



Government of South Australia

Department of Planning,
Transport and Infrastructure

FACILITIES MANAGEMENT SERVICES ARRANGEMENTS

Agency Work Procedure Manual

(incorporating FAMIS basic business rules and guidelines)

**Across Government Facilities Management Arrangements Section
Department of Planning, Transport and Infrastructure**

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(Applicable from 1 July 2015)



Disclaimer:

This manual has been prepared solely for the purpose of providing internal guidance to State of South Australia agencies participating in the Facilities Management Services Arrangements. Any use by persons other than the personnel of those agencies is unauthorised. No responsibility will be taken by the State of South Australia for any such use, including any purported reliance on the guidance provided by this manual. Unless expressly agreed in writing by DPTI, nothing in this manual will alter or affect the respective rights, obligations and liabilities of the parties under any contract or Framework.

This manual provides a guide to the work procedures to be followed by employees of State of South Australia agencies participating in the Facilities Management Services Arrangements to request, monitor, accept and approve for payment facilities management services provided under the Facilities Management Services Arrangements. This manual also provides a guide to employees of State of South Australia agencies participating in the Facilities Management Services Arrangements as to the service delivery and performance requirements of the Facilities Management Service Providers under their respective contract and Framework. It does not attempt to capture all agency work procedures or service delivery and performance requirements of the Facilities Management Service Providers. For further information please contact the DPTI Across Government Facilities Management Arrangements Unit.

The works associated with the Contract and Framework will be administered in accordance with the procedures detailed within this Manual ISBN: 978-0-7590-0220-3 and any other amendments issued.



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PART A

OVERVIEW OF THE FM SERVICES ARRANGEMENTS



Section 1

Glossary, acronyms and abbreviations



1. Glossary, acronyms and abbreviations

Agency Representative	The representative of an Agency at a particular designated location
AGFMA Section	Across Government Facilities Management Arrangements Unit, Asset Management, Safety and Service Division, Department of Planning, Transport and Infrastructure
Contract or FM Services Contract	Agreement between Spotless and the Minister for Transport and Infrastructure, “Facilities management services for central metropolitan Adelaide (region C) and northern metropolitan Adelaide (region N), Contract number 2013C167”
Contract Administrator	Chief Operating Officer, Safety and Service Division, Department of Planning, Transport and Infrastructure and delegates
Designated Locations	The lands and other places made available to the FM Service Providers for the purposes of providing FM services under the FM Services Arrangements
DPTI	Department of Planning, Transport and Infrastructure
DPTI-FS	DPTI Facilities Services
ESD	Ecologically sustainable development
FM	Facilities management
FMGG	FM Governance Group, established to inform, advise and make recommendations on all aspects of the FM Services Arrangements
FM Services Arrangements	Combined, the Facilities Management Services Contract and the Facilities Management Services Framework
FM Services Framework	The Framework between the Chief Operating Officer, Safety and Service Division, DPTI and the General Manager, Asset Management, Safety and Service Division, DPTI for the delivery of FM services to southern metropolitan Adelaide (region S) and regional South Australia (region R) by DPTI-FS
FM Service Providers	Spotless and DPTI-FS
Participating Agency	An Agency participating in the FM Services Arrangements and receiving FM services
Spotless	Spotless Facility Services Pty Ltd
WOL	Whole-of-life



Section 2

The Agency Work Procedure Manual



2. The Agency Work Procedure Manual

The Agency Work Procedure Manual (the manual) details operating procedures for South Australian Government employees (Agency Representatives) responsible for the ordering, monitoring, acceptance and approval for payment of facilities management (FM) services under the across-government Facilities Management Services Arrangements.

NOTE: *The FM Services Arrangements are also commonly referred to as the Across Government Facilities Management Arrangements (AGFMA). In this manual the term FM Services Arrangements (or the arrangements) is primarily used. The FM Services Arrangements team in DPTI is called the DPTI AGFMA Section.*

The state is divided into four regions to facilitate the delivery of FM services; metropolitan Adelaide regions N, C and S (northern, central and southern) and Regional SA (region R). Two FM Service Providers, Spotless Facility Services Pty Ltd (Spotless) and DPTI-Facilities Services (DPTI-FS), deliver services to designated locations; Spotless for designated locations in regions N and C and DPTI-FS for designated locations in regions S and R.

Spotless and DPTI-FS provide FM services as per the requirements of their respective agreements. Spotless has entered into a contract (number 2013C167) with the Minister for Transport and Infrastructure and DPTI-FS has entered into a FM Services Framework (the Framework) with the Department of Planning, Transport and Infrastructure (DPTI). DPTI is the Contract Administrator for the Spotless Contract. DPTI-FS has self-governance responsibilities under the Framework.

Agencies and Agency representatives, DPTI and the FM Service Providers each have specific roles and responsibilities under the Contract and Framework. The procedures detailed in this manual are intended to guide Agencies and Agency Representatives in performing their roles and responsibilities and in understanding the requirements that the FM Service Providers must satisfy in procuring and delivering FM services. The manual is not exhaustive. Queries related to the operation of the Contract can be directed to the relevant AGFMA Service Manager or Officer in the DPTI AGFMA Section. Queries related to the operation of the Framework can be directed to the relevant contact at DPTI-FS.

2.1. FAMIS basic business rules and guidelines

The manual includes basic business rules and guidelines for the use of the Facilities Management Information System (FAMIS). FAMIS is the on-line system through which registered Agency Representatives order and monitor jobs, accept their physical completion and approve payment to the FM Service Provider. The FAMIS basic business rules and guidelines provide an overview to Agency Representatives of the processes required for ordering, monitoring, accepting and approving FM jobs in FAMIS. They are implied by the procedure for each FM service type.

Further guides developed to instruct Agency Representatives in the use of FAMIS and to provide further [information on its functionality](#) are available on the DPTI website.

2.2. Administration and management of the manual

The manual is administered by the DPTI AGFMA Section. The latest version is available from the [DPTI website](#).



Section 3

Participating Agencies as at 1 July 2015



3. Participating Agencies as at 1 July 2015

Attorney General's Department
Auditor General's Department
Courts Administration Authority
Defence SA
Department of State Development
Department for Communities and Social Inclusion
Department for Correctional Services
Department for Education and Child Development
Department of Water, Environment and Natural Resources
Department of Planning, Transport and Infrastructure
Department of Primary Industries and Regions
Department of the Premier and Cabinet
Department of Treasury and Finance
Government House
MP Electorate Offices
Office for Recreation and Sport
SA Health
South Australian Research and Development Institute
South Australia Police
SAFECOM
TAFE SA



Section 4

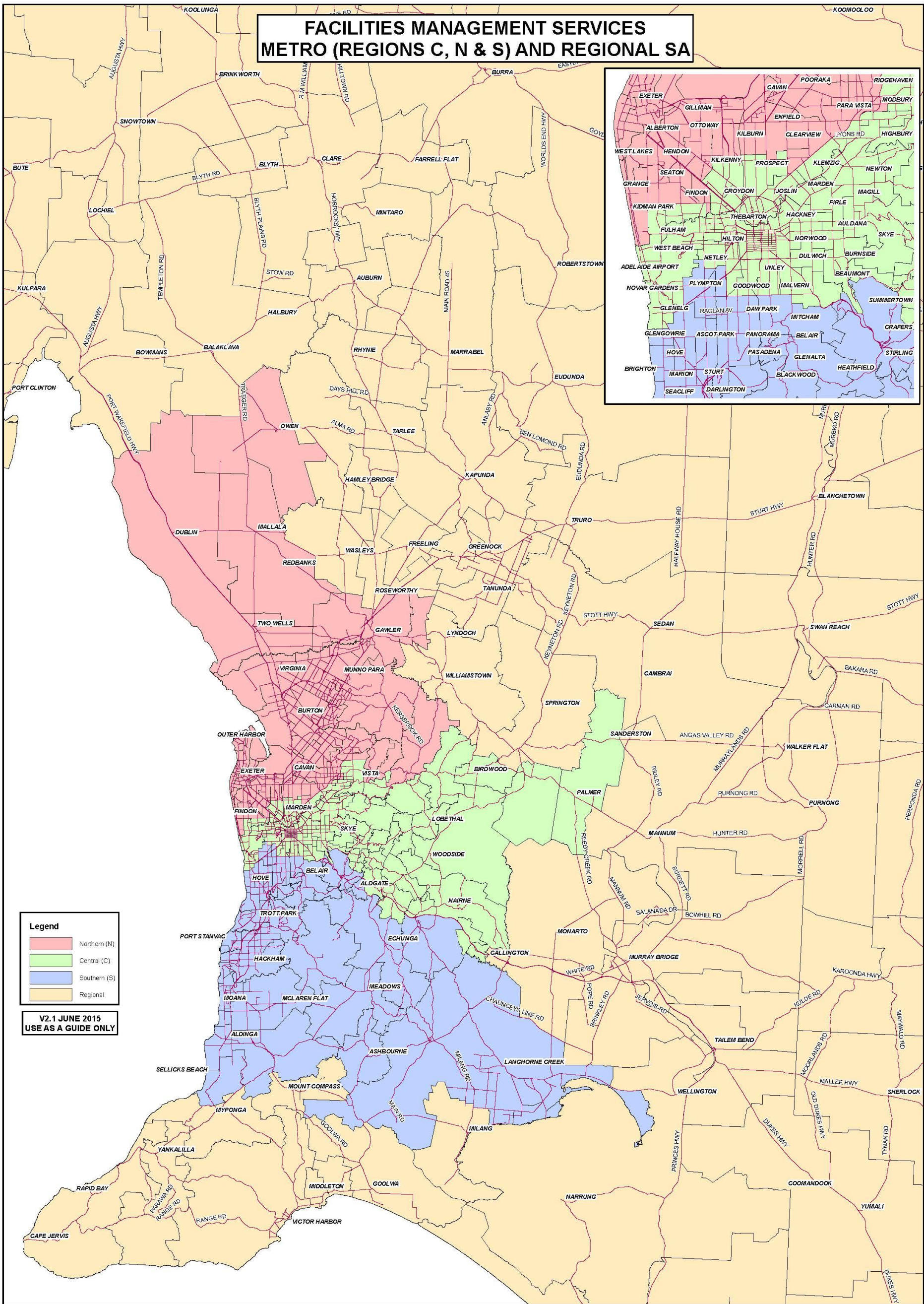
Regions for service provision



4. Regions for service provision

The arrangements provide FM services to Participating Agencies with designated locations throughout the state. To facilitate service delivery, the state is divided into four regions based on geographical locations and tailored, where required, to meet specific Agency requirements. The map on the following page shows the approximate boundaries of the regions.

Spotless	Region N (pink area)
	Region C (green area)
DPTI-FS	Regions S (blue area)
	Region R (cream area)



Map 1: Facilities Management Services Arrangements region boundaries 1 July 2015 – 30 June 2024



Section 5

Facilities management services overview



5. Facilities management services overview

The services available through the FM Services Arrangements are broadly defined as mandated or non-mandated. A brief overview of each FM service type is provided in [section 5.3](#).

5.1. Mandated services

Mandated services must be completed under the FM Services Arrangements by the relevant FM Service Provider for the particular region. Mandated services are categorised as either planned or unplanned services.

Planned mandated services

Planned mandated services generally comprise services that fall under the following categories:

- Preventative maintenance (PR);
- Replacement/refurbishment maintenance (RR), of value \$5,000 (exclusive of GST) or more but less than \$1 million (exclusive of GST); and
- Minor works (MW), of value \$5,000 (exclusive of GST) or more but less than \$150,000 (exclusive of GST).

Unplanned mandated services

Unplanned mandated services generally comprise services that fall under the following categories:

- Breakdown maintenance (BD). BD includes;
 - scheduled attendance breakdown maintenance, of value up to \$2,000 (exclusive of GST); and
 - unplanned property services;
- Replacement/refurbishment maintenance, of value less than \$5,000 (exclusive of GST); and
- Minor works, of value less than \$5,000 (exclusive of GST).

5.2. Non-mandated services

Non-mandated Services may be carried out under the FM Services Arrangements by the relevant FM Service Provider at Agencies' discretion. Non-mandated services are categorised as either planned or unplanned services.

Planned non-mandated services

Planned non-mandated services include:

- Small construction works (SC), of value \$150,000 (exclusive of GST) or more but less than \$1 million (exclusive of GST);

NOTE: *Small construction works may be procured either through the FM Services Arrangements or through DPTI Project Delivery. They are non-mandated within the FM Services Arrangements, but if not undertaken under the FM Services Arrangements must be undertaken by DPTI.*

- Property services.

NOTE: *Agencies that have property services within the scope of their FM services as at 30 June 2015 must continue to procure those property services through the*



FM Services Arrangements commencing 1 July 2015. Agencies are able to add any of the property services to the scope of their FM services over the term of the arrangements.

Unplanned non-mandated services

Unplanned non-mandated services include Handyperson maintenance.

5.3. FM services types overview

Preventative maintenance

Preventative Maintenance services are planned services and comprise those services undertaken to ensure that:

- an asset continues to deliver the specific performance by the continued operation of building fabric, plant and equipment as originally specified;
- the expected life of building fabric, plant and equipment is achieved by undertaking maintenance at regular recommended intervals according to PR schedules and technical data schedules where provided or, where appropriate, in accordance with manufacturers recommendations and;
- systematic inspection, detection and observation take place in a timely manner to prevent premature failure.

Further information about PR services and the work procedure to be followed by Agency Representatives in procuring them is detailed in [Section 11](#).

Breakdown maintenance

Breakdown maintenance services are unplanned services and include:

- emergency services to repair failed plant and equipment or facilities that present an immediate hazard to occupants of a designated location; and
- services required to repair failed plant and equipment or facilities to ensure that the operational/functional objectives of designated locations are met.

Breakdown maintenance services also include responsive or unplanned property services, including:

- cleaning spills, etc.; and
- immediate security requirements.

Further information about BD services and the work procedure to be followed by Agency Representatives in procuring them is detailed in [Section 8](#).

Scheduled attendance breakdown maintenance

Scheduled attendance breakdown maintenance is a new category of breakdown maintenance in the 2015 – 2024 FM Services Arrangements and is an unplanned service.

Where breakdown maintenance is required, estimated to cost less than \$2,000 (exclusive of GST) and it is known that the FM Service Provider will not be able to access the designated location, the Agency Representative can request a “scheduled attendance breakdown maintenance” job. When requesting this type of breakdown maintenance the Agency Representative must specify the day and time at which the FM Service Provider must attend the location and commence the requested work.

NOTE: The FM Service Provider must attend the designated location at the date and time specified in the work order. Should the order specify that attendance is



required in four business days' time (i.e. within the response time of five business days for a priority 4 request), the FM Service Provider must attend on the fourth business day following that on which the work order was raised; it cannot attend on any day that would meet a priority 4 response time.

NOTE: Scheduled attendance breakdown maintenance is available only in metropolitan Adelaide and urban and outer zones in Regional SA. It is not available in remote and isolated zones in Regional SA.

Further information about scheduled attendance breakdown maintenance services and the work procedure to be followed by Agency Representatives in procuring them is detailed in [Section 8](#).

Replacement/refurbishment maintenance

Replacement/refurbishment maintenance services involve the replacement or refurbishment of building fabric, plant or equipment and can be either planned or unplanned.

Planned RR is specified as part of a planned program and has a cost of \$5,000 (exclusive of GST) or more but less than \$1 million (exclusive of GST).

Unplanned RR may be in response to the premature failure of an item of building fabric or minor plant and equipment or could be identified by Agency Representatives or through the undertaking of other maintenance activities. It has a value of less than \$5,000 (exclusive of GST).

Further information about planned RR and the work procedure to be followed by Agency Representatives in procuring them is detailed in [Section 12](#); further information about unplanned RR is detailed in [Section 9](#).

Minor works

Minor works services involve additions or modifications to existing buildings or upgrading of existing building fabric, plant and equipment at designated locations and can be either planned or unplanned.

Planned MW also includes new works at designated locations and is part of a specified program. They have an estimated value of \$5,000 (exclusive of GST) or more but less than \$150,000 (exclusive of GST).

Unplanned MW involves additions or modifications to existing buildings or upgrading of existing facilities at designated locations and have an estimated value of less than \$5,000 (exclusive of GST).

Further information about planned MW and the work procedure to be followed by Agency Representatives in procuring them is detailed in [Section 13](#); further information about unplanned MW is detailed in [Section 10](#).

Small construction works

Small Construction Works are a planned service and comprise those facilities management services involving Construction Work costing \$150,000 (exclusive of GST) or more but less than \$1,000,000 (exclusive of GST).

For the purposes of the FM Services Arrangements, Construction Work is defined as,

“building work as defined in the Building Work Contractors Act 1995, including the whole or part of the work of excavating or filling of land not constituting building work. It;

- *includes the acquisition and installation of fixtures, plant, equipment,*



appliances and fittings in conjunction with building work; and

- *includes the acquisition of survey, planning, design and other services in conjunction with building work; and*
- *excludes the acquisition of goods and services for the ongoing maintenance of a building or structure”.*

Further information about SC services and the work procedure to be followed by Agency Representatives in procuring them is detailed in [Section 14](#).

Property services

Property services ensure that the appearance, hygiene and security at designated locations are maintained. Property services include those delivered under the following headings:

- Cleaning (CL);
- Hygiene (HY);
- Waste management (WM);
- Security services (SE); and
- Grounds maintenance (GR).

Property services are mostly planned but can also be raised as an unplanned service when required (e.g. cleaning of a spill/leak in the work place). Unplanned property services are raised in accordance with the procedures for unplanned services ([Section 7](#)).

Further information about planned property services and the work procedure to be followed by Agency Representatives in procuring them is detailed in [Section 15](#).

Handyperson maintenance

The intent of the FM Services Arrangements is that all Agencies use the arrangements for the delivery of FM services. Agencies can decide at their discretion whether Handyperson maintenance, at a designated location, can be undertaken by handyperson staff permanently located at a designated location. Handypersons should not duplicate or replicate service provision that is contracted under the FM Services Arrangements and Agencies should not employ new staff to undertake these services. The AGFMA Contract Administrator will, from time to time, audit the services undertaken by Handypersons to ensure that only those services as described below are undertaken by Agencies.

Handyperson maintenance comprises FM services that are:

- low value (an estimated total cost of less than \$1,000 exclusive of GST);
- considered low risk by the Contract Administrator or Agency Representative;
- do not affect the integrity of the building structure or services;
- do not require a qualified tradesperson under Statutory Requirements; and
- are included on the specified jobs mentioned below.

The Contract Administrator provides to the FM Service Providers from time to time a list of Handyperson maintenance services, which could include the following **(but note that whether similar services would qualify as Handyperson maintenance may depend**



on the precise circumstances):

- minor touch up painting (not entire rooms);
- irrigation repairs (grounds and gardens);
- minor repairs to doors, fences and cupboards;
- installation or relocation of whiteboards or pin boards; and
- make safe broken windows.

FM services excluded from Handyperson maintenance are:

- fire and emergency services;
- electrical works;
- works above three metres;
- works considered a minor work by the Agency Representative or AGFMA Contract Administrator;
- any work impinging or affecting the planned maintenance schedules;
- work associated with major plant and equipment; and
- painting work other than minor touch up.

Please note that different Handyperson maintenance arrangements are in place for SA Health designated locations in region S and region R. Please contact the DPTI AGFMA Section on 8226 5713 for more information.



Section 6

Facilities Management Information System (FAMIS)



6. Facilities Management Information System (FAMIS)

6.1. FAMIS information

The Facilities Management Information System (FAMIS) is designed to be used by Agency Representatives who are responsible for the management and implementation of the FM Services Arrangements. FAMIS allows registered users to electronically request and track jobs, accept their physical completion and approve payment. It also provides information on scheduled work and a history of agreed costs.

6.2. FAMIS access for Agency Representatives

FAMIS supports five (5) levels of access to suit the differing business needs of Agency Representatives who are registered to use FAMIS. The different levels of access allow Agency Representatives to perform various combinations of six (6) FAMIS functions, which are described in the table below.

Enquiry of FAMIS data	Allows the user to view data only but not add information or modify data.
Work request creation	Allows the user to create a work request (planned and unplanned).
Modify accounting data	Allows the user to view and modify job information – account codes, cost categories, general references.
Release of planned work	Allows the user to release requests for planned work such that a job number is allocated to each request.
Acceptance of cost claim	Allows the user to accept that the work has been performed correctly (but cannot approve that a payment is made to the FM Service Provider).
Approval of cost claim	Allows the user to authorise that a payment is made to the FM Service Provider for the job performed in response to the work request.

The “FAMIS user ID and password request form”, available [here](#), details the combinations of FAMIS functions that each of the 5 access levels permits. The level of access required is selected by ticking the appropriate box on the form.

Detailed information about the functions available in FAMIS and the user processes to be followed in requesting, tracking and approving FM services is available from the FAMIS training website, accessed [here](#).

Part B of the Manual describes the procedures to be followed by Agencies and Agency Representatives, the FM Service Providers and the Contract Administrator to implement the FM Services Arrangements such that their objectives are achieved.



Section 7

Requesting facilities management services



7. Requesting facilities management services

7.1. Requesting unplanned services

Unplanned service requests (i.e. breakdown maintenance [BD], unplanned minor works [MW], unplanned replacement/refurbishment maintenance [RR] and unplanned property services), except scheduled attendance breakdown maintenance, are assigned a priority from one to five upon lodging each request. The priority level assigned to an unplanned service determines the time within which the FM Service Provider must attend the designated location to commence the required work.

- Only BD jobs can be raised as priority 1 or 2.
- All unplanned RR and MW jobs must be raised as priority 3, 4 or 5.
- Scheduled attendance breakdown maintenance is preferred by the Contract Administrator to be raised as priority 5, for attendance by the FM Service Provider between 6 and a maximum of 45 days after the job is raised. The Agency Representative must specify the day and time at which the designated location will become available for the FM Service Provider to access and perform the required BD service.

NOTE: Agency representatives from the Department for Education and Child Development must either contact the relevant region Hotline or the DECD Asset Support Centre to request all unplanned services.

NOTE: Scheduled attendance breakdown maintenance is available only in metropolitan Adelaide and urban and outer zones in Regional SA. It is not available in remote and isolated zones in Regional SA.

Call out fees for unplanned services

Participating Agencies are required to pay call out fees for priority 1 to priority 4 unplanned services. Priority 1 services are deemed to be emergency response services and attract the highest call out fee. Calls out fees for priority 2 to priority 4 services reduce on a sliding scale to reflect the lower urgency of the service request. Priority 5 service requests do not attract a call out fee.

After hours services

Normal business hours under the FM Services Arrangements are 7:30AM to 5:00PM, Monday to Friday.

After hours services are requested between the times of 5:01PM to 7:29AM Monday to Friday, all day Saturday and Sunday and Public Holidays.

The following tables detail the criteria for selecting priorities for unplanned service requests, the required method for raising work orders given the priority selected and response times required of the FM Service Providers in metropolitan Adelaide and Regional SA.



Table 1: Requesting unplanned services (BD, MW, RR, property services) in metropolitan Adelaide

Metropolitan Adelaide (Regions N, C & S)		
Method to raise unplanned services work orders	<p>All Priority 1 & 2 requests must be telephoned to the relevant region hotline (details in section 6.3 [page 18]). Priority 1 & 2 are <u>available only for BD</u>.</p> <p>Priority 3, 4 and 5 requests can be entered directly into FAMIS or phoned or faxed to the relevant region hotline (details in section 6.3 [page 18]). <u>All unplanned RR and MW must be raised as priority 3, 4 or 5.</u></p>	
	Criteria to select priority	Priority response time
Priority 1	<p>For emergency response where:</p> <ul style="list-style-type: none"> the breakdown presents an immediate hazard or threat to safety of occupants at a Designated Location; and/or the breakdown presents a threat to the operational/functional objectives of the Designated Location. <p>Typically, priority 1 breakdown maintenance jobs may include burst water mains, blocked toilets or drains causing discharge of raw sewage or effluent onto open areas, gas leaks, electricity failure, non-availability of hot water, breakdown of essential equipment and other health endangering situations.</p>	Within 45 minutes.
Priority 2	For high priority response.	Within 2 hours.
Priority 3		<ul style="list-style-type: none"> Same day if requested before 1PM. By 1PM the next day if requested after 1PM.
Priority 4		Within 5 working days.
Priority 5		Within 30 days.
Scheduled attendance breakdown maintenance	The area within the designated location is not available for the FM Service Provider to provide services. Jobs have an estimated value <\$2,000 (excl. GST).	The date and time of attendance is to be specified by the Agency Representative when raising the work order, preferred to be between 6 and 45 days after the job is raised.
After Hours	All after hours call outs are Priority 1.	



Table 2: Requesting unplanned services (BD, MW, RR, property services) in Regional SA

Regional SA (Region R)				
Method to raise unplanned services work orders	<p>All Priority 1 & 2 requests must be telephoned to the Region R hotline (details in section 6.3 [page 18]). Priority 1 & 2 are <u>available only for BD</u>.</p> <p>Priority 3, 4 and 5 requests can be entered directly into FAMIS or phoned or faxed to the Region R hotline (details in section 6.3 [page 18]). <u>All unplanned RR and MW must be raised as priority 3, 4 or 5.</u></p>			
Priorities and selection criteria	Urban zone response time*	Outer zone response time*	Remote zone response time*	Isolated zone response time*
<p>Priority 1: For emergency response where:</p> <ul style="list-style-type: none"> the breakdown presents an immediate hazard or threat to safety of occupants at a Designated Location; and/or the breakdown presents a threat to the operational and/or functional objectives of the Designated Location. 	Within 1 hour.	Within 2 hours.	<ul style="list-style-type: none"> Same day if requested before 1PM. By 1PM the next day if requested after 1PM. 	2 days.
	<p>Typically, priority 1 breakdown maintenance jobs may include burst water mains, blocked toilets or drains causing discharge of raw sewage or effluent onto open areas, gas leaks, electricity failure, non-availability of hot water, breakdown of essential equipment and other health endangering situations.</p>			
Priority 2: For high priority response.	Within 3 hours.	Within 4 hours.	2 days.	3 days.
Priority 3	<ul style="list-style-type: none"> Same day if requested before P.M. By 1PM the next day if requested after 1PM. 	<ul style="list-style-type: none"> Same day if requested before P.M. By 1PM the next day if requested after 1PM. 	5 days.	5 days.
Priority 4	Within 5 working days.	Within 5 working days.	Within 7 working days.	Within 7 working days.
Priority 5	Within 30 days.	Within 30 days.	Within 30 days.	Within 30 days.
Scheduled attendance breakdown maintenance: The area within the designated location is not available for the FM Service Provider to provide services. Jobs have an estimated value <\$2,000 (excl. GST).	The date and time of attendance is to be specified by the Agency Representative when raising the work order.	The date and time of attendance is to be specified by the Agency Representative when raising the work order.	Not available.	Not available.
After Hours: All after hours call outs are Priority 1.				
<p>* Asset zones have been established for Regional SA and are defined by their proximity to the DPTI-FS District Office.</p> <p>Urban zone: designated locations within 50 kilometres of the servicing District Office.</p> <p>Outer zone: designated locations greater than 50 and up to 100 kilometres from the servicing District Office.</p> <p>Remote zone: designated locations greater than 100 kilometres from the servicing District Office.</p> <p>Isolated zone: designated locations in the APY lands and on the far West Coast.</p>				



7.2. Requesting planned services

Schedules detailing the times at which preventative maintenance and property services jobs will be undertaken are developed as part of the annual planning process. Work orders for these services are issued automatically by FAMIS in the month prior to that in which they are due.

Requests for planned minor works, planned replacement/refurbishment maintenance and small construction works are entered directly into FAMIS by the Agency Representative, along with a description of the work required. The FM Service Provider arranges for the work to be completed in accordance with required standards and procedures.

NOTE: Agency representatives from the **Department for Education and Child Development** must contact the **DECD Asset Support Centre** to request all planned services.

7.3. FM Services Arrangements Hotline

The FM Services Arrangements Hotline (the Hotline) provides dedicated telephone numbers for each region.

The Hotline operates 24 hours a day, 7 days a week. Normal business hours are 7.30AM to 5.00PM, Monday to Friday. Outside of normal business hours (i.e. 5:01PM to 7:29AM Monday to Friday, all day Saturday and Sunday and Public Holidays) the relevant Hotline number will divert to the FM Service Provider for that region. An out of hours call out fee and labour rates will apply outside of normal business hours.

Table 3: FM Services Arrangements Hotline telephone numbers

FM Service Provider	Region	Phone	Facsimile
Spotless	Region N	(08) 8226 5296	(08) 8226 5297
	Region C	(08) 8226 5295	(08) 8226 5297
DPTI-FS	Region S	(08) 8226 5293	(08) 8226 5297
	Region R	1300 116 336	(08) 8226 5297

7.4. FAMIS work orders

A unique job number is issued for each work request submitted to FAMIS. The FAMIS job number and details of the work requested are passed to the FM Service Provider for registration with their system. The Agency Representative deals directly with the FM Service Provider for all matters related to the performance of FM services that are the subject of FAMIS work orders and can track their progress using the available FAMIS functions.

The FM Service Provider reports to DPTI via a daily file upload which contains claim information and other data requested.

For further information regarding the user processes to request and track work orders in FAMIS refer to the relevant guide note on the FAMIS training website, accessed [here](#).



PART B

AGENCY WORK PROCEDURES



Section 8

Breakdown maintenance



8. Breakdown maintenance

The information and processes described below are provided to assist Agency Representatives responsible for the procurement of breakdown maintenance (BD) under the Facilities Management (FM) Services Arrangements.

8.1. Breakdown maintenance Information

Breakdown maintenance comprises those Facilities Management (FM) services that:

- are emergency services to repair failed plant and equipment or facilities that present an immediate hazard to occupants of a Designated Location; or
- are required to repair failed plant and equipment or facilities to ensure that the operational/functional objectives of Designated Locations are met.

Breakdown Maintenance may also be required:

- in response to a breakdown call-out;
- as a consequence of a regular inspection of the asset;
- as a consequence of failed items of plant or equipment identified whilst carrying out preventative maintenance;
- upon request by the relevant Agency Representative; or
- as an unplanned property service, e.g. cleaning of a spill/leak in the workplace.

8.2. FM Services Arrangements Hotline

The FM Services Arrangements Hotline (the Hotline) provides dedicated telephone numbers for each region.

The Hotline operates 24 hours a day, 7 days a week. Normal business hours are 7.30AM to 5.00PM, Monday to Friday. Outside of normal business hours (i.e. 5:01PM to 7:29AM Monday to Friday, all day Saturday and Sunday and Public Holidays) the relevant Hotline number will divert to the FM Service Provider for that region. An out of hours call out fee and labour rates will apply outside of normal business hours.

Table 4: FM Services Arrangements Hotline telephone numbers

FM Service Provider	Region	Phone	Facsimile
Spotless	Region N	(08) 8226 5296	(08) 8226 5297
	Region C	(08) 8226 5295	(08) 8226 5297
DPTI-FS	Region S	(08) 8226 5293	(08) 8226 5297
	Region R	1300 116 336	(08) 8226 5297

8.3. Raising of breakdown maintenance works orders by the Agency Representative

The Agency Representative is required to assign a priority from one to five when raising a BD job order. The Agency Representative must determine the priority level with regard to:

- the likely impact on health, safety and welfare or security of the occupants of the designated location; and
- the threat to the functional and/or operational objectives and availability of the



- designated location posed by the breakdown occurrence.

The priority level assigned to a BD job determines the time within which the FM Service Provider must attend the designated location to commence the required work.

Call out fees for breakdown maintenance services

Participating Agencies are required to pay call out fees for priority 1 to priority 4 unplanned services. Priority 1 services are deemed to be emergency response services and attract the highest call out fee. Call out fees for priority 2 to priority 4 services reduce on a sliding scale to reflect the lower urgency of the service request. Priority 5 service requests do not attract a call out fee.

Raising scheduled attendance breakdown maintenance work orders

Scheduled attendance breakdown maintenance is a new category of breakdown maintenance in the FM Services Arrangements commencing 1 July 2015.

An Agency Representative can raise a scheduled attendance breakdown maintenance job where BD is required and;

- the area within the designated location where the BD is required is not available for the FM Service Provider to provide services to; and
- the BD is reasonably estimated as costing less than \$2,000 (exclusive of GST).

The Agency Representative must include in the work order the day and time at which the designated location will become available for the FM Service Provider to access and perform the required BD service.

NOTE: *The FM Service Provider must attend the designated location at the date and time specified in the work order. Should the order specify that attendance is required in four business days' time (i.e. within the response time of five business days for a priority 4 request), the FM Service Provider must attend on the fourth business day following that on which the work order was raised; it cannot attend on any day that would meet a priority 4 response time.*

NOTE: *Scheduled attendance breakdown maintenance is available only in metropolitan Adelaide and urban and outer zones in Regional SA. It is not available in remote and isolated zones in Regional SA.*

Call out fees apply for scheduled attendance breakdown maintenance jobs, whether in metropolitan Adelaide or Urban/Outer zones only in Regional SA as follows:

Agreed date and time to attend	Call out fee
Attendance within a priority 1 response time	Service not available
Attendance within a priority 2 response time	Priority 1 call out fee
Attendance within a priority 3 response time	Priority 2 call out fee
Attendance within a priority 4 response time	Priority 3 call out fee
Attendance within a priority 5 response time	Priority 4 call out fee
Attendance within 31 and 45 days	No call out fee

The Contract Administrator prefers that scheduled attendance breakdown maintenance jobs are raised as priority 5, for attendance by the FM Service Provider between 6 and a maximum of 45 days after the job is raised.

Scheduled attendance breakdown maintenance where the agreed date and time is missed

The FM Service Provider is to work with the Agency Representative and the subcontractor to agree an alternate date and time for the requested work to be



completed.

8.4. Procurement of breakdown maintenance services by the FM Service Provider

8.4.1 Procurement of breakdown maintenance costing less than \$20,000 (excl. GST)

Breakdown maintenance services costing less than \$20,000 (exclusive of GST) are to be procured under the Schedule of Rates, unless directed otherwise by the Agency Representative.

Breakdown maintenance costing \$3,000 (exclusive of GST) or more

Before commencing any BD the FM Service Provider (or its subcontractors) is required to assess the scope and value of the requested service. Where the value of the requested BD is reasonably estimated to exceed \$3,000 (exclusive of GST) the FM Service Provider must, before it commences work, notify the Agency Representative of the overall cost to perform the work and relevant matters that may increase the value for money of the requested service (e.g. consider replacement or refurbishment instead of repair).

The Agency Representative must approve the proposed work, including the notified cost, before the FM Service Provider is able to proceed with the work.

8.4.2 Procurement of breakdown maintenance exceeding \$20,000 (excl. GST)

Breakdown maintenance estimated to exceed \$20,000 (exclusive of GST) must be procured through a competitive tender process, as described in table 5 below.

The outcome of the tender process should result in a new, planned job (either minor works or replacement/refurbishment maintenance) being raised. The new planned job can reference the original breakdown maintenance job by including a job note detailing the breakdown maintenance job number and reason for the planned job being raised.

The FM Service Provider must, before commencing the tender process, make the area safe such that the intended services of the designated location can continue to be provided and there is no risk to the safety of any person at the designated location. The original breakdown maintenance job can be closed once the area has been made safe, with a job note entered that a tender process has commenced for full rectification of the



fault.

Table 5: Competitive processes for procuring breakdown maintenance

Value of BD	Competitive process to procure
The work is reasonably estimated as exceeding \$20,000 (excl. GST)	<p>A competitive tender process is to be undertaken. The FM Service Provider must:</p> <ol style="list-style-type: none"> 1. compile the tender documentation, including a detailed specification, approved by the Agency Representative, of the work to be performed; 2. call tenders from a minimum of three (3) subcontractors; 3. examine and analyse all tenders received and invite the Agency Representative to participate in the analysis should they desire; 4. recommend to the Agency Representative the tender that should be accepted; and 5. on approval of the recommended tender by the Agency Representative, engage and manage the recommended subcontractor such that works are delivered in line with the accepted tender.

8.5. Objectives and outcomes: Agency expectations from breakdown maintenance

In undertaking BD services the FM Service Provider must, but is not limited to:

With regard to safety:

- ensure that all subcontractors are inducted on site at designated locations , including any site specific induction required by the Agency;
- ensure that all subcontractors are aware of all hazards on site and that a job safety analysis is completed and left on site; and
- check and update the asbestos register and definitions and requirements register at each designated location.
 - the Agency Representative is to ensure that the asbestos register is available and accessible for all subcontractors.

With regard to BD service delivery:

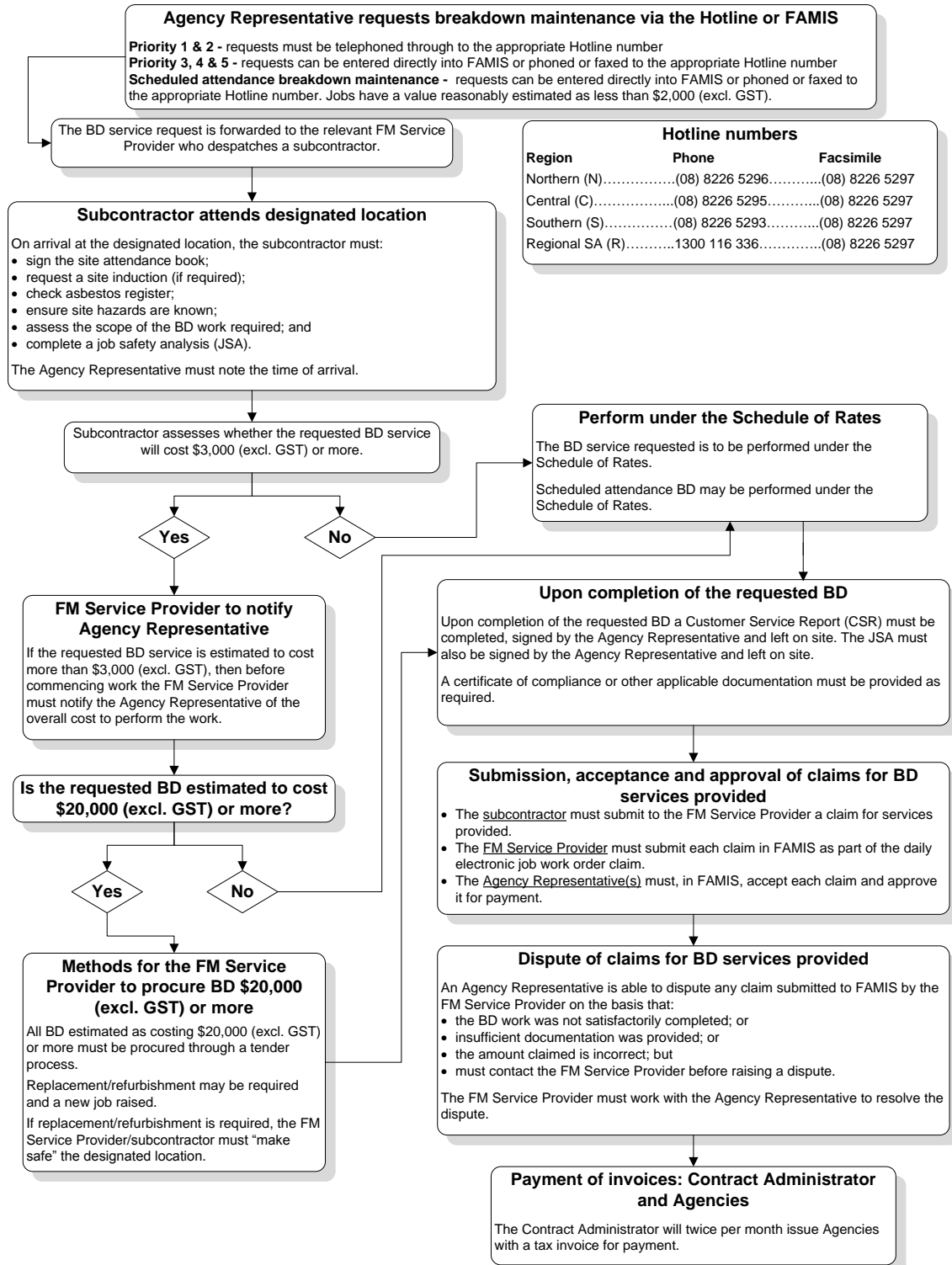
- ensure a prompt response to all jobs, meeting priority call out times;
- complete a customer service report (CSR) and ensure it is signed by the Agency Representative and left on site. The CSR is to include;
 - details of work carried out;
 - details of the materials, consumables and equipment used;
 - time spent on the work, including time of attendance on site and completion of work; and
 - the cause of the breakdown;
- maintain an information system that records the details and costs of all work performed;
- procure materials, consumables and hire equipment known to be required prior to



- attending designated locations to minimise disruption to Agencies;
- manage subcontractors and its own trades employees to ensure;
 - that repairs are performed in the most cost effective manner and in accordance with the applicable manufacturer’s service manuals for the parent plant and equipment, or otherwise industry best practice;
 - work completed is of a high quality;
 - downtime and loss of access to designated locations is minimised; and
 - they have the required security clearance(s) to access the designated location;
 - identify opportunities for minimising the level of expenditure being incurred on BD services;
 - either complete or communicate with the Agency Representative during attendance if any immediate work is required to avoid the risk of personal injury or property damage;
 - during attendance, advise the Agency Representative if any additional (non-urgent) works are required, including their scope and cost;
 - the Agency Representative may seek further information, or approve that the additional works proceed and issue a new job number;
 - provide, when required, a certificate of compliance or other applicable documentation; and;
 - forward a claim for the completed works to the Agency Representative via FAMIS for validation and approval for payment
 - the Agency Representative must ensure that claims submitted to FAMIS by the FM Service Provider are accepted and approved within 30 days of being submitted (FAMIS will “auto-approve all claims not approved by the Agency Representative within 30 days).



8.6. Breakdown maintenance work procedure flowchart (Metropolitan Adelaide and Regional SA)





Section 9

Unplanned replacement/refurbishment maintenance



9. Unplanned replacement/refurbishment maintenance

The information and processes described below are provided to assist Agency Representatives responsible for the procurement of unplanned replacement/refurbishment maintenance (RR) under the Facilities Management (FM) Services Arrangements.

9.1. Unplanned replacement/refurbishment maintenance information

Unplanned RR comprises those facilities management services involving the replacement or refurbishment of building fabric and/or minor plant and equipment. It may be required in response to the premature failure of an item of building fabric or minor plant and equipment, or could be identified by Agency Representatives or through the undertaking of other maintenance activities.

Unplanned RR has a value of less than \$5,000 (exclusive of GST).

9.2. FM Services Arrangements Hotline

The FM Services Arrangements Hotline (the Hotline) provides dedicated telephone numbers for each region.

The Hotline operates 24 hours a day, 7 days a week. Normal business hours are 7.30AM to 5.00PM, Monday to Friday. Outside of normal business hours (i.e. 5:01PM to 7:29AM Monday to Friday, all day Saturday and Sunday and Public Holidays) the relevant Hotline number will divert to the FM Service Provider for that region. An out of hours call out fee and labour rates will apply outside of normal business hours.

Table 6: FM Services Arrangements Hotline telephone numbers

FM Service Provider	Region	Phone	Facsimile
Spotless	Region N	(08) 8226 5296	(08) 8226 5297
	Region C	(08) 8226 5295	(08) 8226 5297
DPTI-FS	Region S	(08) 8226 5293	(08) 8226 5297
	Region R	1300 116 336	(08) 8226 5297

9.3. Raising of unplanned replacement/refurbishment maintenance work orders by Agency Representatives

The Agency Representative is required to assign a priority from three to five when raising an unplanned RR job order. The Agency Representative must determine the priority level with regard to:

- the likely impact on health, safety and welfare or security of the occupants of the designated location; and
- the threat to the functional and/or operational objectives and availability of the designated location posed by the breakdown occurrence.

When raising a work order for this type of service the Agency Representative must include a description of the scope of works.

Unplanned RR can also be identified by the FM Service Provider in undertaking another service, e.g. breakdown maintenance or preventative maintenance. In these instances the FM Service Provider must notify the Agency Representative of the scope and approximate cost of the identified unplanned RR, which the Agency Representative must approve before work can proceed. A new job order is required to be raised through FAMIS. The



Agency Representative is encouraged, in consultation with the FM Service Provider, to raise this as a priority 5 to avoid or minimise further call out fees.

Call out fees for unplanned replacement/refurbishment maintenance services

Participating Agencies are required to pay call out fees for unplanned replacement/refurbishment maintenance raised as priority 3 or priority 4. Call out fees for priority 3 requests are higher than those for priority 4 requests. Priority 5 requests do not attract a call out fee.

Tables 7 and 8 below detail the methods by which Agency Representatives are able to raise work orders for unplanned RR services in metropolitan Adelaide and Regional SA and the response times to be achieved by the FM Service Provider.

Table 7: Procedures to raise unplanned RR work orders in metropolitan Adelaide

Metropolitan Adelaide (Regions N, C & S)		
Method to raise unplanned RR services work orders	All unplanned RR work orders must be raised as priority 3, 4 or 5. Requests can be entered directly into FAMIS or phoned or faxed to the relevant region hotline number (details in section 8.2 [page 25]). Priority 1 & 2 are <u>not available</u> for unplanned RR.	
Priority	Priority response time	Information required in work order
Priority 3 (call out fees apply)	<ul style="list-style-type: none"> Same day if requested before 1PM. By 1PM the next day if requested after 1PM. 	<ul style="list-style-type: none"> Description of the problem; Description of the scope of works; and Details of the priority response time.
Priority 4 (call out fees apply)	Within 5 working days.	
Priority 5 (no call out fee)	Within 30 days.	

Table 8: Procedures to raise unplanned RR work orders in Regional SA

Regional SA (Region R)				
Method to raise unplanned RR services work orders	All unplanned RR work orders must be raised as priority 3, 4 or 5. Requests can be entered directly into FAMIS or phoned or faxed to the relevant region hotline number (details in section 8.2 [page 25]). Priority 1 & 2 are <u>not available</u> for unplanned RR.			
Priority	Urban zone response time*	Outer zone response time*	Remote zone response time*	Isolated zone response time*
Priority 3	<ul style="list-style-type: none"> Same day if requested before 1PM. By 1PM the next day if requested after 1PM. 	<ul style="list-style-type: none"> Same day if requested before 1PM. By 1PM the next day if requested after 1PM. 	5 days.	5 days.
Priority 4	Within 5 working days.	Within 5 working days.	Within 7 working days.	Within 7 working days.
Priority 5	Within 30 days.	Within 30 days.	Within 30 days.	Within 30 days.
Information required in priority 3, 4, 5 work order	<ul style="list-style-type: none"> Description of the problem; Description of the scope of works; and Details of the priority response time. 			
<p>* Asset zones have been established for Regional SA and are defined by their proximity to the DPTI-FS District Office. Urban zone: Designated Locations within 50 kilometres of the servicing District Office. Outer zone: Designated Locations greater than 50 and up to 100 kilometres from the servicing District Office.</p>				



Remote zone: Designated Locations greater than 100 kilometres from the servicing District Office.
Isolated zone: Designated Locations in the APY lands and on the far West Coast.

9.4. Procurement of unplanned replacement/refurbishment services by the FM Service Provider

Unplanned replacement/refurbishment maintenance services of value up to \$5,000 (exclusive of GST) may be procured under the Schedule of Rates, unless directed otherwise by the Agency Representative.

9.4.1 Procurement of required design and documentation work for unplanned replacement/refurbishment maintenance

Where design work is required for an unplanned RR job, the FM Service Provider must notify the Agency Representative:

- of the nature of the design work required (design documentation and construction administration); and
- if there is a need to engage a professional service subcontractor and an estimated cost for the professional service subcontractor to perform the design work.

The FM Service Provider is to agree with the Agency Representative the concept and design parameters for the design work (including any construction administration possibly required) and submit to the Agency Representative preliminary drawings and specifications based on this agreement for their written approval.

The Agency Representative must inform the FM Service Provider if it does not approve the preliminary design work, including reasons why. The FM Service Provider must then re-submit the preliminary design work.

Once the Agency Representative has provided written approval to use the preliminary design work and where a professional services subcontractor is required to be engaged, the FM Service Provider shall submit written fee offers from three (3) professional services subcontractors (where possible) and a recommendation for accepting a particular offer.

The Agency Representative shall approve the recommended offer in writing to the FM Service Provider in two stages:

- design/document/tender; and
- construction administration.

The Agency Representative may not approve the recommended offer and request that the FM Service Provider make an alternative recommendation.

The FM Service Provider must carry out the unplanned RR in accordance with the design work approved by the Agency Representative.

9.5. Objectives and outcomes: Agency expectations from unplanned replacement/refurbishment maintenance

In undertaking unplanned RR services the FM Service Provider must, but is not limited to:

With regard to safety:

- ensure that all subcontractors are inducted on site at designated locations, including any site specific induction required by the Agency;
- ensure that all subcontractors are aware of all hazards on site and that a job safety



analysis is completed and left on site; and

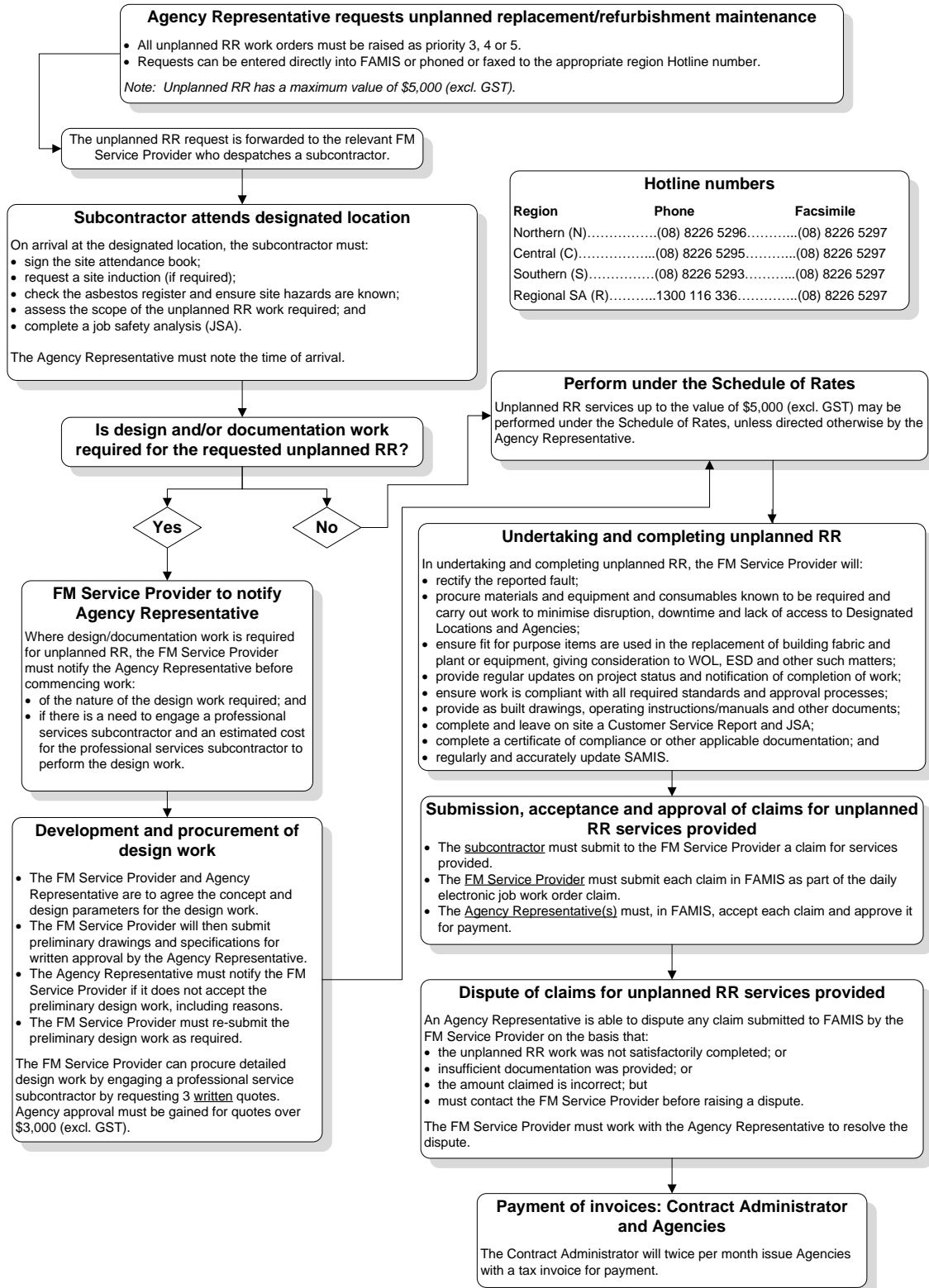
- check and update the asbestos register and definitions and requirements register at each designated location.
 - the Agency Representative is to ensure that the asbestos register is available and accessible for all subcontractors.

With regard to unplanned RR service delivery

- ensure a prompt response to all jobs, meeting priority call out times;
- complete, sign and leave on site a job safety analysis and customer service report (CSR). The CSR must be signed by the Agency Representative and include;
 - details of work carried out;
 - details of the materials, consumables and equipment used;
 - time spent on the work, including time of attendance on site and completion of work; and
 - the reason the work was required;
- identify opportunities for minimising the level of expenditure being incurred;
- procure materials, consumables and hire equipment known to be required prior to attending designated locations to minimise disruption to Agencies;
- ensure fit for purpose items are used in the replacement of building fabric and plant or equipment, giving consideration to WOL, ESD and other such matters;
- provide the Agency Representative with:
 - regular updates of the status of unplanned RR jobs in progress, including a comparison of actual and budgeted costs; and
 - notification of the completion of unplanned RR jobs;
- ensure work is compliant with any standards set by the Agency, Contract Administrator and/or Principal, planning approval processes, the Building Code of Australia, other relevant Australian Standards, all other statutory requirements and manufacturers recommendations;
- ensure built drawings, operating instructions or manuals and other relevant documents are provided;
- ensure subcontractors and its own trades staff are managed to ensure quality of work and appropriate costs of jobs;
- complete, when required, a certificate of compliance or other applicable documentation;
- regularly and accurately update SAMIS with respect to unplanned RR; and
- forward a claim for the completed works to the Agency Representative via FAMIS for validation and approval for payment;
 - the Agency Representative must ensure that claims submitted to FAMIS by the FM Service Provider are accepted and approved within 30 days of being submitted (FAMIS will “auto-approve all claims not approved by the Agency Representative within 30 days).



9.6. Unplanned replacement/refurbishment maintenance work procedure flowchart (Metropolitan Adelaide and Regional SA)





Section 10

Unplanned minor works



10. Unplanned minor works

The information and processes described below are provided to assist Agency Representatives responsible for the procurement of unplanned minor works (MW) under the Facilities Management (FM) Services Arrangements.

10.1. Unplanned minor works information

Unplanned MW comprise those facilities management services involving additions or modifications to existing buildings or upgrading of existing building fabric, plant and equipment at Designated Locations.

Unplanned MW have an estimated value of \$5,000 (exclusive of GST) or less.

10.2. FM Services Arrangements Hotline

The FM Services Arrangements Hotline (the Hotline) provides dedicated telephone numbers for each region.

The Hotline operates 24 hours a day, 7 days a week. Normal business hours are 7.30AM to 5.00PM, Monday to Friday. Outside of normal business hours (i.e. 5:01PM to 7:29AM Monday to Friday, all day Saturday and Sunday and Public Holidays) the relevant Hotline number will divert to the FM Service Provider for that region. An out of hours call out fee and labour rates will apply outside of normal business hours.

Table 9: FM Services Arrangements Hotline telephone numbers

FM Service Provider	Region	Phone	Facsimile
Spotless	Region N	(08) 8226 5296	(08) 8226 5297
	Region C	(08) 8226 5295	(08) 8226 5297
DPTI-FS	Region S	(08) 8226 5293	(08) 8226 5297
	Region R	1300 116 336	(08) 8226 5297

10.3. Raising of unplanned minor works work orders by Agency Representatives

The Agency Representative is required to assign a priority from one to five when raising a BD job order. The priority level is determined with regard to:

- the likely impact on health, safety and welfare or security of the occupants of the designated location; and
- the threat to the functional and/or operational objectives and availability of the designated location posed by the breakdown occurrence.

When raising a work order for this type of service the Agency Representative must include a description of the scope of works.

Unplanned MW can also be identified by the FM Service Provider in undertaking another service, e.g. breakdown maintenance or preventative maintenance. In these instances the FM Service Provider must notify the Agency Representative of the scope and approximate cost of the identified unplanned MW, which the Agency Representative must approve before work can proceed. A new job order is required to be raised through FAMIS. The Agency Representative is encouraged, in consultation with the FM Service Provider, to



raise this as a priority 5 to avoid or minimise further call out fees.

Call out fees for unplanned minor works

Participating Agencies are required to pay call out fees for unplanned minor works raised as priority 3 or priority 4. Call out fees for priority 3 requests are higher than those for priority 4 requests. Priority 5 requests do not attract a call out fee.

Tables 10 and 11 below detail the methods by which Agency Representatives are able to raise work orders for unplanned MW services in metropolitan Adelaide and Regional SA and the response times to be achieved by the FM Service Provider.

Table 10: Procedures to raise unplanned MW work orders in metropolitan Adelaide

Metropolitan Adelaide (Regions N, C & S)		
Method to raise unplanned MW services work orders	All unplanned MW work orders must be raised as priority 3, 4 or 5. Requests can be entered directly into FAMIS or phoned or faxed to the relevant region hotline number (details in section 9.2 [page 31]). Priority 1 & 2 are <u>not available</u> for unplanned MW.	
Priority	Priority response time	Information required in work order
Priority 3 (call out fees apply)	<ul style="list-style-type: none"> Same day if requested before 1PM. By 1PM the next day if requested after 1PM. 	<ul style="list-style-type: none"> Description of the problem; Description of the scope of works; and Details of the priority response time.
Priority 4 (call out fees apply)	Within 5 working days.	
Priority 5 (no call out fee)	Within 30 days.	

Table 11: Procedures to raise unplanned MW work orders in Regional SA

Regional SA (Region R)				
Method to raise unplanned MW services work orders	All unplanned MW work orders must be raised as priority 3, 4 or 5. Requests can be entered directly into FAMIS or faxed to the relevant region hotline number (details in section 9.2 [page 31]). Priority 1 & 2 requests are <u>not available</u> for unplanned MW.			
Priority	Urban zone response time*	Outer zone response time*	Remote zone response time*	Isolated zone response time*
Priority 3	<ul style="list-style-type: none"> Same day if requested before 1PM. By 1PM the next day if requested after 1PM. 	<ul style="list-style-type: none"> Same day if requested before 1PM. By 1PM the next day if requested after 1PM. 	5 days.	5 days.
Priority 4	Within 5 working days.	Within 5 working days.	Within 7 working days.	Within 7 working days.
Priority 5	Within 30 days.	Within 30 days.	Within 30 days.	Within 30 days.
Information required in priority 3, 4, 5 work order	<ul style="list-style-type: none"> Description of the problem; Description of the scope of works; and Details of the priority response time. 			
<p>* Asset zones have been established for Regional SA and are defined by their proximity to the DPTI-FS District Office. Urban zone: Designated Locations within 50 kilometres of the servicing District Office. Outer zone: Designated Locations greater than 50 and up to 100 kilometres from the servicing District Office. Remote zone: Designated Locations greater than 100 kilometres from the servicing District Office. Isolated zone: Designated Locations in the APY lands and on the far West Coast.</p>				



10.4. Procurement of unplanned minor works by the FM Service Provider

Unplanned minor works up to the value of \$5,000 (exclusive of GST) may be procured under the Schedule of Rates, unless directed otherwise by the Agency Representative.

10.4.1 Procurement of required design and documentation work for unplanned minor works

Where design work is required for an unplanned MW job, the FM Service Provider must notify the Agency Representative:

- of the nature of the design work required (this being design documentation and construction administration); and
- if there is a need to engage a professional service subcontractor and an estimated cost for the professional service subcontractor to perform the design work.

The FM Service Provider is to agree with the Agency Representative the concept and design parameters for the design work (including any construction administration possibly required) and submit to the Agency Representative preliminary drawings and specifications based on this agreement for their written approval.

The Agency Representative must inform the FM Service Provider if it does not approve the preliminary design work, including reasons why. The FM Service Provider must then re-submit the preliminary design work.

Once the Agency Representative has provided written approval to use the preliminary design work and where a professional services subcontractor is required to be engaged, the FM Service Provider shall submit written fee offers from three (3) professional services subcontractors (where possible) and a recommendation for accepting a particular offer.

The Agency Representative shall approve the recommended offer in writing to the FM Service Provider in two stages:

- design/document/tender; and
- construction administration.

The Agency Representative may not approve the recommended offer and request that the FM Service Provider make an alternative recommendation.

The FM Service Provider must carry out the unplanned MW in accordance with the design work approved by the Agency Representative.

10.5. Objectives and outcomes: Agency expectations from unplanned minor works

In undertaking unplanned MW services the FM Service Provider must, but is not limited to:

With regard to safety:

- ensure that all subcontractors are inducted on site at designated locations , including any site specific induction required by the Agency;
- ensure that all subcontractors are aware of all hazards on site and that a job safety analysis is completed and left on site; and
- check and update the asbestos register and definitions and requirements register at each designated location.
 - the Agency Representative is to ensure that the asbestos register is available and



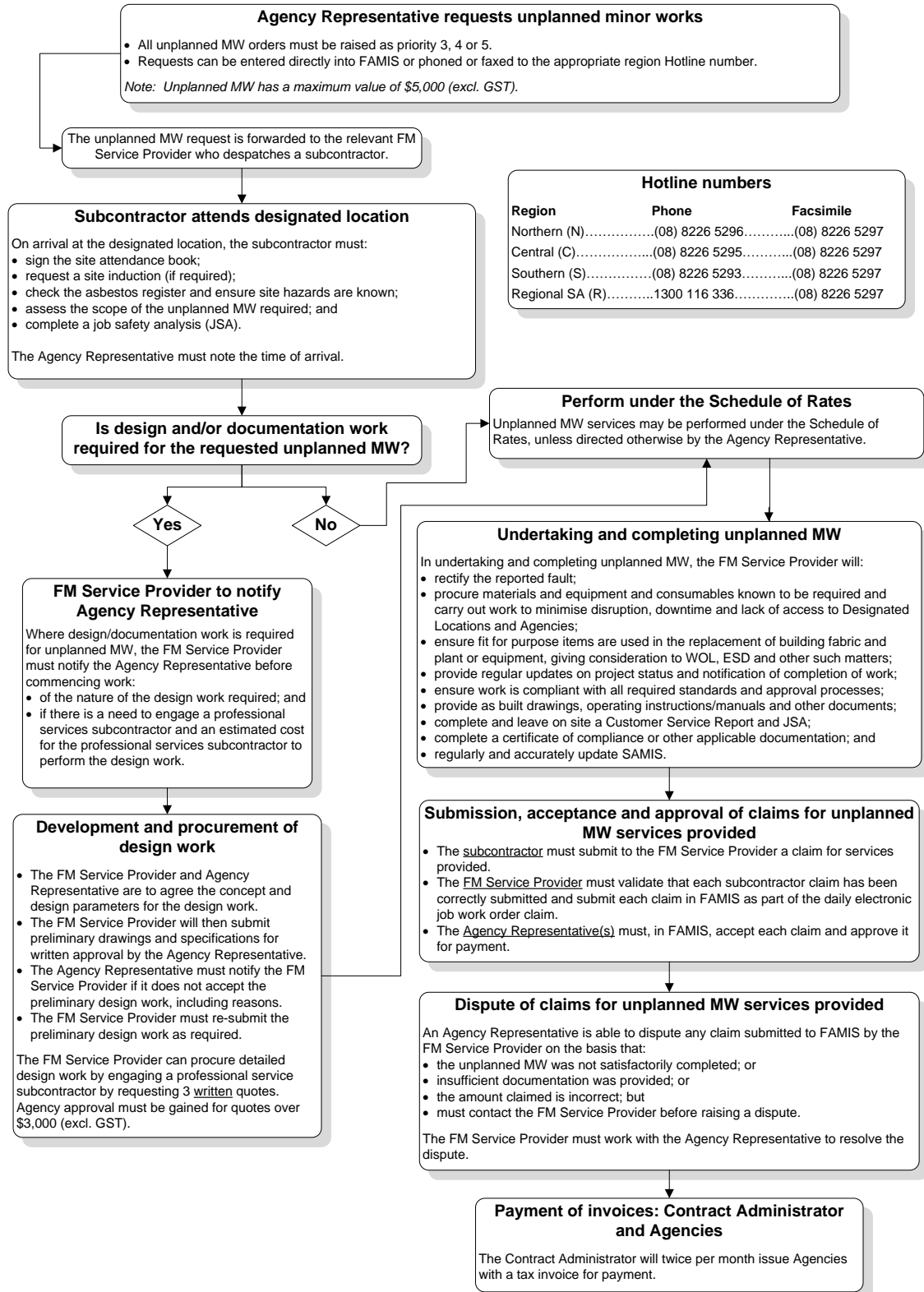
accessible for all subcontractors.

With regard to unplanned MW service delivery

- ensure a prompt response to all jobs, meeting priority call out times;
- complete, sign and leave on site a job safety analysis and customer service report (CSR). The CSR must be signed by the Agency Representative and include;
 - details of work carried out;
 - details of the materials, consumables and equipment used;
 - time spent on the work, including time of attendance on site and completion of work; and
 - the reason the work was required;
- identify opportunities for minimising the level of expenditure being incurred;
- procure materials, consumables and hire equipment known to be required prior to attending designated locations to minimise disruption to Agencies;
- ensure fit for purpose items are used in the replacement of building fabric and plant or equipment, giving consideration to WOL, ESD and other such matters;
- provide the Agency Representative with:
 - regular updates of the status of unplanned MW jobs in progress, including a comparison of actual and budgeted costs; and
 - notification of the completion of unplanned MW jobs;
- ensure work is compliant with any standards set by the Agency, Contract Administrator and/or Principal, planning approval processes, the Building Code of Australia, other relevant Australian Standards, all other statutory requirements and manufacturers recommendations;
- ensure built drawings, operating instructions or manuals and other relevant documents are provided;
- ensure subcontractors and its own trades staff are managed to ensure quality of work and appropriate costs of jobs;
- complete a certificate of compliance or other applicable documentation;
- regularly and accurately update SAMIS with respect to unplanned MW; and
- forward a claim for the completed works to the Agency Representative via FAMIS for validation and approval for payment;
 - the Agency Representative must ensure that claims submitted to FAMIS by the FM Service Provider are accepted and approved within 30 days of being submitted (FAMIS will “auto-approve all claims not approved by the Agency Representative within 30 days).



10.6. Unplanned minor works work procedure flowchart (Metropolitan Adelaide and Regional SA)





Section 11

Preventative maintenance



11. Preventative maintenance

The information and processes described below are provided to assist Agency Representatives responsible for the procurement of preventative maintenance (PR) under the Facilities Management (FM) Services Arrangements.

11.1. Preventative maintenance information

Preventative maintenance comprises those FM services undertaken to ensure that;

- an asset continues to deliver the specific performance by the continued operation of building fabric, plant and equipment as originally specified;
- the expected life of building fabric, plant and equipment is achieved by undertaking maintenance at regular recommended intervals according to PR schedules and technical data schedules where provided or, where appropriate, in accordance with manufacturers recommendation's and;
- systematic inspection, detection and observation takes place in a timely manner to prevent premature failure.

Preventative maintenance also comprises those facilities management services undertaken to ensure that Statutory Requirements including requirements under Work Health and Safety ("WHS") legislation are met.

Preventative maintenance can be categorised as:

Mandatory

Those services that must be carried out to satisfy Statutory Requirements, such as fire services, maintenance of residual current devices, back flow prevention devices, cooling towers, exit lights and compliance with WHS legislation.

Items of building fabric, plant and equipment for which preventative maintenance is mandatory have an associated technical data schedule (TDS) detailing the type and frequency of servicing required.

Recommended

Those services carried out to satisfy the maximum serviceable life of building fabric, plant and equipment. The provision of these services is not necessary to satisfy Statutory Requirements and is to be developed in conjunction with Agencies according to their Service Delivery Budgets.

Preventative maintenance activities may identify the possible occurrence of premature failure. In such a situation Agency Representatives may be required to approve repairs, replacement or refurbishment work and should issue the appropriate work order after considering the available options.

11.2. Preparation of service delivery plans and service delivery budgets for preventative maintenance

Service delivery plans and service delivery budgets for preventative maintenance for designated locations serviced by Spotless (i.e. in regions N and C) are developed in consultation between Spotless, the relevant Agency Representative and the Contract Administrator. PR service delivery plans and budgets for designated locations serviced by DPTI-Facilities Services (i.e. in regions S and R) are developed in consultation between



DPTI-FS and the relevant Agency.

11.2.1 Agency and Contract Administrator responsibilities

Each year at the commencement of the annual planning period confirmation is sought for:

- the available budget for the PR program at each designated location, based upon historical knowledge, the previous year's budget and future requirements;
- the level of expectation of the performance of PR services; and
- details of the priority for the services to be included in the final PR service delivery plan for each designated location.

The FM Service Provider will be provided access to designated locations and any available backup management details pertaining to building fabric, plant and equipment at each designated location, to assist in preparation of the PR service delivery plan.

11.2.2 FM Service Provider responsibilities

During the annual planning period the FM Service Provider will assist Agencies to prepare a service delivery plan and service delivery budget for PR services at each of their Designated locations. In respect of each designated location this shall include:

- at least annually and no more than 180 days before the start of the coming program period (i.e. no more than 180 days before 1 July), an audit of designated locations to determine all items of building fabric, plant and equipment requiring PR;
- development of a draft service delivery plan specific to the requirements of each designated location. The draft service delivery plan shall:
 - be based on Agency requirements, available budget and comply with all legislative requirements;
 - include mandatory services and give consideration to recommended services for items of building fabric, plant and equipment that are critical to success of the PR Program;
 - include all TDS relevant to items of building fabric, plant and equipment at that designated location and customised to include specific service requirements for those items of building fabric, plant and equipment;
 - identify subcontractors to complete the proposed services;
 - include a draft PR schedule for a rolling 6-year program (which provides an ongoing record of multiple yearly service requirements);
- provision of advice to Agency Representatives regarding the appropriateness of PR services provided with respect to each designated location, including:
 - notification of any urgent maintenance requirements to ensure continuity of services;
 - instances where building fabric, plant and equipment should be replaced with an updated or more efficient unit, supported by a benefit-cost analysis;
 - instances where fire or intruder detection capability is deteriorating to allow alternative protection to be arranged;
 - conducting, updating and maintaining equipment surveys and condition appraisals to determine the extent to which the agreed PR may be required at each designated location;
- development of a draft service delivery budget indicating the funding required to



undertake the draft PR service delivery plan;

- for designated locations in regions C and N (i.e. serviced by Spotless), submission of an electronic version of the draft service delivery plan and budget to the Contract Administrator no later than 90 days before the start of the coming program period; and
- for designated locations in regions S and R (i.e. serviced by DPTI-FS), submission of an electronic version of the draft service delivery plan and budget to the relevant Agency Representative no later than 90 days before the start of the coming program period.

11.3. Consideration of the draft service delivery plans and service delivery budgets for preventative maintenance

For designated locations serviced by Spotless the Contract Administrator will evaluate the draft PR service delivery plan and budget for each designated location before forwarding to the relevant Agency Representative for evaluation and approval.

Agency Representatives for designated locations serviced by DPTI-FS receive their draft PR service delivery plans and budgets direct from DPTI-FS.

The Agency Representative must consider the draft PR service delivery plan and budget submitted for each designated location. Should a draft PR service delivery plan and budget be unsatisfactory, the Agency Representative will notify the FM Service Provider who will submit a revised draft PR service delivery plan and budget within seven (7) days of being notified.

For designated locations serviced by Spotless, upon receipt of a satisfactory PR service delivery plan and budget for a designated location, the Agency Representative is required to provide written notice to the Contract Administrator that the PR service delivery plan and budget is accepted and can be implemented.

For designated locations serviced by DPTI-FS, upon receipt of a satisfactory PR service delivery plan and budget for a designated location, the Agency Representative is required to provide written notice to DPTI-FS that the PR service delivery plan and budget is accepted and can be implemented.

The FM Service Provider is to supply to each designated location a hard copy of the finalised PR service delivery plan, including all TDS, within 30 days of being notified of acceptance of the draft service delivery plan. For designated locations serviced by Spotless, notification is provided by the Contract Administrator; for designated locations serviced by DPTI-FS, notification is provided by the Agency Representative.

NOTE: *The timeframe for supplying hard copy finalised PR service delivery plans, including all TDS, to DECD designated locations state-wide is 45 days.*

11.4. Generating a work order number for preventative maintenance services

Preventative maintenance jobs are created from the PR service delivery plan agreed between the Agency Representative and the FM Service Provider during the annual planning period.

For designated locations serviced by Spotless, upon confirmation that the PR service delivery plans and budgets have been accepted, the DPTI AGFMA Service Manager or Officer responsible for the Agency will arrange for the generation of work orders within FAMIS for all services included in the PR service delivery plan.

For designated locations serviced by DPTI-FS, FAMIS work order numbers for services associated with accepted PR service delivery plans will be arranged by the appropriate



DPTI-FS representative.

11.5. Amendment of preventative maintenance plans

Additional PR services can be requested by Agency Representatives over the term of the FM Services Arrangements. Upon notification of agreement of the additional PR services to be provided and budgeted costs, the DPTI AGFMA Service Manager or Officer/DPTI-FS representative will arrange the generation of work orders within FAMIS. The FM Service Provider is to update the PR service delivery plan to reflect the additional required services.

Similarly, items of building fabric, plant and equipment at a designated location may change. The FM Service Provider must update the PR service delivery plan to reflect any such changes and notify the appropriate DPTI AGFMA Service Manager or Officer of any associated changes to PR work orders.

11.6. Technical assistance for verification

DPTI can provide competent technical experts to assist Agencies to review PR plans.

If you require this assistance please contact the AGFMA Section on 8226 5200.

11.7. Objectives and outcomes: Agency expectations from preventative maintenance

In delivering PR services the FM Service Provider must, but is not limited to:

With regard to safety:

- ensure that all subcontractors are inducted on site at designated locations , including any site specific induction required by the Agency;
- ensure that all subcontractors are aware of all hazards on site and that a job safety analysis is completed and left on site; and
- check and update the asbestos register and definitions and requirements register at each designated location.
 - the Agency Representative is to ensure that the asbestos register is available and accessible for all subcontractors.

With regard to PR service delivery:

- complete, sign and leave on site a job safety analysis and customer service report (CSR). The CSR must be signed by the Agency Representative and include;
 - details of work carried out;
 - details of the materials, consumables and equipment used;
 - time spent on the work, including time of attendance on site and completion of work; and
 - the reason the work was required;
- establish and maintain a plant and equipment register, being an accurate list of designated locations and corresponding items of building fabric, plant and equipment and their quantities;
- deliver PR services with no or minimal disruption to the operations of the designated location;
- validate that PR services performed at designated locations fully comply with the

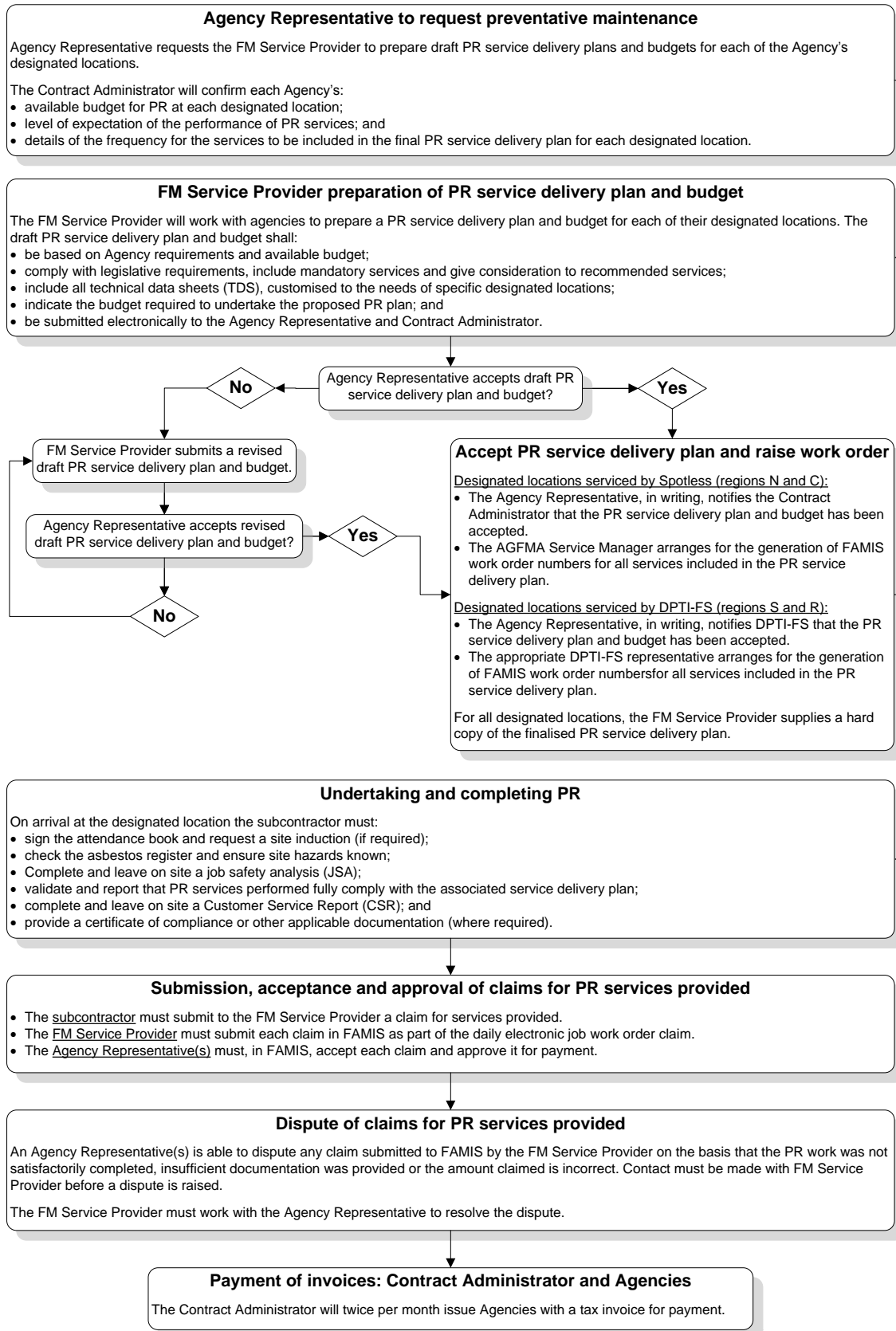


associated service delivery plans (i.e. services specified and timeframes), including that all building fabric, plant and equipment is being maintained such that the manufacturer's warranties or specifications are not compromised;

- maintain accurate records of PR services actually performed in an electronic format able to be used by the Agencies and/or Contract Administrator;
- provide an electronic report detailing compliance with PR service delivery plans;
- promptly update PR service delivery plans and TDS to comply with any changes in Statutory Requirements within South Australia; and
- forward a claim for the completed works to the Agency Representative via FAMIS for validation and approval for payment;
 - the Agency Representative must ensure that claims submitted to FAMIS by the FM Service Provider are accepted and approved within 30 days of being submitted (FAMIS will "auto-approve" all claims not approved by the Agency Representative within 30 days).



11.8. Preventative maintenance work procedure flowchart (Metropolitan Adelaide and Regional SA)





Section 12

Planned replacement/refurbishment maintenance



12. Planned replacement/refurbishment maintenance

The information and processes described below are provided to assist Agency Representatives responsible for the procurement of Planned replacement/refurbishment maintenance (RR) under the FM Services Arrangements.

12.1. Planned replacement/refurbishment maintenance information

Planned RR comprises those facilities management services involving replacement or refurbishment of building fabric and/or plant and equipment specified as part of a planned program. Planned RR:

- comprises work costing \$5,000 or more (exclusive of GST) but less than \$1,000,000 (exclusive of GST); and
- is deemed necessary as a result of analysis of life cycle information or premature failure of an item of building fabric or plant and equipment.

Planned RR may also be requested by the Agency Representative from time to time.

12.2. Preparation of the planned replacement/refurbishment maintenance program

Service delivery plans and service delivery budgets for planned RR for designated locations are developed in consultation between the relevant FM Service Provider and the Agency Representative for the designated location.

In preparing service delivery plans and budgets for each Agency's planned RR program the FM Service Provider shall:

- use the list of mandatory nominated assets and risk rating criteria (both provided by the Contract Administrator to the FM Service Provider) to prepare a Condition Report for each Agency addressing:
 - performance assessment: rating the physical condition of the nominated asset by conducting an on-site Physical Condition Performance Assessment and providing a description of the reasons for the rating;
 - gap analysis: application of a risk analysis to identify gaps in the performance of the nominated asset and determine the level of exposure associated with deficiencies which may affect or impact on the Agency's business; and identify, prioritise and rank the nominated assets to enable a program to be developed to meet the Agency's replacement/refurbishment annual program and budgets; and
- use the information in the Condition Report to prepare the planned RR service delivery plan and budget by:
 - identifying plant, equipment and building fabric (nominated assets as detailed above) which are likely to fail and may pose a risk to the Agency's business;
 - developing specific project scopes and providing a cost estimate for each of the proposed projects;
 - assisting in prioritising works within the available Agency budget, by utilising the agreed risk management criteria;
 - ensuring all project budgets are inclusive of all costs for carrying out the proposed work, including consultancies and contingencies;
 - ensuring all proposed projects are based on up-to-date information regarding the condition of the designated locations and nominated assets and have given



consideration to WOL and ESD principles; and

- providing the planned RR service delivery plan and budget in the agreed format; and

Agency Representatives, in consultation with their FM Service Provider, determining the extent of nominated assets, **in addition to those on the mandated list**, recommended for replacement/refurbishment to be included in the annual planned RR program. This will include confirmation of the planned RR the Agency is able to fund and the agreed budget for each item of work. This confirmation will be provided before the beginning of the coming program period and is to be provided in writing from the Agency Representative to the FM Service Provider.

NOTE: Additional assets nominated for replacement/refurbishment (i.e. additional to the mandated list) must be critical for the intended function of the designated location continuing to be performed.

The FM Service Provider will include the confirmed works and budgets in the planned RR Program.

12.3. Initiating planned replacement/refurbishment maintenance by the Agency Representative

The Agency Representative can instruct the FM Service Provider to procure and commence a planned RR work by raising a job in FAMIS. The job order raised in FAMIS should include:

- a detailed description of the work to be performed (including any design work required, raised as a consultancy under the original work order);
- confirmation of existing drawings and specifications describing the work to be performed;
- confirmation of a fixed budget (i.e. the cost of the required work has been “fixed” in FAMIS); and
- timeframes for completing the required work.

12.4. Procurement of planned replacement/refurbishment maintenance by the FM Service Provider

The process which the FM Service Providers must follow to procure any planned RR is dependent upon any direction given to the FM Service Provider by the Agency Representative and the estimation of the value of the required planned RR, which includes the value of any required design and documentation work.

12.4.1 Procurement of required design and documentation work for planned replacement/refurbishment maintenance

Where design work is required for a planned RR job, the FM Service Provider must notify the Agency Representative:

- of the nature of the design work required (design documentation and construction administration); and
- if there is a need to engage a professional services subcontractor and an estimated cost for the professional services subcontractor to perform the design work.

The FM Service Provider is to agree with the Agency Representative the concept and design parameters for the design work (including any construction administration possibly required) and submit to the Agency Representative preliminary drawings and



specifications based on this agreement for their written approval.

The Agency Representative must inform the FM Service Provider if it does not approve the preliminary design work, including reasons why. The FM Service Provider must then re-submit the preliminary design work.

Once the Agency Representative has provided written approval to use the preliminary design work and where a professional services subcontractor is required to be engaged, the FM Service Provider shall submit fee offers from three (3) professional services subcontractors (where possible) and a recommendation for accepting a particular offer. The fee offers are to be obtained in accordance with the correct procedure (quote/tender) specified in the Contract/Framework depending on the estimated value of the design work required.

The Agency Representative shall approve the recommended offer in two stages:

- design/document/tender; and
- construction administration.

Approval must be indicated directly through FAMIS by fixing the agreed price against the original work order. If required throughout the course of the planned RR work, the original work order can be extended to cover the cost of any additional consultancy by raising a variation order under the original job number.

The Agency Representative may not approve the recommended offer and request that the FM Service Provider make an alternative recommendation.

The FM Service Provider must carry out the planned RR in accordance with the design work approved by the Agency Representative.

12.4.2 Procurement of planned replacement/refurbishment maintenance less than \$20,000 (excl. GST)

As directed by the Agency Representative, the FM Service Provider may procure planned RR with a budget of less than \$20,000 (exclusive of GST) by:

- engaging a subcontractor by applying the Schedule of Rates; or
- undertaking a competitive process as described in Table 12.

Agency Representatives are encouraged to direct the FM Service Provider to procure planned RR works with a budget of less than \$20,000 (exclusive of GST) by engaging a subcontractor under the Schedule of Rates.

12.4.3 Procurement of planned replacement/refurbishment maintenance exceeding \$20,000 (excl. GST)

Planned RR with a budget exceeding \$20,000 (exclusive of GST) must be procured through a competitive tender process as described in Table 12 (over page).

Table 12: Competitive processes for procuring planned replacement/refurbishment



maintenance

Value of Planned RR	Process to procure
<p>The work is reasonably estimated as \$20,000 (excl. GST) or less.</p> <p><i>(Note that Planned RR has a minimum value of \$5,000 (excl. GST).)</i></p>	<p>If directed by the Agency Representative to undertake a competitive quote process the FM Service Provider must:</p> <ol style="list-style-type: none"> 1. obtain three (3) quotes, either: <ul style="list-style-type: none"> • telephone quotes; or • if directed by the Agency Representative, written quotes; <ul style="list-style-type: none"> – telephone quotes are to be properly documented and recorded; and – the Agency Representative is able to nominate subcontractors from whom to request quotes; 2. provide the quotes to the Agency Representative, along with a recommendation as to the quote offering the best value for money; 3. on approval of the recommended quote by the Agency Representative, engage and manage the recommended subcontractor such that works are delivered in line with the accepted quote.
<p>The work is reasonably estimated as exceeding \$20,000 (excl. GST)</p> <p><i>(Note that Planned RR has a maximum value of \$1,000,000 (excl. GST).)</i></p>	<p>A competitive tender process is to be undertaken. The FM Service Provider must:</p> <ol style="list-style-type: none"> 1. compile the tender documentation, including a detailed specification, approved by the Agency Representative, of the work to be performed; 2. call tenders from a minimum of three (3) subcontractors; 3. examine and analyse all tenders received and invite the Agency Representative to participate in the analysis should they desire; 4. recommend to the Agency Representative the tender that should be accepted; and 5. on approval of the recommended tender by the Agency Representative, engage and manage the recommended subcontractor such that works are delivered in line with the accepted tender.

12.5. Work order variations

Scope variations to planned RR must be approved by the Agency Representative. The reason for the variation can include:

- additional work;
- design change;
- funding change; or
- omissions by the FM Service Provider.

To protect against additional monies being claimed where a variation order results in a lower total price to complete the job, the Total Fixed Price should be reduced in FAMIS. Agency Representatives can request the fixed price to be lowered in FAMIS by emailing the AGFMA Section (AGFMASection@sa.gov.au) quoting the job number and the revised fixed price.

A variation order is required when the change to the scope of works results in an increase to the total price to complete the job. The FAMIS process to follow to raise a variation



order is available in “FAMIS Training Module 4 – Job Tracking, Adding a variation”, available [here](#).

12.6. Certification of Completion

The FM Service Provider shall complete all required statements to the satisfaction of the Agency Representative, confirming that works have been completed to all codes, standards, requirements, legislation and regulations and that all building fabric and plant and equipment data has been entered correctly into SAMIS.

12.7. Defects liability period

The FM Service Provider is to ensure that all faults identified in the Practical Completion Certificate when issued, including those notified by the Agency Representative during the defects liability period, are rectified promptly.

12.8. Requesting services to repair faults identified during a warranty or defects liability period

To initiate the repair of faults identified during a warranty or defects liability period, the Agency Representative should contact directly the FM Service Provider Facility Manager responsible for the management of FM services at the particular designated location and provide a description of the fault and action required. There is no requirement to raise a job in FAMIS.

It is then the responsibility of the FM Service Provider to engage the subcontractor responsible for the original installation/service to return to the designated location to fix the reported fault. The FM Service Provider is to ensure that the subcontractor undertakes the required service at its earliest opportunity.

All repairs of faults identified during a warranty or defects liability period are to be completed at no cost to the Agency.

NOTE: *The repair of faults identified during a warranty or defects liability period only applies to services for planned replacement/refurbishment maintenance, planned minor works and small construction works.*

12.9. Warranties and guarantees

The FM Service Provider shall maintain and keep as up-to-date as possible a register of all warranties (including defects liability periods or warranties under construction, design or other contracts) and guarantees required by the Contract/FM Services Framework.

Warranties required include, but are not limited to, those from subcontractors for workmanship, materials, goods or equipment performed or supplied.

Upon the expiry of any warranty or defects liability period the FM Service Provider shall:

- add the item of plant, equipment or building fabric to the preventative maintenance plan for the designated location, including services required and budgeted costs; and
- obtain approval from the Agency Representative for the additional preventative maintenance services and budget.

12.10. Insurances

The FM Service Provider must ensure that all work and personnel at designated locations and Agency risks have been covered by appropriate levels of insurance.

The Agency Representative shall be informed by the FM Service Provider of all insurance



matters as part of the tender appraisal and recommendation process.

12.11. Objectives and outcomes from planned replacement/refurbishment maintenance

In delivering planned RR services the FM Service Provider must, but is not limited to:

With regard to safety:

- ensure that all subcontractors are inducted on site at designated locations , including any site specific induction required by the Agency;
- ensure that all subcontractors are aware of all hazards on site and that a job safety analysis is completed and left on site; and
- check and update the asbestos register and definitions and requirements register at each designated location.
 - the Agency Representative is to ensure that the asbestos register is available and accessible for all subcontractors.

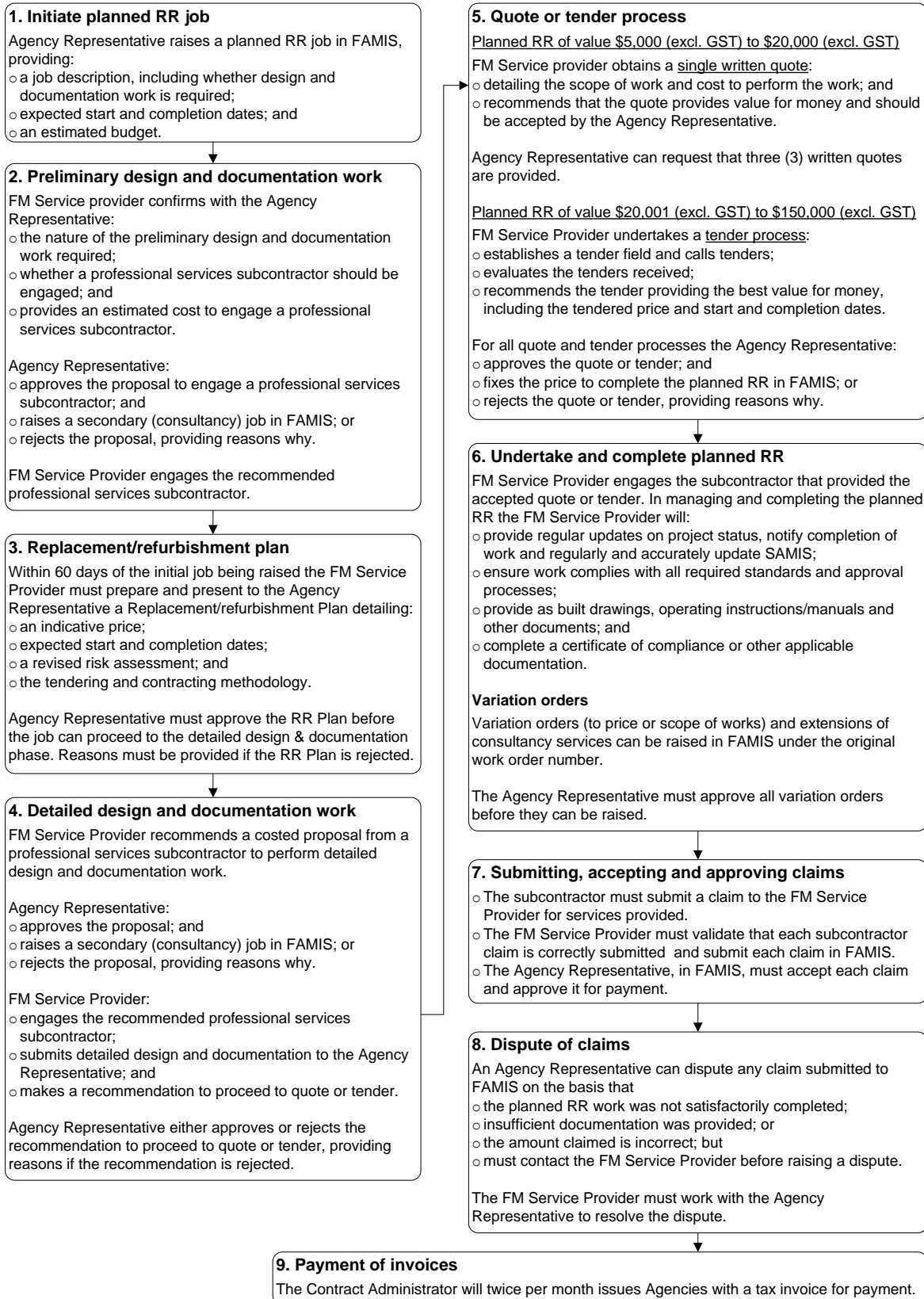
With regard to planned RR service delivery:

- consult with each Agency to develop and provide draft service delivery plans and service delivery budgets for its planned RR program;
- obtain Agency approval for any variations to budgeted amounts or project scope;
- ensure fit for purpose items are used in the replacement of building fabric, plant or equipment, giving consideration to WOL, ESD and other such matters. Proposed replacement alternatives are to be reviewed with DPTI's services engineer;
- ensure that planned RR is completed within service delivery plans and with minimal disruption to designated locations;
- ensure that all Contract obligations, Statutory Requirements, relevant planning approvals and any standards specified by the Contract Administrator are complied with;
- with regard to SAMIS:
 - include the item of plant, equipment or building fabric in SAMIS;
 - update and maintain life cycle data and where necessary, drawings (site, building and floor plans);
 - conduct life cycle analysis on building fabric, plant or equipment and update SAMIS (and the FM Service Provider's equipment register) when performing work in relation to the building fabric, plant or equipment;
- provide all relevant documentation, including certificate of completion, operating instructions or manuals, as required; and
- forward a claim for the completed works to the Agency Representative via FAMIS for validation and approval for payment;
 - the Agency Representative must ensure that claims submitted to FAMIS by the FM Service Provider are accepted and approved within 30 days of being submitted (FAMIS will "auto-approve all claims not approved by the Agency Representative within 30 days).



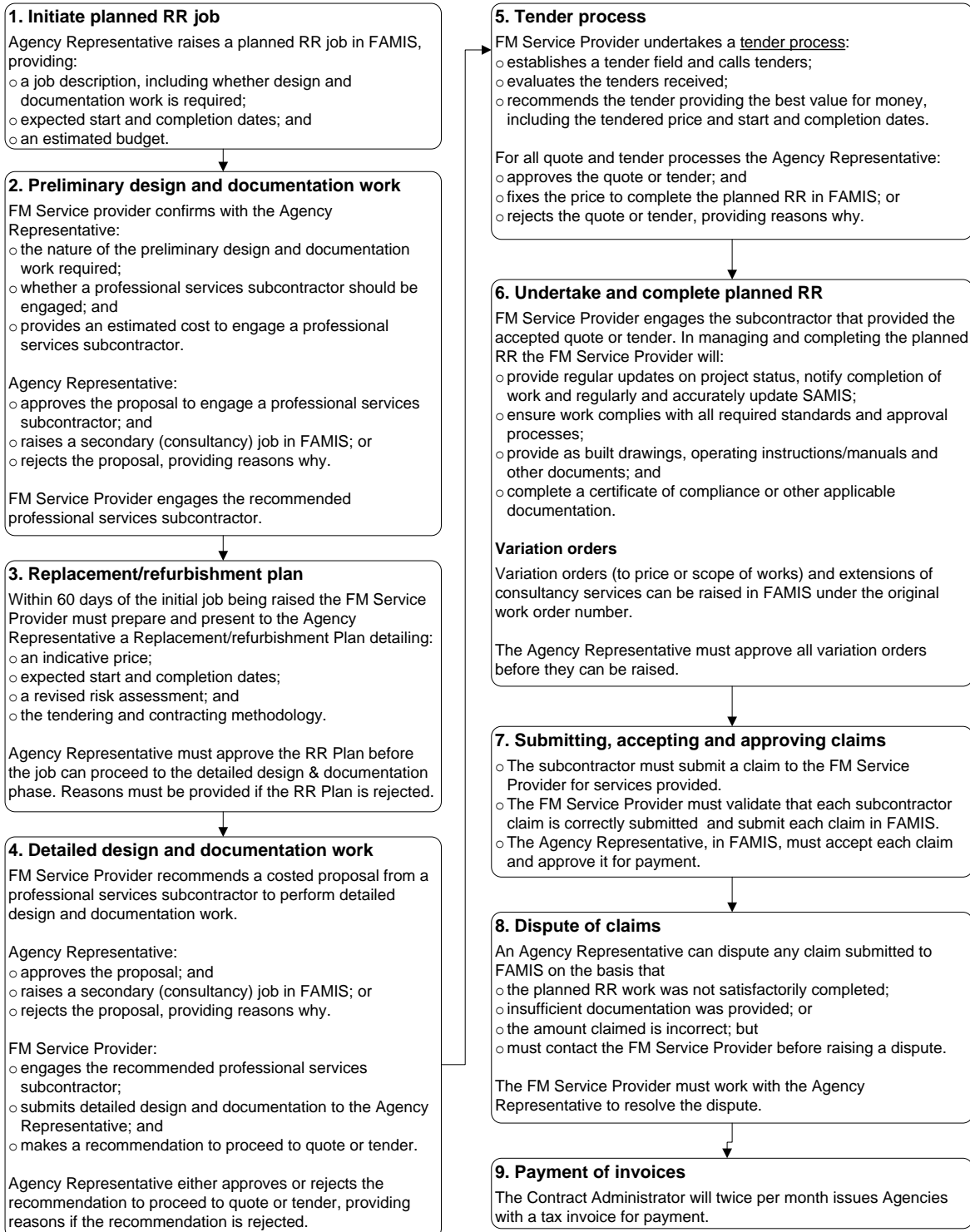
12.12. Planned replacement/refurbishment maintenance work procedure flow charts (Metropolitan Adelaide and Regional SA)

PLANNED RR OF VALUE \$5,000 (EXCL. GST) TO \$150,000 (EXCL. GST)





PLANNED RR OF VALUE \$150,001 (EXCL. GST) TO \$1,000,000 (EXCL. GST)





Section 13

Planned minor works



13. Planned minor works

The information and processes described below are provided to assist Agency Representatives responsible for the procurement of planned minor works (MW) under the FM Services Arrangements.

13.1. Planned minor works information

Planned MW comprises those facilities management services:

- involving additions or modifications to existing buildings or upgrading of existing building fabric, plant and equipment or new works at designated locations; and
- with an estimated value of \$5,000 (exclusive of GST) or more but less than \$150,000 (exclusive of GST); and
- mostly have a start date that is part of a planned program but can also be requested by the Agency Representative from time-to-time.

Planned MW are designed to ensure that designated locations are supported and maintained to a standard that allows their operational and functional objectives to be achieved.

13.2. Preparation of the planned minor works program

Service delivery plans and service delivery budgets for planned MW for designated locations are developed in consultation between the relevant FM Service Provider and the Agency Representative for the designated location.

Preparation of service delivery plans and budgets for each Agency's planned MW program shall include:

In preparing service delivery plans and budgets for each Agency's planned MW program the FM Service Provider shall:

- Provide details of MW identified by the FM Service Provider and assist Agencies to develop the scope for the identified MW;
- provide a verified estimated cost to carry out the recommended planned MW, which will include the cost of any required consultancies and contingencies for each proposed MW;
- prioritise recommended works to suit the Agency's budget;
- ensure the service delivery plans are based on up-to-date information regarding the condition of designated locations and have given consideration to WOL and ESD principles; and
- provide the planned MW service delivery plan and budget in the agreed format.

Agency Representatives, in consultation with their FM Service Provider, are to determine the extent of MW to be included in the annual planned MW program. This will include confirmation of the planned MW the Agency is able to fund and the agreed budget for each item of work. This confirmation will be provided before the beginning of the coming program period and is to be provided in writing from the Agency Representative to the FM Service Provider.

The FM Service Provider will include the confirmed works and budgets in the planned MW



Program.

13.3. Initiating Planned Minor Works by the Agency Representative

The Agency Representative can instruct the FM Service Provider to procure and commence a planned MW by raising a job in FAMIS. The job order raised in FAMIS should include:

- a detailed description of the work to be performed, including any design work;
- confirmation of existing drawings and specifications describing the work to be performed;
- confirmation of a fixed budget (i.e. the cost of the required work has been “fixed” in FAMIS); and
- timeframes for completing the required work.

13.4. Procurement of planned minor works by the FM Service Provider

The process which the FM Service Provider must follow to procure any planned MW is dependent upon any direction given to it by the Agency Representative and the estimation of the value of the required planned MW, which includes the value of any required design and documentation work.

13.4.1 Procurement of required design and documentation work for planned minor works

Where design work is required for a planned MW job, the FM Service Provider must notify the Agency Representative:

- of the nature of the design work required (design documentation and construction administration); and
- if there is a need to engage a professional services subcontractor and an estimated cost for the professional services subcontractor to perform the design work.

The FM Service Provider is to agree with the Agency Representative the concept and design parameters for the design work (including any construction administration possibly required) and submit to the Agency Representative preliminary drawings and specifications based on this agreement for their written approval.

The Agency Representative must inform the FM Service Provider, in writing, if it does not approve the preliminary design work, including reasons why. The FM Service Provider must then re-submit the preliminary design work.

Once the Agency Representative has provided written approval to use the preliminary design work and where a professional services subcontractor is required to be engaged, the FM Service Provider shall submit fee offers from three (3) professional services subcontractors (where possible) and a recommendation for accepting a particular offer. The fee offers are to be obtained in accordance with the correct procedure (quote/tender) specified in the Contract/Framework depending on the estimated value of the design work required.

The Agency Representative shall approve the recommended offer in two stages:

- design/document/tender; and
- construction administration.

Approval must be indicated directly through FAMIS by fixing the agreed price against the original work order. If required throughout the course of the planned RR work, the original



work order can be extended to cover the cost of any additional consultancy by raising a variation order under the original job number.

The Agency Representative may not approve the recommended offer and request that the FM Service Provider make an alternative recommendation.

The FM Service Provider must carry out the unplanned RR in accordance with the design work approved by the Agency Representative.

13.4.2 Procurement of planned minor works less than \$20,000 (excl. GST)

As directed by the Agency Representative, the FM Service Provider may procure planned MW with a budget of less than \$20,000 (exclusive of GST) by:

- engaging a subcontractor by applying the Schedule of Rates; or
- undertaking a competitive process as described in Table 13 below.

Agency Representatives are encouraged to direct the FM Service Provider to procure planned MW works with a budget of less than \$20,000 (exclusive of GST) by engaging a subcontractor under the Schedule of Rates.

13.4.3 Procurement of planned minor works exceeding \$20,000 (excl. GST)

Planned MW with a budget exceeding \$20,000 (exclusive of GST) must be procured



through a competitive tender process as described in Table 13 below.

Table 13: Competitive processes for procuring planned minor works

Value of Planned MW	Process to procure
<p>The work is reasonably estimated as \$20,000 (excl. GST) or less.</p> <p><i>(Note that planned MW has a minimum value of \$5,000 (excl. GST).)</i></p>	<p>If directed by the Agency Representative to undertake a competitive quote process the FM Service Provider must:</p> <ol style="list-style-type: none"> 1. obtain three (3) quotes, either: <ul style="list-style-type: none"> • telephone quotes; or • if directed by the Agency Representative, written quotes; <ul style="list-style-type: none"> – telephone quotes are to be properly documented and recorded; and – the Agency Representative is able to nominate subcontractors from whom to request quotes; 2. provide the quotes to the Agency Representative, along with a recommendation as to the quote offering the best value for money; 3. on approval of the recommended quote by the Agency Representative, engage and manage the recommended subcontractor such that works are delivered in line with the accepted quote.
<p>The work is reasonably estimated as exceeding \$20,000 (excl. GST)</p> <p><i>(Note that planned MW has a maximum value of \$150,000 (excl. GST).)</i></p>	<p>A competitive tender process is to be undertaken. The FM Service Provider must:</p> <ol style="list-style-type: none"> 1. compile the tender documentation, including a detailed specification, approved by the Agency Representative, of the work to be performed; 2. call tenders from a minimum of three (3) subcontractors; 3. examine and analyse all tenders received and invite the Agency Representative to participate in the analysis should they desire; 4. recommend to the Agency Representative the tender that should be accepted; and 5. on approval of the recommended tender by the Agency Representative, engage and manage the recommended subcontractor such that works are delivered in line with the accepted tender.

13.5. Work order variations

Scope variations to planned MW must be approved by the Agency Representative. The reason for the variation can include:

- additional work;
- design change;
- funding change; or
- omissions by the FM Service Provider.

To protect against additional monies being claimed where a variation order results in a lower total price to complete the job, the Total Fixed Price should be reduced in FAMIS. Agency Representatives can request the fixed price to be lowered in FAMIS by emailing the AGFMA Section (AGFMASection@sa.gov.au) quoting the job number and the revised fixed price.

A variation order is required when the change to the scope of works results in an increase



to the total price to complete the job. The FAMIS process to follow to raise a variation order is available in “FAMIS Training Module 4 – Job Tracking, Adding a variation”, available [here](#).

13.6. Certification of Completion

The FM Service Provider shall complete all required statements to the satisfaction of the Agency Representative, confirming that works have been completed to all codes, standards, requirements, legislation and regulations and that all building fabric and plant and equipment data has been entered correctly into SAMIS.

13.7. Defects liability period

The FM Service Provider is to ensure that all faults identified in the Practical Completion Certificate when issued, including those notified by the Agency Representative during the defects liability period, are rectified promptly.

13.8. Requesting services to repair faults identified during a warranty or defects liability period

To initiate the repair of faults identified during a warranty or defects liability period, the Agency Representative should contact directly the FM Service Provider Facility Manager responsible for the management of FM services at the particular designated location and provide a description of the fault and action required. There is no requirement to raise a job in FAMIS.

It is then the responsibility of the FM Service Provider to engage the subcontractor responsible for the original installation/service to return to the designated location to fix the reported fault. The FM Service Provider is to ensure that the subcontractor undertakes the required service at its earliest opportunity.

All repairs of faults identified during a warranty or defects liability period are to be completed at no cost to the Agency.

NOTE: *The repair of faults identified during a warranty or defects liability period only applies to services for planned replacement/refurbishment maintenance, planned minor works and small construction works.*

13.9. Warranties and Guarantees

The FM Service Provider shall maintain and keep as up-to-date as possible a register of all warranties (including defects liability periods or warranties under construction, design or other contracts) and guarantees required by the Contract/FM Services Framework.

Warranties required include, but are not limited to, those from subcontractors for workmanship, materials, goods or equipment performed or supplied.

Upon the expiry of any warranty or defects liability period the FM Service Provider shall:

- add the item of plant, equipment or building fabric to the preventative maintenance plan for the designated location, including services required and budgeted costs; and
- obtain approval from the Agency Representative for the additional preventative maintenance services and budget.

13.10. Insurances

The FM Service Provider must ensure that all work and personnel at designated locations



and Agency risks have been covered by appropriate levels of insurance.

The Agency Representative shall be informed by the FM service provider of all insurance matters as part of the tender appraisal and recommendation process.

13.11. Objectives and outcomes: Agency expectations from planned minor works

In delivering planned MW services the FM Service Provider must, but is not limited to:

With regard to safety:

- ensure that all subcontractors are inducted on site at designated locations, including any site specific induction required by the Agency;
- ensure that all subcontractors are aware of all hazards on site and that a job safety analysis is completed and left on site; and
- check and update the asbestos register and definitions and requirements register at each designated location.
 - the Agency Representative is to ensure that the asbestos register is available and accessible for all subcontractors.

With regard to planned MW service delivery:

- consult with each Agency to develop and provide draft service delivery plans and budgets for planned MW at its designated locations, allowing for detailed Agency input;
- develop a scope of works where required, giving consideration to whole-of-life and ESD principles, preferred materials and processes and indicating budget and planned start/finish dates;
- provide cost estimates for all planned MW and obtain Agency approval for any variations;
- provide project support and management services required to implement planned MW service delivery plans at designated locations, including:
 - regular and accurate progress reports, including any delays, expected delays and reasons for the delays;
 - analysis of actual versus budgeted expenditure;
 - for projects extending over a number of months provide a program and monthly progress reports indicating the stage of activities and the required progress payment for works completed to date;
 - claims for progress payment are to be verified and approved for payment by the Agency Representative through FAMIS;
- ensure that all planned MW are completed:
 - within service delivery plans and budgets;
 - with minimal disruption to the operations of Designated Locations;
 - in compliance with Contract obligations (including the Minor Works Policies and Procedures Manual), Statutory Requirements, Building Code of Australia, relevant Australian Standards, relevant planning approvals and any standards specified by the Contract Administrator or Agency;
- provide practical completion certificates and final completion certificates, as required,



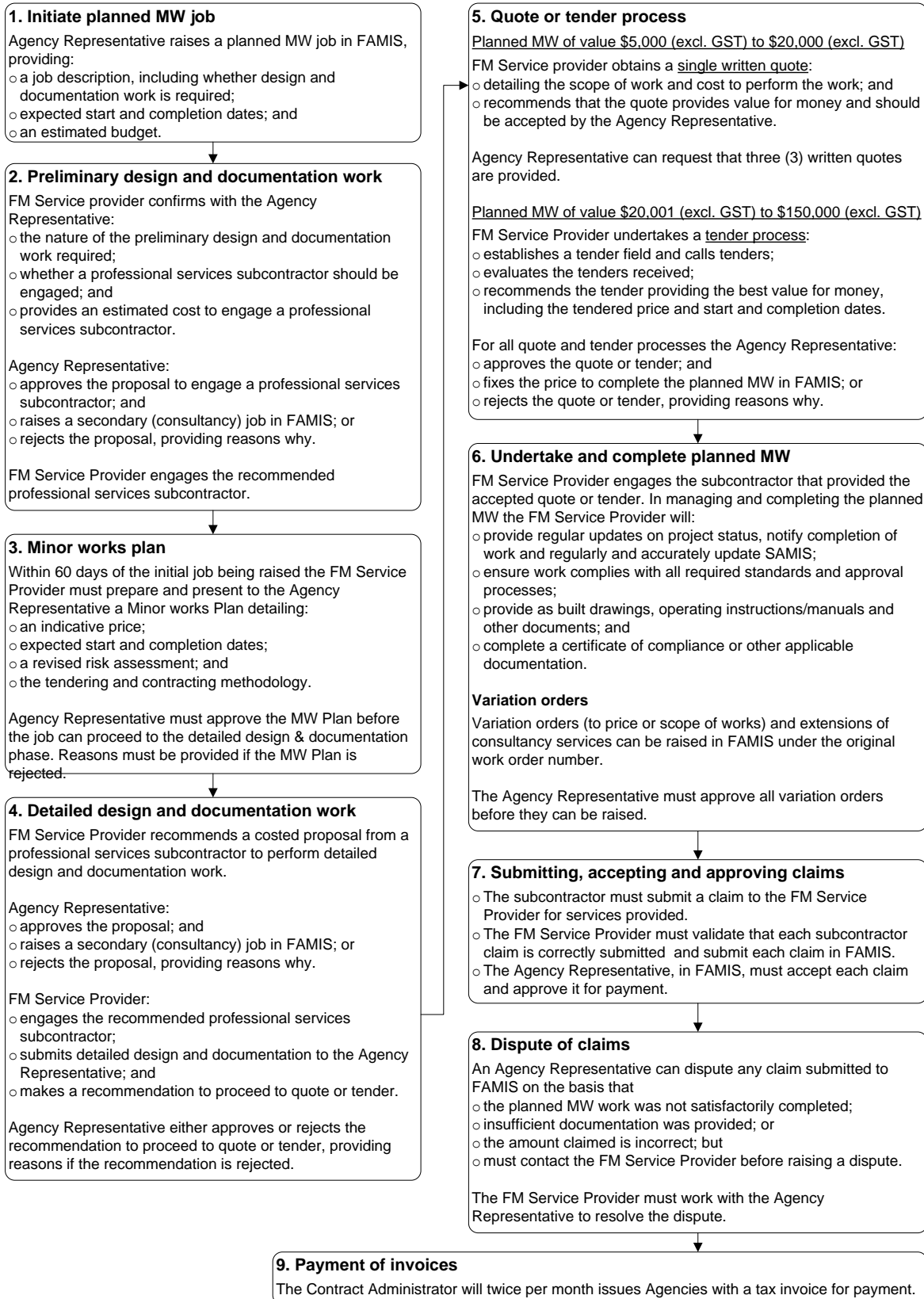
for all planned MW;

- provide all operating instructions or manuals, as built drawings and other documentation as required;
- with regard to SAMIS and the plant and equipment register, regularly, diligently and accurately update information in respect of planned MW, including conducting life cycle analysis on plant and equipment; and
- forward a claim for the completed works to the Agency Representative via FAMIS for validation and approval for payment;
 - the Agency Representative must ensure that claims submitted to FAMIS by the FM Service Provider are accepted and approved within 30 days of being submitted (FAMIS will “auto-approve all claims not approved by the Agency Representative within 30 days).



13.12. Planned minor works procedure flow chart (Metropolitan Adelaide and Regional SA)

PLANNED MW (\$5,000 [EXCL. GST] TO \$150,000 [EXCL. GST])





Section 14

Small construction works



14. Small construction works

The information and processes described below are provided to assist Agency Representatives responsible for the procurement of small construction works (SC) under the FM Services Arrangements.

14.1. Small construction works information

Small construction works comprises those facilities management services involving construction work costing \$150,000 (exclusive of GST) or more but less than \$1,000,000 (exclusive of GST). The limits for the values of SC are inclusive of construction costs and any costs to engage required professional services subcontractors.

For the purposes of the FM Services Arrangements, construction work is defined as,

“building work as defined in the Building Work Contractors Act 1995, including the whole or part of the work of excavating or filling of land not constituting building work. It;

- *includes the acquisition and installation of fixtures, plant, equipment, appliances and fittings in conjunction with building work; and*
- *includes the acquisition of survey, planning, design and other services in conjunction with building work; and*
- *excludes the acquisition of goods and services for the ongoing maintenance of a building or structure”.*

Small construction works must be undertaken in accordance with all Contract requirements.

14.2. Initiating Small Construction Works by the Agency Representative

The Agency Representative can instruct the FM Service Provider to procure and commence SC by raising a job in FAMIS. The job order raised in FAMIS should include:

- a brief Agency proposal; and
- the applicable budget for the work.

14.3. Procurement of Small Construction Works

The FM Service Provider must respond, procure and perform SC in accordance with the Small Construction Works Policies and Procedures Manual (the Manual).

The Manual provides information on policies and procedures related to SC that must be taken into consideration or implemented by the FM Service Provider and is based on the Construction Procurement Policy: Project Implementation Process (PIP). The PIP applies to construction work for the South Australian Government and provides detailed guidance on the delivery of SC jobs. The FM Service Provider is to refer to the PIP for an overview of the required steps in delivering small construction projects.

Subcontractors pre-qualified with DPTI are to be preferred when seeking quotes or establishing tender fields.

The Manual stipulates that SC jobs must be procured and delivered in five (5) phases: Concept; Design and Documentation; Tender; Construction; and Review.

NOTE: The Manual is complementary to the Contract/Framework and is not intended



to limit these in any way.

14.3.1 Concept phase

In the Concept phase the Agency Representative will initiate a SC job by providing a brief of requirements, an indicative budget and completion date to the FM Service Provider. This can be done through raising a work order in FAMIS.

The FM Service Provider must prepare a Small Construction Works Plan (SC Plan) in the form of a delivery plan that includes:

- a description of the scope of work;
- the impacts of the proposed job on the condition of the asset;
- an assessment of risks;
- the resources required;
- subcontract tendering and contracting methodology;
- the indicative cost on completion; and
- the indicative program (e.g. key milestones, completion date).

Development of Small Construction Works Plan

Where required, the FM Service Provider will engage and manage professional services subcontractors (architect, building designer, cost manager, engineer) such that they contribute their professional expertise in the development of the job brief and concept options such that they are sufficient for the Agency Representative to decide whether the SC job will proceed to the Design and Documentation phase. This shall include that costs are within the indicative budget and critical timelines can be met.

The SC Plan must be submitted to the Agency Representative within 60 days of the work order being raised and is to be accompanied by:

- all relevant supporting documentation (reports, cost estimates, quotes etc.); and
- a recommendation that approval is given to proceed to the design and documentation and tender phases.

At the end of the Concept phase the Agency Representative will decide whether the SC job will be approved to proceed to the Design and Documentation phase. Risks, opportunities and funding options are to be assessed using the SC Plan. Confirmation whether the SC job will proceed or not is to be provided in writing and will include confirmation of the job scope, budget and date for completion.

The Design and Documentation and Tender phases cannot commence without: written approval from the Agency; and a secondary FAMIS job for the Design and Documentation phase being created.

14.3.2 Design and Documentation phase

The Design and Documentation phase includes developing the approved concept design to a high level of design detail through schematic design and design development.

The FM Service Provider shall manage the specific professional services subcontractors to ensure that they contribute their professional expertise and that the design meets the functional and legislative requirements and the Agency's standards.

The Facilities Manager shall manage the specific professional services subcontractors to ensure that they develop the design and prepare the detailed drawings and specification



that will form the basis of the construction subcontracts, including as applicable the preparation of conditions of tendering and subcontract.

When the design is sufficiently detailed the FM Service Provider shall review the updated indicative cost and indicative completion date in relation to the approved cost and date. Should the job be in accordance with the Agency approval given to the SC Plan, the FM Service Provider shall obtain agency endorsement from the Agency Representative to proceed to the Tender phase. Should completion cost be greater, or completion date be later, than approved in the SC Plan, the FM Service Provider shall gain written approval from the Agency Representative for the variation(s) before proceeding to the Tender phase.

14.3.3 Tender phase

The Tender phase requires the FM Service Provider to establish a subcontractor tender field from a DPTI-approved panel of subcontractors, call and evaluate tenders. All requirements of the Contract, tendering codes and relevant DPTI policies must be adhered to.

At the end of this phase the Agency Representative will decide whether the SC job will proceed to the Construction phase. A SC job cannot proceed to the construction phase without the written approval of the Agency Representative.

NOTE: Single Select procurement for SC jobs is strongly discouraged and will be considered only in exceptional circumstances.

14.3.4 Construction phase

The Construction phase entails on-site activities by subcontractors that result in a new or refurbished asset at a designated location.

During this phase the FM Service Provider shall:

- ensure that subcontractors have the licences required to undertake construction work, check the asbestos register at the designated location prior to commencing work and remove any asbestos in accordance with the guidelines referenced in the Manual;
- ensure that the specific requirements of the drawings and specification approved by the Agency Representative are met; and
- manage the overall construction performance, in particular the quality of work and safety of operations.

Variation to agreed scope of SC job

During the Construction phase of any SC job there will be very limited circumstances under which the approved scope can be varied after the final fixed price is accepted. The limited circumstances will include unavoidable and essential scope change (additional or reduced) arising from a significant service delivery change at the designated location, a change in legislative requirements or latent conditions that could not reasonably have been anticipated by the FM Service Provider, or other circumstances approved by the Contract Administrator (not the Agency Representative).

Variations will not be approved for errors in the tender or contract documents, errors in the final fixed price, a direction by or delay caused by a municipal, public or statutory authority or directions from unauthorised persons at the designated location.

A variation to the SC job shall be approved in writing by the Agency Representative and a variation order created in FAMIS for the fixed price value before implementation by the FM Service Provider. In urgent or special circumstances (e.g. site emergency or



remote areas), verbal approval can be sought from the Agency Representative and followed up in writing and a variation order created in FAMIS for the fixed price within three (3) working days.

At the completion of the Construction phase the FM Service Provider shall create a new, or amend existing preventative maintenance schedule(s), to reflect changes from the SC job and appropriately update SAMIS.

14.3.5 Review phase

The Review phase ensures all construction work has been completed and there is a smooth handover of the SC job to the Agency.

The FM Service Provider shall monitor the performance of the work under the SC job, generally for twelve (12) months, and make any adjustments required to rectify the work in response to Agency operational issues.

Within 90 days of the completion and handover of a SC job the FM Service Provider shall conduct life cycle analysis on plant, equipment and building fabric and update any data in SAMIS in line with the requirements of the Contract/Framework.

A full description of all phases in the procurement and delivery of SC jobs and the responsibilities of the FM Service Provider and Agency Representatives is available in the Manual.

14.4. Warranty register

The FM Service Provider shall maintain and keep as up-to-date as possible a register of all warranties (including defects liability periods or warranties under construction, design or other contracts) and guarantees required by the Contract/FM Services Framework.

Warranties required include, but are not limited to, those from subcontractors for workmanship, materials, goods or equipment performed or supplied.

Upon the expiry of any warranty or defects liability period the FM Service Provider shall:

- add the item of plant, equipment or building fabric to the preventative maintenance plan for the designated location, including services required and budgeted costs; and
- obtain approval from the Agency Representative for the additional preventative maintenance services and budget.

14.5. Requesting services to repair faults identified during a warranty or defects liability period

To initiate the repair of faults identified during a warranty or defects liability period, the Agency Representative should contact directly the FM Service Provider Facility Manager responsible for the management of FM services at the particular designated location and provide a description of the fault and action required. There is no requirement to raise a job in FAMIS.

It is then the responsibility of the FM Service Provider to engage the subcontractor responsible for the original installation/service to return to the designated location to fix the reported fault. The FM Service Provider is to ensure that the subcontractor undertakes the required service at its earliest opportunity.

All repairs of faults identified during a warranty or defects liability period are to be completed at no cost to the Agency.

NOTE: *The repair of faults identified during a warranty or defects liability period only applies to services for planned replacement/refurbishment maintenance, planned*



minor works and small construction works.

14.6. Objectives and Outcomes: Agency expectations from small construction works

In undertaking SC jobs the FM Service Provider must, but is not limited to:

With regard to safety:

- ensure that all subcontractors are inducted on site at designated locations , including any site specific induction required by the Agency;
- ensure that all subcontractors are aware of all hazards on site; and
- check and update the asbestos register and definitions and requirements register at each designated location.
 - the Agency Representative is to ensure that the asbestos register is available and accessible for all subcontractors.
- in circumstances where FM services may be considered “construction work” (as that term is defined in the WHS Act 2012), advise the Agency of its obligations under the WHS Act 2012 and WHS Regulations 2012;

With regard to SC service delivery:

- develop and manage each SC job to ensure that it is accomplished on terms that:
 - represent value for money; and
 - comply with the Contract/Framework, the Building Code of Australia, all relevant planning approvals and any standards specified by the Contract Administrator;
- assist Agencies with the development of brief scopes of work where required, including consideration of WOL and ESD principles, preferred materials and processes;
- conduct on-site inspections at designated locations, liaising with the Agency Representative;
- obtain approvals required by the Small Construction Works Policies and Procedures Manual before progressing to the next stage of the SC process;
- provide project support and management services required to implement SC jobs, including:
 - regular and accurate progress reports, including any delays, expected delays and reasons for the delays;
 - analysis of actual versus budgeted expenditure;
 - for projects extending over a number of months provide a program and monthly progress reports indicating the stage of activities and the required progress payment for works completed to date;
 - claims for progress payment are to be verified and approved for payment by the Agency Representative through FAMIS;
- obtain Agency approval for any variations;
- provide practical completion certificates and final completion certificates, as required,

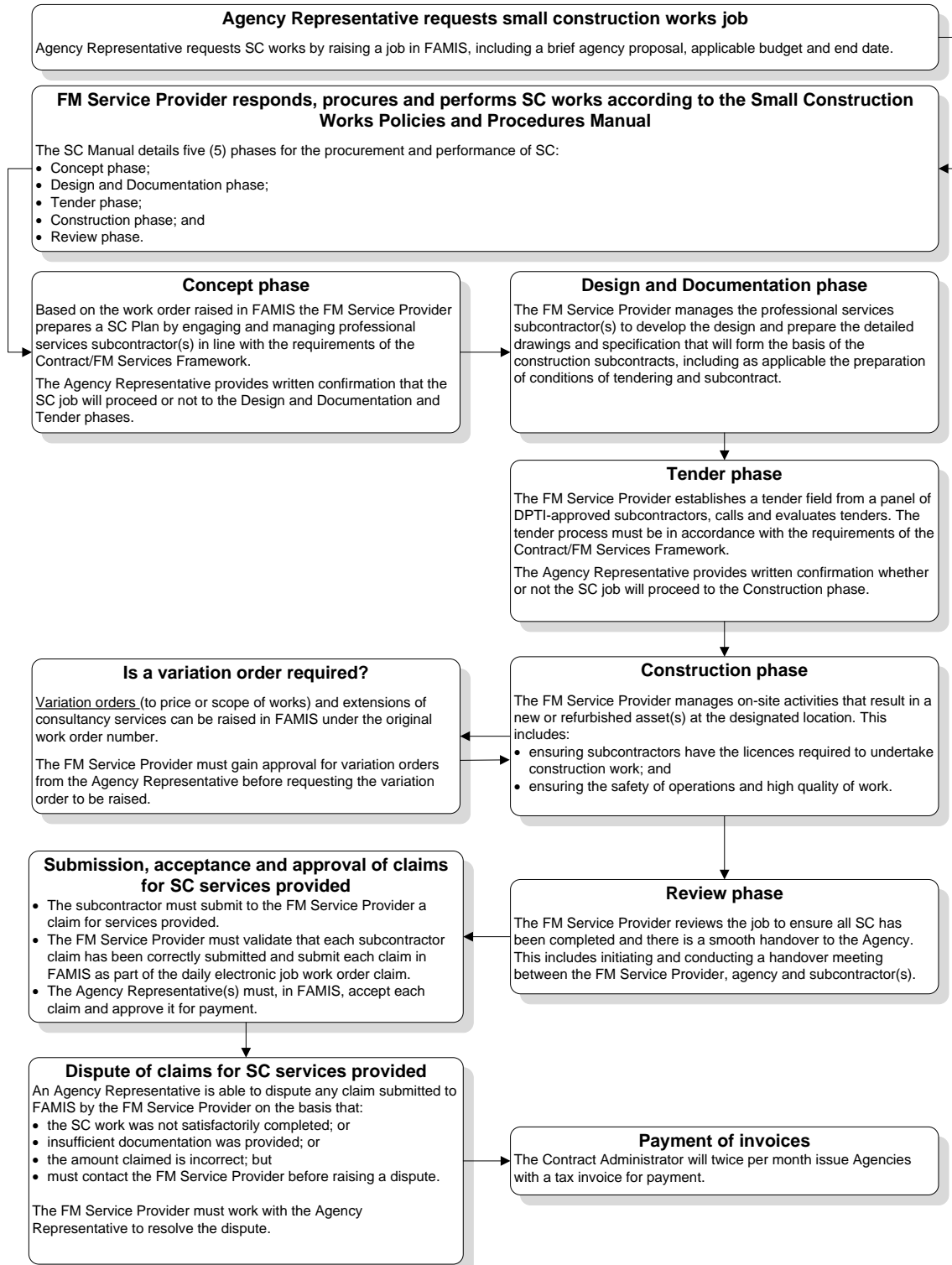


for all SC jobs;

- ensure that all SC jobs are completed with minimal disruption to designated locations;
- provide all operating instructions or manuals, as built drawings and other documentation as required; and
- with regard to SAMIS and the plant and equipment register, regularly, diligently and accurately update information in respect of SC jobs, including conducting life cycle analysis on plant, equipment and building fabric.



14.7. Small construction works procedure flow chart (metropolitan Adelaide and Regional SA)





Section 15

Property services



15. Property Services

The information and processes described below are provided to assist Agency Representatives responsible for the procurement of planned Property Services under the FM Services Arrangements.

Property Services consists of:

- Cleaning services (CL);
- Hygiene services (HY)
- Security services (SE)
- Grounds maintenance (GR)
- Waste management (WM).

Responsive or unplanned property services including cleaning spills, immediate security requirements etc. can be procured utilising the procedures to request unplanned services (see [Section 7](#)).

15.1. Cleaning services

15.1.1 Cleaning services information

Cleaning services are FM services provided to ensure that designated locations are maintained in a clean and hygienic condition so that their operational and functional objectives are met. The FM Services Arrangements provide for three types of cleaning service: general, periodical and consumables.

15.1.2 Preparation of service delivery plans and service delivery budgets for cleaning services

Service delivery plans and service delivery budgets for cleaning services for designated locations serviced by Spotless (i.e. in regions N and C) are developed in consultation between Spotless, the relevant Agency Representative and the Contract Administrator. Cleaning services service delivery plans and budgets for designated locations serviced by DPTI-Facilities Services (i.e. in regions S and R) are developed in consultation between DPTI-FS and the relevant Agency.

Each year at the commencement of the annual planning period the Agency Representative shall confirm the scope of the required CL services at each designated location, including the times at which services are to be provided, e.g. weekdays, weekends, public holidays, school/tertiary holidays.

Based upon the information provided the FM Service Provider will prepare a detailed specification to the satisfaction of the Contract Administrator and/or Agency Representative and contract documentation ready for tendering.

The FM Service Provider shall prepare a draft CL service delivery plan and budget for each designated location, detailing:

- the name(s) of proposed cleaning subcontractor(s);
- the proposed methodology and program of activities (e.g. days and times employees of the subcontractor will be in attendance at each designated location and the number of employees to be utilised on each attendance) to achieve the Agency's objectives;



and

- labour rates for employees and budgeted costs for cleaning consumables.

15.1.3 Consideration of the service delivery plans and service delivery budgets for cleaning services

For designated locations serviced by Spotless (i.e. in regions C and N), the draft CL service delivery plan and budget is submitted to the Contract Administrator for review of the correctness of content and format. Should the draft service delivery plan be to the satisfaction of the Contract Administrator, it is forwarded to the relevant Agency Representative for approval. Should it not be of the required standard, it is required to be amended by Spotless so that the content and format are of the required standard.

For designated locations serviced by DPTI-Facilities Services (DPTI-FS), the draft CL service delivery plan and budget is submitted directly to the relevant Agency Representative.

In all instances the Agency Representative shall consider the draft CL service delivery plan and budget for each designated location.

In instances where a draft CL service delivery plan and budget is not satisfactory the Agency Representative shall:

- for designated locations serviced by Spotless, notify in writing (including reasons why) both the FM Service Provider and Contract Administrator; the FM Service Provider shall submit a revised plan and budget to the Agency Representative;
- for designated locations serviced by DPTI-FS, the FM Service Provider shall be advised in writing (including the reasons why) and a revised plan and budget shall be submitted to the Agency Representative.

This process shall continue until each CL service delivery plan is of the required standard.

Before the start of the coming program period the Agency Representative shall:

- for designated locations serviced by Spotless provide written notification to the Contract Administrator of acceptance of the CL service delivery plan and budget for each designated location; or
- for designated locations serviced by DPTI-FS provide written notification to the FM Service Provider of acceptance of the CL service delivery plan and budget for each designated location.

15.1.4 Generating a work order number for cleaning services

Cleaning services jobs are created from the CL service delivery plan agreed between the Agency Representative and the FM Service Provider during the annual planning period.

For designated locations serviced by Spotless, upon confirmation that the CL service delivery plans and budgets have been accepted, the DPTI AGFMA Section will arrange for the generation of work orders within FAMIS for all services included in the CL service delivery plan.

For Designated Locations serviced by DPTI-FS, FAMIS work order numbers for services associated with accepted CL service delivery plans will be arranged by the appropriate



DPTI-FS representative.

15.1.5 Amendment of the cleaning services plan

Additional CL services can be requested by Agency Representatives over the term of the FM Services Arrangements. Upon notification of agreement of the additional CL services to be provided and budgeted costs, the DPTI AGFMA Section/DPTI-FS representative will arrange the generation of work orders within FAMIS. The FM Service Provider is to update the CL service delivery plan to reflect the additional required services.

15.1.6 Job billing and validation

The FM Service Provider shall claim CL on a monthly basis through submission of claims in FAMIS.

Each month the Agency Representative is required to validate that services have been undertaken as required (acceptance of the claim) and approve each claim for payment within 30 days of the claim being submitted.

15.1.7 Objectives and outcomes: Agency expectations from cleaning services

In delivering CL services the FM Service Provider must, but is not limited to:

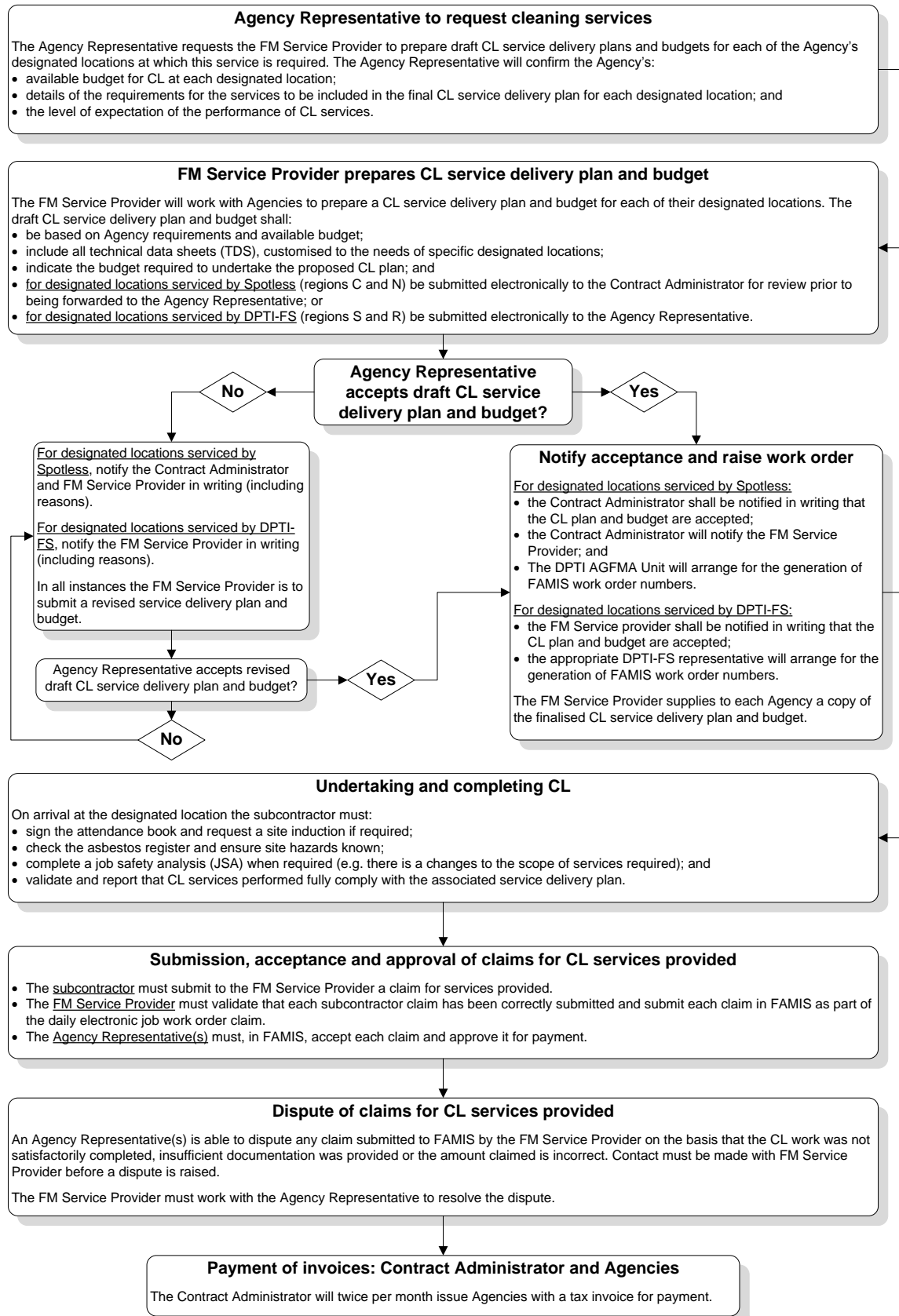
With regard to safety:

- ensure that all subcontractors are inducted on site at designated locations , including any site specific induction required by the Agency;
- ensure that all subcontractors are aware of all hazards on site and a job safety analysis has been completed;
- check and update the asbestos register and definitions and requirements register at each designated location;
 - the Agency Representative is to ensure that the asbestos register is available and accessible for all subcontractors; and
- ensure the safety of all persons at the designated location and comply with all WHS legislative requirements.

With regard to CL service delivery

- produce an appropriate scope of works to ensure each designated location is maintained in a clean and hygienic condition so that its operation and functional objectives are met;
- identify opportunities for Agencies to minimise the level of expenditure incurred on cleaning;
- ensure that its own employees and those of subcontractors have the required security clearances; and
- provide all personnel at each designated location with an environment that is tidy and visually and hygienically clean at all times.

15.1.8 Cleaning services works procedure flow chart (Metropolitan Adelaide and Regional SA)





15.2. Hygiene services

15.2.1 Hygiene services information

Hygiene services (HY) are facilities management (FM) services provided to ensure that designated locations are maintained in a hygienic and clean condition so that their operational and functional objectives are met.

15.2.2 Preparation of service delivery plans and service delivery budgets for hygiene services

Service delivery plans and service delivery budgets for HY for designated locations serviced by Spotless (i.e. in regions N and C) are developed in consultation between Spotless, the relevant Agency Representative and the Contract Administrator. Hygiene services service delivery plans and budgets for designated locations serviced by DPTI-Facilities Services (i.e. in regions S and R) are developed in consultation between DPTI-FS and the relevant Agency.

Each year at the commencement of the annual planning period the Agency Representative shall confirm to the FM Service Provider the scope of the required HY services at each designated location, including the times at which services are to be provided, e.g. weekdays, weekends, public holidays, school/tertiary holidays.

Based upon the information provided the FM Service Provider will prepare a detailed specification to the satisfaction of the Contract Administrator and/or Agency Representative and contract documentation ready for tendering.

The FM Service Provider shall prepare a draft HY service delivery plan and budget for each designated location, detailing:

- the name(s) of proposed hygiene subcontractor(s); and
- the proposed methodology and program of activities (e.g. days and times of services) to achieve the Agency's objectives.

15.2.3 Consideration of the service delivery plans and service delivery budgets for hygiene services

For designated locations serviced by Spotless (i.e. in regions C and N), the draft HY service delivery plan and budget is submitted to the Contract Administrator for review of the correctness of content and format. Should the draft service delivery plan be to the satisfaction of the Contract Administrator, it is forwarded to the relevant Agency Representative for approval. Should it not be of the required standard, it is required to be amended by Spotless so that the content and format are of the required standard.

For designated locations serviced by DPTI-Facilities Services (DPTI-FS), the draft HY service delivery plan and budget is submitted directly to the relevant Agency Representative.

In all instances the Agency Representative shall consider the draft HY service delivery plan and budget for each designated location.

In instances where a draft HY service delivery plan and budget is not satisfactory the Agency Representative shall:

- for designated locations serviced by Spotless, notify in writing (including reasons why) both the FM Service Provider and Contract Administrator; the FM Service Provider shall submit a revised plan and budget to the Agency Representative;
- for designated locations serviced by DPTI-FS, the FM Service Provider shall be



advised in writing (including the reasons why) and a revised plan and budget shall be submitted to the Agency Representative.

This process shall continue until each HY service delivery plan is of the required standard.

Before the start of the coming program period the Agency Representative shall:

- for designated locations serviced by Spotless provide written notification to the Contract Administrator of acceptance of the HY service delivery plan and budget for each designated location; or
- for designated locations serviced by DPTI-FS provide written notification to the FM Service Provider of acceptance of the HY service delivery plan and budget for each designated location.

15.2.4 Generating a work order number for hygiene services

Hygiene services jobs are created from the HY service delivery plan agreed between the Agency Representative and the FM Service Provider during the annual planning period.

For designated locations serviced by Spotless, upon confirmation that the HY service delivery plans and budgets have been accepted, the DPTI AGFMA Section will arrange for the generation of work orders within FAMIS for all services included in the HY service delivery plan.

For Designated Locations serviced by DPTI-FS, FAMIS work order numbers for services associated with accepted HY service delivery plans will be arranged by the appropriate DPTI-FS representative.

15.2.5 Amendment of the hygiene services plan

Additional HY services can be requested by Agency Representatives over the term of the FM Services Arrangements. Upon notification of agreement of the additional HY services to be provided and budgeted costs, the DPTI AGFMA Section/DPTI-FS representative will arrange the generation of work orders within FAMIS. The FM Service Provider is to update the HY service delivery plan to reflect the additional required services.

15.2.6 Job billing and validation

The FM Service Provider shall claim HY on a monthly basis through submission of claims in FAMIS.

Each month the Agency Representative is required to validate that services have been undertaken as required (acceptance of the claim) and approve each claim for payment within 30 days of the claim being submitted.

15.2.7 Objectives and Outcomes: Agency expectations from hygiene services

In delivering HY services the FM Service Provider must, but is not limited to:

With regard to safety:

- ensure that all subcontractors are inducted on site at designated locations , including any site specific induction required by the Agency;
- ensure that all subcontractors are aware of all hazards on site and a job safety analysis has been completed;
- check and update the asbestos register and definitions and requirements register at each designated location;
 - the Agency Representative is to ensure that the asbestos register is available and



accessible for all subcontractors; and

- ensure the safety of all persons at the designated location and comply with all WHS legislative requirements.

With regard to HY service delivery:

- produce an appropriate scope of works to ensure each designated location is maintained in a hygienic and clean condition so that its operation and functional objectives are met;
- identify opportunities for Agencies to minimise the level of expenditure incurred on HY;
- ensure that its own employees and those of subcontractors have the required security clearances; and
- provide all personnel at each Designated Location with an environment that is hygienically clean at all times.



15.2.8 Hygiene services works procedure flow chart (Metropolitan Adelaide and

Regional SA)

Agency Representative to request hygiene services

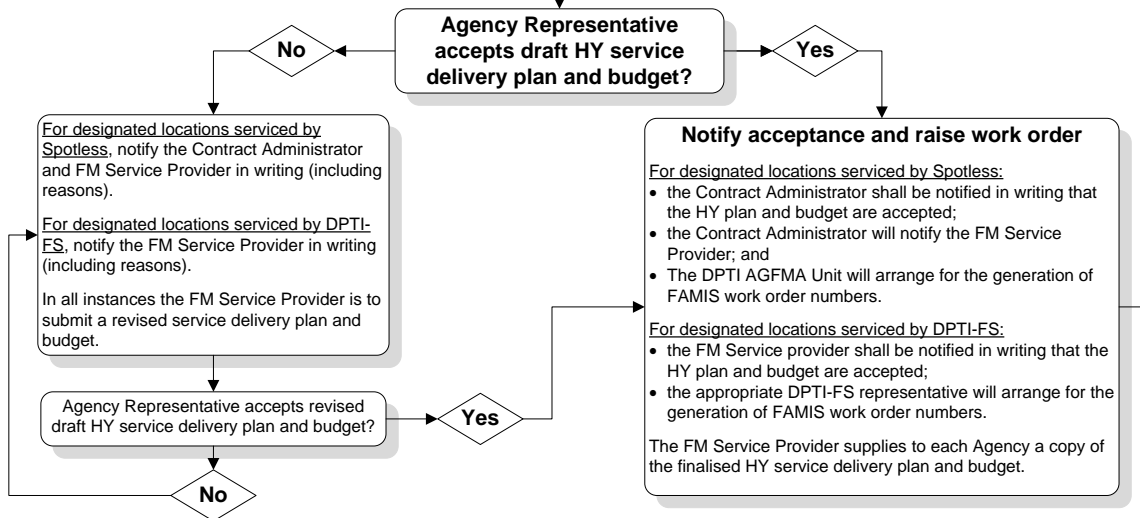
The Agency Representative requests the FM Service Provider to prepare draft HY service delivery plans and budgets for each of the Agency's designated locations at which this service is required. The Agency Representative will confirm the Agency's:

- available budget for HY at each designated location;
- details of the requirements for the services to be included in the final HY service delivery plan for each designated location; and
- the level of expectation of the performance of HY services.

FM Service Provider prepares HY service delivery plan and budget

The FM Service Provider will work with Agencies to prepare a HY service delivery plan and budget for each of their designated locations. The draft HY service delivery plan and budget shall:

- be based on Agency requirements and available budget;
- include all technical data sheets (TDS), customised to the needs of specific designated locations;
- indicate the budget required to undertake the proposed HY plan; and
- for designated locations serviced by Spotless (regions C and N) be submitted electronically to the Contract Administrator for review prior to being forwarded to the Agency Representative; or
- for designated locations serviced by DPTI-FS (regions S and R) be submitted electronically to the Agency Representative.



Undertaking and completing HY

On arrival at the designated location the subcontractor must:

- sign the attendance book and request a site induction if required;
- check the asbestos register and ensure site hazards known;
- complete a job safety analysis (JSA) when required (e.g. there is a change to the scope of services required); and
- validate and report that HY services performed fully comply with the associated service delivery plan.

Submission, acceptance and approval of claims for HY services provided

- The subcontractor must submit to the FM Service Provider a claim for services provided.
- The FM Service Provider must validate that each subcontractor claim has been correctly submitted and submit each claim in FAMIS as part of the daily electronic job work order claim.
- The Agency Representative(s) must, in FAMIS, accept each claim and approve it for payment.

Dispute of claims for HY services provided

An Agency Representative(s) is able to dispute any claim submitted to FAMIS by the FM Service Provider on the basis that the HY work was not satisfactorily completed, insufficient documentation was provided or the amount claimed is incorrect. Contact must be made with FM Service Provider before a dispute is raised.

The FM Service Provider must work with the Agency Representative to resolve the dispute.

Payment of invoices: Contract Administrator and Agencies

The Contract Administrator will twice per month issue Agencies with a tax invoice for payment.



15.3. Security services

15.3.1 Security services information

Security services (SE) are facilities management (FM) services provided to ensure that all occupants, buildings, facilities, plant and equipment at designated locations are safe and secure. Security services also aim to minimise incidents of fire, theft and vandalism.

Security services typically comprise one or more of the following categories:

- patrol and roving patrol services;
- access and exit control services;
- electronic security services;
- emergency response services;
- search and investigation services;
- accompaniment services; and
- security appraisal services.

15.3.2 Preparation of service delivery plans and service delivery budgets for security services

Service delivery plans and service delivery budgets for SE for designated locations serviced by Spotless (i.e. in regions N and C) are developed in consultation between Spotless, the relevant Agency Representative and the Contract Administrator. Security services service delivery plans and budgets for designated locations serviced by DPTI-Facilities Services (i.e. in regions S and R) are developed in consultation between DPTI-FS and the relevant Agency.

Each year at the commencement of the annual planning period the Agency Representative shall confirm to the FM Service Provider the scope of the required SE at each designated location, including the times at which services are to be provided, e.g. weekdays, weekends, public holidays, school/tertiary holidays.

Confirmation of the scope may include a briefing related to services which may be combined with SE, e.g. security personnel may be able to assist in cleaning waste paper baskets or changing accessible light globes.

Based upon the information provided the FM Service Provider will prepare a detailed specification to the satisfaction of the Contract Administrator and/or Agency Representative and contract documentation ready for tendering.

The FM Service Provider shall prepare a draft SE service delivery plan and budget for each designated location, detailing:

- the name(s) of proposed security subcontractor(s);
- the proposed methodology and program of activities (e.g. days and times of services) to achieve the Agency's objectives; and
- a resource statement including the number of employees to be present at the designated location for each service, labour rates, overhead costs etc.

15.3.3 Agency consideration of the service delivery plans and service delivery budgets for security services

For designated locations serviced by Spotless (i.e. in regions C and N), the draft SE service delivery plan and budget is submitted to the Contract Administrator for review of



the correctness of content and format. Should the draft service delivery plan be to the satisfaction of the Contract Administrator, it is forwarded to the relevant Agency Representative for approval. Should it not be of the required standard, it is required to be amended by Spotless so that the content and format are of the required standard.

For designated locations serviced by DPTI-Facilities Services (DPTI-FS), the draft SE service delivery plan and budget is submitted directly to the relevant Agency Representative.

In all instances the Agency Representative shall consider the draft SE service delivery plan and budget for each designated location.

In instances where a draft SE service delivery plan and budget is not satisfactory the Agency Representative shall:

- for designated locations serviced by Spotless, notify in writing (including reasons why) both the FM Service Provider and Contract Administrator; the FM Service Provider shall submit a revised plan and budget to the Agency Representative;
- for designated locations serviced by DPTI-FS, the FM Service Provider shall be advised in writing (including the reasons why) and a revised plan and budget shall be submitted to the Agency Representative.

This process shall continue until each SE service delivery plan is of the required standard.

Before the start of the coming program period the Agency Representative shall:

- for designated locations serviced by Spotless provide written notification to the Contract Administrator of acceptance of the SE service delivery plan and budget for each designated location; or
- for designated locations serviced by DPTI-FS provide written notification to the FM Service Provider of acceptance of the SE service delivery plan and budget for each designated location.

15.3.4 Generating a work order number for security services

Security services jobs are created from the SE service delivery plan agreed between the Agency Representative and the FM Service Provider during the annual planning period.

For designated locations serviced by Spotless, upon confirmation that the SE service delivery plans and budgets have been accepted, the DPTI AGFMA Section will arrange for the generation of work orders within FAMIS for all services included in the SE service delivery plan.

For designated locations serviced by DPTI-FS, FAMIS work order numbers for services associated with accepted SE service delivery plans will be arranged by the appropriate DPTI-FS representative.

15.3.5 Amendment of the security services plan

Additional SE services can be requested by Agency Representatives over the term of the FM Services Arrangements. Upon notification of agreement of the additional SE services to be provided and budgeted costs, the DPTI AGFMA Section/DPTI-FS representative will arrange the generation of work orders within FAMIS. The FM Service Provider is to update the SE service delivery plan to reflect the additional required services.

15.3.6 Job billing and validation

The FM Service Provider shall claim SE on a monthly basis through submission of claims



in FAMIS.

Each month the Agency Representative is required to validate that services have been undertaken as required (acceptance of the claim) and approve each claim for payment within 30 days of the claim being submitted.

15.3.7 Objectives and outcomes: Agency expectations from security services

In delivering SE services the FM Service Provider must, but is not limited to:

With regard to safety:

- ensure that all subcontractors are inducted on site at designated locations , including any site specific induction required by the Agency;
- ensure that all subcontractors are aware of all hazards on site and a job safety analysis has been completed;
- check and update the asbestos register and definitions and requirements register at each designated location;
 - the Agency Representative is to ensure that the asbestos register is available and accessible for all subcontractors; and
- ensure the safety of all persons at the Designated Location and comply with all WHS legislative requirements.

With regard to SE service delivery:

- produce an appropriate scope of works to ensure that:
 - all occupants, buildings, facilities, plant and equipment at designated locations are safe and secure so that their operation and functional objectives are met;
 - incidents of fire, theft and vandalism are minimised;
- identify opportunities for Agencies to minimise the level of expenditure incurred on SE;
- ensure that its own employees and those of subcontractors have the required security clearances; and
- provide all personnel at each designated location with an environment that is safe and secure at all times.

15.3.8 Security services procedure flow chart (Metropolitan Adelaide and Regional

SA)

Agency Representative to request security services

The Agency Representative requests the FM Service Provider to prepare draft SE service delivery plans and budgets for each of the Agency's designated locations at which this service is required. The Agency Representative will confirm the Agency's:

- available budget for SE at each designated location;
- details of the requirements for the services to be included in the final SE service delivery plan for each designated location; and
- the level of expectation of the performance of SE services.

FM Service Provider prepares SE service delivery plan and budget

The FM Service Provider will work with Agencies to prepare a SE service delivery plan and budget for each of their designated locations. The draft SE service delivery plan and budget shall:

- be based on Agency requirements and available budget;
- include all technical data sheets (TDS), customised to the needs of specific designated locations;
- indicate the budget required to undertake the proposed SE plan; and
- for designated locations serviced by Spotless (regions C and N) be submitted electronically to the Contract Administrator for review prior to being forwarded to the Agency Representative; or
- for designated locations serviced by DPTI-FS (regions S and R) be submitted electronically to the Agency Representative.

Agency Representative accepts draft SE service delivery plan and budget?

No

Yes

For designated locations serviced by Spotless, notify the Contract Administrator and FM Service Provider in writing (including reasons).

For designated locations serviced by DPTI-FS, notify the FM Service Provider in writing (including reasons).

In all instances the FM Service Provider is to submit a revised service delivery plan and budget.

Agency Representative accepts revised draft SE service delivery plan and budget?

No

Yes

Notify acceptance and raise work order

For designated locations serviced by Spotless:

- the Contract Administrator shall be notified in writing that the SE plan and budget are accepted;
- the Contract Administrator will notify the FM Service Provider; and
- The DPTI AGFMA Unit will arrange for the generation of FAMIS work order numbers.

For designated locations serviced by DPTI-FS:

- the FM Service provider shall be notified in writing that the SE plan and budget are accepted;
- the appropriate DPTI-FS representative will arrange for the generation of FAMIS work order numbers.

The FM Service Provider supplies to each Agency a copy of the finalised SE service delivery plan and budget.

Undertaking and completing SE

On arrival at the designated location the subcontractor must:

- sign the attendance book and request a site induction if required;
- check the asbestos register and ensure site hazards known;
- complete a job safety analysis (JSA) when required (e.g. there is a change to the scope of services required); and
- validate and report that SE services performed fully comply with the associated service delivery plan.

Submission, acceptance and approval of claims for SE services provided

- The subcontractor must submit to the FM Service Provider a claim for services provided.
- The FM Service Provider must validate that each subcontractor claim has been correctly submitted and submit each claim in FAMIS as part of the daily electronic job work order claim.
- The Agency Representative(s) must, in FAMIS, accept each claim and approve it for payment.

Dispute of claims for SE services provided

An Agency Representative(s) is able to dispute any claim submitted to FAMIS by the FM Service Provider on the basis that the SE work was not satisfactorily completed, insufficient documentation was provided or the amount claimed is incorrect. Contact must be made with FM Service Provider before a dispute is raised.

The FM Service Provider must work with the Agency Representative to resolve the dispute.

Payment of invoices: Contract Administrator and Agencies

The Contract Administrator will twice per month issue Agencies with a tax invoice for payment.



15.4. Grounds maintenance

15.4.1 Grounds maintenance information

Grounds maintenance (GR) services comprise facilities management (FM) services required to maintain the grounds, paved areas and the land environment at the designated location in a visually neat and tidy, safe, clean and useable condition.

15.4.2 Preparation of service delivery plans and service delivery budgets for grounds maintenance services

Service delivery plans and service delivery budgets for GR for designated locations serviced by Spotless (i.e. in regions N and C) are developed in consultation between Spotless, the relevant Agency Representative and the Contract Administrator. Grounds maintenance service delivery plans and budgets for designated locations serviced by DPTI-Facilities Services (i.e. in regions S and R) are developed in consultation between DPTI-FS and the relevant Agency.

Each year at the commencement of the annual planning period the Agency Representative shall confirm to the FM Service Provider the scope of the required GR at each designated location, including the times at which services are to be provided, e.g. weekdays, weekends, public holidays, school/tertiary holidays.

Based upon the information provided the FM Service Provider will prepare a detailed specification to the satisfaction of the Contract Administrator and/or Agency Representative and contract documentation ready for tendering.

The FM Service Provider shall prepare a draft GR service delivery plan and budget for each designated location, detailing:

- the name(s) of proposed grounds maintenance subcontractor(s);
- the proposed methodology and program of activities (e.g. days and times of services) to achieve the Agency's objectives; and
- a statement of labour rates, overhead costs etc.

15.4.3 Consideration of the service delivery plans and service delivery budgets for grounds maintenance services

For designated locations serviced by Spotless (i.e. in regions C and N), the draft GR service delivery plan and budget is submitted to the Contract Administrator for review of the correctness of content and format. Should the draft service delivery plan be to the satisfaction of the Contract Administrator, it is forwarded to the relevant Agency Representative for approval. Should it not be of the required standard, it is required to be amended by Spotless so that the content and format are of the required standard.

For designated locations serviced by DPTI-Facilities Services (DPTI-FS), the draft GR service delivery plan and budget is submitted directly to the relevant Agency Representative.

In all instances the Agency Representative shall consider the draft GR service delivery plan and budget for each designated location.

In instances where a draft GR service delivery plan and budget is not satisfactory the Agency Representative shall:

- for designated locations serviced by Spotless, notify in writing (including reasons why) both the FM Service Provider and Contract Administrator; the FM Service Provider



shall submit a revised plan and budget to the Agency Representative;

- for designated locations serviced by DPTI-FS, the FM Service Provider shall be advised in writing (including the reasons why) and a revised plan and budget shall be submitted to the Agency Representative.

This process shall continue until each GR service delivery plan is of the required standard.

Before the start of the coming program period the Agency Representative shall:

- for designated locations serviced by Spotless provide written notification to the Contract Administrator of acceptance of the GR service delivery plan and budget for each designated location; or
- for designated locations serviced by DPTI-FS provide written notification to the FM Service Provider of acceptance of the GR service delivery plan and budget for each designated location.

15.4.4 Generating a work order number for grounds maintenance services

Preventative maintenance jobs are created from the GR service delivery plan agreed between the Agency Representative and the FM Service Provider during the annual planning period.

For designated locations serviced by Spotless, upon confirmation that the GR service delivery plans and budgets have been accepted, the DPTI AGFMA Section will arrange for the generation of work orders within FAMIS for all services included in the SE service delivery plan.

For designated locations serviced by DPTI-FS, FAMIS work order numbers for services associated with accepted GR service delivery plans will be arranged by the appropriate DPTI-FS representative.

15.4.5 Amendment of the grounds maintenance plan

Additional GR services can be requested by Agency Representatives over the term of the FM Services Arrangements. Upon notification of agreement of the additional GR services to be provided and budgeted costs, the DPTI AGFMA Section/DPTI-FS representative will arrange the generation of work orders within FAMIS. The FM Service Provider is to update the GR service delivery plan to reflect the additional required services.

15.4.6 Job billing and validation

The FM Service Provider shall claim GR on a monthly basis through submission of claims in FAMIS.

Each month the Agency Representative is required to validate that services have been undertaken as required (acceptance of the claim) and approve each claim for payment within 30 days of the claim being submitted.

15.4.7 Objectives and outcomes: Agency expectations from grounds maintenance services

In delivering GR services the FM Service Provider must, but is not limited to:

With regard to safety:

- ensure that all subcontractors are inducted on site at designated locations, including any site specific induction required by the Agency;
- ensure that all subcontractors are aware of all hazards on site and a job safety



analysis has been completed;

- check and update the asbestos register and definitions and requirements register at each designated location;
 - the Agency Representative is to ensure that the asbestos register is available and accessible for all subcontractors; and
- ensure the safety of all persons at the designated location and comply with all WHS legislative requirements.

With regard to GR service delivery:

- produce an appropriate scope of works that provides all personnel at each designated location with an environment that is maintained in a visually neat and tidy, safe, clean and useable condition at all times;
- identify opportunities for Agencies to minimise the level of expenditure incurred on GR; and
- ensure that its employees and those of subcontractors have the required security clearances.

15.4.8 Grounds maintenance procedure flow chart (Metropolitan Adelaide and



Regional SA)

Agency Representative to request grounds maintenance services

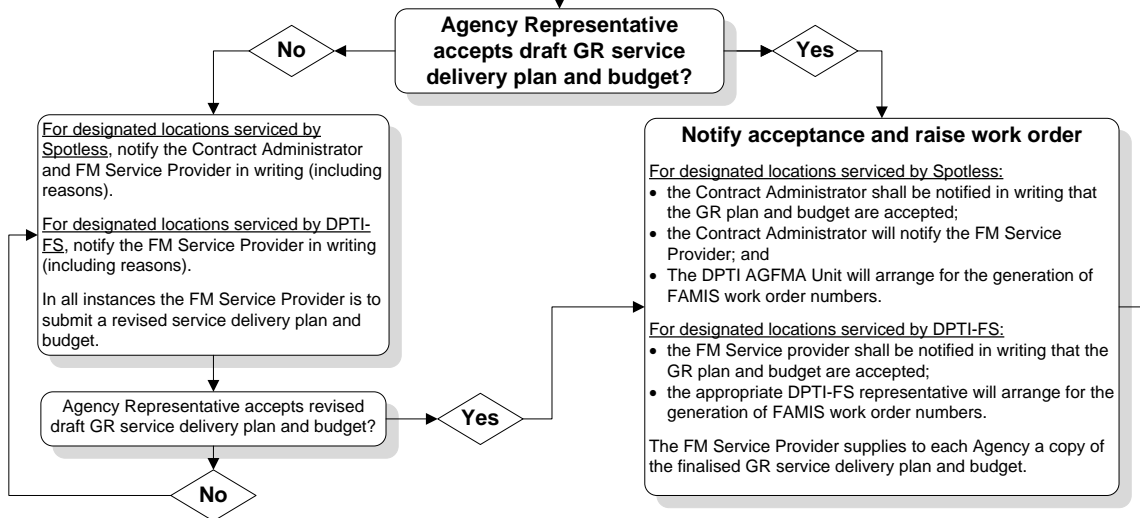
The Agency Representative requests the FM Service Provider to prepare draft GR service delivery plans and budgets for each of the Agency's designated locations at which this service is required. The Agency Representative will confirm the Agency's:

- available budget for GR at each designated location;
- details of the requirements for the services to be included in the final GR service delivery plan for each designated location; and
- the level of expectation of the performance of GR services.

FM Service Provider prepares GR service delivery plan and budget

The FM Service Provider will work with Agencies to prepare a GR service delivery plan and budget for each of their designated locations. The draft GR service delivery plan and budget shall:

- be based on Agency requirements and available budget;
- include all technical data sheets (TDS), customised to the needs of specific designated locations;
- indicate the budget required to undertake the proposed GR plan; and
- for designated locations serviced by Spotless (regions C and N) be submitted electronically to the Contract Administrator for review prior to being forwarded to the Agency Representative; or
- for designated locations serviced by DPTI-FS (regions S and R) be submitted electronically to the Agency Representative.



Undertaking and completing GR

On arrival at the designated location the subcontractor must:

- sign the attendance book and request a site induction if required;
- check the asbestos register and ensure site hazards known;
- complete a job safety analysis (JSA) when required (e.g. there is a change to the scope of services required); and
- validate and report that GR services performed fully comply with the associated service delivery plan.

Submission, acceptance and approval of claims for GR services provided

- The subcontractor must submit to the FM Service Provider a claim for services provided.
- The FM Service Provider must validate that each subcontractor claim has been correctly submitted and submit each claim in FAMIS as part of the daily electronic job work order claim.
- The Agency Representative(s) must, in FAMIS, accept each claim and approve it for payment.

Dispute of claims for GR services provided

An Agency Representative(s) is able to dispute any claim submitted to FAMIS by the FM Service Provider on the basis that the GR work was not satisfactorily completed, insufficient documentation was provided or the amount claimed is incorrect. Contact must be made with FM Service Provider before a dispute is raised.

The FM Service Provider must work with the Agency Representative to resolve the dispute.

Payment of invoices: Contract Administrator and Agencies

The Contract Administrator will twice per month issue Agencies with a tax invoice for payment.



15.5. Waste management

15.5.1 Waste management information

Waste management services (WM) comprise facilities management (FM) services provided to ensure that the management of waste and recycling at designated locations conforms to the Government's zero waste policy and the need of the designated location.

15.5.2 Preparation of service delivery plans and service delivery budgets for waste management services

Service delivery plans and service delivery budgets for waste management services for designated locations serviced by Spotless (i.e. in regions N and C) are developed in consultation between Spotless, the relevant Agency Representative and the Contract Administrator. Waste management services service delivery plans and budgets for designated locations serviced by DPTI-Facilities Services (i.e. in regions S and R) are developed in consultation between DPTI-FS and the relevant Agency.

Each year at the commencement of the annual planning period the Agency Representative shall confirm to the FM Service Provider the scope of the required WM at each designated location, including the times at which services are to be provided, e.g. weekdays, weekends, public holidays, school/tertiary holidays.

Based upon the information provided the FM Service Provider will prepare a detailed specification to the satisfaction of the Contract Administrator and/or Agency Representative and contract documentation ready for tendering.

The FM Service Provider shall prepare a draft WM service delivery plan and budget for each designated location, detailing:

- the name(s) of proposed waste management subcontractor(s);
- the proposed methodology and program of activities (e.g. days and times of services) to achieve the Agency's objectives; and
- a statement of the number, size, and frequency of bins being serviced, and the unit rate per service, and then aggregated up to an annual cost.

15.5.3 Consideration of the service delivery plans and service delivery budgets for waste management services

For designated locations serviced by Spotless (i.e. in regions C and N), the draft WM service delivery plan and budget is submitted to the Contract Administrator for review of the correctness of content and format. Should the draft service delivery plan be to the satisfaction of the Contract Administrator, it is forwarded to the relevant Agency Representative for approval. Should it not be of the required standard, it is required to be amended by Spotless so that the content and format are of the required standard.

For designated locations serviced by DPTI-Facilities Services (DPTI-FS), the draft WM service delivery plan and budget is submitted directly to the relevant Agency Representative.

In all instances the Agency Representative shall consider the draft WM service delivery plan and budget for each designated location.

In instances where a draft WM service delivery plan and budget is not satisfactory the Agency Representative shall:

- for designated locations serviced by Spotless, notify in writing (including reasons why) both the FM Service Provider and Contract Administrator; the FM Service Provider



shall submit a revised plan and budget to the Agency Representative;

- for designated locations serviced by DPTI-FS, the FM Service Provider shall be advised in writing (including the reasons why) and a revised plan and budget shall be submitted to the Agency Representative.

This process shall continue until each WM service delivery plan is of the required standard.

Before the start of the coming program period the Agency Representative shall:

- for designated locations serviced by Spotless provide written notification to the Contract Administrator of acceptance of the WM service delivery plan and budget for each designated location; or
- for designated locations serviced by DPTI-FS provide written notification to the FM Service Provider of acceptance of the WM service delivery plan and budget for each designated location.

15.5.4 Generating a work order number for waste management services

Preventative maintenance jobs are created from the WM service delivery plan agreed between the Agency Representative and the FM Service Provider during the annual planning period.

For designated locations serviced by Spotless, upon confirmation that the WM service delivery plans and budgets have been accepted, the DPTI AGFMA Section will arrange for the generation of work orders within FAMIS for all services included in the WM service delivery plan.

For designated locations serviced by DPTI-FS, FAMIS work order numbers for services associated with accepted WM service delivery plans will be arranged by the appropriate DPTI-FS representative.

15.5.5 Amendment of the waste management services plan

Additional WM services can be requested by Agency Representatives over the term of the FM Services Arrangements. Upon notification of agreement of the additional WM services to be provided and budgeted costs, the DPTI AGFMA Section/DPTI-FS representative will arrange the generation of work orders within FAMIS. The FM Service Provider is to update the WM service delivery plan to reflect the additional required services.

15.5.6 Job billing and validation

The FM Service Provider shall claim WM on a monthly basis through submission of claims in FAMIS.

Each month the Agency Representative is required to validate that services have been undertaken as required (acceptance of the claim) and approve each claim for payment within 30 days of the claim being submitted.

15.5.7 Objectives and outcomes: Agency expectations from waste management services

In delivering WM services the FM Service Provider must, but is not limited to:

With regard to safety:

- ensure that all subcontractors are inducted on site at designated locations, including any site specific induction required by the Agency;
- ensure that all subcontractors are aware of all hazards on site and a job safety



analysis has been completed;

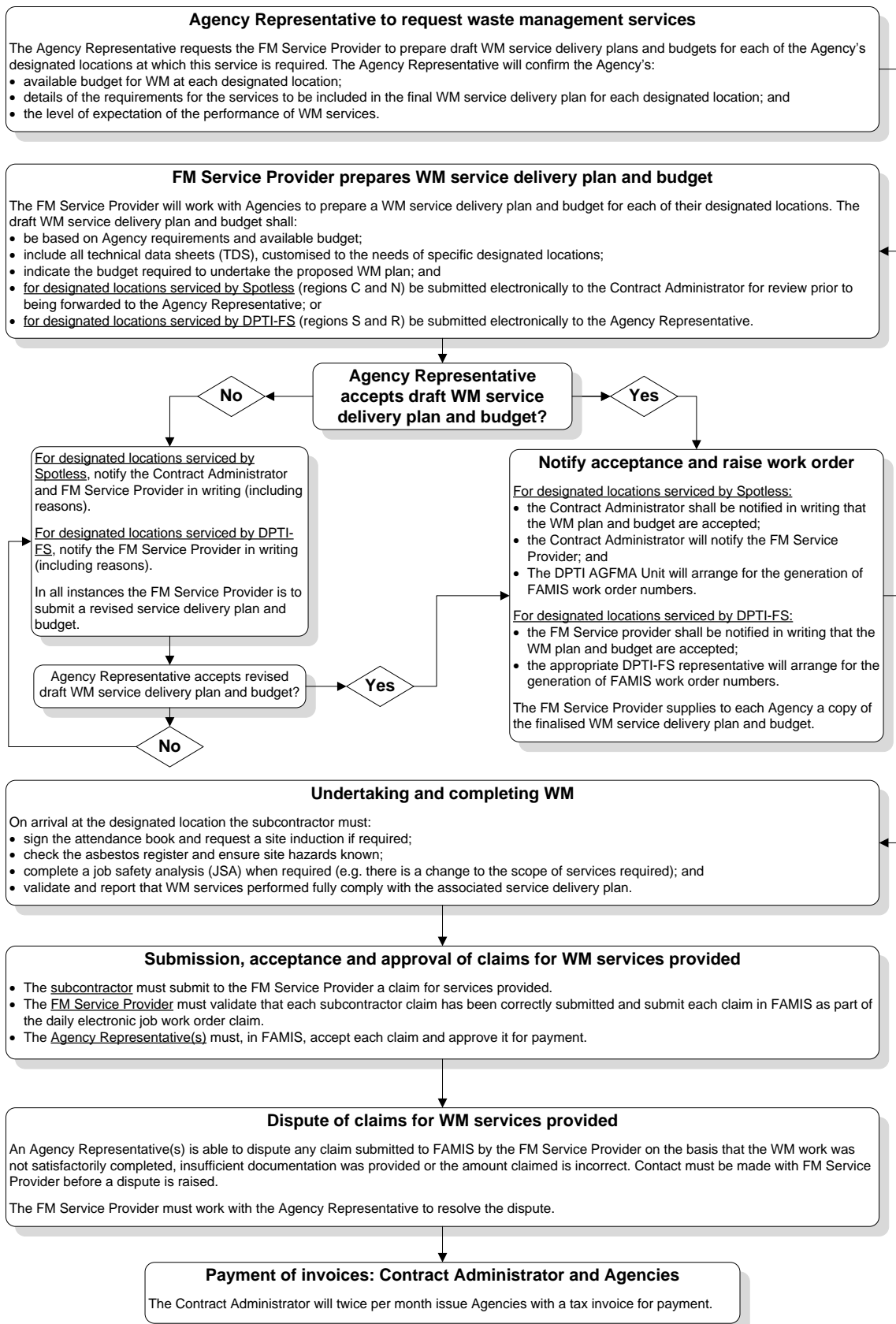
- check and update the asbestos register and definitions and requirements register at each designated location;
 - the Agency Representative is to ensure that the asbestos register is available and accessible for all subcontractors; and
- ensure the safety of all persons at the designated location and comply with all WHS legislative requirements.

With regard to WM service delivery

- produce an appropriate scope of works to ensure that the management of waste and recycling at designated locations conforms to the Government's zero waste policy and the needs of the designated locations;
- identify opportunities for Agencies to minimise the level of expenditure incurred on WM;
- ensure that its own employees and those of subcontractors have the required security clearances; and
- provide innovative solutions, including grouping pickups from geographically close designated locations to ensure best value for money.

15.5.8 Waste management procedures flow chart (Metropolitan Adelaide and

Regional SA)





Section 16

Cancelling work orders



16. Cancelling work orders

The information and processes described below are provided to assist Agency Representatives in cancelling FM services work orders that, for appropriate reasons, are no longer required.

16.1. FM services types able to be cancelled

FM service types for which work orders can be cancelled are:

- breakdown maintenance (including scheduled attendance breakdown maintenance and unplanned property services);
- unplanned replacement/refurbishment maintenance and unplanned minor works;
- planned replacement/refurbishment maintenance, planned minor works and small construction works; and
- some property services.

NOTE: *Work orders for preventative maintenance and some property services (e.g. those required to maintain the function, security and cleanliness of a designated location, whether occupied or not, cannot be cancelled.*

16.2. Circumstances in which work orders can/cannot be cancelled

Circumstances in which work orders can be cancelled include:

- two work orders are created for a single work request, in which case the second work order created must be cancelled; and
- the requested FM service is no longer required by the Agency.

Circumstances in which work orders cannot be cancelled include:

- work orders for unplanned services may not be cancelled where the FM Service Provider has indicated that it is not able to meet the priority response time, which includes the agreed day and time to attend a scheduled attendance breakdown maintenance request; and
- work orders indicating that a given subcontractor is preferred to be despatched, cannot be cancelled if that subcontractor is unavailable or cannot meet the priority response time. The FM Service Provider should dispatch this job to an alternate subcontractor.

16.3. Procedure to cancel work orders

The instruction to cancel a FM services work order must be made by the Agency Representative. All work order cancellations must be requested as soon as possible after the original work order has been raised. Delays in this occurring may result in a call out fee being charged. The processes to follow to cancel work orders are described below.

16.3.1 For designated locations in regions C and N (i.e. serviced by Spotless)

For all priority 1 and 2 requests for unplanned work (BD, RR, MW) the Agency Representative should contact the FM Services Arrangements Hotline via the dedicated telephone number for their region.

For all priority 3, 4 and 5 requests for unplanned work (BD, scheduled attendance



breakdown maintenance, RR, MW) the Agency Representative can:

- contact the FM Services Arrangements Hotline via the dedicated telephone number for their region; or
- email the DPTI AGFMA Section (AGFMASection@sa.gov.au), quoting the FAMIS region number, job number, a brief description of the job and providing the reason for which the work order is being cancelled.

For all requests for planned work the Agency Representative should email the DPTI AGFMA Section (AGFMASection@sa.gov.au), quoting the FAMIS region number, job number, a brief description of the job and providing the reason for which the work order is being cancelled.

16.3.2 For designated locations in regions S and R (i.e. serviced by DPTI-FS)

For all priority 1 and 2 requests for unplanned work (BD, RR, MW) the Agency Representative should contact the FM Services Arrangements Hotline via the dedicated telephone number for their region.

For all priority 3, 4 and 5 requests for unplanned work (BD, RR, MW) the Agency Representative can:

- contact the FM Services Arrangements Hotline via the dedicated telephone number for their region; or
- email the appropriate DPTI-FS representative quoting the FAMIS region number, job number, a brief description of the job and providing the reason for which the work order is being cancelled; or
- email the DPTI AGFMA Section (AGFMASection@sa.gov.au), quoting the FAMIS region number, job number, a brief description of the job and providing the reason for which the work order is being cancelled.

For all requests for planned work the Agency Representative should:

- email the appropriate DPTI-FS representative, quoting the FAMIS region number, job number, a brief description of the job and providing the reason for which the work order is being cancelled; or
- email the DPTI AGFMA Section (AGFMASection@sa.gov.au), quoting the FAMIS region number, job number, a brief description of the job and providing the reason for which the work order is being cancelled.

The Hotline, DPTI AGFMA Section or DPTI-FS will cancel the job in FAMIS. All cancelled jobs will appear under the “Job History” tab in FAMIS with a red folder alongside the job number and a job note to reflect the cancellation and reasons why.

NOTE: The FM Service Provider is not able to instruct the Hotline, DPTI AGFMA Section or DPTI-FS that a work order is to be cancelled.



Section 17

Requesting repairs during a warranty or defects liability period



17. Requesting repairs during a warranty or defects liability period

The information and processes described below are provided to assist Agency Representatives in raising variation orders.

To initiate the repair of faults identified during a warranty or defects liability period, the Agency Representative should contact directly the FM Service Provider Facility Manager responsible for the management of FM services at the particular designated location and provide a description of the fault and action required. There is no requirement to raise a job in FAMIS.

It is then the responsibility of the FM Service Provider to engage the subcontractor responsible for the original installation/service to return to the designated location to fix the reported fault. The FM Service Provider is to ensure that the subcontractor undertakes the required service at its earliest opportunity.

All repairs of faults identified during a warranty or defects liability period are to be completed at no cost to the Agency.

NOTE: The repair of faults identified during a warranty or defects liability period only applies to services for planned replacement/refurbishment maintenance, planned minor works and small construction works.



Section 18

Work order variations



18. Work order variations

The information and processes described below are provided to assist Agency Representatives in raising variation orders.

Variations can be issued through FAMIS and should be entered via the original main work order number. Variations can be viewed or amended from the Agreement screen and must include a fixed price variation. The reason for the variation must be specified and can include:

- additional work;
- design change;
- funding change; or
- omissions by the FM Service Provider.

The FAMIS process to follow to raise a variation order is available in “FAMIS Training Module 4 – Job Tracking, Adding a variation”, available [here](#).

NOTE: Work order variations can only be raised for planned minor works, planned replacement/refurbishment maintenance and small construction works. They cannot be raised for unplanned services.



Section 19

Re-work jobs



19. Re-work jobs

The information and processes described below are provided to assist Agency Representatives in raising re-work orders.

19.1. Re-work jobs information

A re-work job is a warranty claim for work to be re-done if it was not completed satisfactorily for an unplanned job created in FAMIS.

Before raising a re-work job the Agency Representative must:

- check that the re-work is, to the best of their knowledge, directly related to the work carried out under the original work order; and
- check that no factors, other than workmanship, have had an impact on the work carried out, e.g. vandalism.

NOTE: *Re-work jobs are only available for unplanned services.*

19.2. Raising a re-work job order

Re-work orders can be raised by creating a second work order related to the original work order in FAMIS. The original work order and job number can be found in FAMIS under either the “Job Tracking” or “Job History” tabs.

The FAMIS process to follow to raise a re-work is available in “FAMIS Training Module 4 – Job Tracking, Requesting a re-work”, available [here](#).

19.3. Performance of re-work jobs by the FM Service Provider

In undertaking a re-work job the FM Service Provider must attend the designated location and satisfactorily rectify the problem at no cost to the Agency. Upon satisfactory completion of the job the FM Service Provider must submit a claim 100 for \$0.00 to FAMIS to close the re-work order.

18.3.1 Incorrect request for a re-work job

Upon attending the designated location the FM Service Provider may determine that the work request is not a re-work job. In such a case the completed Customer Service Report (CSR) must clearly state “Not a re-work” and the reason, e.g. the air conditioner unit requested to be serviced under the re-work order is different than the unit serviced under the original work order. The Agency Representative is required to authorise the CSR. The work order will become a normal job in FAMIS and the FM Service Provider is able to claim for the cost of the work performed once it is completed.



Section 20

Accept and approve, or dispute, FM Service Provider claims for payment



20. Accept and approve, or dispute, FM Service Provider claims for payment

The information and processes described below are provided to assist Agency Representatives in cancelling FM services work orders that, for appropriate reasons, are no longer required.

The FM Service Provider makes financial claims for work completed or in progress through submitting invoices to FAMIS.

To comply with the requirements of the Contract/Framework, when a claim is received in FAMIS, it must be accepted and approved, or disputed, by an authorised Agency Representative within 30 days of being received.

Only claims that have been accepted and approved by an Agency Representative are included in the payment by the Contract Administrator to the FM Service Provider at the end of each fortnightly payment period.

All claims that are not accepted and approved, or disputed, within this 30 day period are “auto-approved” by FAMIS. It is imperative that Agency Representatives at designated locations and Corporate Agency Representatives, at least weekly, access FAMIS to accept and approve work claims submitted by the FM Service Providers. After 20 days, a daily countdown will occur to alert users of all claims for which auto-approval is pending.

If a job has been disputed no payment will be made to the FM Service Provider and the job will appear on the disputed jobs lists. The reason(s) for which a claim is being disputed must be provided at the time of raising the dispute. Upon resolution of the dispute by the Agency Representative and FM Service Provider, payment for the job will be made to the FM Service Provider and it will no longer appear on the disputed jobs list.

NOTE: Acceptance and approval functions are for financial payment to the FM Service Provider in response to a work request from the designated location. Allocation of charges by an Agency to one of their designated locations is decided internally and does not relate to the payment of the FM Service Provider as a third party.

The FAMIS process to follow to accept and approve, or dispute, a job claim is available in “FAMIS Training Module 5 – Approvals, Accepting, authorising and disputing claims”, available [here](#).

20.1. Invoicing

The Invoices tab in FAMIS displays claims that have been accepted and approved and are ready to be invoiced by the FM Service Provider. Claims to be invoiced are visible from both the Approvals tab and the Invoicing tab. Access to these tabs is dependent on an Agency Representative’s FAMIS access permissions. The Invoicing and Approvals tabs viewing screens only– no functions can be performed.

The FM Service Providers have a similar view from the Invoicing tab with additional functionality to raise Invoices. The FM Service Provider will select the claims to be included on a Tax Invoice and assign an invoice number to the group of claims. This produces an invoice payable to the FM Service Provider by the Contract Administrator.

20.2. Adjustments

20.2.1 The adjustment is a credit tax invoice from the FM Service Provider

The FM Service Provider may receive a credit on a planned minor works, planned replacement/refurbishment or small construction works job. This credit must be passed to



the relevant Agency via a credit adjustment in FAMIS. It is the FM Service Provider's responsibility to initiate this process:

- the FM Service Provider is to process as a negative claim against the relevant job in FAMIS;
- the Agency Representative is to accept and approve the adjusted claim in FAMIS (which will appear as a credit on the next tax invoice from the Contract Administrator); and
- the Agency Representative is to request that the Total Fixed Price is reduced in FAMIS by sending an email to AGFMASection@sa.gov.au stating the FAMIS region number, job number and the new lower Total Fixed Price.

The DPTI AGFMA Section will amend the Total Fixed Price in FAMIS and enter a job note to reflect the change. Reducing the Total Fixed Price prevents additional monies being claimed against the work order.

20.2.2 The adjustment relates to an amended quoted price

The Total Fixed Price to complete a requested FM service as per an accepted quote or tender may change because the amount of the quote or tender is revised down. In such a case the following procedure should be followed:

- the Agency Representative requests that the Total Fixed Price is reduced in FAMIS by sending an email to AGFMASection@sa.gov.au stating the FAMIS region number, job number and the new lower Total Fixed Price; and
- the DPTI AGFMA Section will amend the Total Fixed Price in FAMIS and enter a job note to reflect the change. Reducing the Total Fixed Price prevents additional monies being claimed against the work order.

NOTE: In all circumstances amendments to the Total Fixed Price for quoted or tendered jobs must be performed in FAMIS by the DPTI AGFMA Section.



Section 21

Creating, closing and amending designated locations in FAMIS



21. Creating, closing and amending designated locations in FAMIS

The information and processes described below are provided to assist Agency Representatives in creating, closing and amending details of designated locations in FAMIS.

FAMIS assigns a unique number to each designated location that receives FM services and records details including the name of the designated location, address, site contact person and the FM services required. Agency Representatives can request that designated locations are created, closed or amended in FAMIS. The process to follow depends upon the region in which the designated location is situated.

21.1. Designated locations in regions C and N

The process described below is to be followed to create, close or amend designated locations in FAMIS that are situated in regions C and N (i.e. serviced by Spotless):

- the Agency Representative requests in writing to the DPTI AGFMA Section that a FAMIS number is created, closed or amended for a specific designated location;
 - the request is to include the name to be given to the designated location in FAMIS, address, site contact person and FM services to be provided or cancelled. The Commrec template, [available here](#), contains fields for the required information and FM service requirements and should be completed and provided to the DPTI AGFMA Section when making the request;
 - the Agency Representative should also advise the FM Service Provider of the pending designated location creation/closure/amendment to enable services to be initiated/cancelled/amended as required;
- the DPTI AGFMA Section reviews the request and instructs the FAMIS Service Desk in writing to make the required changes in FAMIS;
- the FAMIS Service Desk advises the DPTI AGFMA Section in writing that the required change has been made and a FAMIS number allocated where a new designated location has been created;
- the DPTI AGFMA Team then advises the Agency Representative, FM Service Provider and Police Security Services Branch (PSSB) that a designated location has been created/closed/amended in FAMIS and a FAMIS number allocated where a new designated location has been created.

It is the responsibility of the Agency Representative to confirm with the FM Service Provider the scope and budget of any preventative maintenance and property services arising or changing as a result of the new or amended designated location in FAMIS. To meet legislative requirements some preventative maintenance or property services may be required to be maintained in situations where a designated location will be unoccupied for a period of time.

21.2. Designated locations in regions S and R

The process described below is to be followed to create, close or amend FAMIS designated locations in regions S and R (i.e. serviced by DPTI-FS):

- the Agency Representative completes the FAMIS Asset Creation Request Form, available [here](#), and emails it to DPTI-BLDMGT:BMFSSystems; and
- DPTI-FS makes the required changes in FAMIS and advises the Agency



Representative, DPTI AGFMA Section and PSSB of the FAMIS designated location creation/closure/amendment.

It is the responsibility of the Agency Representative to confirm with the FM Service Provider the scope and budget of any preventative maintenance and property services arising or changing as a result of the new or amended FAMIS asset. To meet legislative requirements some preventative maintenance or property services may be required to be maintained in situations where a designated location will be unoccupied for a period of time.



Section 22

Recording daily activities of the FM Service Provider at designated locations



22. Recording daily activities of the FM Service Provider at designated locations

The information and processes described below are provided to assist Agency Representatives in recording the daily activities of the FM Service Providers upon attendance at a designated location.

Recording of the FM Service Provider's daily activities at each designated location is the responsibility of the Agency Representative. The Agency Representative at each designated location shall:

- ensure that a log book is maintained by the FM Service Provider, detailing all activities being undertaken each time the designated location is attended, including the names and details of the persons and subcontractors present and the exact time that each person arrives and departs;
- countersign the Customer Service Report (CSR) verifying that the requested job has been attended, the requested action has been taken and the time spent undertaking the requested service has been accurately recorded;
 - countersigning the CSR does not indicate that the designated location representative signing the CSR is verifying that the requested service has been completed to the required standards;
- record any WHS breaches notified to the FM Service Provider during attendance at a designated location and whether they have been properly addressed; and
- detail in the log book any Agency dissatisfaction with a particular service provided under the FM Services Arrangements and communicate these occurrences to the FM Service Provider. If items of concern do not receive prompt corrective attention, please forward details of the events to the DPTI AGFMA Section.

22.1. Forms and documentation for recording daily activities

It is a requirement that the log book shall remain the property of the Agency and must be kept for a period of at least 15 years after the end of the completed annual works program.



Section 23

Dispute resolution



23. Dispute resolution

The information and processes described below are provided to assist Agency Representatives in raising, managing and resolving disputes relating to the provision of FM Services under the FM Services Arrangements.

The FM Service Provider must at all times continue to proceed with the Facilities Management Services and in so doing comply with all instructions of the Contract Administrator or relevant Agency Representative notwithstanding the existence of a dispute or difference as outlined below.

23.1. Dispute initiated by the Agency Representative

On completion of a job the FM Service Provider will submit a claim in FAMIS. In accepting the claim and approving it for payment the Agency Representative certifies that the work has been satisfactorily completed.

If the work has not been completed satisfactorily or the cost of the work is not reasonable the Agency Representative can dispute the claim (a Tier 1 dispute).

Notice of the dispute or difference must be provided in writing to the other party and entitled "Dispute Notice".

23.1.1 Resolution of Tier 1 dispute

All disputes at the Tier 1 level must be negotiated and resolved if possible within a period of 14 days from the time the dispute arose or was first registered by the Agency Representative or FM Service Provider.

Tier 1 resolution shall take place at the designated location level between the most senior Agency Representative, the appropriate FM Service Provider Representative and the Manager AGFMA (or delegate).

The Agency Representative shall develop a file and keep a written record, including details of why a particular matter is the subject of the dispute, and record all discussions, telephone conversations and correspondence relating to the attempted resolution of the problem.

The Agency Representative may call upon the Manager AGFMA (or delegate) to offer assistance on technical matters and/or Contract/Framework advice and provide assistance to negotiate costs.

23.1.2 Referral to Tier 2

If the situation has not been satisfactorily resolved between both parties within 14 days, either party can escalate the dispute to Tier 2 for resolution.

The Agency Representative shall forward all records and details to the Tier 2 Representative of the Contract Administrator to pursue resolution of the dispute.

The Tier 2 Representatives must meet and undertake genuine negotiations to resolve the dispute or differences. If during the 28 day Tier 2 dispute resolution period, it becomes further evident that no progress can be made in further negotiations between the parties, the dispute can be referred to Tier 3.

23.1.3 Referral to Tier 3

If the dispute or differences have still not been satisfactorily resolved between parties at



Tier 2 level, the situation should be referred to Tier 3 for resolution.

The Tier 3 Representatives must meet and undertake genuine negotiations to resolve the dispute or difference or agree a procedure (whether expert determination, mediation or otherwise) to resolve the situation.

23.2. Arbitration

The Parties may agree at any time, to have the dispute or differences determined by arbitration. Upon the parties' agreement to arbitration, the arbitration will be arranged to be held before a person to be:

- agreed between the parties; or
- failing agreement, a person appointed by the President of the Institute of Arbitrators, Australia.

The rules of Arbitration will be conducted in accordance with the Rules of Arbitration of the International Chamber of Commerce (ICC Rules) current at the time of the reference to arbitration.

23.3. Records

The Tier 1 Agency Representative shall ensure that all records relating to a dispute shall be correctly and properly maintained for the period of the FM Services Arrangements plus a minimum of 15 years.

These records can be returned to the DPTI AGFMA Section for archiving at the end of these FM Services Arrangements (30 June 2024).

Agencies need to be aware of their obligations to manage their records under the *South Australian State Records Act 1997*.

Copies of the records shall be made available to Tier 2 Representatives to facilitate further negotiation of the issue giving rise to the dispute.

When any dispute has been resolved the Agency Representative will be informed of the finally negotiated outcome, by the Contract Administrator for Tier 2 or 3 disputes, in writing and this must be included as a record at the designated location.



Section 24

Emergency response to major incidents



24. Emergency response to major incidents

This procedure specifies the actions and responsibilities of the Agency Representative in the event of a major incident. It outlines managing the responses required to initially make safe the designated location and ensure satisfactory restitution of operational activities at a designated location as soon as practicable.

Major incidents include, for example major fire or flood, asbestos disturbance, legionella outbreak, vandalism, terrorism or riot.

24.1. Emergency response works

Works required in response to a major incident may be as follows:

- make safe;
- make secure;
- clean up work required relating to building(s) damaged or destroyed;
- reinstatement of damaged building(s); and/or
- provision of interim replacement accommodations, if necessary.

24.2. Notification of extent

The Agency Representative at a designated location or the Police Security Services Branch (PSSB) shall notify the Agency Corporate FM Services Arrangements Representative and the FM Service Provider Representative of the occurrence of a major emergency event.

The Manager of the designated location, Agency Corporate FM Services Arrangements Representative and the FM Service Provider Representative shall form the Emergency Response Group for the particular designated location affected by a major incident.

24.3. Initial tasks

The Emergency Response Group shall immediately assess risks, safety, isolation of services, damage, check the asbestos register, agree on interim security arrangements and determine the clean-up strategy.

The Agency Representative is to instruct FM Service Provider Representative on the scope of corrective works to be undertaken.

The FM Service Provider Representative shall then arrange for the mobilisation of all required contractors to undertake repairs, clean-up of the designated location, arrange for the isolation of services to the affected areas and barricade fencing if required.

24.4. Designated location inspection

On resuming official control of the affected designated location from the Metropolitan Fire Service, SAPOL or other Emergency Services body, the Emergency Response Group



shall assess in detail:

- risk to users;
- requirements to make safe;
- requirements to make secure;
- extent of the damage;
- requirements for initial reinstatement; and
- extent of the clean-up required internally and externally;

The FM Service Provider Representative can, if requested, arrange for contract staff to undertake a survey and costings for the following:

- designated location recovery requirements;
- demolition requirements;
- extent of clean-up to useable areas;
- extent of reinstatement construction works; and
- physical security measures required (i.e. fencing).

The FM Service Provider Representative will then prepare a submission to the Agency Corporate FM Services Arrangements Representative detailing the scope of works to be undertaken and an indicative budget for the required works.

24.5. Instruction to proceed with rectification work

The Agency Corporate FM Services Arrangements Representative shall provide approval, in writing, to engage the FM Service Provider to proceed with reinstatement of the designated location and ensure that the operational needs of the services provided at the affected designated location are met as soon as practicable.

24.6. Response to detection of high levels of legionella in cooling towers and warm water systems

The process described below is to be followed by Agencies and Agency Representatives in responding to the detection of high counts of legionella:

- at all times the Agency is to have a nominated representative(s) at each designated location such that one nominated representative can be contacted anytime by SA Health in the event of a legionella outbreak. The nominated representative must be able to provide access to the cooling tower or warm water system, including after hours access, have knowledge of the system and be able to detail the maintenance that is being undertaken. The FM Service Provider Facility Manager responsible for a designated location will be able to assist with these details;
- if legionella counts are above 1000 cfu/mL (colony forming units per millilitre) for a cooling tower or above 10 cfu/mL for a warm water system the FM Service Provider will immediately decontaminate the system, inform the nominated representative(s) for the designated location and within 24 hours inform the local Council; and
- the local Council will inform SA Health of the outbreak/detection of high counts of legionella and SA Health will make a decision as to whether the designated location will be evacuated.



Section 25

Additional contact details



25. Additional contact details

Provided below are contact details for the FM Service Providers, for queries related to service delivery and specific FAMIS jobs.

These phone numbers are separate to the FM Services Arrangements Hotline numbers and are not to be used to raise work orders.

Spotless and DPTI-Facilities Services (Metropolitan Adelaide)

Region	FM Service Provider	Enquiries only phone numbers
Northern (N)	Spotless	(08) 8354 8222
Central (C)	Spotless	(08) 8354 8222
Southern (S)	DPTI FS	(08) 8226 4943

DPTI-Facilities Services District Offices (Regional SA [Region R])

Region	Phone	Facsimile
Berri	(08) 8582 1733	(08) 8582 3051
Clare	(08).8842 3844	(08) 8842 3873
Mt Gambier	(08) 8724 9866	(08) 8723 0743
Murray Bridge	(08) 8532 2122	(08) 8532 6422
Port Pirie	(08) 8632 3366	(08) 8633 0631
Port Augusta	(08) 8642 2277	(08) 8641 0809
Whyalla	(08) 8645 9288	(08) 8644 0110
Port Lincoln	(08) 8682 1077	(08) 8683 0330

Enquiries regarding administration of the Spotless Contract can be made to the DPTI AGFMA Section.

DPTI AGFMA Section	(08) 8226 5200
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Enquiries regarding administration of the DPTI-FS Services Framework can be made to DPTI-FS.

DPTI-FS	(08) 8226 4943
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Revision status

The DPTI AGFMA Section will maintain and update the Facilities Management Services Arrangements Agency Work Procedure Manual.

Any reference to this manual should be on the website, http://www.infrastructure.sa.gov.au/BuildingManagement/information_for_government_agencies/maintenance_and_minor_works. Do not rely on previously printed versions.

Document ID	Section	Pages	Revision Status	Date
1.			New manual for FM Services Arrangements commencing 1 July 2015. Contract number 2013C167 and FM Services Framework (KNet ID 9385216).	July 2015
2.			Agency Work Procedure Manual (Knet ID 9630013)	