



Public Works



User Guide

**Whole of Government Facilities Management Services
(Asset Maintenance Contract)**

Contract No: 1001622 - 1001652

Asset Maintenance Services Contract Guidelines



Public Works

About these guidelines

These guidelines provide information on the scope & categories of work and explain the role and responsibilities under the Asset Maintenance Services Contract.

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Asset Maintenance Services Contract Guidelines

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EXECUTIVE SUMMARY

These Guidelines have been prepared to provide a summary of the intent of the Contract and the various elements covered under the Contract.

In December 2010, new Whole of Government Contracts for the provision of maintenance and cleaning services were awarded. The Maintenance Contracts were awarded on a Regional basis as detailed below:

Contract Package	Contract No	Facilities Maintenance Head-Contractor
Northern Sydney	1001633	Spotless Facility Services P/L
Sydney	1001642	Spotless Facility Services P/L
Western Sydney	1001648	Spotless Facility Services P/L
South Western Sydney	1001639	Construction Services Group
Hunter / Central Coast	1001622	Transfield Services (Australia) P/L
Illawarra / South East	1001624	Joss Facility Management P/L
Riverina	1001637	Joss Facility Management P/L
Western NSW	1001652	Joss Facility Management P/L
New England	1001628	O'Donnell & Hanlon / ISS
North Coast	1001631	O'Donnell & Hanlon / ISS

In using the existing FM contract, Agencies will be able to utilise already established Management and contract structures. Under the contract the appointed Head contractors in each of the Ten (10) Regions can provide these established management and contract structures.

Under this contract the Head-Contractor can provide the following services and work categories;

1. 24/7 Callout & Insurance works response Services - Urgent /Non Urgent/ Next Day where requested,
2. Preventive & Statutory maintenance services for specific systems & equipment
3. Routine Maintenance for specific services,
4. Minor Works Project Management & Construction where requested.

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TERMS USED IN THESE GUIDELINES

The **Agency Rep/ Authorised Person** is the person officially appointed by the Agency to deal with maintenance issues, order works, sign maintenance documents, requests and pay for works and approve payment of invoices in their respective region.

The Contractor's **approved representative** is the person officially appointed by the Contractors as the primary contact for Agencies' representatives.

Callouts are phone, email or fax requests to the Contractor for break down or urgent response repair works.

The **Contract** refers to the Facilities Maintenance Contract (Whole of Government Facilities Management Services Contract 2011), a legally-binding agreement between the Principal and the maintenance contracting company: the Contractor. The contract runs through to 30 June 2016, with a contract anniversary date of 1 July each year. There are two x one year contract extension options available at the discretion of the Principal.

The **Contractor** is the company awarded the Facilities Maintenance Contract for Agencies' sites in each of the ten Contract Regions.

The term refers to the company as a whole, their approved representatives and subcontractors for Agencies' sites.

The **Contract specification** is the detailed technical specification issued to the Contractor by DFS. It is part of the official Contract documents and therefore cannot be varied without DFS/ Agency approval. It describes the scope of work, roles, responsibilities and procedures the Contractor must comply with.

Cost adjustment refers to the process of adjusting the prices tendered to reflect the CPI increase for the subsequent contract years after the first contract year, as per the calculation formula in Part D – General Conditions of the Contract. Contract Rates are adjusted annually on 1st July based on a CPI formulae calculation.

Facility- The premises/ site where the services will be provided by the Contractor

Facility Manager- Each facility has a Facility Manager, The Facility Manager is a person responsible for the day to day operation of the Facility.

FM WEB© - A web based Facility Management System that enables Agency/ PW/ Facility Managers & the contractor to plan, monitor, control, record, analyse and report on all aspects of maintenance activities. Use of this system is at the discretion of the Agencies.

NSW Public Works- A business unit within the Department of Finance & Services (DFS).

Performance Management & Reporting – the contract includes a performance management component whereby the performance of the Head-contractor is monitored and reported. Part of this process includes an annual Client Satisfaction Survey (online) in June each year and a Annual Contract Review meeting for each of the ten contract packages.

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Abbreviations

FM – Facilities Maintenance

FMC – Facilities Maintenance Contractor

DFS – NSW Department of Finance and Services

NSWPW-FM – NSW Public Works- Facilities Management Unit.

PW- NSW Public Works

Principal – Director-General, NSW Department of Finance and Services

ASSET MAINTENANCE CONTRACT OVERVIEW

The Contract requires the Contractors to provide an ongoing comprehensive maintenance service. This maintenance contract includes regular preventative and routine maintenance activities and provision of a callout response service in the event of an unforeseen event.

CONTRACT PERIODS

- The new Contracts took effect from 1 July 2011 and consist of:
- An initial contract term of five years;
- The potential to extend the Contract for two periods of one year each, resulting in a total Contract period of up to seven years;
- A three month transition out period between July 1 and 30 September of the year that the Contract expires (see Section 1.3.4).

MANAGEMENT STRUCTURE

- The Director General of DFS is the nominated Principal;
- The NSW Public Works, Facilities Management Unit Manager acts as the Principal's Senior Executive for the purposes of the contract. The Senior Executive has the responsibility for the implementation and management of the contract;
- The Public Works Facilities Management Unit is responsible for the oversight of the Maintenance Contracts. The unit focuses on high level advice policy, strategy and dispute resolution;
- A nominated Authorised Person from the Agency (Agency Rep) is the first point of call in resolving issues at Local Facilities, provides advice to Local Facility Managers, and works with them to determine Maintenance requirements;
- Agency representatives can manage the contract on a day to day basis OR engage NSW Public Works to provide this as a fee for service.
- The Contractor's personnel and subcontractors provide the Maintenance services.

CONTRACT OBJECTIVES

The Contract objectives include:

- A collaborative approach and a one team culture between NSW Public Works, Agencies, Local Facility Managers and the Contractor;
- Value for money and pricing transparency;
- Maintaining all assets and sites to a consistent and sustainable standard without faults;
- Increased Facility Manager satisfaction in the delivery of maintenance services;
- Maximising responsiveness to Facility Manager's and stakeholder requirements concerning service delivery;
- Highest standards of safety for all persons and all sites;
- To minimise Agencies' exposure to risk; and

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- Achievement of exceptional Contractor performance and aligned Contract management through a Performance Management Framework.

SCOPE OF THE CONTRACT

This Maintenance Contract aims to provide safe and effective services to all Facilities. Maintenance Contractors are assigned to Facilities in their approved Contract Regions to provide planned and responsive maintenance services, 24 hour a day, 7 day a week.

Work included in the Contract

The Contractor is required to carry out Preventive and Statutory Maintenance on the following items to ensure they meet the Minimum Performance Standard. Agencies may nominate which specific Preventative & Statutory services they require under the contract from this list.

Preventive & Statutory Maintenance (PSM Items)

- An annual inspection of roof anchor points.
- An annual inspection and servicing of windows including rollers, sash cords, sash stays, spiral balances and hardware and fittings and selected doors (automatic doors, roller shutters, and smoke and fire doors).
- An annual inspection of fume cupboards for assemblies including taps (gas and water), exhaust fans, power outlets and doors.
- Materials workshop machinery (wood and metal);
- Kilns;
- Testing and time testing of residual current devices (RCD) and Earth Leakage Circuit Breakers (ELCB) fitted to switchboards;
- Water filtration and disinfection systems
- Emergency and exit lighting and signs
- Lights and fittings
- Passenger lifts;
- Stairway lifts;
- Service lifts;
- Back flow prevention devices
- Thermostatic mixing valves;
- The annual servicing of grease, clay and dilution pits.
- Gas lines and heaters.
- Evaporative cooling systems;
- Ducted central air conditioning and cooling tower systems;
- Extraction systems – including dust, kitchen, paint spray booths and paint baking ovens extractions;
- Package air conditioning units / split AC systems
- Central and space heating systems;
- Fire and smoke control systems;
- Fire and smoke detection and alarm systems;
- Fire Extinguishing Equipment (Hydrant and associated booster pumps and sprinkler systems);
- Nominated building management systems;
- Sewer pumps;

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- Gas manifold systems and associated gas lines
- Emergency stop buttons.

Routine Maintenance Service (RM Items), provided as a once or twice a year service at the agencies' discretion.

- Cleaning of roofs, gutters and downpipes (whole roof area);
- Cleaning of Portable Water storage tanks
- Easing & adjustment of doors; and
- Clearing of grated drains and stormwater pits.
- Pest Control
- Turf maintenance
- Tree maintenance

Callout / Emergency Repairs Service (including Insurance works where requested)

- Emergency repairs (WH&S)
- Insurance
- Breakdown repairs

Minor Works (Project Management & Construction)

Agencies may at various times identify Minor Works / planned works projects that they want to manage under this engagement. These works can be managed and carried out by the contractor.

WORK CATEGORIES UNDER THE CONTRACT

These categories define the different types of maintenance work included in the Contract. There are different reporting and payment procedures for each category, and the Contractor works on different rates for each category.

WORK CATEGORIES

- Preventive & Statutory Maintenance (PSM)
- Routine Maintenance(RM)
- Call out Response/ Emergency Repairs & Insurance works services
- Minor works/ Planned works projects

Preventive and Statutory Maintenance (PSM)

Preventive and Statutory Maintenance refers to the regular maintenance and inspection works provided by the Contractor to ensure that the certain elements comply with the Minimum Performance Standards and all Statutory Requirements. The items generally have WH&S implications if not fully operational and therefore need to be maintained and serviced on a regular basis. The contractor will establish a PSM regime to maintain the nominated systems and equipment at the minimum maintenance performance standard.

Routine Maintenance

Routine Maintenance of the nominated items ensures continual operation of selected items so that they meet the minimum performance standards and reduce impact on other building elements. The contract provides for one service annually for each of the routine maintenance items. Additional services can be requested from the contractor at the priced cost of the service.

Callout repairs/ Emergency Repairs

Callout/ Emergency Works are repairs which the Local Facility Manager/ Agency Rep consider are needed immediately and are generally of a breakdown nature. They may be causing damage to other elements of the Facility or threatening the health, safety, or security of the Facility and/or its occupants. This service is provided 24/7 and operates via a Callout help desk service provided by each of the Ten Head contractors under the contract.

The callout response service can also be utilised for other General maintenance work types and works outside of the contracted services under this engagement including, grounds maintenance, Pest control etc.

Insurance Works

For Insurance related Callout works the Contractor will follow Agencies' Guidelines for management and cost control of these works and any Treasury Managed fund requirements. The contractor may be used to make sites safe and secure as a result of an Insurance related incident. The Agency Representative would identify the callout request as insurance related works at the time of making the initial request.

Minor Works/ Planned Works/ Programmed works

Minor/ Planned Works/ Programmed works is works to rectify / replace building and grounds elements to ensure that an asset continues to provide its pre-determined service capacity and quality. Agencies can choose to engage the contractor to manage the works

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on their behalf. In terms of managing and procuring these works under the contract the contractor will follow the following general Government Procurement guidelines as per maintenance contract requirements.

- If the estimated value of any project/package is under \$30,000 the Contractor will provide a minimum of one written quotation;
- If the estimated value of any project/package is between \$30,000 and up to \$250,000 the Contractor must obtain a minimum of three written quotations from its subcontractors;
- If the estimated value of any project/package is over \$250,000 the Contractor must call competitive tenders through a tendering process.

The contractor will be entitled to a % management fee to manage and procure these works. The management fee is calculated as a % of the total cost of the works.

Scoping of these minor works / planned works projects will be either by the Authorised Person from the Agency or the FM Contractor can be engaged to provide this service where required.

COMMUNICATION WITH THE CONTRACTOR

SINGLE POINT OF CONTACT

The Contractor will provide a 24 hour a day, 7 day a week, single contact point (Call Centre) to all Agency Reps' to enable them to make enquiries and report issues. The Contractor will provide each Agency Rep with the name, telephone/fax number, and email address of the contact and ensure that these details are kept up to date.

COORDINATION WITH THE AGENCY REPRESENTATIVE

The Contractor will develop a program for the provision of Routine/ Preventive/ Statutory maintenance works for each contract region and provide a copy to the nominated Agency Rep.

The Contractor will also coordinate all maintenance works with the Local Facility Managers to ensure that access is arranged and impact of the works on the operation or use of the Facility is minimised. .

The Contractor must also provide prior notification of all intended visits to any Facility including those for Quality Monitoring, Auditing and WH&S inspections.

FACILITY VISITOR LOG BOOK

The Contractor and any of their employees or subcontractors must enter details of all site visits in the Visitor Log Book (provided by the Agency) each time they attend a Facility.

MAINTENANCE SERVICE MANUAL

Under the Contract a Maintenance Service Manual will be provided by the Contractor to each Facility.

The Manual will include:

- A detailed annual program for the provision of Preventive, Statutory, Routine and other maintenance activities;
- Any testing reports and certifications to relevant local and statutory authorities;
- Legible copies of all recent (minimum 12 months) Service Reports;
- A repairs register section to allow the recording of maintenance issues, actions and outcomes by either the Agency Reps or the Contractor;
- A register of hazardous substances / materials identifying their location and type, where identified.

Updating the Service Maintenance Manual and Schedules

The Maintenance Service Manual will be maintained and updated by the Contractor to record any changes to programs or work schedules, servicing, work, inspections & testing undertaken and all new plant & equipment.

FM WEB©

The FM Web© is a web based facility management system that enables stakeholders to plan, monitor, control, record, analyse, receive and issue orders and report on all aspects of the maintenance activities. Detailed procedures for the use of FM Web© are available

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where required.

Use of FMWeb under the Facilities Maintenance Contract is optional for Agencies.

MEETINGS AND REPORTING

Meetings

The Contract has a number of regular meetings scheduled with the Contractor to facilitate the continued monitoring of the performance of the Contract.

There are regular meeting between the Contractor and Regional Agency Rep/ AP to review the status of works, discuss any issues and review future works and programs.

There is an Annual Review meeting held around the contract anniversary date of 1st July each year between all parties to discuss Performance of the Contract over the previous 12 months based on the FMC Performance review criteria. Agency reps will also be requested to complete the online Client satisfaction survey as part of this process.

Reporting Requirements

FMWEB (NSWPW system) may or may not be utilised to manage and report on the works done under this agreement. It is expected that the Contractors will provide quarterly reports on the Status of each work category being carried out under the agreement where FMWeb is not utilised.

COMMUNICATION BETWEEN CONTRACTORS

Sometimes works will be undertaken at the Facility which is carried out by other contractors. Where required the Maintenance Contractor will liaise and work with these other contractors to minimise any disruption to their activities and to the operation of the Facility.

INVOICING & PAYMENT PROCESS

The invoicing process can be tailored for Agencies, however in general the following will apply.

Work Not Included Elsewhere, Callout Facility Allowance, Preventive & Statutory maintenance & Routine Maintenance works – Monthly Invoice to nominated Agency in each contract with details of Items being claimed with Service reports attached for completed works. A copy is also be provided to Agency HQ Representative where required.

Callouts/ Emergency Response works – Monthly Invoice to nominated Agency in each contract with spread sheet of all callout jobs and copies of Service Reports and supporting documents attached.

Insurance works - Monthly Invoice to nominated Agency in each contract with spread sheet of all Insurance jobs and Service Reports attached plus any additional supporting information required by the Agencies' managed fund.

Minor Works / Planned works/ Programmed works – One invoice per completed project or program to the Agency requesting the works. For larger projects there may be an arrangement for Progress payments which will be agreed prior to commencing works.

CONTRACTOR PERFORMANCE MONITORING

The performance of the Contractor will be progressively monitored and assessed by the Agency in line with the Performance Management Framework Procedures. NSW-PW- FM will provide a performance management proforma to track performance.

DISPUTE MANAGEMENT

Relationship contracting requires that the parties work together as a team and treat each other with respect and understanding. Where disputes or issues arise the parties will initially attempt to address the matter by discussion and negotiation locally. Where this does not immediately resolve the issue, either party can escalate the issue using the Contract Resolution procedures.

Where the Contract Resolution procedure does not bring about a successful resolution there is a process under the contract to enable the matter to be referred to an independent body for Expert Determination.

ACCESS/ SECURITY REQUIREMENTS / IDENTIFICATION

The PSM and RM activities will be carried out in normal working hours unless at the specific request of an Agency. In these cases this will be managed on a case by case basis.

It is a requirement that all Contract personnel and sub-contractors have Photo Identification and are dressed appropriately.

It is a requirement that all Contract personnel and sub-contractors working under this contract have been evaluated and security cleared in accordance with the requirements of the Facilities Maintenance contract.

ASSET MAINTENANCE REFERENCE GUIDE

ASSET MAINTENANCE CONTRACT PERIODS

Contract Year	Date of Commencement of Contract Year	Date of expiry of Contract Year
Establishment Period		
1	1 July 2011	30 June 2012
2	1 July 2012	30 June 2013
3	1 July 2013	30 June 2014
4	1 July 2014	30 June 2015
5	1 July 2015	30 June 2016
If the contract is extended (optional)		
6	1 July 2016	30 June 2017
7	1 July 2017	30 June 2018
Contract Transition Out Period may be applicable for end of Contract Years 3, 5, 6 and 7	1 July	30 September

PREVENTIVE AND STATUTORY MAINTENANCE

What does Preventive and Statutory Maintenance cover?

Preventive and Statutory Maintenance refers to the regular maintenance and inspection works provided by the Contractor to ensure that the elements specified comply with the Minimum Performance Standards and all Statutory Requirements. The items generally have WH&S implications if not fully operational and therefore it is essential that they are maintained and serviced on a regular basis.

The Preventive and Statutory Maintenance service provided by the Contractor includes: Regular cleaning and/or servicing to ensure that:

- The assemblies continue to operate at the defined level of performance and reliability;
- The manufacturer's servicing requirements are met;
- The manufacturer's typical economic life is achieved; and
- All Statutory Requirements are complied with.
 - Determining appropriate frequencies and activities;
 - Undertaking testing, visual inspections, and minor adjustments and replacement of consumable items at appropriate frequencies to ensure the operation of the assemblies at the defined level of performance;
 - Undertaking compliance certification as required to meet Statutory Requirements and providing certification reports to the nominated Agency Rep; and
 - Repairing or replacing each element or assembly to ensure they are operating at the defined standards.

Extent of Works

The Contractor is required to carry out **Preventive and Statutory Maintenance** on the following items to ensure they meet the Minimum Performance Standard: (where they exist on each site). The Agency may select all or some of these services mentioned below:

- An annual inspection of roof anchor points.
- An annual inspection and servicing of windows including rollers, sash cords, sash stays, spiral balances and hardware and fittings and selected doors (automatic doors, roller shutters, and smoke and fire doors).
- An annual inspection of fume cupboards for assemblies including taps (gas and water), exhaust fans, power outlets and doors.
- Materials workshop machinery (wood and metal);
- Kilns;
- Testing and time testing of residual current devices (RCD) and Earth Leakage Circuit Breakers (ELCB) fitted to switchboards;
- Water filtration and disinfection systems (the 6 month service to include a cartridge change, and the 12 month service to include UV tube replacement);
- Emergency and exit lighting and signs including replacement of the light tubes and globes;
- Lights and fittings (including 'high lights') to restore them to safe working order and replace globes and / or tubes if they are not in working order. The Facility is required

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- to supply the required globes / tubes to the Contractor at no charge;
- Passenger lifts;
 - Stairway lifts;
 - Service lifts;
 - Back flow prevention devices (boundary and 'zone' in selected Sydney Water areas);
 - Thermostatic mixing valves;
 - The annual servicing of grease, clay and dilution pits. The service is to be provided at six monthly intervals for a total of two times in the Contract year.
 - Gas lines and heaters.
 - Evaporative cooling systems;
 - Ducted central air conditioning and cooling tower systems;
 - Extraction systems – including dust, kitchen, paint spray booths and paint baking ovens extractions;
 - Package air conditioning units / split AC systems > 15 kWh;
 - Package air conditioning units / split AC systems < 15 kWh at sealed Facilities where the system provides the only source of ventilation;
 - Central and space heating systems;
 - Fire and smoke control systems;
 - Fire and smoke detection and alarm systems;
 - Fire Extinguishing Equipment (Hydrant and associated booster pumps and sprinkler systems);
 - Nominated building management systems;
 - Sewer pumps;
 - Gas manifold systems and associated gas lines (cycle starting July each Contract year); and
 - Emergency stop buttons.

Scheduling of the Work

Development of the Preventive & Statutory Maintenance Program

The Contractor is required to:

- Develop a program for the provision of Preventive and Statutory Maintenance services for each Facility and provide a copy to nominated Agency; .

Once the Program has been finalised and approved by the nominated Agency, the Contractor will, carry out the planned works in accordance with the agreed program.

Co-ordination with the Agency

The Contractor must co-ordinate all Preventive and Statutory Maintenance, and Routine Maintenance with the Agency to ensure that the impact of the works on the operation or use of the Facility is minimised.

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ROUTINE MAINTENANCE

What is Routine Maintenance?

Routine Maintenance is regular maintenance to ensure continual operation of selected items so that they meet the Minimum Performance Standards. These services will be carried out on annual basis.

Routine Maintenance includes:

- Cleaning to ensure that:
 - Assemblies continue to operate at the defined level of performance and reliability; and
 - The manufacturer's servicing requirements are met and satisfied.

Extent of Works

Roofs Generally

Roofs, gutters (including box gutters, valley gutters and rainwater heads) and downpipes will be thoroughly clean to remove all loose debris and any accumulated material. This service will be carried out once per year. Additional services can be requested from the contractor.

Roofs Where Water is Collected for Drinking Purposes

Roofs, gutters (including box gutters, valley gutters and rainwater heads) and downpipes, First Flush Devices and the total roof area will be thoroughly cleaned to remove all loose debris and any accumulated material. This service will be carried out once per year. Additional services can be requested from the contractor.

Rain-Water Storage Tanks

Debris and sludge built up in the bottom of rain- water storage tank used for collecting rain water will be thoroughly cleaned out. This service will be carried out once per year. Additional services can be requested from the contractor.

Pest Control

The Contractor must undertake pest inspections and pest control treatments of the Facility, including submission of reports to the Agency on status (preventative pest control treatments must cover the control of pigeons, termites, ants, bees, cockroaches, rodents, possums, borers and the like, to avoid threats to public health and disruption to the operation of the Facility) in accordance with the pest control requirements set out in the Asset Maintenance Standards.

Turf Maintenance

The Contractor must undertake turf maintenance including mowing, edging, regular fertilising, weed eradication, replacement of turf as required, and the removal of grass clippings from the Facility all in accordance with the ground maintenance requirements set out in the Asset Maintenance Standards.

Tree Maintenance

The Contractor must undertake tree maintenance including trimming, pruning, annual health and safety inspections works carried out by a qualified arborist, and the removal of tree clippings from the facility all in accordance with the ground maintenance requirements set out in the Asset Maintenance Standards.

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CALLOUT / EMERGENCY RESPONSE WORKS

What is Callout/ Emergency Response works?

The Contractor is required to provide a Callout / Emergency repairs service to each Agency.

There are three types of callout repairs:

Emergency Repairs

Emergency repairs are which the Facility Manager considers are needed immediately and are generally of a breakdown nature. They may be causing damage to other elements of the Facility or threatening the health, safety, or security of the Facility and/or its occupants.

Insurance Work

Insurance repairs are repairs to building elements affected by malicious damage outside of Facility hours (break & entry, graffiti, etc); or by fire, storm or accidental damage.

Breakdown Repairs

Breakdown repairs are the Repairs to items that are faulty/ unsafe to use.

Raising a Callout/ Emergency Response Request.

The Contractor is required to provide a 24 hour a day, 7 day a week callout and repair service to all Facilities.

Response times for Callout Requests

When a callout is logged with the Contractor, the nominated Agency Rep will confirm whether it is a critical urgent callout or a non-urgent callout. Where this information is not provided, the Contractor will consider the issue to be a non-urgent callout.

Each Facility within a Contract has been allocated into a Zone. This Zone determines the response time by which the Contractor must arrive at a Facility for a callout request that is nominated as 'critical.'

- Zone 1 – within two hours of the issue of the request. (*Urgent Callout Fee applies*).
- Zone 2 – within four hours of the issue of the request (Remote sites). (*Urgent Callout Fee applies*).

Note: Where the callout is requested as a critical response the Urgent Callout Fee will be applicable and chargeable in addition to the cost of the works.

If the callout has been nominated as “next day”, the Contractor must attend the Facility by 9.00am on the next working day following the issue of the callout request and proceed to promptly complete the repair work. For some sites designated as Zone-2 in very remote areas there may be a delay in attending by 9:00am the next day; where notice is provided after 3:00pm the day before.

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Response time for Call Outs

Priority Rating	Likely consequences of failure (Examples)	Response Time* (Temporary / Permanent Rectification)
A. Critical Repair	Failure of this asset will result in the: <ul style="list-style-type: none"> • Need to close down all or part of Facility space; • Health & safety danger to staff or other users; • Damage to a building; 	Up to 2 hours, (4 hours on Zone-2 sites) as nominated at time of notification, depending on level of criticality and urgency. (Urgent Call-out Fee applies)
B. Emergency / Urgent Repair (EUR)	Failure of this asset will result in the: <ul style="list-style-type: none"> • Need to close down all or part of Facility space; • Health & safety danger to staff or other users; • Damage to a building; 	Up to 4 hours, as nominated at time of notification, depending on level of criticality and urgency.
C. Next Day / Non Urgent Repair	Failure of this asset will cause some disruption to the function of the Facility and may result in the: <ul style="list-style-type: none"> • staff can use the same facility space with some adjustment; • Low potential risk to health and safety; • No need to employ staff on overtime; • Low potential for industrial action by staff. 	By 9:00am next day to rectify within next Business Day

Addressing the Issue

The Contractor will arrive on site within the required timeframe. If possible, the Contractor should contact the Facility before arriving at the site to confirm the proposed time of arrival. The tradesperson / representative must have all appropriate issue details, identification and approvals with them.

The Contractor will assess the works and

- Confirm the nature of the works,
- Instigate the appropriate response and repair.

Where there is likely to be an interruption to any service (such as electricity, water, and gas) the Contractor must:

- Promptly make the area of the repair work safe and secure;
- Notify the Local Facility Manager as soon as possible of the time and likely duration of the interruption; and

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- Liaise with the Local Facility Manager and ensure that the disruption is minimised.

The Contractor's tradesperson / representative will complete the work immediately where:

- The repair works are confirmed; and
- Rectification does not require additional tradespersons or materials.

Where works cannot be completed in one visit (such as where additional trades are involved or parts are required) the Contractor will, before leaving the site, complete as much of the work as possible including making the work area safe and secure. The Contractor will then organise the additional trades / materials, plant or equipment and keep the Local Facility Manager informed of the status of the project and the expected completion time frame.

After completing the works the Contractor's tradesperson / representative will:

- Complete all necessary on-site documentation (Service Report);
- Obtain the sign off of the Local Facility Manager or their representative;
- Make follow up contact with the Local Facility Manager to ensure the repair was completed satisfactorily.
- Leave the site of the repair work safe and secure, clean and tidy;

Failure to Respond

Contractors cannot claim Urgent Callout Response fees if they fail to respond within the required time-frame from notification (2 hours/ 4 hours).

Reporting on Callout & Emergency Response Repairs

The Contractor must keep records of all the Callout/ Emergency Response repairs carried out and place a copy of the Service Report in the Service Manual on site.

Every month, the Contractor is to provide to the Agency Rep with an updated copy of this information with monthly payment claim including:

- The Facility and assembly / element effected;
- The date of notification and the date the repair was completed;
- The repairs carried out;
- Costs Including Plant, Equipment and Materials;

Asset Maintenance Services Contract Guidelines

MINOR WORKS / PLANNED WORKS/ PROGRAMMED WORKS

What is included in Minor Works/ Planned Works?

Where an Agency wishes to engage the FM Contractor to manage Minor Works/ Planned Works they should discuss the project to determine the appropriate procurement strategy for the projects. The Agency can provide scopes of works to the contractor or engage them to develop the scope of works.

Once the works has been scoped and developed, the Agency Rep will forward them to the Contractor and request that it obtains quotations to complete the works.

The number of quotes that the Contractor must obtain under Government Procurement guidelines is as follows:

- If the value of the work is less than \$30,000 then generally only one quote is required;
- For works which are valued between \$30,000 and \$250,000 the Contractor must obtain three quotes to complete the work; and
- Where the total estimated cost of the works is greater than \$250,000 the Contractor must call competitive tenders through a tendering process.

When the Contractor receives the scope from the Agency Rep, the Contractor must review the documents and resolve any issues it has with the contents; the Contractor will then:

- Obtain quote/s from its subcontractors to complete the works using the Contractor's internal procurement processes;
- Review the quote/s to ensure that they are compliant;
- Resolve any issues;
- Forward the quotation or recommend quotation where more than 1 quote is obtained to the Agency Rep for consideration. The cost will include the contractor's management fee %.

The Agency Rep will review the costs and either confirm acceptance or seek to negotiate with the Contractor regarding the price.

Once the Contractor has been given approval to proceed in writing, the Contractor must:

- Prepare and submit a program for the approved works; and
- Complete the work within the agreed time specified in the Contractor's program.

Following advice of completion by the Contractor, the Agency Rep will inspect the completed work to confirm that it meets quality standards. Where the quality of works and / or appropriate standards is not met, the Agency Rep will direct the Contractor to rectify any defects. If, after consultation and negotiation, the Contractor does not complete this to a satisfactory level the Agency Rep can escalate the issue to Senior Rep of Agency for resolution.

Payment claims relating to Minor Works/ Planned Works will be submitted to the nominated Agency Rep for processing as detailed previously in this document.

ENGAGEMENT UNDER THE WHOLE OF GOVT FACILITIES MANAGEMENT CONTRACT

Agencies interested in using the contract or requiring more information in regards to their specific needs should contact the Facilities Management Group of NSW Public Works in first instance on the following contact details.

Facilities Management Unit
NSW Public Works
Level 20 McKell Building
2-24 Rawson Place
SYDNEY NSW 2000
T: (02) 9372-7373
F: (02) 9372 7552
E: FacilitiesManagement@finance.nsw.gov.au

Asset Maintenance Services Contract Guidelines

NSW Regional Map

