



FUTURE AGFMA • FACT SHEET

Inflight Works

Audience

- Participating Agencies
- Future AGFMA FMSP
- Sub-Contractors

Purpose

This Fact Sheet provides information regarding the logging of work requests and the subsequent management of Inflight Works and delivery of facilities management services during the transition to Ventia as the new Facilities Management Service Provider (FMSP) and as part of a range of activities for implementation of the Future Across Government Facilities Management Arrangements (AGFMA).

Overview of existing FMSP engagement

Under the existing AGFMA, processes remain unchanged until close of business on 30 November 2021 and the currently designated FMSPs listed below will continue to coordinate and perform facilities management services.

- Spotless Pty Ltd – the contracted external provider, and;
- Department for Infrastructure and Transport (DIT) Facilities Services.

Raising work orders – existing AGFMA

Until close of business on 30 November 2021, Participating Agencies will continue to submit new requests for work ('work orders') via existing channels/systems for all service types of the existing AGFMA, including those listed in **Table 1**. The existing FMSPs, DIT Facilities Services and Spotless, must continue to coordinate completion of these works, per their contractual/framework obligations; this includes requirements associated with Defect Liability Periods.

Table 1: Facilities management service types

Planned services	<ul style="list-style-type: none"> • Preventative maintenance • Replacement / refurbishment maintenance (\$5k>\$1m) • Minor works (\$5k>\$150k)
Unplanned services	<ul style="list-style-type: none"> • Breakdown maintenance (<\$3k) • Scheduled attendance breakdown maintenance (<\$2k) • Replacement / refurbishment maintenance (<\$5k) • Minor works (<\$5k)
Small construction works	<ul style="list-style-type: none"> • <\$1m

DIT has established arrangements in place and is committed to ensuring that all work orders are completed, regardless of transition activities and as such, Participating Agencies are encouraged **not** to 'fast track' raising of work orders during the period up to 30 November 2021.



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Incomplete works

Given the nature of the services listed in **Table 1**, there will be work orders raised in Facilities Asset Management Information Systems (FAMIS) by Participating Agencies up until 30 November 2021 which are either:

- a) scheduled to commence pre-transition, prior to 1 December 2021; or
- b) scheduled to commence post-transition, on or after 1 December 2021.

Where the anticipated practical completion (PC) date of these work orders is **before 30 June 2022**, they will be treated as '**Inflight Works**'.

Triaging of Inflight Works

A DIT Project Triage Team (PTT) will apply the **Key Triage Principles** outlined in **Table 2** and consider the value, location and estimated PC date of Inflight Works for allocation to an appropriate FMSP.

Table 2: Key Triage Principles

PRINCIPLE ONE	PRINCIPLE TWO
Work order raised <u>on or before</u> 30 Nov 2021	Work order raised <u>on or after</u> 1 December 2021
Work is allocated to an INCUMBENT FMSP <i>Spotless or DIT Facilities Services</i>	Work is allocated to FMSP under Future AGFMA <i>Ventia</i>

The PTT commenced activities in accordance with an approved Terms of Reference in early September 2021, and members meet weekly to assess appropriate allocation of Inflight Works (projects). The PTT will also be responsible for ensuring completion of Inflight Works, including invoicing arrangements.

Defect Liability Period (DLP) and Warranties

In instances where Spotless coordinates completion of FM works on or before 30 June 2022, Spotless is contractually obligated to meet DLP and warranty requirements. In instances where DIT-FS and/or DIT-Building Projects coordinates completion of FM works on or before 30 June 2022, DIT (Agency) is obligated to meet DLP and warranty requirements. In all other instances, Ventia is contractually obligated to meet DLP and warranty requirements. DIT will hold central records and track various projects and timeframes to manage DLP and risks accordingly.

FAMIS Data cleansing - work orders raised but not yet started

During November 2021, the PTT will closely monitor works 'logged' in FAMIS, but which are 'not yet started' and will liaise with the relevant Participating Agency to reconcile jobs which can be closed/deleted.

In early December 2021, a final list of jobs raised in FAMIS which have not yet been actioned will be sent to Agencies advising that the job will be closed/deleted. Where the job is still required, Agencies will be required to raise the work order as a 'new job' in Ventia's ICT system.



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Transition to the Future AGFMA

On 6 July 2021, Ventia Australia Pty Ltd (Ventia) was awarded the contract to deliver facilities management services in South Australia from 1 December 2021. A range of activities to support the successful transition to the Future AGFMA have commenced and are well underway.

Facilities management services under the existing AGFMA will continue to be delivered to Participating Agencies up to 30 November 2021.

Raising work orders – Future AGFMA

From 1 December 2021, Participating Agencies will submit new work orders via the Ventia ICT system/call centre, as demonstrated to Participating Agency staff at training sessions during the transition phase. Ventia is responsible for coordinating completion of these works, per their contractual obligations.

For More Information

Contact the Future AGFMA Reform Team - DIT.FutureAGFMA@sa.gov.au