

1 Purpose

The purpose of this document is to describe how SA Water assesses and manage Accredited Consultants involved in reticulation designs for land development projects.

2 Introduction

For land development projects, Developers are required to engage an Engineering Design Consultant to prepare designs for new water and sewer infrastructure.

Only SA Water Accredited Consultants are authorised to prepare and submit such designs, which must:

- Be accompanied by Safety in Design information, undertaken in accordance with SA Water technical standard TS 0101 – Safety in Design
- Comply with SA Water's technical requirements, as articulated in SA Water's technical standards/guidelines, typical/standard drawings and WSA supplements.

SA Water maintains an Accredited Consultants rating list, which can be found on the SA Water website.

For continued inclusion on the list of Accredited Consultants, the consulting agency is required to:

- Consistently perform at a rating level of 1 or 2
- Be actively participating in design for water and sewer infrastructure, over a 24-month period and
- Satisfy Quality Management System certification and Insurance requirements

3 Application Process

Applications to become an Accredited Consultant will only be accepted when applications are listed as being open on the SA Water website. It is recommended that an applicant make themselves familiar with SA Water's technical requirements prior to making an application.

To be considered for accreditation, applicants must provide:

- a) Details and evidence of appropriate qualifications for all key personnel.
 - i) This includes Chartered Engineer/s, who are expected to certify that designs comply with SA Water standards
- b) A copy of the company's Quality Management System certification.
- c) Details of Public Liability and Professional Indemnity insurances held.
 - i) Sums insured are to be consistent with the requirements of Annexure A – Section 6 of SA Water's Land Development Agreement
- d) Copies of designs and safety in design hazard registers for projects of similar complexity to the design of SA Water infrastructure
- e) Client references

SA Water will interview the applicant and may request further information to ascertain the applicant's capabilities to perform at the required standard.

3.1 Application Outcome

SA Water will provide a written response regarding the outcome of an application to become an Accredited Consultant.

Where applications are successful:

- SA Water will update the Accredited Consultant Rating List to include the successful company.
- A newly listed Accredited Consultants will be rated at Level 2 for the first 12-months.

Where information required is either not supplied, or does not satisfy SA Water's requirements, applications will be rejected. This decision is final and is not subject to appeal.

4 Performance Management

SA Water manages the performance of Accredited Consultants via an audit process, which informs classification ratings which are released periodically. Details of how this process functions are described below.

4.1 Classification Structure

SA Water has a two-level structure for rating its Accredited Consultants. These levels are included on the Accredited Consultant Rating List and are based upon the quality of all design documentation submitted for audit, which are recorded by SA Water.

At the annual performance review, consultants are assessed using the performance criteria described later in this section. Based on their performance, a rating level of 1 or 2 will be allocated, which will last for the following 12 months.

The rating levels are as follows:

Level 1

- Level 1 Accredited Consultants have performed at a standard that is above industry averages.

Level 2

- Level 2 Accredited Consultants have not achieved the standard to be rated Level 1 but have still performed to a level which justifies their continued accreditation.

Asterisk (*)

- Where an Accredited Consultant has not been active in infrastructure designs for land developments during the previous 12-month period, they will be assigned an asterisk in place of a level rating.

Hash (#)

- Where an Accredited Consultant has not been active in infrastructure designs for land developments during the previous 18-month period, they will be assigned a hash in place of a level rating.

4.1.1 Movement Between Rating Levels

Movement between levels will be based on the outcome of the annual performance review as follows:

- Where a consultancy has achieved the standard to be rated Level 1:
 - A Level 1 consultant will remain at Level 1
 - A Level 2 consultant will be elevated to Level 1
- Where a consultancy has not achieved the standard to be rated Level 1, but satisfied the requirements of Level 2:
 - A Level 1 consultant will be adjusted to Level 2
 - A Level 2 consultant will remain at Level 2

Continued poor performance of a Level 2 consultancy, will result in their removal from the list of SA Water's Accredited Consultants. Prior to this occurring, SA Water will make contact to provide an opportunity to discuss improvement plans.

4.2 Audit of Designs

Accredited Consultants are required to submit designs, accompanied by Safety in Design information, for technical audit by SA Water.

Upon submission, drawings will be assessed for conformance with SA Water design and construction standards. SA Water will examine the technical content of the documents provided, and if acceptable, an audit will be undertaken.

Where documents (including Safety in Design) are not of an adequate standard (i.e. incomplete, too many omissions and/or errors etc.), the documents will be returned for further development.

4.3 Performance Reviews

Each year, SA Water will undertake two performance reviews. A mid-year review of performance will take place around the start of the financial year and an annual performance review, will be undertaken around the start of a new calendar year.

The intent of the mid-year review is to raise awareness of any potential reduction in performance and/or failure to meet activity requirements (detailed in Section 6)

In these circumstances, SA Water will notify the consultancy to inform them of such issues. This is to provide an opportunity to improve design submissions and/or activity levels over the following six months, prior to the annual performance review and allocation of level ratings.

4.3.1 Performance Review Process

Performance reviews occur on an annual basis, with scoring calculated based on the following metrics:

- Number of new jobs in a 12-month period
- Number of returns for audit required¹
- Average number of audits per job²

Performance scores are then benchmarked against industry performance scores, during the period under review. The complexity of jobs is not considered as a factor, as SA Water's expectation is that consulting companies would allocate the appropriate resources and expertise required.

Notes:

- 1) Safety in Design is a mandatory requirement for all designs submissions. Failure to provide an appropriate level of information, will result in designs being returned. This will be detrimental to the overall score and could affect the annual level rating of a consultancy.
- 2) Also factored into this metric is an improvement incentive, whereby a lower number of audits per job attract bonus points and a greater number of audits attract a penalty.

4.3.2 Appeals Process

SA Water is committed to engagement with its partners, and to providing ongoing feedback and discussion with its Accredited Consultants. Per Section 4.3, SA Water will work with Accredited Consultants to provide opportunities to improve performance.

However, where affording these opportunities has not resulted in the necessary improvements, SA Water reserves the right to rate or remove an Accredited Consultant at its sole discretion.

Such decisions are final and are not subject to appeal.

5 Ongoing Requirements

In addition to satisfactory performance in accordance with Section 4, Accredited Consultants are also required to supply the following information upon request from SA Water to remain accredited:

- 1) Documentation demonstrating continued Quality Management System certification (per Section 3)
- 2) Certificates of Currency for Insurance (per Section 3).

An inability to supply this information may serve as grounds for an Accredited Consultant to be removed from the Accredited Consultant Rating List.

6 Activity Requirements

To maintain experience and knowledge of SA Water's technical requirements, SA Water expects its Accredited Consultants to continue to be active in infrastructure design for land developments.

Accredited Consultants who submit less than three designs (inclusive of Safety in Design requirements) during the previous 12-month period will be considered inactive.

If this inactivity continues for a 24-month period, an Accredited Consultant will be removed from the Accredited Consultant Rating List and would need to make an application in accordance with Section 3 (when open) to be reinstated.

Prior to this occurring, SA Water will engage with an Accredited Consultant as described in Section 4.3, usually after an 18-month period of inactivity.

Document Control

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Documents superseded by this document	Consultation Accreditation Information – Version 1.0

Version History

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1.0	17/11/2016		Consultation Accreditation Information
2.0	22/03/2022	Davis, Matthew	Consultant Accreditation Information

Appendix A: level Rating Process – Flow Chart

