



BMW 1151613 – Low Value Maintenance Panel – questions raised at the contractor induction sessions held from 24 to 26 June 2014

1. At what point will contractors be required to start using the maintenance advice form (MAF)?

The MAF is to be used from 14 July 2014 onwards.

2. Will a contractor be required to complete an MAF whilst on site for a breakdown repair job?

A contractor is required to complete an MAF (as set out in schedule 8) at the end of the last visit of each day the contractor attends the site.

3. Will a contractor be required to complete an MAF on site for each planned maintenance (restoration maintenance/improvements) job?

A contractor is required to complete an MAF (as set out in schedule 8):

- I. if the works are being undertaken on a labour and materials basis. The contractor must complete an MAF at the end of the last visit of each day the contractor attends the premises
- II. if the works are being undertaken for a quote, the contractor must complete an MAF on completion of the works if:
 - i. the works are valued up to \$20,000 (including GST)
 - ii. the customer has requested the contractor to do so, for works of any other value.

4. When completing an MAF, what level of information is required for materials?

A contractor should provide sufficient detail of the quantities/amounts of material used for the specific work.

5. If a contractor is unable to obtain a site representative's sign-off for reasons such as school holidays, code blue police raids etc., what should the contractor do?

A contractor should contact the site representative detailed on the order to arrange sign-off. If the contractor is still unable to obtain sign-off, contact the BMW Breakdown Repairs representative.

6. Can an MAF be scanned and emailed along with an invoice for payment?

No. At this stage all MAFs and invoices are to be provided to BMW in hard copy.

7. Will electronic MAFs be available for contractor use?

No. At this stage MAFs are to be completed in hard copy.

8. If a contractor requires the services of a subcontractor, is the contractor obligated to engage an LVMP contractor?

Should a contractor require a subcontractor in addition to their own workforce, there are further subcontracting requirements in schedule 2, clause 2.12 – requiring additional trades.

9. How will the BMW Maintenance call centre contact contractors?

For priority 1 work orders, the BMW Maintenance call centre will first phone the contractor to confirm acceptance of the work order. Work orders will be issued to the contractor by email or fax.

10. If breakdown repair work exceeds the prescribed financial limits, who should give authorisation?

Authorisation is required from the BMW Breakdown Repairs team. A list of officers for each trade category is available on our website at: <http://www.finance.wa.gov.au/cms/LVMP/>

11. With the potential for multiple breakdown repair contractors servicing a site, who is responsible for work which is found to be unsafe, of poor quality or not to the current standards?

Should a contractor identify work in one of these categories, the contractor must advise the site representative and contact the BMW Breakdown Repairs representative and seek further instruction.

12. Will contractors be required to complete a job safety analysis (JSA) for every job?

A contractor will be required to complete a JSA only where the risk assessment identifies hazards that may require specific equipment, or environments that require special care e.g. elevated work platforms, working on roofs or safety harnesses.

13. If a contractor finds potential asbestos-containing material on a site which is not identified on the asbestos containing material (ACM) register, can they continue to work?

No. Work must cease immediately. The ACM log book must be completed and an exclusion barrier erected. The site representative and the BMW Breakdown Repairs representative must be advised immediately. After authorisation from BMW, all work must comply with the asbestos provisions in the contract.

14. How will work be distributed to contractors?

Contractors have been allocated a preferred status to service sites in the zones nominated by the contractor.

15. If a site representative requests a contractor to perform additional work outside the scope of the breakdown repair, is the contractor obligated to do it?

No. The contractor should perform only the work allocated through the BMW Maintenance call centre and all additional work should be reported to the BMW Breakdown Repairs representative. Contractors will not be paid for any work not authorised by BMW.

16. If a site representative contacts an LVMP contractor directly, what should the contractor do?

If the site is obligated to use the BMW Maintenance call centre, the contractor should politely direct the site representative to lodge the request through the BMW Maintenance call centre. The BMW Maintenance call centre will allocate the breakdown to the preferred contractor for that site.

17. Are independent public schools able to source their own contractors and if they use the call centre can they stipulate a particular contractor?

Independent public schools can choose to engage contractors without going through the panel for works up to \$1500. However, if they contact the BMW Maintenance call centre to report breakdown repairs, they must accept the contractor that is allocated work through the panel.

18. If a site representative contacts the BMW Maintenance call centre directly and requests a specific LVMP contractor to attend a breakdown, will the requested contractor be allocated the work?

The allocation of work is solely at the discretion of BMW. As such the BMW Maintenance call centre will allocate breakdown repairs to contractors as BMW instructs. Should an agency have specific requirements, BMW will work with that agency to determine the most appropriate solution.

19. Can a contractor's preferred status change?

Yes. BMW has discretion to reallocate preferences. In most cases, this will be a result of contractor performance.

20. If a contractor does not have preferred status for a site, will they ever be allocated work at that site?

Sites have been allocated multiple contractors. If the first preference contractor rejects a work request, then the work will be offered to the next preferred contractor until the work request is allocated.

21. If a contractor rejects a work request, what happens to the work request?

Should the preferred contractor reject a work request for any reason, the second preference contractor will be contacted and asked to respond to the breakdown repair request. Should that contractor be unavailable, then the third preference contractor will be contacted and so on until the BMW Maintenance call centre can allocate a contractor to respond to the breakdown repair request in accordance with the priority attendance/completion time.

22. Will a contractor be penalised for rejecting a work request?

Contractors will not be penalised should they be unavailable to accept a breakdown repair request. However, this will be monitored by BMW as an indication of contractor capacity to undertake work, and we may modify work allocation to account for this.

23. How often will a contractor's performance be assessed?

BMW will periodically assess a contractor against the specified key performance indicators (KPIs) and other qualitative performance measurements detailed in the contract.

24. How often will contractors be advised of their performance review results?

Contractors will receive regular KPI reports and have the right of response to reply to scores and comments. Recognising that KPIs are 'lag indicators' the first round of reporting will most likely occur after the first quarter of operations.

25. If KPIs are affected by matters that fall outside the control of a contractor i.e. variations, agency caused delays etc., will the contractor be penalised?

No. Performance assessments will measure the contractor's performance taking into account matters beyond the contractor's control. In cases where significant delays are expected, please advise the BMW Breakdown Repairs representative.

26. Is there a monetary limit on materials where approval is required from BMW?

The prescribed financial limits for commencing the works apply, however, there is no requirement for a contractor to seek approval for materials from BMW.

Materials used must be clearly identified on the MAF. For work undertaken and charged on a labour and materials basis, contractors are expected to charge a competitive price for materials, which may be inclusive of administration costs. It should be noted that the overall cost of the job including labour and materials will be periodically reviewed on a value-for-money basis. This forms part of the KPI measures and will be considered in determining future distribution of work to contractors.

27. Will contractor personnel be required to hold valid police clearances?

Yes. BMW requires LVMP contractor personnel to obtain a new police clearance every two years.

28. Do all LVMP contractor personnel require a WA Police integrity check?

No. Only contractor personnel allocated to a secure WA Police site will require WA Police integrity checks.

29. Will contractor personnel servicing secure police sites be required to have a WA Police integrity check if they have valid police clearance checks?

Yes. The requirement for an integrity check is over and beyond the requirement for a police clearance.

30. Will any additional security clearances be required for Department of Child Protection sites?

No.

31. If a contractor is assigned to a WA Police site where security codes are required, how does the contractor obtain the relevant codes for access?

A contractor should in the first instance contact the site representative specified on the order, and in the second instance the BMW Breakdown Repairs representative for further assistance.

32. What are the business hours under the LVMP?

Business hours are 7.00am to 5.00pm.

33. How are LVMP contractors expected to record time on the MAF for breakdown repairs?

Aside from the specified minimum charge amounts and the after hours incremental charge, the total amount of time claimed in a tax invoice should equal the actual amount of time taken to complete the breakdown repair job.

34. Will invoices under contractual arrangements preceding the LVMP be paid once the LVMP goes live?

Yes. All invoices will be paid for work completed. Contractors should endeavour to have all invoices finalised and sent to BMW as a priority.

35. Where can contractors obtain general information about schools?

Further information on schools can be sourced from:
<http://www.det.wa.edu.au/schoolsonline/home.do>

36. Who are the key BMW contacts?

A list of key officers is available on our website at <http://www.finance.wa.gov.au/cms/LVMP/>

37. Will either Spotless Facility Services or Programmed Facility Management engage contractors under the terms and conditions of the LVMP?

No. These organisations have their own contracting arrangements.

38. What happens when a contractor is engaged to do work under the current arrangements and this work continues when the new panel begins? Will the contractor be expected to hand over this work or will they complete the job?

The contractor will finish the work under the initially allocated contract.

39. Who determines the number of tradespeople used for a particular job?

BMW does not make this decision. This will be determined by the contractor and may require justification if more than one person attends the site to do the work.

40. Will trade-specific contractor meetings be held by BMW?

Yes. Further information on proposed trade-specific meetings will follow shortly.

41. Will the BMW Maintenance call centre number change?

No. The BMW Maintenance call centre number will remain as 132 134.