



## AGFMA • FACT SHEET

# Services RASCI Table

## Audience



Participating Agencies



AGFMA FMSP



Contractors

## Purpose

This Fact Sheet provides information regarding the roles, responsibilities and actions required of the government appointed Facilities Management Service Provider (FMSP), the Department for Infrastructure and Transport (DIT) and Participating Agencies in the delivery of Services under the Across Government Facilities Management Arrangements (AGFMA) contract.

These roles, responsibilities and actions have been detailed in a RASCI Table to outline which parties are responsible, accountable, provide support, and need to be consulted or need to be informed on all services provided under the contract.

An example of some of the services included in the RASCI Table is provided in this Fact Sheet with the full RASCI Table provided to Participating Agencies in Schedule 1 of the Memorandum of Administrative Arrangements (MoAA). The MoAA is between DIT and Participating Agencies with the purpose of establishing an agreement with an Agency Chief Executive (or Delegate) that at a strategic level clearly articulates the roles and responsibilities of Parties for the effective and efficient delivery of the AGFMA. It also outlines the obligation of Parties with respect to ensuring safe work practices.

This Fact Sheet should be read in conjunction with the following Fact Sheets, which provide further detail about specific topics:

- [Breakdown Maintenance Priorities](#)
- [Data Validation Program](#)
- [Services Scope – Sites and Assets](#)

## Overview of the RASCI

The RASCI in the MoAA provides a comprehensive list of roles and responsibilities for the FMSP, DIT and Participating Agencies. Roles and responsibilities are assigned according to the categories defined in **Table 1**.



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**Table 1: Legend for the roles and responsibilities in the RASCI**

Term	Description
Responsible (R)	The Party that has to do the activity.
Accountable (A)	The Party ultimately answerable for the correct and full completion of the activity. There must be only one Party accountable for each activity.
Support (S)	The Party that is to provide support to assist in completing the activity.
Consulted (C)	The Party that is consulted by the responsible Party as part of the process of carrying out the activity.
Informed (I)	The Party that has to be kept up-to-date, by the responsible Party.
When	When the activity must be performed.

The relevant Parties in any of the columns are Participating Agencies ('Ag'), DIT and the FMSP.

In accordance with Cabinet's Approval, DIT has procured facilities management services for Participating Agencies from the FMSP in respect of Core Assets and Agency Nominated Assets. The FMSP must carry out all maintenance works on Core Assets and nominated works for Agency Nominated Assets. Further information on Asset Categories is available in the [Services Scope - Sites and Assets](#) Fact Sheet.

Whilst DIT is responsible for the management of the AGFMA contract, most day-to-day services carried out under the contract involve direct interaction between the FMSP and the Participating Agencies, for the direct benefit of Participating Agencies. The RASCI has been designed to make this arrangement clear by outlining the roles, responsibilities and actions required of the FMSP, DIT and Participating Agencies.

**Table 2** summarises the key deliverables included in the RASCI, and the roles and responsibilities of each party. It should be noted that where the FMSP is responsible for delivering services, there is a corresponding requirement to keep Participating Agencies informed in relation to each deliverable. Note the below is only intended as a summary of key items as the full RASCI includes a larger number of items.

## For More Information

Contact the AGFMA Team - [DIT.AGFMA@sa.gov.au](mailto:DIT.AGFMA@sa.gov.au)



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Table 2: Key Deliverables included in the RASCI

Functional Description	R	A	S	C	I	When
<b>Develop Standards</b>						
Create and manage a library of Asset Service Standards ensuring they are regularly reviewed and changes approved. <i>(Asset Service Standards means the determination of the level of service outputs that the asset is intended to deliver.)</i>	FMSP	FMSP	Ag	DIT Ag	Ag	Continuing throughout the Term
Approval of Asset Service Standards and changes to Asset Service Standards.	Ag	Ag	FMSP	Ag	FMSP Ag	As required through the Term
Develop, implement and maintain a library of Technical Standards for use in operations and maintenance of the facilities. <i>(Technical Standards means the selection of technical activities (e.g., inspection or maintenance in accordance with Australian Standards, Local Standards) that, when applied properly, will ensure effective achievement of the Service Standards).</i>	FMSP	FMSP	DIT	DIT	DIT Ag	Continuing throughout the Term
Create and manage a set of Asset Standards for all asset classes that ensure assets can sustain their required operational capacity and capability for the optimum period before replacement/renewal, whilst optimising whole of life costs. Whilst the goal is to avoid the 'gold-plated' approach, assets must be of such quality to remain fit for purpose for an optimum period, whilst delivering value for money. <i>(Asset Standards means the determination of the minimum level of performance of an asset, below which will be unacceptable to DIT or Participating Agencies.)</i>	FMSP	FMSP		Ag	DIT Ag	As required through the Term
Approval of Asset Standards and changes to Asset Standards.	Ag	Ag	FMSP	Ag	FMSP	As required through the Term
<b>Planning</b>						
Nominate the level of service for each Asset for inclusion in the Annual Service Delivery Plans, nominating Assets as: <ul style="list-style-type: none"> <li>• Full Service Core Assets;</li> <li>• Legislated Service Core Assets;</li> <li>• Full Service Agency Nominated Assets; or</li> <li>• Breakdown Agency Nominated Assets.</li> </ul>	Ag	Ag	FMSP DIT	DIT	DIT FMSP	By no later than March each year
Analyse and develop the whole-of-life cycle strategy for all Asset Classes.	FMSP	FMSP	DIT	Ag	DIT Ag	Continuing throughout the Term
Develop a Long Term Service Delivery Plan for a period of 20 years, to provide a long-term insight into the capital asset replacement requirements for the Locations.	FMSP	FMSP	DIT Ag	Ag	DIT Ag	Within 18 months of the Commencement Date
Participating Agencies are responsible for development and maintenance of Strategic Asset Management Plans. The FMSP provides support and subject matter expert advice on request.	Ag	Ag	FMSP		DIT FMSP	Annually throughout the Term
Provide support to Participating Agencies in gathering and maintaining supplementary data and information for planning and prioritisation purposes (environmental plans, condition audits, DDA assessments, capacity/utilisation studies).	FMSP	FMSP	Ag	Ag	DIT Ag	Continuing throughout the Term
<b>Asset Information and Data</b>						
The FMSP Software must provide multimedia information, including CAD, so as to ensure accurate graphical representation of the site and floor plans and other images for each facility.	FMSP	FMSP	Ag DIT	Ag DIT	Ag DIT	As required throughout the Term
The FMSP Software must provide on-line real time access to asset records, including maintenance history and planned maintenance to nominated DIT and Participating Agency staff.	FMSP	FMSP		Ag	DIT Ag	Continuing throughout the Term



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Functional Description	R	A	S	C	I	When
Undertake a Data Validation Process in relation to the Existing Data in accordance with its Data Validation Plan, involving a physical inspections of all Assets (Participating Agency's assets in relation to which the FMSP provides Services under the Services Agreement) of the Participating Agency.	FMSP	FMPS	Ag	DIT Ag	DIT Ag	Within the approved period, following the Commencement Date
Deliver to DIT or the Participating Agency any reasonable report or information (in the form reasonably required by DIT or relevant Participating Agency) in relation to the provision of Services or any other matter in connection with the Agreement (AGFMA Contract).	FMSP	FMSP	Ag DIT	Ag	DIT AG	On request throughout the Term
All Asset data (Participating Agency's assets in relation to which the FMSP provides Services under the Services Agreement) required for Participating Agency asset registers must be available in agreed format to be transferred on a regular basis to ensure that asset records are accurate and up to date.	FMSP	FMSP		Ag	DIT Ag	Continuing throughout the Term
<b>Acquisition/Procurement</b>						
Ensure the procurement of services and materials is managed in the most cost effective way, with appropriate competition, complies with Government procurement policies and evidence that the procurement has been carried out in such a way.	FMSP	FMSP	Ag	Ag	DIT Ag	Continuing throughout the Term
<b>Commissioning and Handover</b>						
Relevant asset data gathered during the construction, commissioning and handover phases must be appropriately recorded, stored and incorporated into strategic planning for whole of life asset management purposes.	FMSP	FMSP	Ag	Ag	DIT Ag	Continuing throughout the Term
Keep and maintain a record of manufacturer's warranty and guarantee details on plant and equipment installed by the FMSP in accordance with the Agreement.	FMSP	FMSP	Ag	Ag	DIT Ag	As required throughout the Term
<b>Maintenance</b>						
Work with Participating Agencies and local site managers to establish and implement an appropriate maintenance strategy for each site, ensuring the maintenance strategy takes into consideration the required Asset Service Standards (service levels), (refer to DIT maintenance strategy guideline as published by DIT for details).	FMSP	FMSP	Ag	Ag	Ag	As required throughout the Term
Carry out Preventative Maintenance of all Full Service Core Assets and Full Service Agency Nominated Assets in accordance with the Annual Service Delivery Plan to ensure: <ul style="list-style-type: none"> <li>(a) All Full Service Core Assets and Full Service Agency Nominated Assets continue to comply with legislative and safety requirements</li> <li>(b) Assets meet required availability and quality standards, unless Assets have been nominated as Breakdown Agency Nominated Asset or a Legislative Service Core Asset by the Participating Agency.</li> <li>(c) Full Service Core Assets and Full Service Agency Nominated Assets are maintained to maximise useful life in the most cost effective way.</li> </ul>	FMSP	FMSP	Ag	Ag	DIT Ag	Continuing throughout the Term
Provide Breakdown Maintenance services in accordance with the priorities determined in accordance with the Priority Level Table at Appendix 1 to meet asset availability requirements.	FMSP	FMSP	Ag	Ag	DIT Ag	Continuing throughout the Term
In keeping with the maintenance strategy, provide root cause analysis of Breakdown Maintenance to high-risk assets (e.g. critical to service delivery and/or high-cost) and repeated occurrences of the same Asset or Incident to identify underlying Problems and resolving any Problems identified.	FMSP	FMSP	Ag	Ag	DIT Ag	Continuing throughout the Term
Once a Deliverable has been provided: <ul style="list-style-type: none"> <li>• promptly notify the relevant Participating Agency; and</li> <li>• provide any additional information reasonably requested by the Participating Agency (including before and after photos where/if applicable).</li> </ul>	FMSP	FMSP	Ag	Ag	Ag	Continuing throughout the Term
Report monthly on all outstanding Preventative Maintenance works (open jobs), detailing the reasons for work not being completed, highlighting outstanding high-risk jobs such as legislative and safety works/inspections and the impact of the works not being completed.	FMSP	FMSP	Ag	Ag	DIT	Continuing throughout the Term
Proactively conduct trend analysis on recurring Incidents in order to initiate the Problem management process. Provide reporting on trend analysis and Problem management results.	FMSP	FMSP		DIT Ag	DIT Ag	Continuing throughout the Term



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Functional Description	R	A	S	C	I	When
Proactively identify action items to improve performance and prevent the re-occurrence of Incidents and performance issues.	FMSP	FMSP			DIT Ag	Continuing throughout the Term
Discuss and recommend corrective actions or solutions to address recurring problems or failures.	FMSP	FMSP		DIT Ag	DIT Ag	Continuing throughout the Term
<b>Asset Operations</b>						
Ensure effective management of all applicable regulated Asset registration certificates, as required by Legislation (e.g. lifts, pressure vessels).	FMSP	FMSP	DIT	Ag	Ag	Continuing throughout the Term
Ensure at least 5 Business Days' notice is sought and approval given before carrying out any planned work at any Location.	FMSP	FMSP	Ag	Ag	Ag	Continuing throughout the Term
Ensure that all plant and equipment operating under manufacturers' warranty or specification is managed in such a way that the warranty or specifications are not abrogated.	FMSP	FMSP			DIT	Continuing throughout the Term
Immediately notify the Contract Administrator and the relevant Participating Agency Representative whenever they become aware of any lessening or deterioration of any fire or intruder detection capability at a Location.	FMSP	FMSP	DIT Ag	DIT Ag	DIT Ag	As required throughout the Term
Establish a regular opportunity for FMSP's facility manager and the Participating Agency Representative to carry out 'safety walks' of sites, in order to assure the Participating Agency that assets are safe in their operational mode.	FMSP	FMSP	Ag	Ag	DIT	As required throughout the Term
FMSP's facility managers are to establish a regular program of ad-hoc visits to sites where Sub-Contractors are working, testing the quality of their work and their compliance with standard operating procedures and safe work practices. Specific issues to look for are: signage, bunting, ladder use, test and tag of work equipment, use of PPE, job start-up procedures (hazards checks).	FMSP	FMSP	DIT Ag	DIT Ag	DIT Ag	Continuing throughout the Term
Report monthly on how many Sub-Contractors have been tested, and of outcomes.	FMSP	FMSP	DIT Ag	DIT Ag	DIT Ag	Continuing throughout the Term
Maintain an emissions reduction plan in line with the State's plan, and monitor the emissions and energy usage of Locations and identify means of reducing those emissions in accordance with industry best practice.	FMSP	FMSP	Ag	Ag	DIT Ag	Continuing throughout the Term
Establish a hazards management system, and to effectively integrate this into its site operational management systems.	FMSP	FMSP	Ag		DIT Ag	Continuing throughout the Term
<b>Incident Management</b>						
Provide a single point of contact Incident logging solution 24 hours per day, 365 days per year that meets business requirements. This includes ensuring the Incident logging is sufficiently resourced and skilled to meet Participating Agency volumes, based on the number of contacts and Participating Agency end users and varied business hours. Access to Incident logging must include contact by phone, email and directly online.	FMSP	FMSP			DIT Ag	Continuing throughout the Term
Assign a Priority to jobs in accordance with the Priority Table of the Incident or as otherwise directed by authorised DIT/ Participating Agency Representatives.	FMSP	FMSP		Ag	DIT Ag	Continuing throughout the Term
Consider Participating Agency preferred Sub-Contractors when allocating Priority 1 Services.	FMSP	FMSP		Ag	Ag	Continuing throughout the Term
Provide an Incident and Problem management system that allows on-line visibility of Incidents and problems to DIT and Participating Agency Personnel and interfaces.	FMSP	FMSP			DIT Ag	Continuing throughout the Term
<b>Review and Report Phase (ongoing)</b>						



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Functional Description	R	A	S	C	I	When
Once every three years, complete a systematic inspection of Assets to ensure ongoing compliance, functionality, operability and safety in operation in accordance with the Asset Inspection Guidance Note provided by DIT, as well as ensuring all Asset information is complete and Asset data in the FMSP Software is accurate. Adjustments to the management fees will be made in accordance with the Pricing Rules for Participating Agencies to pay an addition fee for additional inspections of high risk Locations or pay a reduced fee if particular Locations are given a low risk rating and are therefore required to be inspected less often than three years.	FMSP	FMSP	DIT Ag	Ag	DIT Ag	Continuing throughout the Term
Develop an annual inspection program plan by the end of April each year in relation to the following financial year, detailing the sites to be visited each year in relation to the systematic inspection of assets for approval by Participating Agency.	FMSP	FMSP	Ag	Ag	DIT Ag	As required throughout the Term
Provide Participating Agencies and DIT with regular information on the latest FM and AM initiatives, tools and techniques.	FMSP	FMSP			DIT Ag	Continuing throughout the Term
Provide energy management services where approved by Participating Agencies by monitoring energy usage and implementing improvements to ensure Assets can be operated in an efficient, effective and cost effective manner.	FMSP	FMSP	Ag	Ag	DIT Ag	As required throughout the Term
In accordance with AS ISO31000 – Risk Management, work with Agency representatives to ensure risk assessments for all Asset Classes and Types are up to date, ensuring the decay curve is taken into consideration.	FMSP	FMSP	Ag	Ag	DIT	Continuing throughout the Term
Notify the FMSP of any newly acquired Assets (unless the FMSP installs the Asset) Participating Agencies must also facilitate updates required to the Annual Service Delivery Plan as a result of new Assets.	Ag	Ag	FMSP	DIT	DIT	Continuing throughout the Term
<b>Refurbishment Phase</b>						
Ensure that all Replacement/Refurbishment Services exist in the Annual Service Delivery Plan and are approved prior to commencement.	FMSP	FMSP	Ag	Ag	DIT Ag	Continuing throughout the Term
Make recommendations on Asset replacement, supporting any recommended changes with business cases to demonstrate the effectiveness and value for money of recommended changes.	FMSP	FMSP	DIT	DIT Ag	DIT Ag	Continuing throughout the Term
Approve all Replacement/Refurbishment Services.	Ag	Ag			FMSP DIT	As required throughout the Term
<b>Participating Agency Engagement</b>						
Provide the FMSP with reasonable access to the Assets.	Ag	Ag				Continuing throughout the Term
Notify the FMSP of any new Locations.	Ag	Ag			DIT FMSP	Continuing throughout the Term
Notify the FMSP of any additional Location-specific requirements not covered in the Access Plan in advance of any Service provision by the FMSP or Sub-Contractors at that Location.	Ag	Ag			FMSP	Continuing throughout the Term
Comply, and ensure its Personnel and Sub-Contractors comply with the rules, policies, procedures, instructions, directions or other requirements of the Participating Agency notified to it, including: <ul style="list-style-type: none"> <li>those regarding acceptable workplace behaviour, including requirements and policies relating to violence against women;</li> <li>the requirements of the Participating Agency in relation to the <i>Children and Young People (Safety) Act 2017</i>; and</li> <li>those relating to the security and workplace health and safety (including any requirements to sign in to a visitor log, carry identification, or comply with any restricted access obligations).</li> </ul>	FMSP	FMSP	Ag	Ag	DIT Ag	Continuing throughout the Term
<b>FMSP Personnel and Sub-Contractor Management</b>						
Ensure that work is allocated equitably to all registered Sub-Contractors to provide a fair allocation of work by value of Services.	FMSP	FMSP			DIT	Continuing throughout the Term





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Ensure registered Sub-Contractors are regularly assessed for capability to carry out Services, based on their performance history.	FMSP	FMSP			DIT Ag		
Pay Sub-Contractors within 14 days of the date on which an invoice is received from a Sub-Contractor.	FMSP	FMSP			DIT Ag	Continuing throughout the Term	
FMSP must ensure that the hazardous materials register at any of the Locations is up to date, and must update the definition and requirements register as required.	FMSP	FMSP	Ag	Ag	DIT Ag	As required throughout the Term	
Ensure all Sub-Contractors of the FMSP have all necessary certifications, licences and clearances to the extent required by Law or policy of the relevant Participating Agency to be entitled to perform the tasks the FMSP has engaged them to perform.	FMSP	FMSP	Ag	Ag	DIT Ag	As required throughout the Term	
Analyse workplace injuries and incidents for employees and for employees of Sub-Contractors, to identify WHS issues and trends and develop strategies to reduce workplace accidents	FMSP	FMSP			DIT Ag	Continuing throughout the Term	
The Participating Agency must ensure that all FMSP Personnel and Sub-Contractors: <ul style="list-style-type: none"> <li>are inducted on site at Locations, including any applicable site specific induction performed by the Participating Agency;</li> <li>are aware of all hazards on site; and</li> <li>have read and signed off on DIT and Participating Agency induction material.</li> </ul>	Ag	Ag	FMSP		FMSP	As required throughout the Term	
<b>Training and Knowledge Transfer</b>							
Provide all DIT, Sub-Contractors and Participating Agency Personnel with training to access and use the FMSP Software efficiently and effectively.	FMSP	FMSP			DIT Ag	DIT Ag	Before the individual commences using the system
DIT or the Agency may direct the FMSP in relation to restricting the access, functionality and authorisation of particular users specified by DIT or a Participating Agency.	Ag	Ag	FMSP		DIT	DIT	
<b>Account Management</b>							
Validation of satisfactory completion of Services through the FMSP Software.	Ag	Ag	FMSP	FMSP	FMSP		Continuing throughout the Term
Document and report on products and services to improve Services and customer outcomes.	FMSP	FMSP			DIT Ag		Continuing throughout the Term
The FMSP will provide strategic advice to Participating Agencies in developing Strategic Asset Management Plans.	FMSP	FMSP			Ag	Ag	As required throughout the Term
Maintain regular and formal consultation with Participating Agencies to monitor future and continued use of Participating Agency Locations and the introduction of new Assets.	FMSP	FMSP			Ag	Ag	Continuing throughout the Term
A Participating Agency may at any time ask the FMSP to justify any pricing, including by reference to estimates from competitors.	Ag	Ag	FMSP				Continuing throughout the Term
A Participating Agency may dispute any item on any invoice in whole or in part.	Ag	Ag			DIT FMSP		Continuing throughout the Term
Where applicable the Participating Agency must pay any invoice received from the FMSP within 14 days of receipt of the invoice.	Ag	Ag	DIT	DIT	DIT		