Sydney Road Assets
Performance Contracts
Welcome to Country

Presented by Uncle Allan Murray
Questions
Registration of Interest
Don’t forget Slido.com
#SRAPC
Welcome and Introduction

Presented by Tessa Knox-Grant
Matt Sweeting
Director Project Implementation

Harry Liaw
Contract Lead

Graeme Simon
Project Manager

Rebecca Dean
Communication and Sustainability Lead

Dora Franklin
Team Coordinator

Andrew Doherty
Commercial Lead
SRAP Contracts
Registration of Interest
Presented by Matt Sweeting
SRAP Contracts
External Reach

- Industry Briefings: 423
- External Website Clicks: 1233
- Email Responses: 158
- External Stakeholders Briefed: 2173
- Cluster wide Workshops and Briefings: 109
- 249
## SRAP Contracts

### Scope of Services

<table>
<thead>
<tr>
<th>Significant Assets</th>
<th>Parkland Zone Percentage</th>
<th>River Zone Percentage</th>
<th>Harbour Zone Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bridges</td>
<td>20</td>
<td>25</td>
<td>56</td>
</tr>
<tr>
<td>Bridge Size Culverts</td>
<td>47</td>
<td>38</td>
<td>15</td>
</tr>
<tr>
<td>Slope Sites</td>
<td>32</td>
<td>13</td>
<td>55</td>
</tr>
<tr>
<td>Traffic Signal Sites</td>
<td>21</td>
<td>21</td>
<td>57</td>
</tr>
<tr>
<td>Carriageway Kilometres</td>
<td>33</td>
<td>27</td>
<td>40</td>
</tr>
</tbody>
</table>
SRAP Contracts
Customer and Stakeholder Requirements
The Service Provider is required will collaboratively with TfNSW to support the management of any transport related incidents and emergencies.
The Service Provider will be required to comply with all Work Health and Safety (WH&S) legislation and TfNSW standards and specifications.
The Service Provider will be required to comply with all environmental legislation and TfNSW standards and specifications.
Certification - mandatory requirement for the Business delivering the services. A plan needs to be submitted to TfNSW to be compliant within 12 months.

ISO 9001 - Quality management
ISO 14001 - Environmental management
ISO 45001 - Occupational health and safety

Alignment & Assurance - demonstrate the ability to satisfy the requirements of the following standards

ISO 55000 - Asset management
ISO 31000 - Risk management
ISO 20400 - Sustainable procurement
ISO 26000 - Social responsibility
ISO 27001 - Information security
ISO 44001 - Collaborative business relationship management
The contracts will support all 17 of the UN Sustainable Development Goals with a focus on the following:
The targets for Aboriginal employment and economic participation percentages in Forward Work Plans far exceed the standard APiC target of 1.5%.

- 2% in the first three years
- 5% in the second three years
- 8% in the third three years

*with an increase of 1% with each contract extension.
Work will be generated during the life of the contract.
Applicants have the ability to decide on where depots could potentially be located to best suit the needs of their businesses and the community.
Sydney Roads Asset Performance Contract

General Conditions
Definitions and Interpretation

Service Requirements
- Tactical Asset Management Plan
  (Resubmitted every 3 years)
- Performance Framework
- Assurance Framework
- Transport Network Support
- Community and Stakeholder Engagement

Commercial Framework
- Payment Schedule
- Reference Pricing Schedule
- Form of Security Bond
- Deed of Guarantee and Indemnity
- Insurance Schedule and Policy Summaries

Contract Management Manual
- DAB Agreement
- Key Personnel
- Statutory Declaration and Subcontractor's Statement
- RMS Interface Agreements
- Change Schedule
- Benefits Realisation Schedule

Service Plans

Greater Sydney
- Asset Management Plan
- Concept of Operations
- Failure Mode Effects Criticality Analysis (FMECA)
- Asset Database

Safety, Environment and Regulation
- General Specifications, Duality System Specifications, Roadwork Specifications, Bridgework Specifications, Material Specifications, TIRSW Policy and Guidance Documents
Commercial, Assurance and Performance Framework

*Reward – Risk – Reputation*
Scope is well defined and within provider’s control

- Risks exist that are best managed by a Service Provider. RMS does not need to be actively involved in delivery
  - e.g. establishment, yearly management resources

Scope is relatively well defined but there are risks that are best shared by both RMS and the Service Provider, and would otherwise attract a premium as a Priced Component

- Includes painshare/gainshare arrangement
- Over time and with performance history can move towards Priced Component

Scope of work cannot be well defined and managed

- Urgent or emergency work not covered by agreed rates
- May include specialist subcontract work

Lower risk, lower control

Target cost

Priced Component

Lower risk, lower margin

Cost Plus

Trend over time towards greater risk allocation

Full transparency regardless of payment type
<table>
<thead>
<tr>
<th>Forward Works Plan for SRAP Contracts</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
</tr>
</thead>
<tbody>
<tr>
<td>Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Management</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Asset planning &amp; program management costs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Forward Works Plan</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>All routine maintenance</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tactical ITS works</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tactical Signs and Delineation works</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tactical Road Pavement works</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tactical bridge and tunnel works</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tactical Corridor works</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Event management</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Asset Recovery</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Special Projects</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Simple Minor Improvement works</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Complex Minor Improvement works</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Commercial Reset Points</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Notes: This is a simplified split for illustration purposes. In reality, there may be some elements which comprise a mix of arrangements (e.g., a tactical upgrade performed at a fixed price, or asset management work under a target price).

- Fixed price
- To be determined following a risk assessment
- Risk assessment to be undertaken with a preference for fixed price. KPI points gained if fixed price is fully achieved
- Actual cost (may be based on tendered input rate)
Assurance Framework

3rd Party Audit
- Auditor General
- Any eternal audits contracted by TfNSW
- Audits generated by the assurance framework

Client Audit
- Annual audits plans to be developed based on risk using contract performance data, the results of analysis of self audit and input from wider TfNSW team
- Site audits to be undertaken and detailed in the audit plan
- A minimum of 4 audits per year per contract
- At the end of TAMP – Outcome audit to be conducted

Self Audit (required for certification)
- TfNSW have full view of self audits, NCRs ad associated CAPA
- Certification audits for ISO
Assurance Demerits Framework

NCR (Non Conformance Reports) Raised by Service Provider

NCPN (Non Conforming Product Notification) Raised by TfNSW

CAR Corrective Action Request Raised by TfNSW

3rd Party Audit

Issue Identification

CaPA (Corrective and Preventative Action Reports)

Actioned and Signed off by Service Provider

Actioned by Service Provider and Signed off by TfNSW

(Sanctions may apply)

Response

Assurance Demerits

1 Demerit
CaPA not generated within 5 working days

5 Demerits
Failure to achieve CaPA outcomes

10 Demerits
Concealing or covering up any non-conformances

Assurance Demerits Thresholds

100 Points
Full points

70 Points
3rd Party Audit funded by SP using consultant of TfNSW’s choice

40 Points
No new capital works to be issued to SP

20 Points
Tactical works in the TAMP to be transitioned into neighbouring SP

0 Points
Transition Routine Services and demobilise contract

Sanctions
Concept of Operations

Presented by Graham Richardson
• The Greater Sydney Road Network Concept of Operations (GSCO) will establish customer-focused performance needs and standards for our road network by corridor type (network function), mode, time of day, and day of week.

• This performance standard enables asset investment to be prioritised to deliver a suitable level of performance for our customers.

• The current version of the GSCO establishes the network functions and their respective performance measures.
Network tagging by network function has been undertaken with consultation with SMEs within the transport cluster and wider government agencies.

<table>
<thead>
<tr>
<th>Function</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transit</td>
<td>Developed based on existing patronage data for the Sydney bus network, and split by city to highlight road segments or corridors which are of critical importance to customers in each respective zone.</td>
</tr>
<tr>
<td>Freight</td>
<td>Adapted from the TfNSW (RMS) freight hierarchy dataset and updated in consultation with SMEs within the Transport cluster.</td>
</tr>
<tr>
<td>General Vehicle</td>
<td>Applies the Future Transport 2056 hierarchies to the transport network.</td>
</tr>
<tr>
<td>Cycle</td>
<td>In development</td>
</tr>
<tr>
<td>Walk</td>
<td>In development – It is anticipated the functions of Walk and Place will be combined as a function of intensity of place or type of attractor.</td>
</tr>
<tr>
<td>Place</td>
<td></td>
</tr>
</tbody>
</table>
The network tagging is intended to highlight the importance of the Greater Sydney road network from the customer and functional perspective, and hence help prioritise preventative maintenance.

For this ROI phase of the SRAP the network prioritisation is based on a simple addition of the hierarchies for:

- *Transit*
- *Freight*
- *General Vehicles*

For the RFT phase, Cycling and Walk & Place mapping is envisaged to be included. This will highlight regions of the state road network where customers are likely to utilise infrastructure adjacent to the state road network, and hence should considered in prioritisation of maintenance activities.
Concept of Operations
Consolidated Network Tagging (2019 network)
Customer priorities as users of the road network have been captured within the GSCO measures. These measures have refined through SME consultation to ensure the measures reflected both customer values and network operating principles.

**Summary of measures:**

<table>
<thead>
<tr>
<th>Transit</th>
<th>Freight</th>
<th>General Vehicles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Speed</td>
<td>Speed Ratio</td>
<td>Speed Ratio</td>
</tr>
<tr>
<td>Total Lost Customer Minutes</td>
<td>Number of impediments to free flow</td>
<td>Number of impediments to free flow</td>
</tr>
<tr>
<td>Customer Punctuality (On Time Running)</td>
<td>Journey Time Reliability</td>
<td>Journey Time Reliability</td>
</tr>
<tr>
<td>Ride Quality</td>
<td>Accessibility/ Continuity of route</td>
<td>Green Time Utilisation</td>
</tr>
<tr>
<td>Pavement Quality</td>
<td>Pavement Quality</td>
<td>Pavement Quality</td>
</tr>
<tr>
<td>Pavement repair time</td>
<td>Pavement repair time</td>
<td>Pavement repair time</td>
</tr>
</tbody>
</table>

Measures for Cycle and Walk & Place will be provided once their respective network tagging is complete.
For each function, the measures include a definition and one or more associated metrics.

Targets will not be incorporated in the GSCO at this stage, however it is expected Tier 1 infrastructure would have a higher performance against the identified measures & metrics compared to Tier 4 infrastructure.

Example: Transit

<table>
<thead>
<tr>
<th>Measure</th>
<th>Type</th>
<th>Definition</th>
<th>Associated Metrics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Speed</td>
<td>Operation</td>
<td>Average speed of vehicles travelling on a link in a given period.</td>
<td>• Average speed per link</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Relative average speed compared to other modes</td>
</tr>
<tr>
<td>Total Lost Customer Minutes</td>
<td>Operation</td>
<td>Total minutes of delay (in vehicle), weighted by volume of passengers.</td>
<td>• Delay minutes</td>
</tr>
<tr>
<td>Customer Punctuality (On Time Running)</td>
<td>Operation</td>
<td>Total number of delay minutes for customers waiting beyond scheduled service time</td>
<td>• Percentage of OTR</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Variability in OTR</td>
</tr>
<tr>
<td>Ride Quality</td>
<td>Condition</td>
<td>Ride quality as experienced by the customer</td>
<td>• Comfort Index</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Skid Resistance Index</td>
</tr>
<tr>
<td>Pavement Quality</td>
<td>Condition</td>
<td>Ability of pavement to service users</td>
<td>• Pavement Health Index</td>
</tr>
<tr>
<td>Pavement repair time</td>
<td>Condition</td>
<td>Time between notification of a defect and repair</td>
<td>• Response time</td>
</tr>
</tbody>
</table>
For the RFT phase, it is anticipated the GSCO will include:

- Cycle, Walk & Place network tagging and performance measures

- Network tagging supplied by functional hierarchy (including in Geographic Information Systems format)

- Network tagging updated to reflect changes to key road infrastructure (operational by 2021)

- General refinements.
Asset Management Approach

Presented by Michael Killeen
SRAP Contracts
FMECA and Concept of Operations

Preventative Maintenance with evident economic and operational consequences

Preventative maintenance with evident safety and environmental consequences

Category 1 from the Concept of Operations
Example Pitt Town Road

Category 2-3 from the Concept of Operations
Example New Line Road

Category 4 from the Concept of Operations
Example Old Windsor Road
Registration of Interest

Presented by Graeme Simon
SRAP Contracts
CDP - Can be signed off under section 127 of the Corporations Act

Signed in accordance with section 127 of the Corporations Act
Signature of Director: ____________________________
Signature of 2nd Director or Company Secretary: ____________________________
Name: ____________________________
Name: ____________________________

[Use if Recipient is a Company]
Signed as a Deed for and on behalf of the Recipient

<table>
<thead>
<tr>
<th>Signature of Delegate</th>
<th>Signature of Witness:</th>
</tr>
</thead>
<tbody>
<tr>
<td>or Authorised Person:</td>
<td>Name:</td>
</tr>
<tr>
<td></td>
<td>Name:</td>
</tr>
<tr>
<td></td>
<td>Position/Title:</td>
</tr>
</tbody>
</table>

The signatory warrants they are duly authorised to sign
SRAP Contracts
Timeline

30 January 2020
Registration of Interest via eTender

5 February 2020
Registration of Interest Industry Briefing

November 2020
Interviews with tenderers

3 -7 August 2020

25 March 2020
ROI Documents Retuned

January 2021
Contract Outcomes Announced

24 July 2020
Mobilisation

27 April 2020
Short listed Tenders Announced Tender documents issued

Tender documents returned

30 January 2020
Registration of Interest via eTender

5 February 2020
Registration of Interest Industry Briefing

November 2020
Interviews with tenderers

3 -7 August 2020

25 March 2020
ROI Documents Retuned

January 2021
Contract Outcomes Announced

24 July 2020
Mobilisation

27 April 2020
Short listed Tenders Announced Tender documents issued

Tender documents returned
Gordon Eastwood
Probity Manager

Email: geastwood@procuregroup.com.au
M: 0435 472 352
SRAP Contracts
Enquires Process

Enquires Process

- All enquiries and are to be submitted by email to the SRAP Contracts inbox only
- There is no limit on the number of enquiries for any applicant
- Only one question per email (no nested questions)
- The last day for submission of enquiries by applicants is 11 March 2020 (two weeks prior to ROI close)
If an applicant requests the question to be “commercial in confidence” it will be considered.

If accepted as “commercial in confidence” the answer will be responded via email to the applicant directly from the SRAP Contracts mailbox and not made public.

If not considered to be “commercial in confidence” this will be communicated back to the applicant via email to either:

- Withdraw the question
- Withdraw the request of “commercial in confidence” and the answer will be updated on the register and made public as per a standard question.
• No ROI related questions will be responded to via the contact number provided in the eTender

• All questions relating to the ROI must be formally submitted in writing to mailbox

• The email mailbox will be checked daily

• The Question and Answer Register will be uploaded as an addenda to the ROI on eTender on Fridays (if updates are available).
An Applicant **must not** change its Participants after the lodgement of its ROI without the prior written approval of TfNSW, in its absolute discretion.
The objective of the ROI Stage is to shortlist Applicants for each Zone who will then be asked to prepare detailed Tenders in the RFT Stage.

The ROI Stage seeks to shortlist Applicants who can demonstrate capability and capacity to meet TfNSW's objectives in performing the Services.

TfNSW is not required, and does not intend, to release any details regarding the ROI evaluation process.
25 March 2020, 2.30 pm (Sydney, NSW)
Returnable Schedules
Presented by Matt Sweeting
### SRAP Contracts

**Returnable Schedule 1** Details of Applicant and 2 Financial capacity

<table>
<thead>
<tr>
<th>Applicant Entity Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Applicant (Entity Name)</strong></td>
</tr>
<tr>
<td><strong>ABN/ACN/TAX/ISBN</strong></td>
</tr>
<tr>
<td><strong>Participant in the consortium</strong></td>
</tr>
<tr>
<td><strong>ABN for each Participant</strong></td>
</tr>
<tr>
<td><strong>Authorized officer and title for each Participant</strong></td>
</tr>
<tr>
<td><strong>Participant's business address</strong></td>
</tr>
<tr>
<td><strong>Contact name of each Participant within the consortium including NAPCO number</strong></td>
</tr>
<tr>
<td><strong>Relationship between Participant and the donor</strong></td>
</tr>
<tr>
<td><strong>Name</strong></td>
</tr>
<tr>
<td><strong>Contact</strong></td>
</tr>
</tbody>
</table>

---

**Returnable Schedule 2**

- Financial capacity
- Details of Applicant and form of response
Returnable Schedule 3
Applicants must rank their preference for the zones
SRAP Contracts
Returnable Schedules 4, 5 and 6

Returnable Schedule 4
Pre-qualification Levels

Returnable Schedule 5
Quality, environmental and safety accreditation

Returnable Schedule 6
Commitment to provide parent company guarantee
Returnable Schedule 8
Methodology and approach to the Tactical Asset Management Plan
Each Applicant may also complete Returnable Schedule 10 – Feedback on proposed commercial and contracting arrangements, but this is not mandatory.

*This is not evaluated.*
Question and Answers
Presented by Matt Sweeting and John Hardwick
Final Comments

Presented by John Hardwick
Transport for NSW

Slido Questions
Questions taken from Sli.do
Industry Briefing Session – 05/02/2020

Anonymous  5 Feb, 2020
In industry briefings you stated that a costed TAMP would not be a deliverable in the RFP, only an approach?, is this not the case now?
6 likes

Anonymous  5 Feb, 2020
Access to quality historical data is important. Will you consider the access we have to historical info and contract specific insight when assessing tenders?
6 likes

Anonymous  5 Feb, 2020
What steps will TfNSW take to ensure that non-incumbents are not at a significant disadvantage to the incumbents?
5 likes

Anonymous  5 Feb, 2020
The ROI documents state there will be no legacy staff from the incumbents, will there be any potential RMS staff transfer in areas such as asset management?
5 likes

Anonymous  5 Feb, 2020
Can you provide further guidance on whether maintenance programs will be budget driven e.g. do the best with the available funding or the budget is spec driven?
4 likes

Anonymous  5 Feb, 2020
The incentivisation graph is not balanced where the performance score exceeds 70 as compared to where the score is less than 70. Is there a reason for this?
4 likes

Anonymous  5 Feb, 2020
If tenderers are required to submit a tamp with the RFP, what data will be given- asset, budget and priorities to develop the plan and when?
3 likes

Anonymous  5 Feb, 2020
Given that there is a preference for fixed price for FWP 1 please confirm what information will be provided to develop the TAMP in the RFT phase?
3 likes
<table>
<thead>
<tr>
<th>Anonymous 5 Feb, 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is there a mechanism for getting demerit points back? When? How many?</td>
</tr>
<tr>
<td>3 likes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Anonymous 5 Feb, 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>ROI does not stipulate any requirement for SME involvement in these contracts, in the context of sustainability to the market for existing small businesses.</td>
</tr>
<tr>
<td>3 likes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Anonymous 5 Feb, 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can you provide the spatially referenced network lines for each Zone?</td>
</tr>
<tr>
<td>2 likes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Anonymous 4 Feb, 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Could you please confirm what asset data you have and when it will be made available?</td>
</tr>
<tr>
<td>2 likes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Anonymous 4 Feb, 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>How will this contract be managed/delivered by the new TFNSW organisation structure?</td>
</tr>
<tr>
<td>2 likes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Anonymous 5 Feb, 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can you provide further guidance on the maintenance regime if the M3 specification is not being adopted?</td>
</tr>
<tr>
<td>2 likes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Anonymous 5 Feb, 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can you confirm when the NSW Movement &amp; Place Framework will be available including the Practitioner's Guide and toolkit?</td>
</tr>
<tr>
<td>2 likes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Anonymous 5 Feb, 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>While we recognise that there is no staff transfer requirement, what information can be provided re the existing workforce on the SMC and PSMC contracts?</td>
</tr>
<tr>
<td>2 likes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Anonymous 5 Feb, 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>In appendix 5, there are no vms listed. Is that an error or are they excluded?</td>
</tr>
<tr>
<td>2 likes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Anonymous 5 Feb, 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>In the assurance framework is the Service provider able to raise NCPNs on the Client for non-conformance?</td>
</tr>
<tr>
<td>2 likes</td>
</tr>
</tbody>
</table>
Anonymous 5 Feb, 2020
When will the Assurance Demerits Framework start? Will there be a grace period to get systems and process bedded down?
2 likes

Anonymous 4 Feb, 2020
Could you please confirm when the function hierarchy will be released?
1 like

Anonymous 4 Feb, 2020
Could you please describe TFNSW’s expectations for pricing in the RFT round? Guidance would be appreciated to assist with resourcing.
1 like

Anonymous 4 Feb, 2020
In the Assurance Framework, could you please describe the mechanism for recovering demerit points?
1 like

Anonymous 5 Feb, 2020
Is there a requirement to keep all templates in their current format or can these templates be adjusted to suit the entities logos etc.?
1 like

Anonymous 5 Feb, 2020
If only a single tenderer has preference for a zone, say the Parkland, will you use the ROI preference nominations to force competition in that zone?
1 like

Anonymous 5 Feb, 2020
The ROI response schedules provide minimal opportunity for Respondents to differentiate on sustainability and Aboriginal participation. Why?
0 like

Anonymous 5 Feb, 2020
Will this presentation be posted on the project website?
0 like

Anonymous 5 Feb, 2020
Are regional ITS assets definitely in parklands
0 like

Anonymous 5 Feb, 2020
How will the evaluations of these tender submissions incentivise service providers to bring the best practice and innovation in Safety evaluated fairly?
0 like