

**APPENDIX 4F  
ROADS, GROUNDS AND LANDSCAPE MAINTENANCE SERVICES**

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**APPENDIX 4F  
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**PART 1. SERVICES**

1.1 **General Requirements** – In addition to the standards and specifications set out in Schedule 4 [Services Protocols and Specifications], Project Co will deliver the Roads, Grounds and Landscape Maintenance Services:

- 1.1.1 24 hours per day, 365 or 366 days per year, as applicable;
- 1.1.2 in a manner integrated and coordinated with all other Services, so as to facilitate the smooth operation of the Facility; and
- 1.1.3 in accordance with the Environmental Management System and the Environmental Management Plan and so as to minimize the environmental impact of the Roads, Grounds and Landscape Maintenance Services, including the impact on environmental noise sensitivity.

**PART 2. ROADS, GROUNDS AND LANDSCAPE MAINTENANCE SERVICES**

2.1 **Roads, Grounds and Landscape Maintenance Services** – Project Co will: *[SP01, Performance Indicators Chart]*

- 2.1.1 provide Roads, Grounds and Landscape Maintenance Services for all Roads, Grounds and Landscape Maintained Elements, including:
  - 2.1.1.1 provision of Scheduled Maintenance in accordance with the Annual Service Plan, the Five Year Maintenance Plan, the Life Cycle Plan, the Environmental Management System, the Environmental Management Plan and the Operational Policies and Procedures;
  - 2.1.1.2 Maintenance of the Roads, Grounds and Landscape Maintained Elements, in accordance with the applicable service standards set out in Table 1 [Service Standards] of Attachment 1 to this Appendix 4F [Roads, Grounds and Landscape Maintenance Services] and so as to: (i) facilitate the smooth operation of the Facility, including ensuring safe, logical, clear and barrier free access to the Facility and across the Site at all times; and (ii) promote a positive image of the Facility and the Authority;
  - 2.1.1.3 Maintenance of irrigation systems, exterior lighting, internal roadways and parking areas, and other Site Improvements;
  - 2.1.1.4 provision of a full horticulture service across the Site which will include:
    - 2.1.1.4(1) tree maintenance/surgery;
    - 2.1.1.4(2) lawn care, including mowing and edging;

- 2.1.1.4(3) flower bed maintenance;
- 2.1.1.4(4) weeding;
- 2.1.1.4(5) planting, including shrubs, trees, and flower beds; and
- 2.1.1.4(6) effective irrigation procedures;
- 2.1.1.5 protecting all existing and new plants, Site services, curbs, paving, structures, finishes and any other features from damage, during the course of providing the Services;
- 2.1.1.6 obtaining the approval of the Authority before using any herbicides, pesticides, fertilizers or other chemicals in the delivery of the Roads, Grounds and Landscape Maintenance Services and maintaining records of all herbicides, pesticides, fertilizers or other chemicals used on the Site;
- 2.1.1.7 ensuring all external areas of the Facility are functional, sound, safe, tidy, of good appearance and Maintained in accordance with Table 1 [Service Standards] of Attachment 1 to this Appendix;
- 2.1.1.8 snow and ice removal from sidewalks and roadways, including
  - 2.1.1.8(1) snow ploughing, clearing, sanding and salting (including the application of other ice melt products);
  - 2.1.1.8(2) development of a snow and ice clearing priority protocol, in consultation with the Authority;
  - 2.1.1.8(3) removal of snow and ice to a storage area which: (i) will not create a hazard to Inmates, Authority Persons or other Facility Administrators; (ii) will not restrict surface or subsurface drainage systems; and (iii) which is acceptable to the Authority; and
  - 2.1.1.8(4) provision of winter fencing, as required,

and as set out in Schedule 8 [Payments], the direct costs of snow ploughing and removal will be a flow through to the Authority and invoiced on a monthly basis, without mark up;
- 2.1.1.9 conducting inspections to ensure that the Roads, Grounds or Landscape Maintained Elements are at all times maintained in accordance with the requirements of this Appendix 4F [Roads, Grounds and Landscape Maintenance Services];

- 2.1.1.10 maintaining all Roads, Grounds or Landscape Maintained Elements in compliance with Crime Prevention through Environmental Design (CPTED) principles;
- 2.1.1.11 performing regular inspections of all internal road and parking area Maintained Elements and promptly reporting all identified issues, such as the following, to the Help Desk:
  - 2.1.1.11(1) damaged car park or road surfaces;
  - 2.1.1.11(2) damaged curbing and footpaths;
  - 2.1.1.11(3) overhanging or obtrusive vegetation;
  - 2.1.1.11(4) inadequate street and or car park lighting;
  - 2.1.1.11(5) inadequate road or parking space line markings;
  - 2.1.1.11(6) inadequate or damaged signage; and
  - 2.1.1.11(7) other hazards,and ensuring that all identified issues are promptly rectified in accordance with the requirements of this Appendix 4F [Roads, Grounds and Landscape Maintenance Services];
- 2.1.1.12 providing and maintaining parking signage for each of the following categories:
  - 2.1.1.12(1) Visitor parking;
  - 2.1.1.12(2) Authority employee parking;
  - 2.1.1.12(3) Parking for persons with disabilities;
  - 2.1.1.12(4) Taxi parking/queuing;
  - 2.1.1.12(5) Drop off zone;
  - 2.1.1.12(6) Priority Authority employee parking;
  - 2.1.1.12(7) Bicycle and motorcycle parking; and
  - 2.1.1.12(8) Ambulance and police parking.

2.2 **Reporting** – Project Co will prepare and maintain an electronic daily log and, upon request prepare and submit to the Authority periodic monitoring reports with respect to the performance of the Roads, Grounds and Landscape Maintenance Services, showing applicable Site areas, materials used,

activities carried out, date of each activity and such other information as the Authority may reasonably request, all in accordance with the requirements of Schedule 14 [Records and Reports].

**PART 3. PERFORMANCE INDICATORS CHART**

Section	Reference	Parameter	Service Failure Category	Response Time	Rectification Period	Recording Frequency
<b>Section 2.1</b>	<b>SP01</b>	<b>Roads, Grounds and Landscape Maintenance Services</b>				
	SP01a	Provision of scheduled Roads, Grounds and Landscaping Maintenance Services as per requirements in Section 2.1 of Appendix 4F [Roads, Grounds and Landscape Maintenance]. Following a non-compliance the work in question shall be treated as corrective Maintenance.	Medium	2 hrs	24 hrs	PE
	SP01b	Urgent requests for Roads, Grounds and Landscaping Maintenance Services are responded to within the Response Time, and rectified within Rectification Period	High	See Table 1, Appendix 4C [Plant Services]	See Table 1, Appendix 4C [Plant Services]	PE
	SP01c	Critical requests for Grounds Maintenance and Landscaping Services are responded to within the Response Time, and rectified within Rectification Period.	Medium	See Table 1, Appendix 4C [Plant Services]	See Table 1, Appendix 4C [Plant Services]	PE
	SP01d	Routine requests for Grounds Maintenance and Landscaping Services are responded to within the Response Time, and rectified within Rectification Period.	Low	See Table 1, Appendix 4C [Plant Services]	See Table 1, Appendix 4C [Plant Services]	PE
	SP01e	Provide a full horticulture service across the Site, in accordance with the requirements of Section 2.1.1.4 of this Appendix 4F [Roads, Grounds and Landscaping Maintenance Services].	Low	4 hrs	72 hrs	M
	SP01f	Provide snow and ice removal and control Services in accordance Section 2.1.1.8 and the Service Standards set out in Table 1 [Service Standards] of this Appendix 4F [Roads, Grounds and Landscaping Maintenance Services].	High	30 min	4 hrs	PE
<b>Section 2.2</b>	<b>SP02</b>	<b>Reporting</b>				
	SP02a	Prepare and maintain an electronic daily log, to be submitted to Authority upon request, with respect to the performance of the Roads, Grounds and Landscape Maintenance Services.	Report	2 hrs	24 hrs	A

**Legend:**

Recording Frequency:

PE=Per Event

M=Monthly

A=Annually

N/A= Not Applicable

**ATTACHMENT 1**  
**Table to Appendix 4F**

**Table 1 – Service Standards**

<b>Maintained Element</b>	<b>Standard</b>
<b>General</b>	<ul style="list-style-type: none"> <li>• Project Co will:               <ul style="list-style-type: none"> <li>○ Maintain, Repair and refresh all Roads, Grounds or Landscape Maintained Elements from time to time, as required, in order to maintain compliance with the specifications and design criteria set out in Schedule 3 [Design and Construction Specifications] and the requirements of these Services Protocols and Specifications and so as to maintain the Site in accordance with all applicable Laws, Authority Policies and Procedures and Good Industry Practice;</li> <li>○ ensure that access to all areas in which the Roads, Grounds and Landscape Maintenance Services are being performed is restricted to authorized personnel.</li> </ul> </li> </ul>
<b>Site Improvements and Infrastructure</b>	<ul style="list-style-type: none"> <li>• Project Co will:               <ul style="list-style-type: none"> <li>○ maintain the Site substantially free from litter (including cigarette ends and chewing gum), graffiti and vandalism.</li> <li>○ ensure that the Site is accessible for elderly and disabled persons, including the visually and mobility impaired and wheelchair users.</li> <li>○ ensure that all external furniture, and hard landscaping feature Maintained Elements are:                   <ul style="list-style-type: none"> <li>- functional, safe, secure, operationally sound, of good appearance, substantially free from damage and otherwise in compliance with the specifications and design criteria set out in Schedule 3 [Design and Construction Specifications];</li> <li>- free from moss, algae and interstitial weeds; and</li> <li>- substantially free from graffiti and/or vandalism</li> </ul> </li> <li>○ empty waste bins as required so as to ensure that the waste bins are at all times less than 75% capacity and free from malodour.</li> <li>○ ensure that all irrigation and exterior lighting systems are functional and maintained in accordance with the specifications and design criteria as set out in Schedule 3 [Design and Construction Specifications].</li> <li>○ maintain all gutters, drains and storm water systems substantially free from litter, leaves, weeds and extraneous material.</li> <li>○ ensure that all fences, walls and gates remain:                   <ul style="list-style-type: none"> <li>- intact, functional, safe, secure, operationally sound and of</li> </ul> </li> </ul> </li> </ul>

	<p>good appearance; and</p> <ul style="list-style-type: none"> <li>- substantially free from graffiti, damage and/or vandalism.</li> <li>o ensure that all locks are operational.</li> </ul>
<p><b>External Sign Posting (including lighting)</b></p>	<ul style="list-style-type: none"> <li>• Project Co will ensure that all external signage and lighting Maintained Elements: <ul style="list-style-type: none"> <li>o are functional, safe, secure, operationally sound, of good appearance, substantially free from damage and otherwise in compliance with the requirements of Schedule 3 [Design and Construction Specifications] and these Services Protocols and Specifications;</li> <li>o do not hinder visibility for drivers or pedestrians at junctions;</li> <li>o are appropriately located;</li> <li>o are highly visible, both day and night;</li> <li>o offer clear and concise information; and</li> <li>o are substantially free from graffiti and/or vandalism.</li> </ul> </li> <li>• Project Co will replace light elements as required.</li> </ul>
<p><b>Roads, Grounds and Landscape Maintenance</b></p>	<p><b>Trees, Shrubs and Hedges:</b></p> <ul style="list-style-type: none"> <li>• Project Co will maintain all trees, shrubs and hedges: <ul style="list-style-type: none"> <li>o trimmed, pruned and/or cut to maintain healthy growth.</li> <li>o substantially free from dead or dying branches.</li> <li>o substantially free from litter.</li> <li>o substantially free from disease and/or infestation.</li> </ul> </li> <li>• Project Co will replace trees, shrubs and hedges as and when necessary to maintain the appearance of the Facility.</li> </ul> <p><b>Grassed Areas:</b></p> <ul style="list-style-type: none"> <li>• Project Co will maintain all grassed areas: <ul style="list-style-type: none"> <li>o of uniform appearance with no dead patches.</li> <li>o with all edges neatly trimmed.</li> <li>o substantially free from disease and/or infestation.</li> <li>o substantially free from fallen leaves, weeds, litter and excrement.</li> <li>o with a uniform length between 25 and 50 mm.</li> </ul> </li> </ul> <p><b>Flower Beds:</b></p> <ul style="list-style-type: none"> <li>• Project Co will maintain all flower beds: <ul style="list-style-type: none"> <li>o fully stocked with an appropriate mix of annual, perennial and display plants to provide aesthetically pleasing beds throughout the year.</li> <li>o substantially free from fallen leaves, weeds, litter and excrement.</li> <li>o substantially free from disease and/or infestation.</li> </ul> </li> </ul> <p><b>Roads and Parking Areas:</b></p>



	<ul style="list-style-type: none"> <li>• Project Co will: <ul style="list-style-type: none"> <li>○ maintain all road and parking area Maintained Elements sound, safe, with even surfaces and with no potholes, sinking or tripping hazards.</li> <li>○ ensure that all curb, paving stone and edging Maintained Elements are not loose and are otherwise sound.</li> <li>○ maintain all road marking, signage and parking stripe Maintained Elements such that they are clear and complete.</li> <li>○ maintain all road and parking area Maintained Elements swept and clear of debris and hazards and substantially free from graffiti and/or vandalism.</li> <li>○ maintain Site circulation routes clear and accessible and provide good access for elderly and disabled persons, including the visually and mobility impaired and wheelchair users.</li> <li>○ Protect all vehicles from chemical sprays.</li> </ul> </li> </ul> <p><b>External Recreation Areas:</b></p> <ul style="list-style-type: none"> <li>• Project Co will: <ul style="list-style-type: none"> <li>○ ensure that all external recreation areas remain functional, safe, secure and of good appearance.</li> <li>○ remain accessible for elderly and disabled persons, including the visually and mobility impaired and wheelchair users.</li> <li>○ remain accessible and easily observable by the Authority's custodial staff and employees.</li> <li>○ remain substantially free from graffiti and/or vandalism.</li> </ul> </li> </ul> <p><b>Snow and Ice Removal:</b></p> <ul style="list-style-type: none"> <li>• Project Co will: <ul style="list-style-type: none"> <li>○ apply and re-apply salt, sand and/or ice melting products to all paved and concrete areas, including roadways, emergency routes, parking areas and sidewalks, as required.</li> <li>○ commence snow ploughing and clearing within two hours of an accumulation of 5 cm (2 inches) in depth and continue to plough and clear on an on-going basis, as required, so as to reduce the risk of injury, accidents and so as to maintain access to the Facility at all times.</li> <li>○ ensure that snow dumping and storage on-Site is limited to designated areas and does not impede fire lanes, pedestrian or vehicle traffic or restrict availability of visitor or staff parking.</li> <li>○ install winter fencing, if required.</li> </ul> </li> </ul>
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