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Government of Western Australia  
Department of Finance



PROGRAMMED

## Benefits and Features

The Maintenance Services Arrangement (MSA) contract will deliver higher-standard building maintenance, minor works and improvements to seven State Government Agencies in the Perth Metropolitan area and Peel Region.

The MSA contract was awarded to Programmed Facility Management (Programmed FM) and is currently transitioning to commence 1 July 2016, replacing the former Service Arranger (SA) contracts.

Programmed FM will work collaboratively with the Department of Finance's Building Management and Works (BMW), and its seven Agencies by adopting contemporary maintenance management, within a collaborative and technology-driven, knowledge-based environment in order to raise the bar on maintenance and asset management.

*'Our target is to ensure the MSA is innovative, reflects industry best-practice and focuses on achieving value-for-money by placing a greater emphasis on the quality of services provided for critical government assets.'*

John Pirie, General Manager, Programmed Facility Management.

Participating government Agencies (Main Roads WA, and the Departments of the Attorney General, Culture and the Arts, Fire and Emergency Services, Education, Corrective Services, and Training and Workforce Development) are set to benefit from improved building asset information that will allow for greater analysis of maintenance spend and better asset planning and investment into the future.

Each Agency's ability to extract the maximum value from the contract at a portfolio level will be enhanced. The benefits of this contract will be realised over a term of up to 15 years, dependent on performance.

### MSA Key Elements

#### Enhanced Collaborative Partnerships

The MSA is based on a solid foundation of collaboration, consultation and commitment from the three parties; Agencies, BMW and Programmed FM. Central to this foundation is the establishment of strong and constructive relationships ensuring that all parties hold mutually aligned objectives in the delivery of services. This is known as the MSA One Team approach.

Key advancements from the current SA contracts to the MSA:

- ✓ greater team focus on service delivery efficiencies and value for money,
- ✓ increased expectation of excellence in service quality,
- ✓ a move towards better strategic asset management,
- ✓ the new outcomes-based arrangement, the One Team approach, to focus on a set of common goals and objectives with well-defined roles and responsibilities for all,
- ✓ innovative and flexible arrangement that will be responsive to the changing maintenance requirements of Government and market conditions,

- ✓ defined governance structure, and
- ✓ robust performance framework underpinned by clear indicators of performance as they relate back the goals of the MSA.

#### Strategic Asset Management

Programmed FM, BMW and the Agencies will receive real-time, accurate and up-to-date asset management information to assist all contributors in forecasting asset trends enabling all to respond proactively to maintenance needs.

Key advancements from the current SA contracts to the MSA:

- ✓ proactive and predictive asset management and whole-of-life asset management,
- ✓ reporting costs based on individual asset or asset group per site, and
- ✓ asset barcoding, asset lifecycle modeling, strategic asset review across Agencies.

#### Automated System Approach

Real-time, accurate asset and work order information will be captured to ensure greater data visibility for all. The data will be accessible to BMW and Agencies via Programmed FM's 24/7 Portal (iKnow).

Key advancements from the current SA contracts to MSA:

- ✓ significant reduction in the reliance on paper and manual processes,
- ✓ implementation of field mobility devices for subcontractors to receive work orders and capture asset information in real-time,
- ✓ 24/7 access to asset and work order management information, and
- ✓ reduction in delays experienced with invoicing.

#### Improved Subcontractor Capability

The auditing and tracking of subcontractor performance through the MSA will lead to improved subcontractor standards and cost savings.

Key advancements from the current SA contracts to the MSA:

- ✓ retendering of subcontractors to drive value for money outcomes,
- ✓ improved subcontractor management to ensure the job is done right the first time, and
- ✓ maintenance services to be delivered at a sustainable cost in accordance with the specified quality standards and requirements.

#### Further Information

Please contact BMW Transition Lead Samantha Johnston on 6551 1704 or via [MSAtransition@finance.wa.gov.au](mailto:MSAtransition@finance.wa.gov.au) for more information about the MSA.