Title
Service Alliance 2012

Invitation Description
An invitation for contractors to register for the provision of building maintenance and improvement works for regional Western Australia

Invitation No.
SA12

On behalf of the
Department of Finance, Building Management and Works, Regional Programs Division

Principal
Department of Finance, Regional Programs Division

Lodgement of Response
Responses must be lodged online.
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1. INTRODUCTION
This is an invitation for contractors to register for the provision of building maintenance and improvement works in regional Western Australia.

1.1. DEFINITIONS

BMW - means the Department of Finance, Building Management and Works, Regional Programs Division.
Invitation - means this document, which outlines the requirements of submitting a Response.
Panel contractor - means a contractor that has submitted an application and after the assessment process, received a letter advising that it was successful in the registration for Service Alliance 2012.
Respondent - means the legal entity submitting a Response to this Invitation.
Response - means the submission to BMW in response to this Invitation.
Regional Office - means the Regional offices listed in this document in Part A, clause 2.6.5.

1.2. BACKGROUND
In 1998, the Department of Contract and Management Services introduced the Service Alliance Agreement as an initiative to improve service delivery in regional Western Australia. The purpose of the arrangement was to establish strong working relationships with local contractors for the delivery of building related maintenance and improvement works up to $50,000 in value.

Although the arrangement is still operational, BMW has decided to refresh the arrangement which will be known as the Service Alliance 2012.

1.3. SERVICE ALLIANCE 2012
Successful applicants to Service Alliance 2012 will be eligible for building related maintenance and improvement work up to $250,000 in value. BMW will select contractors to carry out work, subject to BMW’s procurement rules which may change from time to time, using one of the following methods:

- **Direct engagement:** A Service Alliance contractor is selected based on skill, location, availability and ability to deliver Value for Money. The contractor is then engaged on a single quote or cost plus basis. Contracts will be subject to the current version of Service Alliance 2012 - Conditions of Contract located at. This method is generally used for low value purchases under $20,000 in value and in certain circumstances for purchases up to $50,000 in value.

- **Invited quotes:** More than one Service Alliance contractor is selected based upon skill, location, availability and ability to deliver Value for Money and invited to quote on the work. The contract is awarded to the contractor whose response offers the best value for money. Contracts will be subject to the current version of Service Alliance 2012 - Conditions of Contract. This method is generally used for transactions under $50,000 in value.

- **Request for Quotes (RFQ):** Quotes are invited through Tenders WA. Responses are restricted to active Service Alliance contractors and the contract is awarded to the contractor whose response offers the best Value for Money. Contracts will be subject to the current version of Service Alliance 2012 - Conditions of Contract and any additional requirements included in the RFQ documentation. This method is used for contracts up to $250,000 in value.
Note: Contracts greater than $250,000 in value will be the subject of a public tender

The value of work thresholds applying to these work practices may change from time to time. Service Alliance contractors will be advised of any significant changes to work allocation practices.

Service Alliance contractors will be required to keep BMW informed of any changes to the information provided in their applications or subsequent to their application. This includes:

- Changes to entity details; or
- Changes to contact details; or
- Renewal of insurance policies; or
- Renewal or loss of licences and other accreditations.

Some events and circumstances could lead to the temporary suspension of a contractor from the arrangement. These include:

- Failure to renew insurance policies required under the Service Alliance 2012 - Conditions of Contract, November 2012; or
- Repeated failures to adhere to the Service Alliance 2012 - Conditions of Contract, November 2012, or to reasonable requests from BMW or to BMW’s values stated below.

Active membership will be restored once the cause for suspension has been remedied.

BMW will keep panel contractors fully informed of any changes to procedures or protocols.

After this initial Service Alliance 2012 process, the arrangement will remain open and BMW will accept applications at any time. The assessment of new applications will occur at the discretion of BMW.

1.4. NO ASSURANCE OF WORK

As a panel contractor to Service Alliance 2012, BMW makes no assurance to guarantee any work. Where the introduction of Service Alliance 2012 is likely to impact the work allocated to a particular contractor, that contractor will be contacted to discuss the changes and transition arrangements.

1.5. SPECIAL ARRANGEMENTS

BMW may from time to time introduce local requirements regarding such requirements as invoicing, reporting, accessing site and notification and application of charge out rates.

In some circumstances, BMW may choose to formally establish panels and / or contracts for the provision of certain types of work in selected locations. Eligibility to apply for these panels or contracts will generally be restricted to panel contractors. These arrangements will run for a fixed term.

1.6. BMW SERVICE VALUES

In working with our customers, colleagues and contractors, BMW strives to provide an excellent service, apply high standards of integrity and ethical behaviour, show initiative and be innovative and demonstrate leadership and teamwork.

BMW expects contractors to reflect BMW’s service values when interacting with BMW and its customers.
1.7. BMW SERVICES

BMW categorises its maintenance and improvements work as follows:

1.7.1. Breakdown Repairs

Breakdown repairs is work required to repair or replace a building element or item of plant or equipment that has broken and ceased to function.

Breakdown repair orders are issued by the Maintenance Call Centre (MCC) to contractors nominated by BMW. Operation of the MCC has been outsourced. The MCC will receive and register the request from the customer, assign a priority and allocate the work to a BMW nominated contractor.

Work is conveyed to contractors by fax, and by phone as well in the case of priority 1 (urgent) work. Once the work has been allocated, the responsibility for the transaction transfers to BMW.

Contractors are required to record their attendance in the site Faults Book and complete an advice form in triplicate leaving one copy at the site and returning one with their invoice. Contractors are required to escalate any concerns or issues including predicted costs above a nominated value to BMW. Breakdown repairs are costed on a do and charge basis.

1.7.2. Planned Work

Planned work is work organised and carried out to a pre-determined plan based upon an identified need. This category includes cyclic maintenance (routine maintenance), restoration maintenance and improvements.

Service Alliance contractors may be awarded contracts for this category by any of the methods described above, subject to the value and complexity of the work.
2. INVITATION

2.1. INVITATION PROCESS
This is an Invitation to register for Service Alliance 2012.

The basis for selection will be an assessment of each Respondent’s Response by BMW.

2.2. SELECTION PROCESS
An evaluation panel will assess the Responses:

- against the Compliance and Disclosure Requirements;
- against the Assessment Criteria; and
- recommend a list of selected Respondents for Service Alliance 2012.

The panel may take into account other information such as data from previous BMW projects to assess contractor performance.

BMW is not obliged to shortlist any Respondent, and may reject any or all of the Responses.

2.3. ASSESSMENT CRITERIA
The Respondent must:

- Address each requirement in Part B taking into account all information provided in Part A; and
- Nominate any other information that the Respondent wishes to expressly and reasonably nominate as confidential.

Respondents must demonstrate their ability against each criterion to be considered.

Assessment will include evaluation of the following criteria.

2.3.1. Organisation
The Respondent must demonstrate that it has the relevant organisational capability and capacity to deliver the services based on the information provided in Part A.

2.3.2. Experience
The Respondent must demonstrate that it has relevant experience to deliver the services based on the information provided in Part A.
2.4. INVITATION DOCUMENTS

This Invitation is constituted by:

(a) Part A Invitation; and
(b) Part B Respondent’s Response.

2.5. GENERAL CONDITIONS OF THE WORKS CONTRACT

The Minister for Works will be the Principal to any Works Contract as a result of this registration.

The Works Contract will be governed by the current version of Service Alliance 2012 - General Conditions of Contract.

2.6. SPECIAL CONDITIONS OF THE INVITATION

The following Special Conditions apply to this Invitation.

2.6.1. Ownership of Responses

All documents, materials, articles and information provided by the Respondent as part of, or in support of their Response will become the absolute property of the Crown in right of the State of Western Australia upon submission and will not be returned to the Respondent at the conclusion of the Invitation process. However, unless otherwise provided, the Respondent will retain copyright and other intellectual property rights in all submitted documents, materials, articles and information.

2.6.2. Public Disclosure and Freedom of Information

Documents and other information relevant to the Invitation may be disclosed when required by law under the Freedom of Information Act 1992 (WA), tabling documents in Parliament or under a court order.

2.6.3. Response Format

The Respondent shall submit its Response after completing:

(a) The Response Form; and
(b) The Respondent’s submissions in response to the Assessment Criteria.
2.6.4. Lodgement of Responses

Responses must be lodged online.

Respondents offering services in more than one BMW region, need only lodge one Response.

2.6.5. BMW Regional Offices
2.7. FURTHER INFORMATION

2.7.1. Contact Person

All Service Alliance 2012 enquiries within the relevant region must be referred to one of the BMW officers nominated below:

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<th>Kimberley</th>
<th>Northern Region</th>
<th>Pilbara</th>
<th>Central Region</th>
<th>Mid West/Gascoyne</th>
<th>Goldfields/Esperance</th>
<th>Wheatbelt</th>
<th>Southern Region</th>
<th>South West</th>
<th>Great Southern</th>
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<tbody>
<tr>
<td></td>
<td>Name: Liam Schofield</td>
<td>Kimberley</td>
<td>Name: Ross Lynes</td>
<td></td>
<td>Mid West/Gascoyne</td>
<td>Name: Michael Glynn</td>
<td>Goldfields/Esperance</td>
<td>Wheatbelt</td>
<td>South West</td>
<td>Name: Tuglio Iemma</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:liam.schofield@finance.wa.gov.au">liam.schofield@finance.wa.gov.au</a></td>
<td>Kimberley</td>
<td>Email: <a href="mailto:ross.lynes@finance.wa.gov.au">ross.lynes@finance.wa.gov.au</a></td>
<td></td>
<td>Goldfields/Esperance</td>
<td>Email: <a href="mailto:michael.glynn@finance.wa.gov.au">michael.glynn@finance.wa.gov.au</a></td>
<td>Goldfields/Esperance</td>
<td>Wheatbelt</td>
<td>South West</td>
<td>Email: <a href="mailto:tuglio.iemma@finance.wa.gov.au">tuglio.iemma@finance.wa.gov.au</a></td>
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