Government of **Western Australia**
Department of **Housing and Works**

INVITATION

Title

Service Alliance 2012

Invitation Description

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

Invitation No.

SA12

On behalf of the

Department of Housing and Works, Buildings and Contracts, Regional Operations Division

Principal

The Minister for Works

Lodgement of Application

Applications must be lodged **online**.

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1. INTRODUCTION

This is an invitation for suppliers to register for the provision of building maintenance and improvement works in regional Western Australia.

1.1. DEFINITIONS

In this Invitation:

After Hours	means any hours that are not Business Hours and includes Saturday, Sunday or a day wholly or partly observed as a statutory public holiday throughout the State of Western Australia.
Application	means the supplier's submission in response to this Invitation.
Business Day	means any day other than Saturday, Sunday or a day wholly or partly observed as a regional public holiday or statutory public holiday throughout the State of Western Australia. Where the definition for Business Day may differ to the meaning ascribed to it in the *Building and Construction Industry (Security of Payment) Act 2020* (WA), the Act prevails.
Business Hours	means the hours specified in the Contract as applicable or, if none are specified, the hours between 7.00 am and 5.00 pm, Perth, Western Australia, on a Business Day.
Department	means the Department of Housing and Works.
General Conditions	means the Service Alliance 2012 General Conditions of Contract as amended by the Department of Housing and Works.
Invitation	means this document, including all parts, attachments, schedules or annexures to it, and any addenda issued by the Principal in respect of it which outlines the requirements of submitting an application.
Maintenance Advice Form	means a form, in a format determined by the Principal, to be completed by a Contractor and signed off by the Site Representative, to notify that a service visit has been completed for the hours stated.
Principal	means the Minister for Works, a body corporate established under the *Public Works Act 1902* (WA).
Regional Office	means the Regional offices shown in the map at clause 4.6.4 (Regional Offices) of this Invitation.
SA12	means Service Alliance 2012.
SA12 Contractor	means a successful contractor registered for SA12 membership.
Site	means the lands and other places to be made available and any other lands and places made available to the Contractor by the Principal for the purpose of the Contract.
Works	means the building maintenance and improvement works as specified under clause 3 (The Services) of this Invitation.

1.2. BACKGROUND

The Department of Housing and Works (the Department) supports regional Western Australia through the Service Alliance 2012 (SA12) arrangement that allows locally based contractors to deliver regional Works.

The purpose of this Invitation is to invite applications from suitably qualified suppliers seeking to join SA12 to provide building maintenance and improvement works for regional Western Australia. SA12 is an open arrangement that allows suppliers to apply for membership at any time.

1.3. SERVICE ALLIANCE 2012

Successful applicants to SA12 are eligible for consideration for regional Works up to $250,000 (GST inclusive) in contract value. The Department will select suppliers to carry out work, subject to the Department's works-related procurement policies, guidelines and government requirements which may change from time to time, using one of the following procurement methods.

Procurement Methods

For Works based on estimated contract value, the following procurement methods apply:

i. Direct Engagement

Up to $50,000 (GST inclusive): where an SA12 Contractor is selected based on their skill, location, availability and demonstrated ability to deliver value for money outcomes, the contractor may be engaged directly based on a single quote or cost-plus basis.

From Registered Aboriginal Businesses and Australian Disability Enterprises: in accordance with the Western Australian Procurement Rules, contracts of any value may be awarded directly to Registered Aboriginal Businesses or Australian Disability Enterprises following the value for money assessment of a single quote.

ii. Invited Quotes

$20,001 to $50,000 (GST inclusive): Unless procured through Direct Engagement (refer i. above), quotes will be sought from SA12 Contractors within prescribed distance (refer to the Buy Local Policy at Section 1.4) or from all SA12 Contractors. The contract is awarded to the SA12 Contractor whose Offer represents the best value for money based on an assessment of cost and non-cost factors.

All invited quotes for works greater than $20,000 (that are not procured as a direct purchase) will be advertised through Tenders WA.

iii. Request for Quotes (RFQ)

$50,000 to $250,000 (GST inclusive): Submission of Offers is restricted to SA12 Contractors and the contract is awarded to the contractor whose Offer represents the best value for money taking into consideration both cost and non-cost factors.

All RFQs are advertised on Tenders WA.

Contracts awarded through these procurement methods incorporate the current version of the Service Alliance 2012 General Conditions of Contract (available for download from the WA Government website at https://www.wa.gov.au/government/publications/service-alliance-2012-conditions-of-contract) and, where applicable, any additional requirements imposed through the relevant procurement method.

Note: Contracts greater than $250,000 (GST inclusive) in contract value will be the subject of a public tender.

The procurement methods may change from time to time based on procurement policies in effect.

The Department will advise SA12 Contractors of any significant changes to procurement methods.

SA12 Contractors agree to keep the Department informed of any material changes to the information provided in their applications or subsequent to their application.

Material changes include (but are not limited to):

- Changes to legal entity details; or
- Changes to key personnel; or
- Changes to contact details; or
- Renewal of required insurance policies; or
- Renewal or loss of licenses and other required accreditations.

SA12 Contractors acknowledge that their SA12 membership may be suspended or cancelled in certain circumstances including (but not limited to):

- Failure to renew insurance policies required under the SA12 General Conditions;
- Repeated failures to adhere to the SA12 General Conditions, the Department's reasonable requests, or SA12 Service Values stated below; or
- Where the SA12 Contractor has received one or more contractor performance report(s) or Key Performance Indicator (KPI) results that demonstrate there has been unsatisfactory performance.

The Department will keep SA12 Contractors fully informed of any changes to procedures or protocols.

The SA12 arrangement remains open and the Department will accept applications for consideration at any time. The assessment of new applications will occur at the Department's discretion.

1.4. BUY LOCAL POLICY

The State Government's Western Australian Buy Local Policy 2022 (**Buy Local Policy**) applies to this Invitation. The Department of Jobs, Tourism, Science and Innovation (**JTSI**) is the policy owner and administrator. The Policy is available for download from the WA Government website at https://www.wa.gov.au/government/document-collections/western-australian-buy-local-policy-2022.

JTSI's contact details are:

Phone: (08) 6277 2999

Email: industrylink@jtsi.wa.gov.au

Suppliers should direct any Buy Local Policy enquiries to JTSI using their contact details above.

Policy Intent

The Buy Local Policy is a commitment to:

(a) Supporting small and medium enterprises (SMEs) in WA by ensuring opportunity to supply to agencies;

(b) Requiring procurement decisions to be based on value for money considerations;

(c) Linking agency procurement to relevant government economic and social policies;

(d) Buying close to home to support improved government services and enhanced

serviceaccess particularly in regional WA;

(e) Providing increased opportunities for regional businesses to bid competitively for agency contracts;

(f) Fostering competition by giving full, fair and reasonable opportunity to WA based businesses; and

(g) Maintaining and increasing employment and workforce skills in WA.

The '**buy close to home**' principle applies to all tendering for regional work.

State Government agencies are guided by the 'buy close to home' principle which prioritises businesses or industries located within the regional location where the contract is to be delivered.

1.5. NO ASSURANCE OF WORK

SA12 Contractors acknowledge that:

(a) there is no guarantee or assurance of any work under the SA12 arrangement; and

(b) The Department may at any time procure the Works from any other person on such terms and conditions as the Department wishes.

Where the SA12 arrangement impacts a contractor's work allocation, the Department will contact the affected contractor to discuss the changes and transition arrangements.

1.6. SPECIAL ARRANGEMENTS

The Department may from time to time introduce local requirements for items such as invoicing, reporting, accessing site and notification and application of charge out rates.

In some circumstances, the Department 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 may be restricted to SA12 Contractors. These arrangements will run for a fixed term.

2. PERFORMANCE MANAGEMENT

2.1. SA12 SERVICE VALUES

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

SA12 Contractors acknowledge these service values and agree to comply with them:

(a) when interacting with the Department and its customers; and

(b) when providing the Works.

2.2. CONTRACTOR PERFORMANCE REPORTING

SA12 Contractors are subject to performance reporting as outlined in the SA12 General Conditions of Contract.

2.3. SUPPLIER DEMERIT SCHEME

SA12 Contractors are subject to the Department's Supplier Demerit Scheme. Details of the scheme are available on the WA Government website at:

https://www.wa.gov.au/government/multi-step-guides/supplying-works-related-services/supplier-performance-management-government-non-residential-building-projects.

3. THE SERVICES

The SA12 arrangement allows the Department to access a range of trade categories for Works required in regional Western Australia.

Typical Works contracts through the SA12 arrangement involve provision of the following services:

(a) Breakdown Repairs;

(b) Simple Works; and

(c) Planned Work.

3.1. 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 Repairs will be designated a priority which will determine the response and completion times which the Contractor is required to meet. Breakdown Repair Orders may be assigned one of three possible priorities: a) Priority 1; b) Priority 2; or c) Priority 3.

The Contractor is required to respond, attend the Premises, commence and complete Breakdown Repairs within the timeframes set out in the table below:

	Attendance Time Business Hours[1]	**Attendance Time After Hours**	**Completion Time**
Priority 1	For Orders issued between 6.00am and 1.00pm: Attendance must be on the same Business Day the Order is issued. For Orders issued between 1.00pm and 5.00pm: Attendance must be by 9.00am the next Business Day after the Order is issued.	For Orders issued at any other time on a Business Day or at any time After Hours: Attendance must be as soon as possible, and within 1 hour of the issue of the Order.	Within 24 hours from the issue of the Order.
Priority 2	Within 3 Business Days of issue of the Order.	N/A	Within 3 Business Days of issue of the Order.
Priority 3	Within 7 Business Days of issue of the Order.	N/A	Within 7 Business Days of issue of the Order.

Breakdown repair orders are issued by the Maintenance Service Centre (MSC) to SA12 Contractors nominated by the Department. The MSC will receive and register customer requests, assign a priority to them and allocate work to a Department nominated contractor.

[1] Business Hours is defined in section 1.1 Definitions as between 7.00am to 5.00pm. For clarity, references to 6.00am in this column indicates Orders issued between 6.00am and 1.00pm must provide for attendance on the same day they are issued (it does not imply 6.00am is within Business Hours).

The MSC conveys work orders to SA12 Contractors by email, and by phone for Priority 1 (urgent) work. Once allocated, the Department is responsible for managing the Works.

Contractors must record their attendance in the site register and complete a Maintenance Advice Form (MAF) in triplicate, leaving one copy at the site and returning one with their invoice.

Contractors must escalate any concerns or issues to the Department including where estimated costs are above a nominated contract value. Breakdown repairs are costed on a do and charge basis.

3.2. SIMPLE WORKS

Simple works are low value maintenance jobs that are not a breakdown repair and that are procured by other approved Government Agencies.

Simple work orders are issued by the MSC to SA12 Contractors using a Simple Works Allocation form. The MSC will receive and register customer requests, assign apriority to them and allocate work to a Department nominated contractor.

The MSC conveys work orders to SA12 Contractors by email. The procuring Government Agency is responsible for managing the Works.

Contractors must record their attendance on site and complete a MAF in triplicate, leaving one copy at the site and returning one with their invoice.

3.3. PLANNED WORK

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

SA12 Contractors may be awarded contracts for this category by any of the procurement methods described above, subject to contract value and the complexity of the work.

Contractors must record their attendance on site and, for low value work, may be required to complete a MAF in triplicate, leaving one copy at the site and returning one with their invoice.

3.4. TRADE CATEGORIES

The table below lists the trades that are generally procured through SA12. Please note that this is a guide only and may be subject to change depending on the Department's needs.

SA12 Trade Categories	Service Type	
	Breakdown Repairs	Planned Works
Asbestos Removal	✓	✓
Audio Systems	✓	×
Bitumen/Paving	✓	✓
Bores & Pumps	✓	✓
Bricklaying	✓	✓
Builder Heritage	×	✓
Builder Registered	×	✓
Cabinet Making	✓	✓
Carpentry	✓	✓
Carpet laying / Floor coverings / Repairs	✓	✓
Concrete Works	✓	✓
Control Systems (including Building Management Systems)	✓	✓
Civil & Earthworks	×	✓
Cleaning	✓	✓
Data Cabling	✓	✓
Electrical	✓	✓
Electronics	✓	✓
Evaporative Cooling	✓	✓
Fencing	✓	✓
Feral Animal Management	✓	×
Fire Services	×	✓
Gas Services		
General Gas Services	✓	✓
Major Gas Leaks	✓	✓
Glazing	✓	×
Graffiti Removal	✓	×
Gutters and Downpipes	✓	✓
Landscaping	✓	✓
Locksmith	✓	×
Mechanical Fitter Services		
Generators	✓	✓
Hoists/Cranes	✓	✓
Industrial Fans	✓	✓
Manual Arts Equipment	✓	×
Pressure Vessels	✓	✓
Sewerage Pumps	✓	✓
Mechanical Refrigeration Services		
Airconditioning - Refrigerated	✓	✓
Cool Rooms	✓	✓

Mechanical Refrigeration	✓	✓
Mould Removal	✓	✓
Painter Registered	×	✓
Painter (non-registered)	✓	✓
Patios & Sheds	×	✓
Pest Control	✓	✓
Plastering	✓	✓
Plumbing & Drainage	✓	✓
Restoration and Biohazard Cleaning	✓	✓
Reticulation	✓	×
Roofing	✓	✓
Sandpit Cleaning	✓	✓
Scaffolding & Rigging	×	✓
Security	✓	✓
Security Doors / Automatic Doors	✓	✓
Shutters / Roller Doors / Accordion Doors	✓	✓
Sports & Playground Equipment	✓	×
Swimming Pool Maintenance	✓	✓
Telecommunications	✓	✓
Theatre Equipment Services	✓	×
Tiling	✓	✓
Tree Management	✓	✓
Waste Removal	✓	✓
Welding	✓	✓
Window & Louvre Winder Mechanisms	✓	✓
Window Furnishings	✓	✓

PART B

4. INVITATION

4.1. INVITATION PROCESS

This is an Invitation to register for Service Alliance 2012.

The basis for selection will be an assessment of each supplier's application by the Department.

4.2. SELECTION PROCESS

An evaluation panel will assess the applications:

- against the Compliance and Disclosure Requirements;
- against the Assessment Criteria;
- against the requirement for the services and/or trades in the nominated locations; and
- against the location of the supplier.

Locally based suppliers who are assessed as meeting the requirements stated above, will be considered for SA12 membership before Perth-based suppliers.

The evaluation panel may consider other information sources when assessing applications such as data from previous Departmental contracts to determine contractor performance.

The Department is not obliged to shortlist any supplier and may reject any or all applications.

4.3. ASSESSMENT CRITERIA

The supplier must:

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

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

Assessment will include evaluation of the following criteria.

4.3.1. Organisation

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

4.3.2. Experience

The supplier must demonstrate that it has relevant experience to deliver the services based on the information provided in Part A.

PART B

4.4. INVITATION DOCUMENTS

This Invitation is constituted by:

(a) Part A Invitation; and
(b) Part B Supplier's Application.

4.5. SA12 GENERAL CONDITIONS OF 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 the Service Alliance 2012 General Conditions of Contract.

4.6. SPECIAL CONDITIONS OF THE INVITATION

The following Special Conditions apply to this Invitation.

4.6.1. Ownership of Applications

All documents, materials, articles and information provided by the supplier as part of, or in support of their application 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 supplier at the conclusion of the Invitation process. However, unless otherwise provided, the supplier will retain copyright and other intellectual property rights in all submitted documents, materials, articles and information.

4.6.2. Public Disclosure and Freedom of Information

Documents and information, including personal information, relevant to this Invitation may be disclosed to third party service providers for the purposes of administering and managing contractual arrangements or where required or permitted by law under the ***Privacy and Responsible Information Sharing Act 2024*** **(WA)** and the ***Freedom of Information Act 1992*** **(WA)**. For more information, refer to the Department of Housing and Works Privacy Statement (available at: https://www.wa.gov.au/dhw-privacy-statement)

4.6.3. Lodgement of Applications

The supplier shall submit its application by completing the Service Alliance 2012 Pre-Application Form (available at: https://www.wa.gov.au/government/publications/service-alliance-2012-pre-application-form) and emailing it to SA12@dohw.wa.gov.au.

Pre-application forms will be evaluated based on the regional requirement for the services offered and the regional locality of the supplier. Suppliers whose pre-applications are progressed will be invited to complete an online application.

Suppliers offering services in more than one region need only lodge one application.

PART B

4.6.4. Department of Housing and Works Regional Offices Map

Our offices

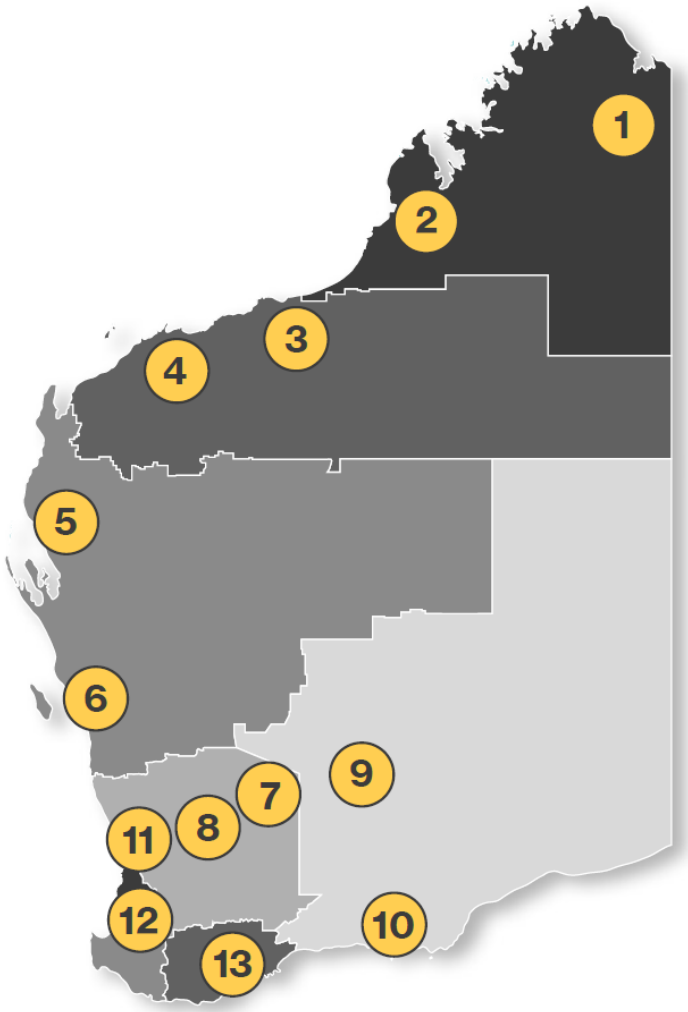
Northern Region
1 Kununurra
2 Broome
3 Port Hedland
4 Karratha

Central Region
5 Carnarvon
6 Geraldton

Eastern Region
7 Merredin
8 Northam
9 Kalgoorlie
10 Esperance

Metropolitan Region
11 Perth

Southern Region
12 Bunbury
13 Albany



PART B

4.7. FURTHER INFORMATION

4.7.1 Contact Person

For further information about the SA12 application process, please contact SA12@dohw.wa.gov.au. For SA12 enquiries relating to the provision of specific services in a region, please contact the relevant officer below:

Northern Region	
Name:	Sarah Rice
Phone:	(08) 6551 2245
Email:	Sarah.Rice@dohw.wa.gov.au
Central Region	
Name:	Pauline Riley
Phone:	(08) 9965 7100
Email:	Pauline.Riley@dohw.wa.gov.au
Southern Region	
Name:	Rebekah Foreman
Phone:	(08) 9781 4100
Email:	RMCSouthern@dohw.wa.gov.au
Eastern Region	
Name:	Routine Maintenance Coordinator
Phone:	(08) 6608 0077
Email:	RMCEastern@dohw.wa.gov.au