



Government of South Australia  
Department for Infrastructure  
and Transport



# **Future AGFMA**

## **Outcomes Report**

August 2021



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and Transport



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## INTRODUCTION

This is the third and final report in the series detailing the 'Outcomes' resulting from the invaluable input and feedback provided by contractors, including Small Medium Enterprises (SMEs), across the State in the lead up to the transition to the Future AGFMA.

In line with our commitment to transparent communications and consultation, this 'Outcomes Report' follows delivery of the previously published ['What We've Heard Report' \(link\)](#) and ['What We're Actioning Report' \(link\)](#) as we progress towards the introduction and transition to the Future AGFMA model for the delivery of facilities management and maintenance services in South Australia.

The Future AGFMA Team would like to again note our appreciation for your continued support and the positive and respectful engagement so far, which has been and will continue to be critical to achieving a successful transition to the Future AGFMA (1 December 2021).



## WHAT IS THE FUTURE AGFMA?

The Future AGFMA combines the benefits and fundamentals of the current facilities management arrangements with improvements to key areas including implementing modern, best-practice systems and processes to deliver enhanced safety, efficiency and effectiveness in the maintenance of government assets.

The Department for Infrastructure and Transport (the Department, DIT) announced on 7 July 2021 that the Contract for delivery of facilities management services under the Future AGFMA had been awarded to specialised external provider Ventia Australia Pty Ltd (Ventia). Ventia is one of the largest essential services providers in Australia and New Zealand and is highly experienced in providing asset management and facilities management services. Under the Future AGFMA model, the administration and works coordination role will be entirely met by Ventia Australia Pty Ltd, who brings the benefits to contractors of a tried and tested facilities management application system and one registration for all sites throughout the State.

The awarding of the Contract followed a comprehensive and rigorous procurement process. That process incorporated the invaluable feedback and input received from all key stakeholders of the existing AGFMA, including the hundreds of contractors who contributed through last year's survey and workshops. Input provided was instrumental in driving improvements to the Future AGFMA model.

Importantly, in the future model, the fulfilment of maintenance work orders will continue to be performed by South Australian local contractors, including Small to Medium Enterprises. This will include the same contractors which deliver trade services across the State today.





## CONTRACT FUNDAMENTALS

Consistent with what was outlined in the 'What We've Heard Report' and the 'What We're Actioning Report', Ventia are required to meet a number of obligations in the Contract, including those specifically included to support engagement of local contractors across the State.

Contractors engaged to deliver facilities maintenance services under the Future AGFMA will be supported by Ventia and the Department through the oversight and management of:

- ✓ the introduction of improved job logging systems, including initial and ongoing training;
- ✓ a focus on local contractor on-boarding assistance, as required;
- ✓ an efficient on-boarding and pre-qualification processes, managed through software applications;
- ✓ no fees for contractors to access or use FMSP software; and
- ✓ 14 day payment terms on receipt of a compliant invoice, including adopting reasonable endeavours to resolve any disputes that may arise within this timeframe.





## OUTCOMES FOR CONTRACTORS UNDER THE FUTURE AGFMA CONTRACT

Outcomes for contractors	FMSP obligations under Future AGFMA
<p>Continued work opportunities for appropriately qualified locally based contractors.</p>	<p>Ventia must ensure all trade based services are to be carried out by contractors that are local to the area (unless specialised trades are required that are unable to be sourced locally).</p> <p>Through regular reporting and monitoring responsibilities, the Office of the Industry Advocate will oversee the contracting process to ensure local contractor participation.</p> <p>Ventia is required to allocate work equitably to registered contractors to provide a fair allocation of work by value of services.</p>
<p>Continued fair rates of pay (including travel) and fair payment terms for work performed. Upper limit rates are set by the Department.</p>	<p>Ventia must accept trade rates within the band of a minimum and maximum rate set by Government for services that do not require a competitive procurement process (quoting jobs etc.).</p> <p>The maximum and minimum limits will ensure rates are consistent with the existing AGFMA rates concept and prescribed mechanisms within the Contract will ensure a balance between fair payment structures and value for money.</p>





## Outcomes for contractors

## FMSP obligations under Future AGFMA

1 Fair payment terms maintained, ensuring contractors are paid promptly.

Contractors must be paid within 14 days of the day on which the FMSP receives a compliant invoice from the contractor with a key performance indicator set by the Department to ensure compliance by Ventia.

Where an invoice by the contractor is disputed by the FMSP, the FMSP must notify the contractor of the dispute promptly, resolve the dispute and pay any amount agreed with the contractor within 14 days of receiving the invoice.

2 Local contact, local co-ordination, knowledge, and availability ensured by Ventia.

Ventia will have Regional Facilities Managers with Regional Offices whom will continue to perform functions under the Future AGFMA and will continue to act as a local contact for contractors.

**Locations include Berri, Clare, Mount Gambier, Murray Bridge, Port Augusta, Port Lincoln, Port Pirie and Whyalla.**

3 Performance of contractors will be assessed based on quality, safety and value for money considerations when assessing future distribution of works.

Ventia will ensure quality services are maintained and controlled by regular reporting to the Department throughout the life of the Contract.

Contractor selection and Key Performance Indicators will ensure quality contractors are retained through quality, safety and performance benchmarking with regular reviews in assessing future distribution of works.





## Outcomes for contractors

## FMSP obligations under Future AGFMA

- New systems will reduce inefficiencies through the introduction of:
- mobile phone applications to facilitate logging of jobs and invoicing;
  - combined portal system for contractors to upload pre-qualification, insurances and standards information; and
  - digital signature application (site representatives can sign-off on jobs).

Ventia will provide their industry leading technology systems to achieve efficiencies in service delivery.

The benefits of their systems include, but are not limited to, improvements to processes for contractors including:

- on-boarding;
- electronic job allocation;
- ability to update data from sites;
- increased data accuracy; and
- simple electronic invoicing.

- Initial and ongoing engagement and training will be managed by Ventia to on-board contractors.

Ventia will provide the required training and support to local contractors including an efficient on-boarding process, with a Ventia Relationship Coordinator assigned to each contractor to support them throughout transition.

- No fees for contractors to access or use FMSP software.

No fees or charges will be required to be paid by contractors to access or use the Ventia's system to manage services, for works allocation, invoicing or updating asset information etc.

- Local contractors invited to participate in inductions, workshops and meetings with Ventia and the Department.

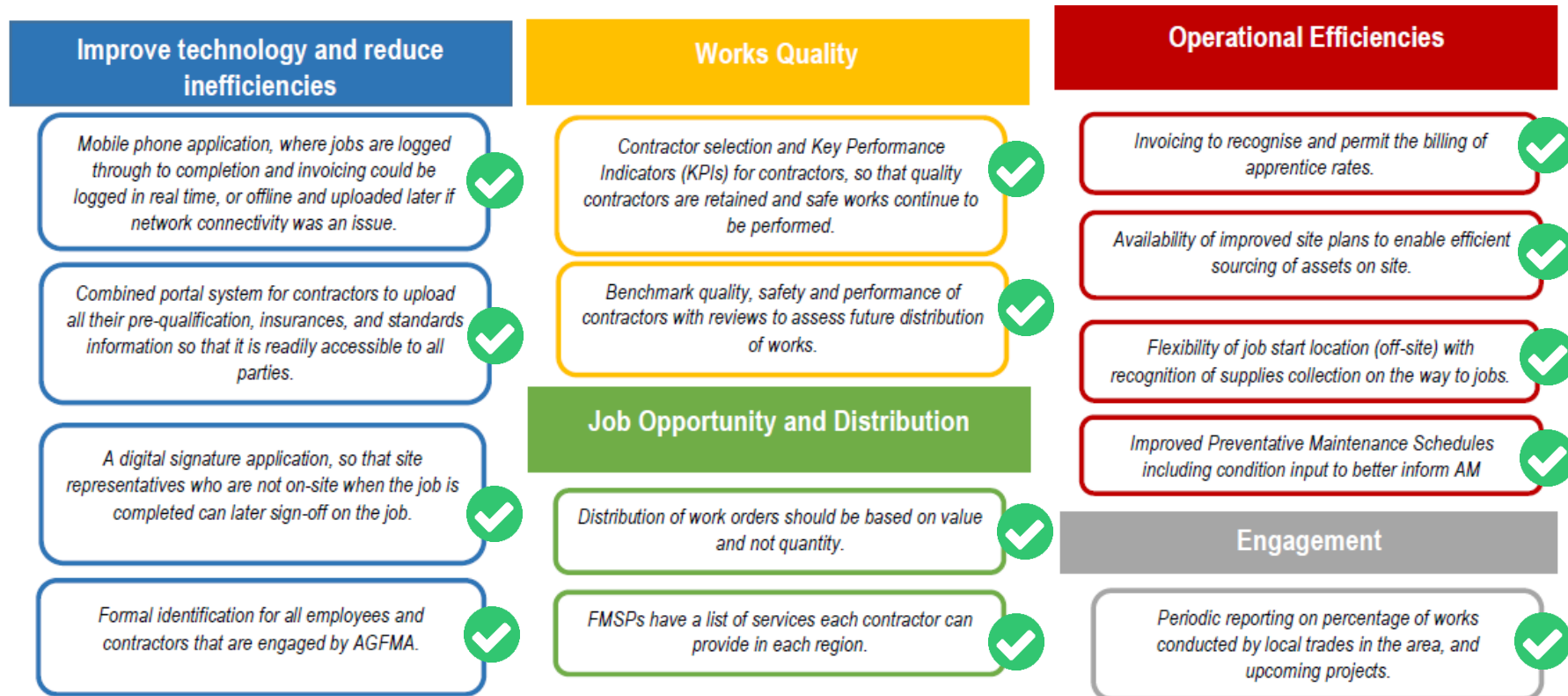
Ventia will be required to develop and maintain strong relationships throughout the term of the contract through ongoing engagement and communication requirements approved by the Department.





## BENEFITS FOR CONTRACTORS

In developing the Contract for provision of facilities management services under the Future AGFMA, consideration was given to several factors including feedback received from many of the contractors engaged under the existing AGFMA. In the [‘What We’re Actioning’](#) Report published in December 2020, the Future AGFMA Team outlined key themes identified as part of engagement with contractors and made a commitment to integrating these as best as possible in the Future AGFMA model. The Future AGFMA Team are pleased to confirm that Ventia will ensure all of these will change from being considerations to requirements.

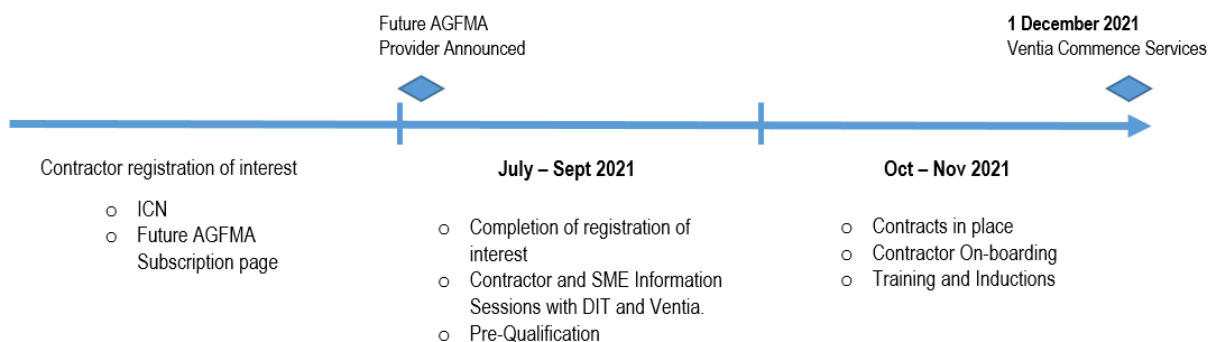






## TRANSITION

As we move into the transition phase with Ventia, the Future AGFMA Team remains committed to providing support and oversight to ensure that the transition is as seamless as possible. To achieve this, and following on from the contractor workshops held during September and October 2020, Introductory Information Sessions will be held across the State during August and September 2021, providing an opportunity for Ventia to meet with contractors and agency site representatives.



Transition to the Future AGFMA operating model will include the following key aspects:

- Ventia will commence transition-in activities which will be overseen by the Department whom will ensure all stakeholders are involved and services are ready to commence from 1 December 2021;
- implementation of the Ventia software solution, including FMSP software systems set up, systems training, on-boarding of contractors and engagement with Participating Agencies; and
- introductory roadshows will commence from August 2021, with the Department, Ventia and key stakeholders including existing Government employees, Participating Agency representatives and contractors. It is anticipated there will be over 10 roadshows with these occurring throughout regional and metropolitan South Australia.

## NEXT STEPS

### Register for the upcoming Local Contractor Workshops

Local Contractor Workshop registrations are open for information sessions to be held in August and September 2021.

To register your interest in the upcoming face-to-face information sessions with Ventia (subject to COVID restrictions), please click on the link below which will lead you to the registration page on the Future AGFMA website. Final workshop locations and times will be driven by demand and are subject to change. For any contractors who are not able to attend in person, additional Microsoft Teams sessions will be held following the face-to-face sessions.

[https://dit.sa.gov.au/future\\_agfma/local\\_contractor\\_workshops](https://dit.sa.gov.au/future_agfma/local_contractor_workshops)

Registrations of interest close **5 business days** prior to the date of the session you are registering for.





## ON-BOARDING WITH VENTIA

The future AGFMA Team committed to coordinating the contractor Expression of Interests (EOI) activity in the first instance.

- 1. If you have already registered your details through subscription to the Future AGFMA website or registered interest through the Industry Capability Network (ICN) process:**  
No further action is required - Your details have been passed on to Ventia and you can expect to hear from one of their Relationship Coordinators. These Coordinators, will be assigned to support you through the transition process.
- 2. Action required if you have not registered and or are unsure;**  
If you have not registered through either of the above steps you will need to express your interest with Ventia [directly on the following link](#).

If you have already registered your details through one of the above processes, one of Ventia's Relationship Coordinators will make contact with you to follow up your expression of interest. This will include confirming the details of the person responsible for completing the pre-qualification and on-boarding activities on behalf of your company.

The on-boarding process will include the need to complete a pre-qualification questionnaire and a Ventia representative will support you through this process.

### Training and awareness

Both the Department and Ventia are committed to a hands-on approach to the training and induction process to ensure as much support as required is provided.

An introduction to the systems you can expect to use in the future model will form part of the upcoming Local Contractor Workshops that you are able to register for on the link included under next steps.

