<ul style="list-style-type: none"> • 100% compliance unless prior approval obtained, in writing. • 100% compliance.

FOR OFFICIAL USE ONLY

<ul style="list-style-type: none"> - Appropriately notifying Site Owners/Operators, as required, when conducting any and all Services on their premises; and - Complying with any and all site access conditions/ inductions imposed by the respective Site Owners/Operators. 	<ul style="list-style-type: none"> • Consultation completed consistent with Home Affairs brief. • Accuracy of information provided. 	<ul style="list-style-type: none"> • 100% unless prior approval obtained from Home Affairs. • Nil instances attributable to the successful Panellist.
Meet monthly to identify and address the progress and quality of the Services provided by the successful Panellist; and	<ul style="list-style-type: none"> • Availability of Key Personnel 	<ul style="list-style-type: none"> • Nil instances of missed opportunities to reduce operating expenses when providing Services subject to travel and accommodation.
Ensure that the successful Panellist and Home Affairs are reasonably available to attend meetings and answer queries.	<ul style="list-style-type: none"> • Addressing and resolving identified Action Items. 	<ul style="list-style-type: none"> • Nil instances of Action items assigned to the successful Panellist lapsing.
Integrity and Security	<ul style="list-style-type: none"> • Action Items addressed In accordance with agreed timeframes. 	<ul style="list-style-type: none"> • 100% compliance unless prior approval obtained, in writing.
Pricing and Payment	<ul style="list-style-type: none"> • Provide correctly rendered invoices; and • Meet milestone and progress payment requirements. 	<ul style="list-style-type: none"> • Nil instances of major or recurrent errors. • Nil instances of major or recurrent errors. • Nil instances of major or recurrent errors.

FOR OFFICIAL USE ONLY

CATEGORY A – PROJECT SERVICES		SERVICE LEVELS	
TASK	TASK DESCRIPTION	PERFORMANCE MEASURES	MINIMUM PERFORMANCE STANDARDS
<i>Design and Engineering</i>	<ul style="list-style-type: none"> Provide consultancy services to address architectural and technological changes, including: <ul style="list-style-type: none"> - Strategic planning for technology programs/projects/activities; - Concept development & requirements analysis; and - System design, engineering & systems integration. 	<ul style="list-style-type: none"> Services provided in accordance with agreed budget and timeframes. Outcomes provided are subject to satisfaction of Home Affairs. Accuracy of information provided. 	<ul style="list-style-type: none"> 100% compliance unless prior approval obtained from Home Affairs. 100% compliance unless prior approval obtained from Home Affairs. Nil instances of material errors attributable to the Successful Panellist.
<i>Initiate and implement changes</i>	<ul style="list-style-type: none"> Consult with Home Affairs on identified business problems and provide advice and consultation on: <ul style="list-style-type: none"> - 'Real-time monitoring' / network management; - Network engineering solutions, including, mechanical and electrical engineering; - Develop future plans, as required, for the use of video surveillance technology including: <ul style="list-style-type: none"> - Concept development and requirements analysis; - Testing and evaluation; and - Integrated logistics support. 	<ul style="list-style-type: none"> Services provided in accordance with agreed budget and timeframes. Outcomes provided are subject to satisfaction of Home Affairs. Accuracy of information provided. Re-work required, attributable to the successful Panellist, completed at no additional charge to Home Affairs. Deliverables provided in accordance with Home Affairs brief. 	<ul style="list-style-type: none"> 100% compliance unless prior approval obtained from Home Affairs. 100% compliance unless prior approval obtained from Home Affairs. Nil instances of material errors attributable to successful Panellist. 100% compliance. 100% unless prior approval obtained from Home Affairs
<i>Improve performance and use</i>			
<i>Project Management Services</i>	<ul style="list-style-type: none"> Establish effective control of video surveillance projects by conducting preliminary investigations into project requirements, including: <ul style="list-style-type: none"> - Scope development; - Change impact assessment; - Resource allocation; 	<ul style="list-style-type: none"> Services provided in accordance with agreed budget and timeframes. Outcomes provided are subject to satisfaction of Home Affairs. 	<ul style="list-style-type: none"> 100% compliance unless prior approval obtained from Home Affairs. 100% compliance unless prior approval obtained from Home Affairs.
<i>Establish project and business activities</i>			

For OFFICIAL USE ONLY

	<ul style="list-style-type: none"> - Risk assessment; and - Stakeholder consultation. • Report on progress, as required, and submit a project brief to Home Affairs for acceptance. 	<ul style="list-style-type: none"> • Accuracy of information provided. 	<ul style="list-style-type: none"> • Nil instances of material errors attributable to the successful Panellist.
	<ul style="list-style-type: none"> • Project manage the delivery of Home Affairs program/project requirements, as required, including; - Preparing and managing appropriate Project Plan; - Liaising with Home Affairs on systems design; - Arranging detailed systems design and documentation; - Coordinating the systems design, supply of equipment and Installation/Systems Integration; - Obtaining delegate approvals from within Home Affairs; - Managing delivery of the systems design, supply of equipment and Installation/Systems Integration against Home Affairs budget and time constraints; - Coordinating interfaces, and where appropriate obtaining relevant approvals, between Home Affairs internal stakeholders, other Home Affairs contractors, Site Owners/Operators and regulatory bodies; - Quality assuring and signing-off all project work; and - Coordinating handover, acceptance and defects liability periods. 	<ul style="list-style-type: none"> • Services provided in accordance with agreed budget and timeframes. • Outcomes provided are subject to satisfaction of Home Affairs. • Disruptions to Home Affairs business operations due to a failure to deliver the required Services. • Number of instances where appropriate consultation and delegate approvals are not undertaken/obtained. • Number of instances where Home Affairs contractors are not contracted to provide planned services. • Number of instances where the variation between overall project expenditure and actual budget is greater than 5%. • Accuracy of information provided. • Local authority approvals, i.e. 'Site Owners/Operators' in place prior to works commencement 	<ul style="list-style-type: none"> • 100% compliance unless prior approval obtained from Home Affairs. • 100% compliance unless prior approval obtained from Home Affairs. • Nil instances. • No instances or occurrences • Nil, unless prior approval obtained from Home Affairs. • Nil unapproved instances • Nil instances of material errors attributable to the Successful Panellist. • 100% compliance.
<i>Supply of Equipment</i>	<ul style="list-style-type: none"> • Supply, delivery and warranty of video surveillance technology, including; - Access Devices; - CCTV and Network Infrastructure; and 	<ul style="list-style-type: none"> • Services provided in accordance with agreed budget and timeframes. • Deliverables provided in accordance with Home Affairs brief. 	<ul style="list-style-type: none"> • 100% compliance unless prior approval obtained from Home Affairs. • 100% unless prior approval obtained from Home Affairs

FOR OFFICIAL USE ONLY

	<ul style="list-style-type: none"> - Supporting Infrastructure. 	<ul style="list-style-type: none"> • Disruptions to Home Affairs operations due to a failure to deliver the required Services. • Re-work required, attributable to the successful Panellist, completed at no additional charge to Home Affairs • Damage and/or re-work impacting the delivery of the Services. 	<ul style="list-style-type: none"> • Nil instances. • 100% compliance. • Nil instances attributable to the Successful Panellist.
	<ul style="list-style-type: none"> Support implementation of equipment 	<ul style="list-style-type: none"> • Provide assistance to implement identified video surveillance technology and infrastructure to support Home Affairs' CCTV design and engineering specifications and systems integration requirements. 	<ul style="list-style-type: none"> • Deliverables provided in accordance with Home Affairs brief. • Failure to work with Home Affairs contractors to implement and/or integrate equipment.
	<ul style="list-style-type: none"> Assemble and pre-configure equipment 	<ul style="list-style-type: none"> • Accuracy of information provided. • Availability of appropriate support to resolve issues implementation issues • Failure to support integration of equipment with Home Affairs existing technologies. • Disruptions to Home Affairs operations due to a failure to deliver the required Services. 	<ul style="list-style-type: none"> • Nil instances of material errors attributable to the successful Panellist. • 100% unless prior approval obtained from Home Affairs • Nil instances attributable to the successful Panellist. • Nil instances.
		<ul style="list-style-type: none"> • Provide assembly and pre-configuration of video surveillance technology and infrastructure, including but not limited to, software, communications and hardware components. 	<ul style="list-style-type: none"> • Services provided in accordance with agreed budget and timeframes. • Re-work required, attributable to the successful Panellist, completed at no additional charge to Home Affairs. • Damage and/or re-work impacting the delivery of the Services will be provided promptly at no charge to Home Affairs