



2 May 2016



Government of Western Australia
Department of Finance



The Transition

The Maintenance Services Arrangement (MSA) will modernise and raise the bar on the delivery of building maintenance services and asset management.

The Department of Finance's Building Management and Works (BMW) and Programmed Facility Management (Programmed FM) are transitioning for the commencement of the MSA, which was awarded on 18 March 2016.

Preparations are now fully underway to implement the MSA for the seven State Government agencies covered under this arrangement, these being: Main Roads Western Australia and the Departments of Culture and the Arts, Fire and Emergency Services, Education, The Attorney General, Corrective Services, and Training and Workforce Development.

The MSA has five goals embedded within the contract:

1. A collaborative stakeholder relationship that reflects 'One Team' approach with clear communication, transparent information and continuous improvement.
2. Maintenance services are delivered at a sustainable cost in accordance with quality standards and Agency technical and financial requirements.
3. A strategic and effective approach to service delivery is employed together with effective asset management systems to achieve positive outcomes for Agencies in the management of their assets.
4. Service delivery is flexible, innovative and responsive to meet the changing landscape of Agencies' building maintenance requirements.
5. A safe environment for service delivery activities where incidents and injuries are prevented.

Transition from the current Service Arranger (SA) contracts to the MSA

BMW and Programmed FM are working together through a coordinated, collaborative transition program from the former SAs to the MSA.

- › Transition commenced on 23 March 2016 and will continue through to 30 June 2016.
- › Services under the MSA will commence 1 July 2016.

Throughout this transition, information is being released through workshops, meetings and emails. In addition to this, information will appear on both BMW and Programmed FM websites from 16 May 2016.

Upcoming communication:

Week commencing 2 May

Release Communication 1 MSA The Transition
Transition meeting with all Agencies
Release Communication 2 MSA Roles and Responsibilities
Release PFM's Agency specific resourcing structure

Week commencing 9 May

Release Communication 3 MSA Benefits and Features
Release MSA FAQ's
Release Communication 4 MSA Procurement
Release Procurement News

Week commencing 16 May

Release Communication 5 MSA About each Agency
BMW and Programmed FM web pages go live

Week commencing 23 May

Release Communication 6 MSA One Team Approach
Two Day Workshop for Programmed FM, BMW and Agencies

Week commencing 30 May

Transition meeting with all Agencies
Release One Team approach Communications Pack
Provide link and access to iKnow

Week commencing 6 June

Programmed FM staff Agency familiarisation activities
Release Communication 7 MSA Contract Manager News
Release Programmed FM/Contractor Induction Pack
Release MSA Handbook

Week commencing 13 June

Communications pack for Programmed FM staff
Transition meeting with all Agencies

Week commencing 27 June

Release Communication 8 MSA Relationship Managers

Week commencing 4 July

Release MSA Communication 9 Changes Occurring
Transition meeting with all Agencies
Release MSA Communication 10 New Knowledge
Draft Annual Maintenance Plans issued

Further Information

Please contact BMW Transition Lead Samantha Johnston on MSAtransition@finance.wa.gov.au or 6551 1704 for more information about the MSA.