

SA Water Network Infrastructure CONSULTANT ACCREDITATION SYSTEM

This Consultant Accreditation System covers only Consultants submitting design drawings for proposed new water, recycled water and sewer networks and relates primarily to land development projects.

The Accreditation System is designed to encourage consultancy companies and individuals to develop and maintain expertise in the areas of water, recycled water and sewer infrastructure design.

Every effort should be made by accredited consultancy companies, to ensure that drawing submissions are to acceptable standards, prior to submission.

The system will be based on a 2 tier (level) rating system as follows:

Level 1 This is the top rating level and consultancy companies on this level will be expected to provide water, recycled water and sewer infrastructure design drawings which only require a technical audit to confirm that the scheme meets all SA Water and network requirements. For this level, SA Water will conduct a 10% compliance audit of each submission. A score will be given to the accuracy of each submission, which will be based on the amount of corrections and mark-ups required.

Continued submission of acceptable design drawings will be required to retain Level 1 status.

Level 2 This is the entry rating level for submissions and consultancy companies on this level will be subject to a technical audit to confirm that the scheme meets all water, recycled water and sewer network requirements. A score will be given to the accuracy of each submission, which will be based on the amount of corrections and mark-ups required.

Scores allocated to each submission, will be used in the annual performance review process, which involves rating Consultants for the following financial year. Consultants, who fail to maintain an acceptable standard of submissions on either level, will be required to meet with SA Water to advise how issues with sub-standard submissions will be addressed.

Submission Fee Structure

The two rating levels are subject to submission fees, which have been approved by ESCOSA, are based on the actual cost of the amount of auditing required.

Movement between levels

SA Water will conduct a six month review of all work submitted and calculate a mean average score for each consultancy company. The six month review process is to assess how Consultants are tracking and to assist in making them aware of the quality of work they are submitting. If the six month review process highlights that the quality of submissions of a particular company are of concern, SA Water will require that the company meet with SA Water to discuss the issues and advise how future submissions will be improved. The feedback from the six month review process is also intended to assist consultants to maintain or improve their scores, in preparation for the annual performance and rating review.

Scores for Consultants that have less than three submissions in a six month period, will have their accumulated scores carried over until the next review period. Scores will continue to be carried over to future review periods, until a company has a minimum of three submissions to be reviewed. Rating elevation is not possible from assessing less than three submissions and will only be determined at the annual performance review.

Each year, an annual performance and rating review process will be undertaken, where all submission scores will be calculated, to produce an overall mean average score for each Consultancy.

Overall good performance will result in Consultants being rated at Level 1, for the following financial year.

Satisfactory performance will result in Consultants being rated at Level 2 for the following financial year.

Companies already rated at Level 2 that attain an unsatisfactory score in the annual performance review, will be required to meet with SA Water to advise how issues with sub-standard submissions will be addressed. If satisfactory progress is not made on the following submission, the consultancy company will be removed from SA Water's accredited Consultants list.

Appeal Process

The accreditation scheme does include an appeal process. If a consultancy company believes they have been treated unfairly, they must request a review. SA Water will then establish an independent panel of specialists to assess the quality of work that has been submitted.

This reassessment will be conducted at the consultancy company's cost, but if their appeal is subsequently upheld, SA Water will reimburse the consultancy company for the cost of the reassessment.

Attachments

Appendix A: SA Water - Accredited Consultants Review Process

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