



Government of **Western Australia**
Department of **Treasury and Finance**
Building Management and Works

SCHEDULE OF RATES ZONE CONTRACTS

Breakdown Repair Procedures Manual

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DEFINITIONS

The following terms will appear capitalised in the text denoting them as defined terms.

| | |
|-------------------------------------|--|
| Building Occupant | The officer in charge of the facility. |
| Business Day | Normal working hours between 7.30am to 5.00pm Monday to Friday exclusive of gazetted public holidays. |
| Buying Rules | Purchasing rules incorporating the State Supply Commission procurement policies which need to be adhered by WA State Government Agencies. |
| Buyer | The legal entity issuing the purchase order on the contractor. For the DTF it is the Principal (Minister for Works). DTF contracted Service Arrangers may also be the Buyer. Other government agencies may be the Buyer, but must nominate the legal entity when placing the purchase order. |
| Buy On Behalf | A method of buying where DTF will arrange work on behalf of the agency, make payment direct to the contractor on behalf of the agency and recoup money from the agency. |
| Contract Authority | Is the relevant statutory authority, through which an agency can buy in a self serve model. It's powers to contract are derived from its enabling legislation or from the State Supply Commission. For DTF contracts, the Contract Authority is the Minister for Works. |
| Cause Code | An identifier indicating the cause of a breakdown, e.g. storm, product defect etc. |
| Client | The corporate client includes the agency's staff who are located in the agency's central office and who have portfolio responsibilities for the facilities. The corporate client may include staff such as the Director, Asset Management representative or the Asset Manager. |
| DTF | The Department of Treasury and Finance, a Western Australian government department. |
| DTF Breakdown Repair Service | The service delivering a reactive maintenance which includes quality assurance and financial authorisation of works. |
| Do and Charge | Contractors attend the site, complete the job and invoice the Buyer. The costs are based on the time spent on the job and materials used. |
| Financial Limits | Are monetary thresholds set by DTF which a zone contractor shall comply with before proceeding with the job. |

| | |
|---------------------------------------|---|
| Loss Adjuster | A person nominated by RiskCover, who oversees the work carried out by a zone contractor in the case of rectification work covered through RiskCover. The Loss Adjuster represents the client, RiskCover, and for all intents and purposes is deemed to be the client and Buyer. |
| One Call Centre | DTF contractor responsible for receiving breakdown reports and the subsequent issue of Work Orders and Purchase Orders. |
| Principal | Minister for Works |
| Principal's Representative | A nominated DTF employee who has responsibility for co-ordinating Schedule of Rates Zone Contracts on behalf of the Principal. |
| RiskCover | An insurance cover managed by the Insurance Commission of Western Australia to indemnify client agencies for any physical loss or damage to buildings owned by them or in their care, custody or control, as a result of an accidental or wilful event. |
| Schedule of Rates | This is a comprehensive list of rates inclusive of labour and materials costs for a number of commonly performed works compiled by DTF for use in zone contracting. |
| Service Arrangers | An organisation that provides advice, establishes and manages contracts on behalf of government agencies through a separate contract with the Principal. |
| Service Arranger's Call Centre | Part of the Service Arranger's service to DTF client agencies that receives breakdown repair advice and issues Work Orders and Purchase Orders as part of the DTF Breakdown Repair Service. |
| Self Serve | A method of buying from contracted standing arrangements not involving DTF. Buyers arrange the work and make payments direct to the contractor. |
| Trade Category | Classification of trades based on the specific nature of the breakdown e.g. carpenter, plumber, electrician. |
| Resultant Damage | The damage caused due to an item failing but not the damage to the item itself. e.g. a leaking roof can result in a fused power point or a burnt out computer, and hence the damage to the computer is a result of a leaking roof. This damage is called resultant damage. |
| Zone | An area with non-specific boundaries that includes the premises for which a contractor will generally have exclusive rights to perform breakdown repair services for their trade. |

INTRODUCTION

The Schedule of Rates Zone Maintenance Contracts for non-residential buildings is an initiative adopted by DTF and is part of whole of government building maintenance procurement reform.

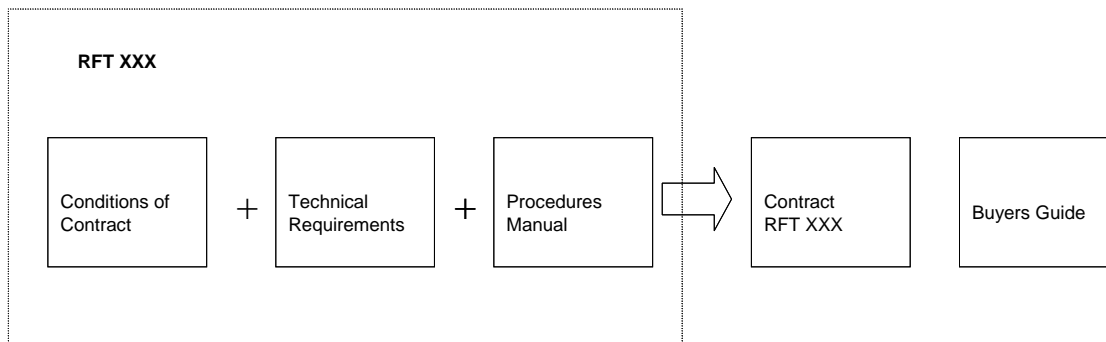
Zone contracting will operate typically in the DTF Breakdown Repair Services area and will be based on:

- Providing exclusivity of work to a contractor within a zone; and
- Schedule of rates pricing.

The number of zones will vary according to trades, however current planning is for 11 zones in the metropolitan area for larger trades. There will be a trade based (e.g. electrical, plumbing and gas, building services) contractor for each zone who will have total responsibility for breakdown repair services including after-hours work. The contractor will generally charge for work at prices derived from the Schedule of Rates. Zones will be sized to meet the Government’s requirements and the capacity of the zone contractor to maintain a service quality benchmark. To maintain equity in potential earnings, zones for lesser used trades may be larger than zones for more commonly used trades.

Contract Arrangements

Details of the contract and operational arrangements with zone contractors are explained in the diagram below:



Contract details included and referenced in tender document.

A Buyers Guide will be provided to contractors for information but does not form part of the contract

The Formal contract includes:

- Conditions of Contract
- Technical Requirements
- Procedures Manual

The Buyers Guide is a condensed document that provides the buyer an understanding of the contract and responsibilities

CUSTOMER SERVICE CHARTER This charter sets out the expectations of DTF from its contractors and clients in relation to whole of government building maintenance reform—Schedule of Rates Zone Maintenance Contracts for non-residential buildings which comes into effect on 1 July 2006.

DTF is committed to providing its customers with quality services. As these customers are the focus of zone contractors operations it is expected that zone contractors will deliver these services in a reliable and responsible manner. Listening to and understanding the customers' needs provide the basis for effective service delivery. The ultimate aim is to deliver services to customers that are timely, cost-effective and appropriate to their needs.

Expectations of Contractors

General

- Contractors must become familiar with the site, buildings and their fixtures and fittings relevant to their contract. They should have knowledge of where key components of the buildings and services are located and be able to locate them without assistance from the building occupant.
- Contractors must have knowledge of specialist equipment, fittings, fixtures and components of the buildings relevant to their contract. They should also be able to readily obtain spare parts and technical support for that equipment.
- Contractors have a duty to:
 - Act fairly and in good faith;
 - Adopt high ethical standards in their dealings with DTF and its customers;
 - Honour agreements and undertakings;
 - Be courteous to the DTF's employees and its clients and customers at all times; and
 - Perform all work under the contract in accordance with this Customer Service Charter.
- Contractors must make appointments with occupants for the purpose of undertaking Breakdown Repair Services work.
- When a contractor first arrives at a customer's premise, the contractor must:
 - Park vehicles within a proper designated parking area;
 - Seek out the customer and show their DTF Identification Card;
 - Seek the customer's permission to enter the property.
- Contractors must keep the occupants of the building informed on the progress of a Work Order including:
 - Set and confirm visit times in cooperation with the customer. The contractor should be indicating their arrival as "morning" (7:30 a.m. to 12:00 noon) or

“afternoon” (12:00 noon to 5:00 p.m.) or a more precise time if agreed with the customer;

- The contractor shall advise the customer of the purpose of the visit;
 - Report progress on the work;
 - Reasons for leaving the site;
 - Estimated return time;
 - Make safe work and part completion and follow up actions required; and completion and signing occupant log book.
 - Any operational restrictions on the site, buildings or its services because of a partial completion or make safe work.
- Contractors must, where possible, undertake the work in time periods that suit the occupant, but still meet the minimum contract performance requirements.
 - Contractors must apply the latest industry and trade practices.
 - On completion of work the contractor will:
 - Ensure that all access panels; manhole covers, security gates etc are secured.
 - Remove from site all rubbish and debris created as a result of the works. The site is to be tidied and all rubbish removed from site. It is not acceptable to leave waste and rubbish on the premises.
 - Replace all furniture, equipment etc moved during the rectification of the works.
 - Advise the building occupant that work is completed or otherwise.
 - Contractors will be courteous at all times. This includes:
 - Acceptable employee personal behaviour;
 - Safe management of the work site;
 - Appropriate use of equipment;
 - Ensure that the site is left secure;
 - Return keys to the client;
 - Report to the occupant.

Specific Courtesy and General Appearance Issues

Contractors must act in a professional manner at all times.

When visiting or working at a site, (including grounds and buildings) and Department's offices, contractors and their staff must:

- Dress appropriately so that they are of a neat and tidy personal appearance;
- Ensure footwear and clothing is cleaned of mud, wet paint, grease etc before entering a building;
- The contractor shall not in action or words do or say things that could be interpreted as intimidating or discriminatory;
- Disruption to occupants must be kept to a minimum.

Examples of unprofessional behaviour are:

- Bad language;
- Loud and boisterous behaviour;
- Certain actions that contravene the *Equal Employment Opportunity Act*, Regulations or principles;
- Being critical of the client, occupant, Department and other contractors of the occupant and others who are on site.

Cost of Works

- Contractors must explain the expected costs for the services provided including:
 - Details of which Schedule of Rates items make up the work;
 - Non Schedule of Rates work; and
 - Any other matter relevant to the cost of the work.
- Contractors must invoice for works promptly following completion of the work.

Contractor's Records

Contractors must keep records and any replaced parts relating to the works at a site to assist with the resolution of any disputes relating to the work.

Minor Breaches

Minor breaches of this charter require an apology (either verbal or written) and restitution for damage caused.

All other breaches will be treated within the Dispute Resolution Process of the contract.

BREAKDOWN REPAIRS

Breakdown repairs are commonly termed faults that occur on an ad hoc basis and are of an unpredictable nature. Breakdown repair refers to work that cannot be identified as part of programmed maintenance. Such jobs could range from an individual item per job to multiple items per job. They are distinctive of type, cause and location. A job may comprise many items of work of the same trade, at one premise, irrespective of the location at that premise; e.g. replacement of 25 fluorescent tubes in different classrooms of one school may be raised as one job.

Breakdowns have three primary characteristics:

- The item has broken down and has ceased to perform its intended function. The cause may be due to lack of maintenance, end of life cycle, and accidental or wilful damage;
- The item has failed suddenly, without warning; and
- The failure could not reasonably be anticipated.

A breakdown must meet all of the above requirements to be classified as breakdown work. Examples could include broken glass and damage to brickwork through a collision by a vehicle, but not the complete replacement of rusted gutters. Responsiveness is a key requirement of breakdown repair services. The processes and procedures are therefore designed to provide timely services to meet the needs of the building occupier.

Buying a Breakdown Repair Service

A Self Serve Agency or DTF may use the Breakdown Repair Service to provide low cost services that are within the contractor's capabilities but are not breakdowns. These works may include Schedule of Rates items or Do and Charge items. The contractor is to follow the procedures outlined in carrying out these works.

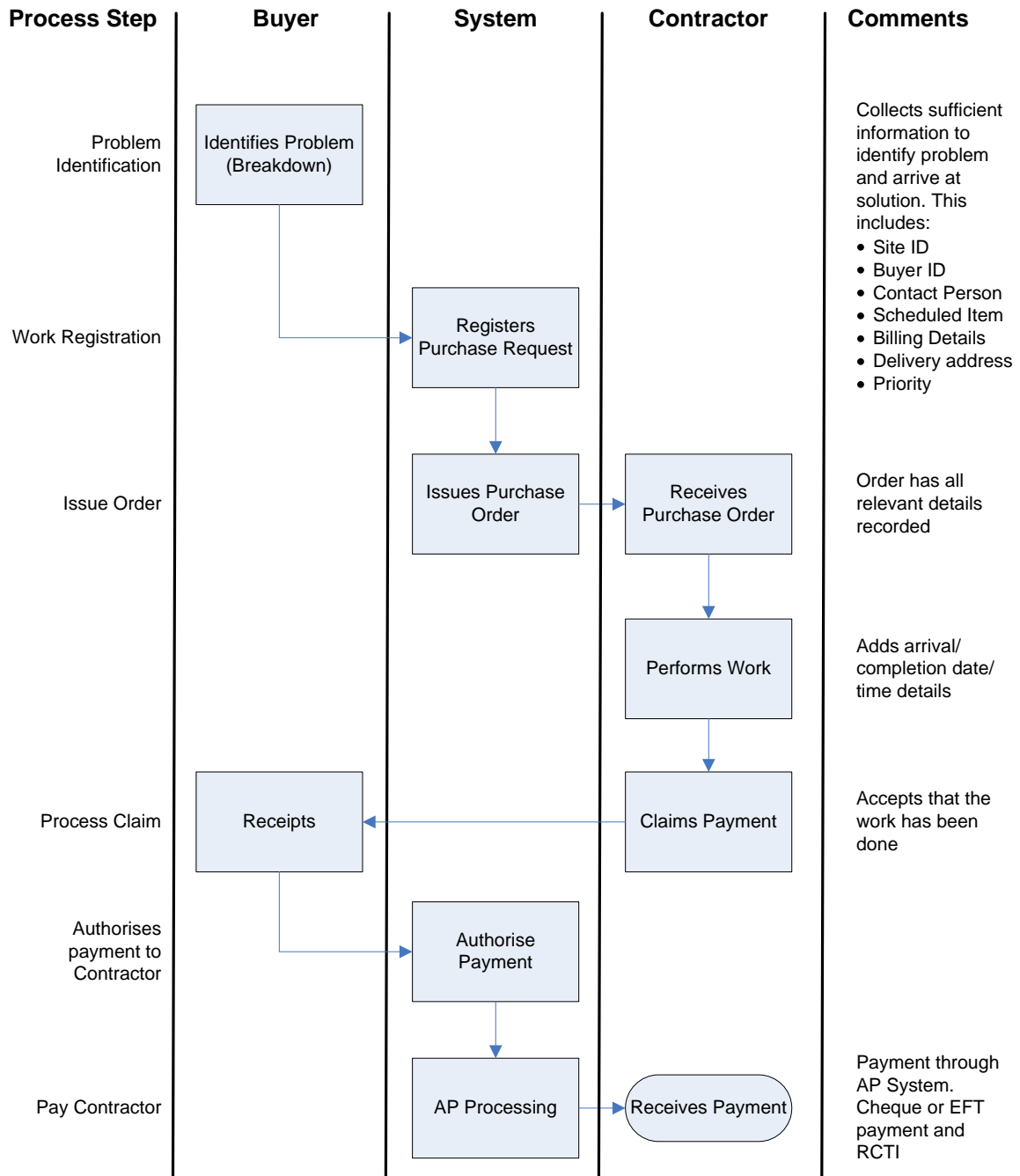
Agencies requiring DTF to provide a Buy on Behalf service expect some control to be exercised on Breakdown Repair expenditure.

There are 2 models for buying a Breakdown Repair Service under Schedule of Rates zone contracting:

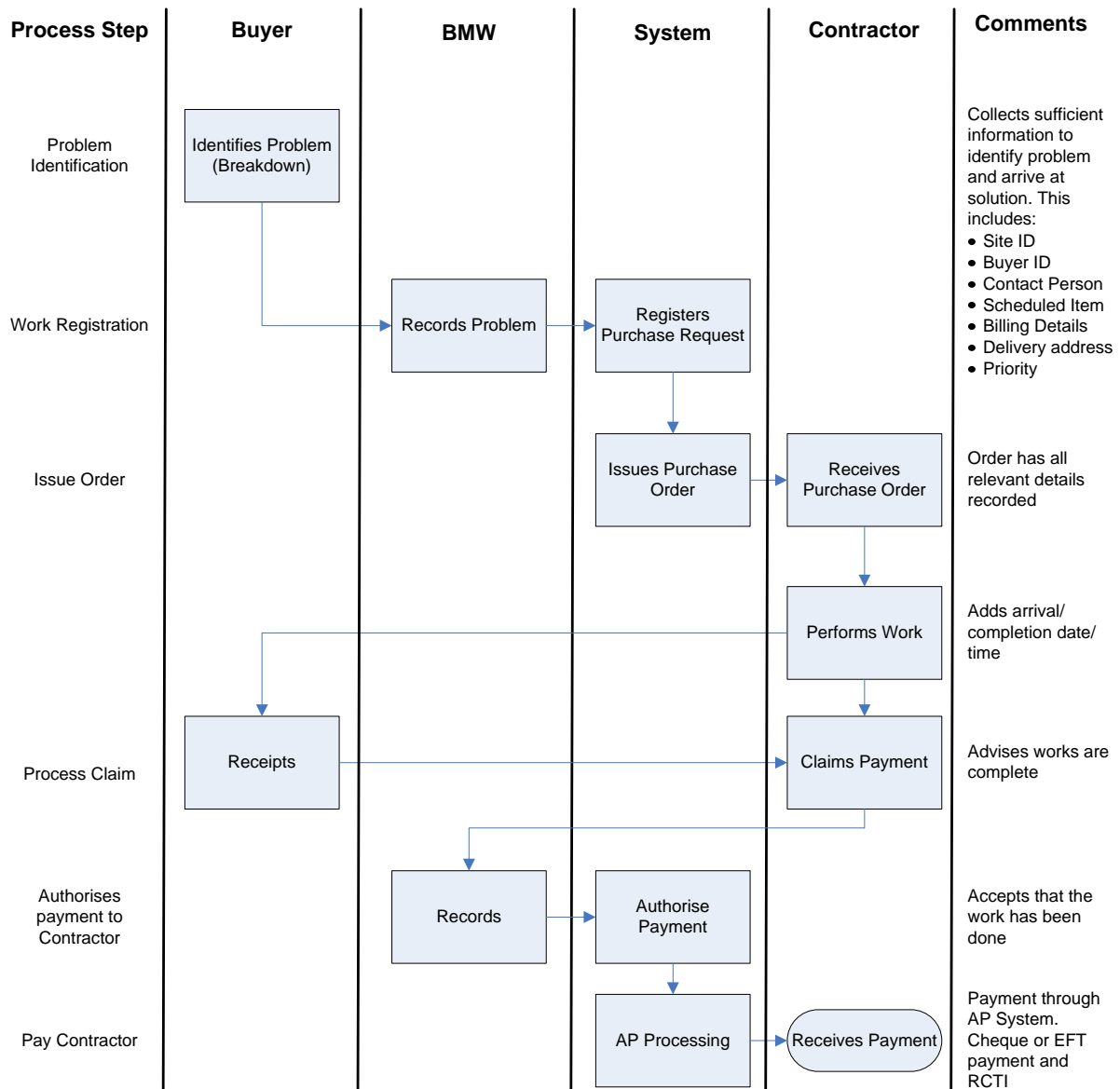
1. A Self Serve model in which an agency can pick and buy the Breakdown Repair Service directly from the zone contractor. The contractor will submit his invoice direct to the agency who will process the claim and make payment direct to the contractor; and
2. A Buy on Behalf model in which DTF will arrange work on behalf of the agency, make payment direct to the contractor on behalf of the agency and recoup money from the agency.

The following diagrams on explain how these 2 models work.

BUYING A BREAKDOWN REPAIR SERVICE – SELF SERVE



BUYING A BREAKDOWN REPAIR SERVICE – VIA BMW



DTF Identification Badges

All contractors working on sites will have to obtain a DTF identification badge. The procedure for obtaining this badge is to provide:

- Completed registration form with payment (either credit card details or cheque (refer to Appendix 1);
- Confidential Declaration (refer to Appendix 2);
- National Police Clearance; and
- Photograph

In relation to the photograph the employee may either:

- Email an electronic photograph;
- Mail a hard copy photograph;
- Visit DTF Breakdown Repairs Section(99, Plain Street, East Perth) to have their photograph taken; or
- Arrange pick up of badges by appointment with the Breakdown Repairs officer of the DTF-located at t. 99 Plain Street, East Perth.

Tools of Trade

Contractors are required to carry sufficient tools and spares to complete the works at their first visit to the site, unless the work is complex. Claims for hiring of “tools of trade” will not be accepted e.g. drain machines for plumbers, vacuum cleaners for restoration cleaners, welding equipment for metal work, high pressure cleaners for graffiti removal and climbing harnesses for tree loppers. These tools of trade will be provided at no additional cost to the client or DTF.

Communication

The zone contractor should have the capacity to trade electronically so as to provide a high level of responsiveness. This means receiving and sending emails and facsimiles, communicating directly with staff and having information available to employees in electronic format. The ability to electronically transmit digital images is also a requirement.

The requesting of additional approvals and/or authorisations must be able to be initiated and received at site.

Prescribed Financial Limits

Works procured through Schedule of Rates Zone Contracts are subject to financial controls. Zone contractors may at times have to perform repairs where the item to be fixed is not listed in the Schedule of Rates and may be higher than the approved limit. If the work is within their area of expertise and financial limits, the zone contractor should proceed to complete the work. If the work is estimated to exceed the prescribed financial limit of \$1500, the zone contractor should contact the Buyer and get authorisation before proceeding with the work. The limit for after hours work is \$3000.

Financial authorisation will be required from the Buyer or the DTF Service Quality Manager wherever schedule of rates items collectively exceed \$500 in value.

Hours of Work

Normal working hours are defined as being between 7.30am to 5.00pm (Business day) Monday to Friday exclusive of gazetted public holidays.

No work will be executed on properties on a Sunday or public holiday except where authorized by written instruction from the Buyer, or is an after hours or Priority 1 job.

The contractor will be available at all times to accept work orders from the One Call Centre or the Buyer by telephone, facsimile or other predetermined electronic means and will respond and attend in accordance with the Priority level (see below) that is allocated to the job. Telephone communication is with the Building Occupant.

| Priority | Response | Attendance on site | Completion of Repair |
|-------------|---|--|---|
| 1 | Immediate telephone communication. | Within 2 hours. | Up to a maximum of 24 hours |
| 2 | Same day telephone communication. Clarify fault and advise estimated time of arrival to job | Attend on the same day or as the first job for the next working day. | Work to be commenced and completed within two working days. |
| 3 | Next day or earlier telephone communication. Advise estimated date and time of arrival to job | Within 10 calendar days | Up to maximum of 10 calendar days. |
| After Hours | Immediate telephone communication | Within 60 minutes | |

Contractors are to note that when a Work Order is for a Disability Services Commission property, (or other nominated properties) the contractor will telephone the premises one hour prior to arrival on site. This will allow the carers to prepare the premises for the contractor's attendance.

Job Safety Analysis

A Job Safety Analysis will have to be carried out for all jobs.

For generic jobs, DTF has an expectation that the contractor will perform the job according to the provisions of the *Occupational Health and Safety Act 1984*.

Job Safety Analyses which identify that unusual hazards exist that require additional safety equipment, will need to be attached to invoices to justify the cost of that additional equipment.

Any work performed in laboratory areas or on certain Government sites e.g. Chemistry Centre, requires extreme caution. The client has a duty of care to ensure that a safe environment is provided for the contractor to perform the work. In those areas, the contractor will check with the occupant that the work area is safe.

Making Safe

- Whilst on site, the zone contractor and their employees will be responsible for the security of the work site and any plant, materials and equipment until the work is completed.
- If leaving the site, adequate safety signage should be erected and if security is breached, a security guard should be arranged through the Buyer.

In the case where the work is obviously greater than the prescribed limit and an unsafe situation exists, the zone contractor and their employees must:

- Make the site safe;
- Report to the Buyer, the extent of the work and an estimated cost; and
- Advise the client representative.

On receiving approval from the Buyer, the zone contractor will then complete the work. If work cannot be completed they will make safe the site before leaving and notify the client representative.

In either instance the zone contractor is to inform the client representative of the action that they are undertaking.

Working in Sensitive Areas

Contractors working in toilets and change rooms are to take the following actions:

1. Obtain the occupants permission to work in the area.

2. Explain how the work will affect the occupant, their staff, students and or visitors;
3. Ensure that the occupant has alternate arrangements in place to manage the use of the facilities while the work proceeds.
4. Should the work involve working in sensitive areas, then physical exclusion of all occupants, their staff, students and/or visitors may be appropriate. Physical exclusion can be achieved by locking doors after entry, wedging door closed or providing suitable temporary barriers. Alternatively, the works may be rescheduled to occur at a more convenient time to the occupant. This decision shall be made in conjunction with the occupant.
5. The employment of a second person by the contractor to ensure protection of their employees when working in these sensitive areas is to be the least preferred option. Approval of the Buyer is required whenever a second person is required to ensure protection of the contractor and their employees.

Where a schedule of rates items exists for the work, no additional claims will be accepted by the Buyer for additional costs associated with protection of the contractor or their employees.

Insurable Works

For jobs above \$10,000 or complex jobs, Government agencies have an arrangement with RiskCover, a branch of the Insurance Commission of Western Australia which covers them for loss due to damage/vandalism of property. RiskCover will appoint a Loss Adjuster to manage these events on their behalf. The Loss Adjuster acts as a Buyer when described in this Procedures Manual.

If the zone contractor is unable to complete the work due to complexity they then must make the site safe and secure with adequate safety signage before leaving the site. The contractor is to report to the Buyer or the Loss Adjuster the extent of the work and an estimated cost. If required, a static guard may have to be arranged by calling the One Call Centre.

On receiving approval, the zone contractor will then complete the work. The zone contractor will then invoice the Buyer for the work undertaken. Where the work is under the control of a Loss Adjuster, the invoice must first be directed through the Loss Adjuster for approval before it can be passed for payment.

Before leaving the site, the normal procedure as described in the clause "Leaving the Site" will occur.

Incorrect Allocation of Work

In instances where a zone contractor has attended the site and finds that the work required is outside their approved trade category (i.e. plumber called to repair faulty cold water drinking unit discovers that the power supply is faulty) they must contact the Buyer advising that they cannot undertake the work. The zone contractor will then invoice the Buyer using the appropriate Schedule of Rates items for attendance.

The Buyer will then arrange for an appropriate trade qualified zone contractor to undertake the required work. In either of the above instances, the building occupant's nominated representative must be advised of the action that has been taken.

Work Requiring Additional Trades

In instances where the work requires an additional trade outside the approved trade category of the zone contractor, (i.e. damaged ceiling requires the removal of electrical components to allow replacement) the zone contractor must take total responsibility for the completion of the job and arrange the additional trades required to complete the work. The zone contractor arranges the additional trades by contacting the Buyer, requesting the contact details of the appropriate zone contractor/s for that client and completes the work. All costs, including those incurred by the additional trades, should be included in the invoice to the Buyer. If the additional trade work is included within Schedule of Rates items, then the appropriate Schedule of Rates items must be used. The contractor records those costs as a material cost on the invoice.

Contractor Overload

There are incidences when contractors cannot be expected to resource all the work being placed with them. In a zone contracting arrangement, with exclusivity of work being offered, contractors would need to be able to either schedule the works to match their resources, buy in additional resources or if necessary intervention by DTF will be required. There is a hierarchy of actions possible to manage contractor overload, as follows:

| Hierarchy | Degree of resource utilization | Solution |
|-----------|---|---|
| 1 | 100% utilization | Manage workload by prioritisation within contract timeliness provisions |
| 2 | Overload and contract timeliness conditions are likely to be exceeded | Contractor assumes responsibility for the work and arranges the work by subcontract. Payment at responsible zone contractor's rates. |
| 3 | All resources overwhelmed | Contractor notifies DTF Contract Manager who authorises alternate service delivery strategies. Manual intervention required in Works Management System to redirect work orders to other contractors |

Contractors must take initial responsibility for managing overloads and subsequently DTF managing work distribution once all reasonable resources have been overwhelmed.

Customer Breakdown Repair Advice

The contractor will be provided with a Customer Breakdown Repair Advice (CBRA) booklet, which contains forms that are in triplicate. The contractor undertaking breakdown repairs will ensure that the slips are completed with all required details such as:

- Date and time of attendance on site;
- Date and time of completion of the job.
- Schedule of Rates items and brief description; and/or
- Labour and materials, labour in 15 minutes time slots as per Schedule of Rates and materials at cost + 10% including GST.

The contractor will Z off (strike through) the blank portion of the CBRA immediately following the last entry line. The Buyer will then sign the CBRA as a true and correct record of the work undertaken.

The pink original is to be handed to the building occupant immediately on completion of the work and the white copy of the completed slip is to be attached to the invoice sent to DTF for payment. Where the repairs are completed after hours, the CBRA form is to be signed and the pink copy is provided to the client the next day. The CBRA should not be altered after the client has signed it.

Rounding

DTF has modified its Works Management System to record the cost of Schedule of Rates against works. The system will calculate the cost of work by taking standard Schedule of Rates items, applying the contractor's percentage figure and rounding this figure to the nearest cent in a similar way that rounding normally applies to GST. This may cause rounding errors in contractor's invoices and in the calculation of contractor's costs.

To minimize these effects, at the commencement of the contract, DTF will provide the contractor with Schedule of Rates items using the contractor's mark up against the standard Schedule of Rates price with rounding as per the rules. The contractors are to use these figures when preparing their invoice. Minor discrepancies will be resolved by DTF in accordance with accounting procedures.

Part Rates

Typically, part rates will not be used except when notified. Part rates will apply to glazing and rounding rules as per normal will apply.

Invoicing

On completion of the breakdown repair work, the zone contractor is to invoice DTF or the Buyer within 14 days. Invoicing prior to completion of the works will result in payment for additional works being withheld. A separate valid tax invoice is required for each Purchase Order and should include:

- An invoice number;
- ABN number;
- The date of the invoice;
- The Work Order number;
- The Purchase Order number;
- A clear description of the work performed;
- Schedule of Rates items and description;
- Number of units of time for labour per person (prices from Schedule of Rates);
- When no Schedule of Rates items are applicable then a detailed listing of the materials including make, description and size.

All invoices should have the completed CBRA slips attached and any Job Safety Analysis forms if claimed, failing which payment will not be made and the invoice will be returned to the zone contractor.

Late invoicing may incur a penalty as per the conditions of contract.

Document Availability

This document is available for a downloading online at http://www.bmw.wa.gov.au/1374_2146.asp under the heading "Schedule of Rates".

APPENDIX 1

ZONE CONTRACTOR/EMPLOYEE BADGE FORM

Company Name : _____

Contact Details : _____

Title : _____

Signature : _____

| Employees | Amount |
|-----------|--------|
| | |
| | |
| | |
| | |
| | |
| | |
| | |

FEES: \$30.00 PER BADGE

Payment is required with the return of this form.

Note: Badges will not be issued until payment is received

Payment Options

1. Card Details :

Amount _____

Card Number _____

Expiry Date _____

Card Holder Name _____

Signature _____

Or

2. Cheque Payable to : Department of Treasury and Finance – BMW,
Ref : HW/23/4315341/4025

Address : Department of Treasury and Finance – BMW
Private Bag 22
East Perth WA 6892

The Department of Treasury and Finance – Building Management & Works ABN: 40 122 932 289

This document will become a tax invoice for GST purposes when payment is made.

Receipt Number : _____

Signature : _____

APPENDIX 2

CONFIDENTIAL DECLARATION

Zone contractors or their subcontractors, who work on breakdown repair jobs, must fill in this form and the form will be held by DTF on the contract file.

| | | |
|-----|--|--------------------------|
| (1) | I declare that I do not have any convictions, circumstances or reasons that might preclude my working on Government sites. | <input type="checkbox"/> |
|-----|--|--------------------------|

| | | |
|-----|--|--------------------------|
| (2) | I declare that I do have convictions, circumstances or reasons that might preclude my working on Government sites. The nature of these convictions, circumstances or reasons is outlined below. <hr/> <hr/> | <input type="checkbox"/> |
|-----|--|--------------------------|

I certify the accuracy of the above information.

I am aware that I am required to take complete ownership and responsibility of the finished work as per the terms and conditions of the Procedures Manual.

Name: _____ Date: _____
(PLEASE PRINT CLEARLY)

Signature: _____

Company: _____

Address: _____

Phone: _____

Additional Procedures for Routine Maintenance

These procedures supplement the Breakdown Repairs procedures where Routine Maintenance works are incorporated within a schedule of rates zone contract.

Routine Maintenance

Routine maintenance is work performed to comply with statutory requirements, maintains efficient operation or avoids potential failure of plant or equipment.

Routine maintenance work is performed generally to a schedule of when certain activities or actions are required.

Scheduling

The Buyer of a routine maintenance service will provide an indicative schedule of when activities are required.

Contractors are required to schedule the works within the parameters provided by the buyer.

Monthly, the contractor shall schedule the works to provide an indication of when, which day/date and time, and estimated duration of the work that will be performed at each premise. The schedule shall be provided to the Buyer and in addition to the Principal's Representative or their nominee at least five days prior to the commencement of the schedule. The schedule shall be kept up to date and on request provided to either the Buyer or Principal's Representative.

Notification of Attendance at Premises

Contractors must make appointments for the purposes of undertaking Routine Maintenance works.

Contractors must keep the occupants of the building informed on the Routine Maintenance work to be performed including:

- Set and confirm visit times in cooperation with the customer. The contractor should be indicating their arrival as "morning" (7:30 a.m. to 12:00 noon) or "afternoon" (12:00 noon to 5:00 p.m.) or a more precise time if agreed with the customer;
- The contractor shall advise the customer of the purpose of the visit;
- Report progress on the work;
- Reasons for leaving the site;
- Estimated return time;
- Make safe work and part completion and follow up actions required; and completion and signing occupant log book.
- Any operational restrictions on the site, buildings or its services because of a partial completion or make safe work.

The above notification of the appointment should occur at least 5 working days prior to the scheduled date for that work.

Found Work

Minor Repairs

Contractors may undertake minor repair works found during the course of Routine Maintenance activity, if permitted by the Buyer. Minor repairs are typically replacement of low cost components of equipment, i.e. fan belts, which can readily be performed while the contractor is on site, with no undue time implication. The contractor shall fully itemise the extra work either using schedule of rates items or a written description of the extra works performed, if no suitable of rates item exists, detailing the material used in the repair. Found work shall be subject to a financial limit of \$25 per unit of equipment being serviced.

Minor found work is not to be reported to the occupant for reporting to the Call Centre.

The minor found work should be discussed with the occupant at the conclusion of the routine maintenance activity.

Minor repairs will be undertaken without payment of additional labour to undertake the repair.

Significant Repairs

Significant repairs are those that exceed the requirements of a minor repair and would require additional labour to affect the repair.

The contractor shall report these repairs to the occupant for reporting to the One Call Centre and allocation of a work order to the contractor. The contractor should ask the occupant to confirm with the call centre that the contractor is on site. The contractor shall undertake the work order in accordance with the Breakdown Repairs part of this procedures manual.

As the contractor is on site, No attendance fee (OT001) is payable for breakdown repairs work orders associated with found work.

Claims for payment

The contractor shall submit a claim for payment or invoice within 14 days of the completion of any works.

The claim shall be supported by:

- A breakdown of costs itemising the number or each item of equipment serviced;
- Completed Routine maintenance service reports for every item of equipment serviced;
- Completed summary service reports for each premise visited; and
- Full cost break up of any approved found work.

Routine Maintenance Schedule

The Contractor is to provide the schedule of the routine maintenance to performed at each premise in the following form, using Microsoft Excel or similar tabular format.

| Premise Number | Premise Name | RM Start Date | RM End Date | Resources |
|----------------|--------------|---------------|-------------|-----------|
| 01234 | Free text | DD/MM/YYYY | DD/MM/YYYY | Free text |