

# Service Delivery Planning 2021-22

This Guide Note is for Agencies and existing FM Service Providers to inform and address frequently asked questions about the upcoming Service Delivery Planning and Budget (SDP&B) Cycle for 2021-22.

## WHAT IS THE SERVICE DELIVERY AND BUDGET CYCLE?

The SDP&B cycle is an annual process whereby the Agency and the FM Service Provider plan and agree on the FM Services to be delivered for the financial year. Further details on the process are contained in the [Agency Work Procedure Manual](#).

This Guide Note has been prepared noting the Future AGFMA will commence from 1 December 2021, which is part way through the 2021-22 year.

## HOW WILL THE 2021-22 PROCESS OCCUR?

The process from your FM Service Provider to develop Service Delivery Plans for the 2021-22 financial year will be undertaken similar to previous years. You will work with your existing FM Service Providers as you have done each year.

The Agency Representative with appropriate delegation will be required to approve the final SDP&B within the requested timeframes, noting the escalation process for non-approval.

The approved 2021-22 Service Delivery Plan will be loaded into FAMIS.

## WHO WILL MANAGE MY PREVENTATIVE MAINTENANCE PROGRAM DURING 2021-22?

Your existing FM Service Providers will deliver the FM Services from 1 July 2021 until 30 November 2021.

The future FM Service Providers (as part of the Future AGFMA) will then deliver your approved Service Delivery Plan from 1 December 2021 until 30 June 2022.

## FREQUENTLY ASKED QUESTIONS

### How will FM Management Fees and the AGFMA fee be applied for the period 1 July 2021 until 30 November 2021?

The FM Management Fees for this period will be based on the actual FM Management Fees applied for 2020-21 following the finalisation of the financial year. FM Management fees will be based on Agency actual expenditure each month.

AGFMA fees will apply as above.

### How will FM Management Fees and the AGFMA fee be applied for the period 1 December 2021 until 30 June 2022?

This is to be resolved as part of the procurement process for the Future AGFMA.

Will existing Technical Data Schedules be used for 2021-22 preventative maintenance?

Yes, the existing FM Service Providers will continue to use Technical Data Schedules.

The future FM Service Providers will use the existing Technical Data Schedules from 1 December 2021 until 30 June 2022.

What about new definitions for previously mandatory and recommended Technical Data Schedules?

Last year [Guide Note – Technical Data Schedules](#) and [Guide Note – Asset Preventative Maintenance Hierarchy](#) was released and new terminology either Regulatory or Recommended relating to the need for asset servicing for Preventative Maintenance was introduced. The new definitions are:

**Regulatory** *Where an Act, Regulation, Code of Practice or Australian Standard requires a task to be undertaken.*

**Recommended** *Where a task is to be undertaken at the discretion of the responsible Agency, which may meet a service task or support a Work Health and Safety activity or Australian Standard which is not regulated.*

Appendix 3 has been updated and there has been some changes to classification. AGFMA's advice remains the same that Regulatory and Recommended servicing should be programmed.

What will the 2022-23 Service Delivery Process look like?

The future FM Service Providers will be responsible for the SDP&B cycle. There will be elements very similar to the current processes (annual plans etc), however some aspects may be different. This is being resolved as part of the procurement process for the Future AGFMA.

## For more information

Business as Usual enquiries visit the Department for Infrastructure and Transport [Across Government Facilities Management Arrangements](#) site, or contact your Agency Representative or [Agency Advocate](#).

Future AGFMA enquiries visit [Future AGFMA Government Facilities Management Arrangements Agencies](#)