

SERVICES BRIEF

SUPPLIER SERVICES

COLD BEVERAGES SUPPLY CONTRACT – PORT ARTHUR HISTORIC SITE

Port Arthur Historic Site Management Authority

June 2019

TABLE OF CONTENTS

| | |
|--------------------------------------------------------|----|
| Services Brief..... | 3 |
| 1 Port Arthur Historic Sites Management Authority..... | 3 |
| 1.1 Organisational Overview..... | 3 |
| 1.2 Management Framework..... | 3 |
| 1.3 Site Description..... | 4 |
| 1.4 Working at a Place of Heritage Significance..... | 5 |
| 1.5 Operational Hours..... | 6 |
| 1.6 Site Contact..... | 6 |
| 1.7 Site Access Procedures and Requirements..... | 6 |
| 1.8 Vehicle Access and Parking..... | 7 |
| 1.9 Environmental and Behavioural Impact..... | 7 |
| 1.10 Flora and Fauna..... | 8 |
| 2 The Services – Cold Beverage Supply Contract..... | 8 |
| 2.1 Background and Context..... | 8 |
| 2.2 Objective and Outcomes..... | 9 |
| 3 Services..... | 9 |
| 3.1 Overview..... | 9 |
| 3.2 Workplace Health and Safety..... | 10 |
| 3.3 Sub-Contractors..... | 10 |

SERVICES BRIEF

1 PORT ARTHUR HISTORIC SITES MANAGEMENT AUTHORITY

1.1 Organisational Overview

The Port Arthur Historic Sites Management Authority (PAHSMA) is responsible for the management of visitor services and conservation for three of the sites listed as part of the Australian Convict Sites World Heritage Property. These sites are known as:

- Port Arthur Historic Site (PAHS), Arthur Highway, Port Arthur, Tasmania,
- Coal Mines Historic Site (CMHS), Saltwater River, Tasmania, and
- Cascades Female Factory (CFF), Degraeves Street, Hobart, Tasmania.

The main functions of the Authority, as defined by the Port Arthur Historic Site Management Authority Act 1987, include to:

- ensure the preservation and maintenance of the historic sites under its management as examples of major convict settlements and penal institution of the 19th Century;
- coordinate archaeological activities on the site;
- promote an understanding of the historical and archaeological importance of the site;
- promote the site as a tourist destination;
- provide adequate facilities for the use of visitors; and
- use its best endeavours to secure financial assistance by way of grants, sponsorship and other means.

The Authority's Vision is that "the Port Arthur Historic Site Management Authority is globally recognised for excellence in telling the Australian convict story through outstanding conservation and tourism experiences".

The Authority's Statement of Purpose is "to conserve and enhance the heritage values of our World Heritage convict sites and to share the stories of these places and the people connected to them".

1.2 Management Framework

The Port Arthur Historic Sites (the Sites) are managed within the following hierarchical framework.

Statutory Listings

The Sites form part of the 11 Australian Convict Sites World Heritage Properties. This listing sees the Site protected and managed under the Australian Convict Site Strategic Management Framework (2018) which comprises legislative regimes across Australia's three levels of government including:

- *Environment Protection and Biodiversity Conservation Act 1999 (CWTH);*
- *Historic Cultural Heritage Act 1995, (TAS); and*
- *National Parks and Reserves Management Act 2002 (TAS).*

Legislation

In addition to the statutory listings the Sites are further governed by the following the legislation.

- *Port Arthur Historic Sites Management Act 1987 (TAS);*
- *National Parks and Wildlife Act 1970 (TAS);*
- *Government Business Enterprises Act 1995 (TAS); and*
- *Environment Protection and Biodiversity Conservation Act 1999 (CWTH)*

Governance

In recognition of the significance of the place, and in response to the legislative requirements arising from the statutory listing the following plans and policies guide the operation and management of PAHSMA:

- *Statutory Management Plan 2008;*
- *Landscape Management Plan 2002;*
- *Port Arthur Historic Site Conservation Management Plan 2000;*
- *Coal Mines Historic Site Masterplan 2013;*
- *Cascade Female Factory Conservation Management Plan 2007; and*
- *Aboriginal Heritage and Values Survey Report 2007.*

1.3 Site Description

Location

The proposed services will occur predominantly at the Warehouse, Visitor Centre, and the Museum Café, Port Arthur Historic Site, Tasmania. The location of Port Arthur Historic Site is shown at Figure 1.



Figure 1 – Location and boundary of the Port Arthur Historic Site, Point Puer and Isle of the Dead; Garden Point; and the Port Arthur Water Supply.

Port Arthur Historic Site is located at 6973 Arthur Highway, Port Arthur, Tasmania. Vehicular access to the site is generally restricted to PAHSMA and contracted service vehicles only. A speed limit of maximum 20 km/h applies on the site and visitors are given right-of-way over vehicles.

1.4 Working at a Place of Heritage Significance

Port Arthur Historic Site is a place of Local, State, National, and World Heritage significance. In order to uphold the heritage listings and meet statutory obligations, Contractors working at the Authority's sites are required to completely minimise any impact on heritage fabric (being any part of the historic built or natural environment). This includes adequate protection of any heritage fabric adjacent to the area of work, as required or as requested by PAHSMA.

If impact on heritage fabric is essential in the course of the Contractor's work, the Contractor is to first liaise with PAHSMA through the nominated contact (details below), so that the appropriate

assessment and approvals process can be undertaken. **No impact on or intervention to heritage fabric is to be made without prior written approval from PAHSMA.**

1.5 Operational Hours

PAHS

The Port Arthur Historic Site is open 7 days a week, 365 days a year. The site operates on seasonal hours, the summer season generally running from November to April, and the winter season from May to October.

The ruins, houses, and grounds opens to the public from 9:00am every day until dusk in winter (around 5:00pm) and 7:30pm in summer. Note that staff operate in the Visitor Centre from 7:00am onwards. After dusk, visitor access is restricted to the Visitor Centre and guided ghost tours of the site only.

In winter the ghost tours cease operation and return to the Visitor Centre by 9:30pm, in summer by 11:30pm. Every last Saturday of the month a paranormal ghost tour runs on site until around 12:30am.

With the exception of the paranormal tour nights, the Visitor Centre, including the restaurant, closes by 11:00pm in winter and 12:00am in summer.

The above tour and closing times are approximate and while all effort is made to stick to the scheduled times, occasionally closing of the site and the Visitor Centre is delayed, particularly during the peak summer season.

The Administration Building and Works Yard precinct are in operation from 6:00am to 6:00pm, Monday to Friday. However, there can be staff working outside of these hours, and the Warehouse in the Works Yard can be subject to operation 7 days a week during summer.

1.6 Site Contact

The site contact details are as follows:

Ben Bate
Head Chef
M: 0414 775 935
E: ben.bate@portarthur.org.au

1.7 Site Access Procedures and Requirements

For access to the site, Contractors must report first to the Works Yard, which is located to the right of the main entrance roadway.

Temporarily issued access cards or keys must be signed out and signed back in at the end of the day. All temporary card or keys will be issued by, and are to be returned to, the site contact or designated representative.

The Contractor will ensure that the security of the works area, and of the site in general, is not compromised at any time as a result of their activities.

Contractors will allow to re-programme site visits as requested by PAHSMA.

Contractors' uniforms and/or identification cards are to be worn at all times when on site. Contractors will be neat and tidy in appearance. Uniforms and clothing is to be suitable for the type of work involved and will be maintained to an acceptable standard.

1.8 Vehicle Access and Parking

Vehicular access to the site is restricted to PAHSMA and approved Contracted service vehicles only and is to be kept to the minimum necessary. All roads within the site are shared zones. A speed limit of maximum 20 km/h applies on the site and pedestrians are given right-of-way over vehicles. Contractors are expected to obey posted speed limits, road signage, and staff instruction at all times.

Contractors requiring vehicular access to the site may be escorted by a representative of PAHSMA at the Authority's discretion.

If working at the Visitor Centre, Contractors are permitted to park in the staff parking area on Level 0, beyond the boom gate, or if driving a truck or other delivery vehicle, in the loading bay adjacent to the staff parking. An access code for the boom gate will be provided if required. This level of the carpark is restricted access and includes the bus and coach drop-off/pick-up zone, as well as the loading bay area for the Visitor Centre. Contractors are to park in designated areas only, and are not to block or restrict access to the bus zone.

Parking on the historic site is restricted to approved staff and Contractor vehicles. Vehicles are to be parked on paved or gravelled areas only – parking on the grass is prohibited.

1.9 Environmental and Behavioural Impact

Contractors are required to minimise their impacts on the surrounding environment by appropriately disposing of all rubbish, chemicals, and/or trade-waste. Contractors are to leave the site clean and tidy at the end of the day, and take all rubbish, tools, and surplus equipment with them, or dispose of it appropriately.

Radios and/or other music emitting devices are not permitted to be used in the public spaces of Port Arthur Historic Site during operating hours.

There is a designated smoking area in the Works Yard and another outside of the Visitor Centre. The remainder of the Port Arthur Historic Site is a No Smoking zone.

Foul and/or defamatory language must not be used, particularly within the public spaces of the site. Bullying and/or violent behaviours by any employee, Contractor, or Subcontractor will not be tolerated by PAHSMA.

1.10 Flora and Fauna

PAHS is home to a number of protected flora and fauna species. As such, all vehicles are to be kept to designated paved and gravelled areas only, and personnel are to remain within approved areas of the site.

If there is a need for any wildlife rescue, relocation, or management, it is to be undertaken by approved PAHSMA staff members.

The site is included under National Parks and Wildlife Reserve land. As such, no plant, animal, or artefact is to be removed from the site. Anyone found to be removing plant matter, animals, or artefacts from the site could be subject to a penalty.

2 THE SERVICES – COLD BEVERAGE SUPPLY CONTRACT

2.1 Background and Context

The Port Arthur Historic Site is a popular tourist destination visited by over 390,000 visitors annually, a number which is anticipated to continue growing. The visitor profile varies, with local, national, and international visitors from many different countries coming to Port Arthur, including a high percentage of Chinese visitors.

PAHSMA provides amenities for visitors across the site, however the most utilised areas for food and beverages are the Visitor Centre Café and the Museum Café in the Asylum building. These spaces offer a variety of options including 'Grab and Go' style food and drinks, sit-down meals with post-mix drink options, cooked-to-order, and light snacks and drinks. There are also a number of cold drink vending machines across the site.

Because of this diversity in both visitor profiles and food and beverage options, PAHSMA is looking to appoint a reliable, experienced, and innovative cold drinks supplier who can both meet the needs of the visitors, and the expectations of PAHSMA.

2.2 Objective and Outcomes

As the current beverages contract expires on 4 August 2019, the aim of this procurement is to select a cold drinks supplier based on both merit and value for money.

Ideally, this contract will enable enhanced service, increased visitor satisfaction and profitability for PAHSMA.

3 SERVICES

3.1 Overview

PAHSMA is seeking a cold drinks supplier who will be able to supply and deliver a range of beverage options, including, but not limited to:

- Post-mix units and refills
- Non-alcoholic bottled drinks
- Bottled water
- Juices

The beverages will need to be delivered to the Port Arthur Historic Site as ordered by the nominated contact or his representative. Deliveries should occur Monday to Friday between the hours of 8am and 4pm. Demand will vary seasonally, therefore freight must be costed accordingly (see associated RFQ document T1929_7_1-SUP). The ability for returns and rebates is a highly desirable criteria for this contract.

PAHSMA maintains a Warehouse in the Works Yard where all of the deliveries will be made. We have a forklift and driver available if required.

Any equipment supplied or leased as part of the contract must be fit-for-purpose, unbranded and have a regular maintenance and replacement schedule.

3.2 Workplace Health and Safety

The consultant shall ensure compliance with the Work Health and Safety Act 2012, the Work Health and Safety Regulations 2012, codes of practice and any other relevant legislation.

Access to the Warehouse is only permitted under the supervision of the Storeman. High-visibility vests or clothing must be worn at all times when within the Works Yard.

3.3 Sub-Contractors

The Contractor shall make allowance for the engagement of all necessary sub-contractors whether nominated by PAHSMA or otherwise identified in the Contractor's submission and include for the supervision and coordination of their services provided throughout the duration of the contract.