

PART C

SCOPE OF SERVICES

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C1.0 INTRODUCTION

CountryLink, a Business Division of Rail Corporation of New South Wales (RailCorp), is responsible for the provision of country and interstate passenger train services. Services are operated seven days a week all year.

CountryLink requires the services of an experienced telecommunications Company to supply, install, operate and maintain a pay phone system on all CountryLink train services.

CountryLink currently operate a total of sixteen train sets with one pay phone in each train set located in the Buffet car. This contract is now due for renewal.

The following destinations are covered by CountryLink from Sydney.

Interstate:

Melbourne
Brisbane

Regional:

Armidale / Moree
Canberra
Broken Hill / Parkes
Griffith
Dubbo

CountryLink requires a system that is currently in use in a similar environment and has a proven track record. It is not intended to enter into a Contract that requires a design and development stage.

C2.0 PURPOSE OF PRE REGISTRATION

The purpose of this Pre-Registration is to identify suitable Organisations capable of undertaking the work. From those Organisations who respond to this Pre-Registration invitation, a short-list will be established. At RailCorp's sole discretion, those Organisations which have been included on the short-list will be invited to respond to a possible future tender.

RailCorp reserves the right to select any or all of the Pre-Registration Respondents to tender.

C3.0 SCOPE

C3.1 THE SERVICES

The pay phone is required to operate using pre-programmed cards with magnetic stripe and credit cards. The cards are to be in the form of a phone card purchased from the Buffet car on board the train.

Phone cards will be required to be manufactured by the Contractor with a CountryLink design.

The pay phone offered shall be simple to use by all passengers and staff.

The phones will be required to operate in remote areas which may be outside the normal cellular reception area. It will therefore be necessary to use a satellite service when outside normal reception area, in conjunction with the cellular system.

In the case of a call dropping out of the system, the system shall be designed so that no charge is made to the user.

C3.2 EQUIPMENT

The pay phone should be similar in size and design to a normal payphone and suitable for use on a train. It shall be capable of withstanding normal vibration and train movement.

The pay phone shall have a keypad operation.

The system shall be capable of upgrades from time to time to incorporate advances in technology.

C3.3 OPERATION

CountryLink will require a monthly itemised account which shall detail usage of phone cards and credit cards.

C3.4 MAINTENANCE

The successful Contractor will be required to maintain the system to ensure maximum reliability.

In the event of a fault the Contractor will be informed and it will be a requirement of the Contract that faults are rectified preferably on completion of the journey or if necessary on return to Sydney.

Repairs in Sydney will be required to be carried out at the XPT Maintenance Centre, Sydenham, in the limited time available.

C4.0 PROPOSED CONTRACT

Subject to the Pre-Registration, the proposed subsequent Contract will be for a period of two (2) years with options, to extend the period by three (3) one year periods.

C5.0 PERFORMANCE EXPECTATIONS

It is important that the equipment offered will offer the highest reliability and not result in complaints from passengers or staff, as the service is particularly intended to offer convenient service when trains are delayed.

C6.0 FINANCIAL SECURITY

RailCorp will assess the financial security of its service providers and to that end will require a copy of all Tenderers' latest annual accounts as well as confirmation that adequate Insurance cover has been (or will be) effected and maintained.