

**CONTRACT GUIDE**

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**Contract 0702190**

**Maintenance of Fire Extinguishing Equipment and  
Provision of Professional Services**

**CONTRACT PERIOD:** Three (3) years with Two (2) by One (1) year options

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**Office of Public Works and Services  
Facilities Management Group**

The Facilities Management Unit (FMU) provides asset management and procurement services and solutions to a diverse client group to ensure that their infrastructure assets contribute effectively to the delivery of their services.

Major services include:

- **Asset Management;**
- **Web Base Management Systems;**
- **Government Cleaning Contracts;**
- **Government Security Contract;**
- **Maintenance of Fire Extinguishing equipment and provision of Professional Services.**

**Asset Management**

A comprehensive asset management planning service that complies with the NSW Government's Total Asset Management (TAM) principles and aims to manage and preserve your assets.

**Services**

- Comprehensive maintenance and cleaning performance standards
- Leading edge condition assessment information technology system to help you determine the extent of your maintenance liability (i.e. identify elements for repair and gaps between performance standards and site condition)
- Efficient maintenance delivery with performance based outcomes
- Effective cleaning delivery that sustain a quality working environment
- Client satisfaction performance measures
- Targeted servicing of assets to maximise life span

**Benefits**

- Expert advice and information to help you determine the extent of your cleaning requirements
- Assets are maintained at a pre-determined level, preventing over or under servicing
- Maximisation of the dollars available for maintenance and cleaning through efficiencies in the delivery process to a consistent level of service
- Quality service outcomes to our clients that contribute to effective management of facilities.

**Web Base Management Systems**

**Facilities Management Web (FMWeb) and Cleaning Web (WebClean) Fire Web System (FireWeb).**

FMWeb and WebClean are a whole of Government, Internet-based system designed to translate property management data from Government agencies (e.g. operational and maintenance costs, cleaning costs, usage, asset utilisation, asset condition etc.) into information to allow reporting on property management performance.

This information will allow the creation of benchmark indicators relating to the performance of strategic, core and under-utilised property. It will identify opportunities for improving the use of resources and a means of measuring the benefits.

### **Services Contracts**

The Facilities Management Group assist clients to analyse their service requirements and establish service contracts for clients registered to use Government Contracts.

### **Government Cleaning Contract**

The arrangements for the cleaning of schools and other Government and sites includes:

- Contracts set up in 22 regions across NSW – 10 metropolitan and 12 regional areas
- Ability to offer a standard service package but also optional services that may or may not be taken up on a site by site basis
- Contractors able to offer flexible cleaning times to suit client's requirements
- Trials of two facilities management contracts combining cleaning with school maintenance, waste removal etc.

Current contracts commenced on 28 January 2006 and expire on 31 January 2010 with two one year options to extend.

### **Government Security Contract**

The 'Whole of Government' Security Contract was established in 2004. The main purpose of this contract is to provide security services and professional security advisory service to the whole of government. It offers services such as:

- Static Guard Service
- Alarm Response
- Alarm monitoring and general security
- Electronic security systems
- Cash collection

### **Maintenance of Fire Extinguishing Equipment and Provision of Professional Services.**

For further information about Facilities Management Services please contact Usha Iyer on 02 9372 7373 or e-mail [usha.iyer@commerce.nsw.gov.au](mailto:usha.iyer@commerce.nsw.gov.au)

## Contract Summary

The previous Fire Extinguisher contract included the supply and maintenance of fire extinguishers. This provided an opportunity for service providers to sell new units and not provide a servicing component or to over service.

There were issues relating to the ability of clients to ensure their sites were compliant and meeting statutory requirements. Information on the number, location and type of extinguishers was not readily available to clients.

Clients expressed a need for a range of professional services. These included training and advice. Clients also required access to a service to provide block plans and evacuation details etc.

In view of these and other issues identified by clients the contract format was altered.

There is now a separate contract for the supply of fire extinguishers and this contract for the maintenance of fire extinguishers and other equipment.

This new maintenance contract includes the provision of Professional services to clients, including training.

This contract includes the following Services:

- Maintenance of Fire Extinguishing Equipment in accordance with statutory and customer requirements which includes, but are not limited to, the inspection, pressure testing, tagging, asset and data collection, and reporting.
- Provision of repair services to non-compliant equipment.
- Supply and installation of Block Plans.
- Provision of professional advisory services and risk assessments.
- Provision of training services

The contract also has a new online data management and asset register system called FireWeb.

Suppliers are required to enter details of all services provided into the FireWeb system. This information is then available for Clients to recover data for reporting purposes.

FireWeb will enable clients to identify the numbers and types of extinguishers, hose reels, fire hydrants and fire blankets at each site. It will enable clients to verify compliance with the statutory testing frequencies and to track issues regarding risks and hazards identified.

## **Office of Public Works and Services Facilities Management**

McKell Building 2-24 Rawson Place Sydney NSW 2000  
P 9372 7484

**T** 1800 NSW BUY (1800 679 289)

**E** [nswbuy@commerce.nsw.gov.au](mailto:nswbuy@commerce.nsw.gov.au)

**I** [www.nswbuy.com.au](http://www.nswbuy.com.au)

Always ensure you obtain the latest version of the contract guide.

Enquiries to 1800 NSW BUY (1800 679 289) or visit the website [www.nswbuy.com.au](http://www.nswbuy.com.au)

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# Introduction

This contract guide is designed to provide customers with the necessary information required to purchase from this contract.

Commerce provides a full range of procurement services for government agencies and other clients.

This contract is for **Maintenance of Fire Extinguishing Equipment and the Provision of Professional Services including Training** for a term of **three (3) years** expiring on **30 May 2012**.

There are an additional two (2) by one (1) year options for extension at the discretion of the Principal and based on performance.

**This state contract allows users to achieve considerable cost savings due to the combined purchasing power of the NSW state government. It offers value for money including competitive rates, and a quality range of products.**

# **Section 1 –** **Accessing the Contract**

State contracts are established under the authority of the State Contracts Control Board. This contract is administered by **Public Works and Services, Facilities Management**, an office of the Department of Commerce.

A list of the categories of organisations eligible to purchase from the state contracts is given in Section 5 of this Guide. Most eligible organisations have already registered with NSW Procurement in which case they have immediate access to the contracts.

## **New Customers**

To register as a new customer, visit [www.nswbuy.com.au](http://www.nswbuy.com.au) > Purchasing for Government. You can either complete the process on line or download and complete an application form. Once approved, you will be advised of your NSWBUY Identification Number and are then eligible to use any of the state contracts administered by NSW Procurement.

Phone 1800 NSWBUY (1800 679 289) if you have any problems completing your application form or if you wish to check your registration status.

## **Placing an Order direct with supplier**

By placing an order, an organisation is entering into a contract with the supplier and, as a minimum, the following information should be included in the official order:

- Contract Number and Name
- Name and address of Supplier and Customer
- NSWBUY Identification Number
- Customer's Order Number
- Date of Order and Date of Delivery
- Item, product code, contract price, quantity and any accessories

You need to quote your NSWBUY Identification Number each time you purchase from state contracts. If you are unsure of your NSWBUY Identification Number, please contact NSW Procurement Client Support Centre on **1800 NSW BUY (1800 679 289)**.

Further information on state contracts is also available on the website [www.nswbuy.com.au](http://www.nswbuy.com.au)

## **Placing an Order through smartbuy®**

Registered customers have the advantage of signing up as a smartbuy® user.

Simply visit [www.smartbuy.nsw.gov.au](http://www.smartbuy.nsw.gov.au), complete the e-form in the Buyers section online and submit. Once confirmation of the online application is received back from your organisation's authoriser, a LOG IN and USER ID will be generated to allow you access to the Search and Browse facility of smartbuy®.

The Search and Browse facility allows you to view the goods and services listed and compare prices before placing an order.

smartbuy® training is available by phoning **1800 NSW BUY (1800 679 289)**.

## **Pricing**

Prices will change in accordance with the cost adjustment conditions of the contract. Regular users of state contracts should consider using smartbuy® for latest pricing if applicable.

For further information, please contact OPWS Facilities Management on 9372 7484, or NSW Procurement Client Support Centre on telephone **1800 NSW BUY (1800 679 289)**.

The latest Pricing will also be available through the contracts **FireWeb system**. This system is an asset tracking and reporting tool for use by clients to track the compliance of their sites. The site will also enable clients to view current pricing and contractor coverage.

# **Section 2 – Range of Products/Services**

The contract covers the Maintenance of Fire Extinguishing Equipment in accordance with statutory and customer requirements. This includes, but is not limited to;

- the inspection,
- pressure testing,
- tagging,
- asset and data collection, and
- reporting.

The provision of repair services to non-compliant equipment.

The supply and installation of Block Plans

Provision of professional advisory services and risk assessments.

Provision of training services.

Data on the services provided and the equipment serviced is entered into the FireWeb system. This information is then available for clients to use for reporting and compliance purposes.

# Section 3 – Key Features

This section contains the key features of the contract that may be of interest to customers.

The contract covers the Maintenance of Fire Extinguishing Equipment in accordance with statutory and customer requirements. This includes, but is not limited to;

- the inspection,
- pressure testing,
- tagging,
- asset and data collection, and
- reporting.

Inclusive of:

- Fire Extinguishers
- Fire Hose Reels
- Fire Hoses
- Fire Blankets

The provision of repair services to equipment. **(Note the contract does not allow for the supply of new equipment, there is a separate contract for Supply)**

The supply and installation of Block Plans for customer sites indicating the locations of fire protection equipment and evacuation information.

The provision of professional advisory services and risk assessments. These services can be used by Clients to manage their sites and assess fire related risks and management processes etc.

Provision of training services. These training services are varied and include but are not limited to;

- The use of extinguishers
- Evacuation Training
- Warden Training
- Fire prevention
- First attack and use of fire extinguishers

Some of the service providers are able to provide on line training in addition to localised on site.

There are also rates for the installation (not inclusive of supply) of new extinguishers and the installation of signage.

# Section 4 – Suppliers and Contact Details

The following Suppliers have been appointed to Contract **Maintenance of Fire Extinguishing equipment and Provision of Professional Services.**

## Suppliers

The Contract covers the State of NSW. The state has been broken down into regional areas and large regional areas have been broken down into zones.

The contractors have been listed for the provision of each type of service, in each region and zone. In some zones there may be a limited range of suppliers due to capabilities etc.

### Region1 (North Coast)

(Kyogle, Tweed Heads, Byron Bay, Ballina, Richmond River, Copmanhurst, Maclean, Ulmarra, Bellingen, Nambucca, Kempsey, Coff's Harbour, Lismore, Casino, Grafton, Nymboida, Hastings and Greater Taree.)

#### Provision of all Services

##### Macleay Fire Protection Services.

Address	Phone	Fax
Unit 1, Angus McNeil Cres Sth Kempsey NSW 2440	02 6562 4921 AH 0419 215 397	02 6563 1601

##### Chubb Fire Safety

Address	Phone	Fax
120 Silverwater Road Silverwater NSW 2128	1300 369 309	02 87487322

##### Universal Fire Services

Address	Phone	Fax
11 Marsh St. Armidale NSW 2350	02 6771 3033	02 6771 3011

#### Planning and Training Services Only

##### NSW Fire Brigade COMSAFE

Address	Phone	Fax
COMSAFE Training Services Amarina Ave. Greenacre NSW 2190	1800 78 78 48	02 9742 7388

### Region 2 (New England)

(Moree Plains, Yallaroi, Tenterfield, Inverell, Severn, Bingara, Guyra, Barraba, Narrabri, Uralla, Dumaresq, Manilla, Gunnedah, Parry, Walcha, Nundle, Quirindi, Armidale and Tamworth.)

#### Provision of all Services

##### Armidale Fire & Safety.

Address	Phone	Fax
Shop 1, 108 Taylor St. Armidale NSW 2350	02 6772 5020	02 6772 5019

##### Chubb Fire Safety

Address	Phone	Fax
120 Silverwater Road Silverwater NSW 2128	1300 369 309	02 87487322

##### Universal Fire Services

Address	Phone	Fax
11 Marsh St. Armidale NSW 2350	02 6771 3033	02 6771 3011

#### Planning and Training Services Only

##### NSW Fire Brigade COMSAFE

Address	Phone	Fax
COMSAFE Training Services Amarina Ave. Greenacre NSW 2190	1800 78 78 48	02 9742 7388

### Region 3 (Orana)

**Zone 1.** (Coolah, Coonabarabran, Dubbo, Gilgandra, Mudgee, Narromine, and Wellington)

#### Provision of all Services

##### Central Tablelands Fire Services.

Address	Phone	Fax
Unit 15, 2 Vale Rd. Bathurst NSW 2795	02 6334 4130	02 6334 4126

##### Chubb Fire Safety

Address	Phone	Fax
120 Silverwater Road Silverwater NSW 2128	1300 369 309	02 87487322

#### Planning and Training Services Only

##### NSW Fire Brigade COMSAFE

Address	Phone	Fax
COMSAFE Training Services Amarina Ave. Greenacre NSW 2190	1800 78 78 48	02 9742 7388

## **Region 3 (Orana)**

**Zone 2.** (Bogan, Bourke, Brewarrina, Cobar, Coonamble Walgett and Warren).

### **Provision of all Services**

#### **Chubb Fire Safety**

<b>Address</b>	<b>Phone</b>	<b>Fax</b>
120 Silverwater Road Silverwater NSW 2128	1300 369 309	02 87487322

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### **Planning and Training Services Only**

#### **NSW Fire Brigade COMSAFE**

<b>Address</b>	<b>Phone</b>	<b>Fax</b>
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## **Region 4 (Far Western)**

**Zone 1.** (Broken Hill)

### **Provision of all Services**

#### **Chubb Fire Safety**

<b>Address</b>	<b>Phone</b>	<b>Fax</b>
120 Silverwater Road Silverwater NSW 2128	1300 369 309	02 87487322

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### **Planning and Training Services Only**

#### **NSW Fire Brigade COMSAFE**

<b>Address</b>	<b>Phone</b>	<b>Fax</b>
COMSAFE Training Services Amarina Ave. Greenacre NSW 2190	1800 78 78 48	02 9742 7388

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## **Region 4 (Far Western)**

**Zone 2** (Central Darling, Unincorporated Area)

### **Provision of all Services**

#### **Chubb Fire Safety**

<b>Address</b>	<b>Phone</b>	<b>Fax</b>
120 Silverwater Road Silverwater NSW 2128	1300 369 309	02 87487322

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### **Planning and Training Services Only**

#### **NSW Fire Brigade COMSAFE**

<b>Address</b>	<b>Phone</b>	<b>Fax</b>
COMSAFE Training Services Amarina Ave. Greenacre NSW 2190	1800 78 78 48	02 9742 7388

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## **Region 5 (Murray)**

**Zone 1.** (Albury and Deniliquin)

### **Provision of all Services**

#### **Chubb Fire Safety**

<b>Address</b>	<b>Phone</b>	<b>Fax</b>
120 Silverwater Road Silverwater NSW 2128	1300 369 309	02 87487322

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### **Planning and Training Services Only**

#### **NSW Fire Brigade COMSAFE**

<b>Address</b>	<b>Phone</b>	<b>Fax</b>
COMSAFE Training Services Amarina Ave. Greenacre NSW 2190	1800 78 78 48	02 9742 7388

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## **Region 5 (Murray)**

**Zone 2.**(Balranald, Berrigan, Conargo, Corowa, Culcairn, Holbrook, Hume, Jerilderie, Murray, Tumbarumba, Urana, Wakool, Wentworth and Windouran.)

### **Provision of all Services**

#### **Chubb Fire Safety**

<b>Address</b>	<b>Phone</b>	<b>Fax</b>
120 Silverwater Road Silverwater NSW 2128	1300 369 309	02 87487322

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### **Planning and Training Services Only**

#### **NSW Fire Brigade COMSAFE**

<b>Address</b>	<b>Phone</b>	<b>Fax</b>
COMSAFE Training Services Amarina Ave. Greenacre NSW 2190	1800 78 78 48	02 9742 7388

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## **Region 6 (Riverina)**

**Zone 1.** (Coolamon, Cootamundra, Griffith, Gundagai, Junee, Leeton, Lockhart, Narrandera, Temora, Tumut and Wagga Wagga)

### **Provision of all Services**

#### **Chubb Fire Safety**

<b>Address</b>	<b>Phone</b>	<b>Fax</b>
120 Silverwater Road Silverwater NSW 2128	1300 369 309	02 87487322

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### **Planning and Training Services Only**

#### **NSW Fire Brigade COMSAFE**

<b>Address</b>	<b>Phone</b>	<b>Fax</b>
COMSAFE Training Services Amarina Ave. Greenacre NSW 2190	1800 78 78 48	02 9742 7388

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## **Region 6 (Riverina)**

**Zone 2.** (Carrathool, Hay and Murrumbidgee)

### **Provision of all Services**

#### **Chubb Fire Safety**

<b>Address</b>	<b>Phone</b>	<b>Fax</b>
120 Silverwater Road Silverwater NSW 2128	1300 369 309	02 87487322

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### **Planning and Training Services Only**

#### **NSW Fire Brigade COMSAFE**

<b>Address</b>	<b>Phone</b>	<b>Fax</b>
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## **Region 7 (Central Western)**

(Lachlan, Bland, Forbes, Weddin, Cowra, Cabonne, Blayney, Evans, Oberon, Lithgow, Bathurst, Orange and Rylstone)

### **Provision of all Services**

#### **Central Tablelands Fire Services.**

<b>Address</b>	<b>Phone</b>	<b>Fax</b>
Unit 15, 2 Vale Rd. Bathurst NSW 2795	02 6334 4130	02 6334 4126

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#### **Chubb Fire Safety**

<b>Address</b>	<b>Phone</b>	<b>Fax</b>
120 Silverwater Road Silverwater NSW 2128	1300 369 309	02 87487322

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### **Planning and Training Services Only**

#### **NSW Fire Brigade COMSAFE**

<b>Address</b>	<b>Phone</b>	<b>Fax</b>
COMSAFE Training Services Amarina Ave. Greenacre NSW 2190	1800 78 78 48	02 9742 7388

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## **Region 8. South Eastern**

(Young, Harden, Boorowra, Crookwell, Gunning, Yass, Mulwara, Yarrowlumla, Arrowlumla, Tallagandra, Eurobodalla, Bega Valley, Bombala, Cooma, Monaro, Snowy River, ACT, Goulburn and Queanbeyan)

### **Provision of all Services**

#### **Chubb Fire Safety**

<b>Address</b>	<b>Phone</b>	<b>Fax</b>
120 Silverwater Road Silverwater NSW 2128	1300 369 309	02 87487322

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### **Planning and Training Services Only**

#### **NSW Fire Brigade COMSAFE**

<b>Address</b>	<b>Phone</b>	<b>Fax</b>
COMSAFE Training Services Amarina Ave. Greenacre NSW 2190	1800 78 78 48	02 9742 7388

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## **Region 9. (Hunter)**

(Gloucester, Great Lakes, Dungog, Port Stephens, Singleton, Muswellbrook, Merriwa, Scone, Murrurundi, Maitland, Newcastle, Cessnock and Lake Macquarie)

### **Provision of all Services**

#### **Chubb Fire Safety**

<b>Address</b>	<b>Phone</b>	<b>Fax</b>
120 Silverwater Road Silverwater NSW 2128	1300 369 309	02 87487322

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### **Planning and Training Services Only**

#### **NSW Fire Brigade COMSAFE**

<b>Address</b>	<b>Phone</b>	<b>Fax</b>
COMSAFE Training Services Amarina Ave. Greenacre NSW 2190	1800 78 78 48	02 9742 7388

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## **Region 10 ( Illawarra)**

(Wollondilly, Wingecarribee, Shoalhaven, Wollongong, Kiama and Shellharbour)

#### **Chubb Fire Safety**

<b>Address</b>	<b>Phone</b>	<b>Fax</b>
120 Silverwater Road Silverwater NSW 2128	1300 369 309	02 87487322

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### **Planning and Training Services Only**

#### **NSW Fire Brigade COMSAFE**

<b>Address</b>	<b>Phone</b>	<b>Fax</b>
COMSAFE Training Services Amarina Ave. Greenacre NSW 2190	1800 78 78 48	02 9742 7388

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## **Region 11 (Metropolitan)**

(Leichardt, Strathfield, Burwood, Ashfield, Auburn, City of Bankstown, Baulkham Hills, City of Blacktown, City of Blue Mountains, Botany, Camden, City of Campbelltown, Canterbury, Concord, Drummoyne, City of Fairfield, City of Gosford, City of Hawkesbury, City of Holroyd, Hunters Hill, Wyong, Hornsby, City of Hurstville, Kogarah, KU-RING-GAI, Lane Cove, City of Liverpool, Manly, Marrickville, Mosman, North Sydney, City of Parramatta, City of Penrith, City of Randwick, Rockdale, Ryde, City of South Sydney, Sutherland., Warringah, Waverley, City of Willoughby Wollondilly, and Woollahra)

### **Provision of all Services**

#### **Advance Fire Service**

<b>Address</b>	<b>Phone</b>	<b>Fax</b>
PO Box 208 St Marys NSW 1790	02 9833 4474	02 9673 2690

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#### **Chubb Fire Safety**

<b>Address</b>	<b>Phone</b>	<b>Fax</b>
120 Silverwater Road Silverwater NSW 2128	1300 369 309	02 87487322

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### **Planning and Training Services Only**

#### **NSW Fire Brigade COMSAFE**

<b>Address</b>	<b>Phone</b>	<b>Fax</b>
COMSAFE Training Services Amarina Ave. Greenacre NSW 2190	1800 78 78 48	02 9742 7388

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# Section 5 – Prompt Payment Discount.

<b>Contractor</b>	<b>Discount for payment within 14 days</b>
<b>Advance Fire Service</b>	1.5%
<b>Armidale Fire &amp; Safety</b>	Nil
<b>Central Tablelands Fire Services.</b>	3%
<b>Chubb Fire Safety</b>	Nil
<b>Macleay Fire Protection.</b>	2.5%
<b>NSW Fire Brigade COMSAFE</b>	Nil
<b>Universal Fire Services</b>	7%

# Section 6 – Emergency Response Times.

<b>Contractor</b>	<b>Major Criticality</b>	<b>Minor Criticality</b>
<b>Advance Fire Service</b>	<b>2 Hrs</b>	<b>24 Hrs</b>
<b>Armidale Fire &amp; Safety</b>	2 Days	5 Days
<b>Central Tablelands Fire Services.</b>	2 Working Days	3 Working Days
<b>Chubb Fire Safety</b>	48 hrs (Working Days)	7 Working Days
<b>Macleay Fire Protection.</b>	2 Working Days	7 Working Days
<b>NSW Fire Brigade COMSAFE</b>	NA (Training Only)	NA (Training Only)
<b>Universal Fire Services</b>	Within 48 Hrs	Within 72 Hrs

# Section 7 – Contract Conditions

## Organisations Eligible to Purchase from the Contract

The following organisations are eligible to purchase from the Contract:

- a) Any department, agency or office of the Commonwealth including any Statutory Authority constituted under Commonwealth legislation
- b) Any department, agency or office of any State or Territory of the Commonwealth, including any Statutory Authority constituted under State/Territory legislation
- c) Any council of a city, municipality or shire constituted by a State or Territory
- d) Any other organisation constituted by or subject to an Act of Parliament either Commonwealth or State or by a Regulation there under
- e) Any body or association, other than a trading, commercial or industrial firm or corporation, which conducts a service, not being a trade, business or industry followed or carried on for profit, at the request of the Government, in respect of such service
- f) Any authority, person, body, corporation, association or organisation, whether incorporated or not, to which permission has been given by the Minister for the Department of Commerce, or an official delegate of the Minister, to issue orders for supplies comprised in that agreement.

For the purpose of parts (d) and (e) examples of typical organisations include, but are not limited to:  
Government Schools and Private Schools  
TAFE Colleges  
Public Hospitals and Area Health Services  
Trustees of Public Parks  
Boards  
Tribunals  
Commissions  
Registries.

For the purposes of part (f) authorities to which permission has been given generally have:  
Charitable or benevolent status  
Non-profit objective  
Level of government subsidy/support.

Examples are:

Non-Government Schools  
Pre-Schools/Kindergartens and Child Care Centres  
Child Care Centres (excluding privately owned)  
Family Day Care Administrations  
Nursing Homes (excluding privately owned)  
Other community based service providers  
Student support groups which are established under the auspice of the relevant school or education institution  
Arts based groups sponsored by the Ministry for the Arts.

## Maintenance of Fire Extinguishing Equipment

This maintenance of Fire Extinguishing equipment must be carried out in accordance with AS/NZS 1851, compliant with Risk Assessment Guidelines, and Occupational Health and Safety Regulation 2006, under the Occupational Health and Safety Act 2000.

For all maintenance service, the contractor must carry out, as a minimum, the following range of services:

- a. Inspection, pressure testing and tagging all equipment as identified within all Customer's office areas, motor vehicles, building compounds and other operational structures. The service must be carried out by a "Competent Person" as defined under AS/NZS 1851, in line with the timing and appropriate levels in accordance with AS/NZS 1851 and the following Minimum Maintenance and Performance Standards<sup>©</sup>.

### Minimum Maintenance And Performance Standards<sup>©</sup>

Sub- Assembly	Minimum Performance Standard	Examples of Unacceptable Condition or Performance
Fire Extinguishing Equipment	<ul style="list-style-type: none"> <li>• Complies with the relevant Australian Standards and Building Codes;</li> <li>• Nil leaks;</li> <li>• Clean free area to perimeter of Sub-Assembly;</li> <li>• Has Statutory required signage installed;</li> <li>• Secure;</li> <li>• Required certification is current;</li> <li>• Passes all required tests;</li> <li>• Regular inspections/tests carried out.</li> <li>• Minimum replacement size: one matching length or single component<sup>1</sup></li> <li>• Contractor's Replacement Risk Limits - 100%</li> </ul>	<ul style="list-style-type: none"> <li>• Does not comply with Standards or Codes</li> <li>• Certification is not current</li> <li>• Damaged or missing components<sup>1</sup></li> <li>• Not operational, or partially operational</li> <li>• Failure of test</li> <li>• Leaks</li> <li>• Corrosion or base material breakdown</li> <li>• Incorrect, missing or illegible signs</li> <li>• Loose components<sup>1</sup></li> <li>• Sub-Assemblies inaccessible due to storage or debris, overgrown</li> <li>• Missing or damaged covers<sup>1</sup>, cabinets<sup>2</sup></li> </ul>

- b. Where the failure relates to maintenance and repair not carried out properly the Contractor must provide Reactive maintenance service to all facilities to carry out such repairs within the response times nominated in Clause 3.4. The Contractor will not be entitled to claim for the cost of its response.
- c. Provision of certification of maintenance service within 14 days to the Customer indicating: Site, location of equipment, Type of equipment, service results/comments. Any equipment, signage or other items that are missing, damaged or unserviceable are to be indicated in a separate written report. The Certificate of maintenance must include the signatures of the owner or agent and the service person.
- d. Data collection and reporting must be provided in the format as specified in clause 3.6. Where items fail testing additional reporting is required.

Sample excel file formats of the reports will be provided to the successful contractors at the commencement of the contract. In all instances the contractor must retain a copy of all Reports provided under this contract for the duration of the Contract. Contractors may be required to re supply reports at various times in the contract.

## **Provision of Repair Services to Non Compliant Equipment**

The Contractor is required to provide 24 hours a day, 7 days a week callout and repair services to all facilities. This services relates to the provision of repair services under the Contract.

The Contractor must provide Help Desk rectification by telephone within 30 minutes of receipt of phone notification from the Customer.

The Contractor must attend the site within the Response Time appropriate for the criticality of the request (Major and Minor) from receipt of phone notification from the Customer Authorised Personnel and the Contractor must proceed to rectify the Callout Work within the response time.

<b>Criticality Rating</b>	<b>Description (Examples)</b>	<b>Response Time / temporary or permanent rectification</b>
1 Major	Discharged fire extinguishers	Nominated (See Schedule 15). Monday to Friday / 2 working days
2 Minor	Others	Nominated (See Schedule 15). Monday to Friday / 7 working days

The contractor must have suitable systems in place to monitor and report on the services level provided to each individual customer and overall under the contract.

On receipt of a repair request, the Contractor must log the call in FireWeb<sup>®</sup> including description of the problem, the time of the call, the name of the person calling, the capacity in which the call is made and all other relevant information within one business day.

The Contractor must carry out the repair work to match existing, using new materials of equivalent quality, brand, and type, unless specified otherwise.

Where the repair work cannot be completed immediately, the Contractor must, before leaving the facility, advise the Customer Facility Manager of the status of the repair work and leave the site of the repair work safe and secure.

On completion of each callout repair work, the Contractor must complete a service report and have it signed by the Customer Facility Manager or representative. The fact that this service report is signed will not be evidence of the repair work having been completed satisfactorily.

The Principal may at any time have the repair work inspected and will require the Contractor to rectify any defects that were not obvious to the Customer Facility Manager or its representative. The Contractor must retain a copy of the completed service report at the contractors facility in the FireWeb system..

The Contractor must make follow up contact with the Customer Facility Manager to confirm that the repair work has been completed. The contractor must ensure that the facility is left in a clean and tidy condition after completion of the work.

Within two business days after responding to a callout request, the Contractor must enter into the FireWeb<sup>®</sup> the actual information relating to the extent of the repair works.

If the expected time to complete the repair work is more than five working days the Contractor must update the information on a weekly basis.

If all details are not completed or the details provided do not adequately describe the works and materials then the payment claim for these works may be rejected.

## **Equipment taken off-site**

All non-compliant extinguishers must be marked as out of service or in need of repair and brought to the Customer immediately. All Non-compliant equipment must be logged and recorded in FireWeb<sup>®</sup>.

All extinguishers required to be taken off-site for servicing must be replaced with a loan extinguisher of the same type or greater rating, the same level in the test cycle of the original equipment and the same capacity until the client's equipment has been returned. The loan extinguisher shall be fully charged and provided free of charge until the contractor returns the original extinguisher to the original location.

All compliant fire fighting equipment must be returned to their original location and stamped on the attached inspection tag as determined by Australian Standard AS/NZS 1851.

## **Provision of Advisory and Training Services**

The Customer may request the Contractor to develop and conduct training session and to provide advisory service on fire safety systems and their maintenance. On receipt of an instruction the Contractor will develop and provide a training session on a site specific basis.

The Contractor's trainer must be accredited (In accordance with AS 3745 requirements) and have appropriate training course documentation.

The Customer may request the Contractor to prepare and install Block Plans for the site fire extinguishing equipment. On receipt of an instruction the Contractor will prepare and install the required Block Plans in accordance with the requirements of AS 1851 and relevant local Authority. (The Client will need to provide the contractor with a base plan in .dgn format to enable them to provide the plan. Should the contractor need to produce a base plan, this will be an additional service.)

## **Contractor Records, Manuals and Registers**

### **General Requirements**

The Contractor must establish, maintain and regular update a series of records, manuals and registers as part of the contract. These will need to be kept, in the Contractor's office and in the FireWeb<sup>®</sup> as required by the Contract.

### **Customer Records**

The Contractor must establish, maintain and regular update at the register in the format stated in Section 4. The items that must be included in these registers are:

- The customer's name, address and telephone of the site
- The description of site, e.g. school, office etc
- The date of the service
- The building name and number
- The area ie, floor level
- The location of equipment serviced ie, room
- The equipment number. (If required under AS1851,>10 Units)
- The type
- The size
- The service level performed
- Next pressure test due date
- Comments/recommendation

The Contractor must establish a register in each facility and FireWeb<sup>®</sup> within 20 working days of completion of the first service, and update this register within 20 working days of each subsequent service.

The Contractor must also provide to the Principal, every six month, updated and certified copies of the copies of all registers stating they are accurate and correct. This is to be provided in both hard and electronic format.

## **Records And Service Manual At The Customer Facility**

The Contractor must ensure all Contractor Employees and subcontractors are made aware of the requirements to keep accurate records of all visits to a Facility.

The records and service manual are the responsibility of the Contractor and they must be replaced in full by the Contractor at no cost to the Principal and Customer within 20 working days should they be misplaced for any reason. At the end of the contract they will become the property of the Principal at no cost.

At each planned visit the Contractor or its representative must review the contents of the manual and undertake any follow up actions which might be noted in the manual and to record the actions taken and/or outcomes.

## **Entry to Customer Facility**

The Contractor must ensure all staff and subcontractors are made aware of the requirements to register attendance at each visit in Volume of Service Manual..

## **Training Of Contractor Employees**

Only appropriately trained Contractor employees, supervisors, subcontractors and managers may carry out work at the facilities. The Contractor must ensure that all Contractor employees, supervisors, subcontractors, and managers employed or engaged by it are appropriately trained to carry out their duties. The training must meet all regulatory and legislative requirements.

## **Authorisation Of Facility Managers**

A Facility Manager may from time to time, by writing to the Contractor, to authorise someone to perform some or all of the functions of the Facility Manager. This authority may be withdrawn or altered by the Facility Manager at any time.

A Facility Manager, in respect of the facility of which he or she is the Facility Manager may exercise functions expressly provided in the Contract.

The Facility Manager is authorised to direct the contractor to undertake works under the contract utilising the schedule rates. The Facility Manager assumes responsibility for payment upon completion of the works ordered.

## **Annual Reporting & Performance**

To facilitate the continued monitoring of the performance of the contract the Contractor must present the information as required in this clause.

The Contractor is to provide an Annual report to the Principal:

## **Coordination With The Facility Manager**

The Contractor must coordinate all services with each Facility Manager to ensure that the impact of the services on the operation or use of the facility is minimised. Each Facility Manager may have different requirements

Where the services prevent the use of a facility, the carrying out of the services outside of the hours of use may be necessary. Where contractors are engaged to perform services outside normal working hours, the contractor may charge the tendered after hours service call rate, in addition to the appropriate tendered service charges..

The decision on whether the work activities will prevent the use or operation of the facility will rest solely with the Facility Manager, at his/her absolute discretion.

Where the Facility Manager considers that the services will cause an unavoidable disruption to the use or operation of the facility, The Contractor must liaise with the Facility Manager and ensure that the disruption is minimised.

The Contractor must provide prior notification of all intended visits to facilities covered by the contract and confirm 48 hours prior to attendance.. For emergency response services, this notification is not required.

## **General Work Area Requirements**

All rooms must be left in a tidy condition. This also includes furniture moved for purposes of carrying out the services.

The Contractor must not use faulty, dangerous or unauthorised equipment in the provision of the Services.

Any equipment turned off by the Contractor to carry out testing must be turned back on prior to leaving the location. The Contractor will be required to cover any consequential damage resulting from failure to replace, install or switch on equipment following testing / inspection.

## **Security Of Facilities**

The Contractor must take all reasonable steps to ensure that no thefts or unauthorised use of Computers, telephones, photo-copiers, facsimile machines, modems, video recording equipment or any other equipment are carried out by its personnel from any Facility.

Where keys are supplied to the Contractor for the purpose of entering and securely locking premises, the Contractor must make all efforts to ensure security in case of theft or loss. For example, keys must **not** be labelled with identifying tags or indications that show which facility or rooms they operate.

The Contractor will be responsible for safeguarding the keys in a manner satisfactory to the Facility Manager.

The Contractor must not cut additional keys without the prior consent in writing of the Facility Manager.

The Contractor must report any loss of keys immediately to the Facility Manager. Any costs incurred resulting from the loss of or damage to keys, including the replacement of locks or barrels, will be borne by the Contractor.

## **Facilities With Heritage Significance**

The Contractor is advised that some facilities have heritage significance.

The Contractor must ensure that all of its staff and subcontractor's staff are aware that some facilities or parts of facilities have been identified as having heritage significance or may have heritage significance. In these circumstances the Contractor is required to ensure that the heritage elements of facilities are preserved.

## **Resolution Of Issues Arising With Facility Managers**

The Contractor must develop and implement procedures to manage the interface with all the Facility Managers and to make all reasonable efforts to avoid issues being escalated. These procedures must be regularly reviewed and updated.

The Facility Manager may refer issues to the Customer's Authorised Person for consideration.

## **Technical Specification**

All works under this contract are to be carried out in accordance with current statutory requirements and Australian Standards AS/NZS 1851, Occupational Health and Safety Amendment Regulation 2006, under the OHS Act 2000 and WorkCover OHS Regulations 2001.

## **WEB BASED INFORMATION SYSTEM**

### ***General***

Contract Information will be transferred by utilising the web application, the Fire Services Information System (Fire Web<sup>®</sup>). This Section describes the principles underlying the system for the benefit of Tenderers. All Contractors will be required to input details of the service provisions conducted, detail accessories and components utilised within servicing maintenance services provision, register.

The main aims of this module are:-

- to reduce paper wastage as much as possible in the administration of the contract payments and data collection storage and retrieval;
- to collect data on the equipment in clients premises;
- to ensure compliance of all client facilities;
- to provide a data capture and retrieval system for compliance documentation;
- to ensure consistency across the state in the format of information submitted by Contractors;
- to ensure that client sites are not over serviced or are being serviced by multiple contractors
- to minimise double handling of information;
- to ensure that records of the cost of carrying out the works under the Contract is available in a format suitable for use in asset management planning within the clients'.

## FireWEB®

The FireWeb® has, but not be limited to, the following minimum capabilities:

Information Categories	Details
1. Register	<p>The Register is structured in layers comprising each Facility / Building and its Elements. The Contractor must establish, maintain and regularly update the Register by inclusion, removal or revision of data as it changes. The information entered must include as a minimum:</p> <ul style="list-style-type: none"> <li>• The customer's name, address and telephone of the site</li> <li>• The description of site, e.g. school, office etc</li> <li>• The date of the service</li> <li>• The building name and number</li> <li>• The area ie, floor level</li> <li>• The location of equipment serviced ie, room</li> <li>• The equipment number. (If required under AS1851,&gt;10 Units)</li> <li>• The type</li> <li>• The size</li> <li>• The service level performed</li> <li>• Next pressure test due date</li> <li>• Comments/recommendation</li> </ul>
2. Maintenance work performed by, or programmed to be performed by, the Contractor	<p>Link to items in the Register. The Contractor must include a record of the maintenance services performed and the results of all inspection, testing and servicing against each item in the Register.</p>
3. Repair and Rectification Work performed by the Contractor	<p>The Contractor must link the following, as a minimum record of other repair and rectification and other services performed, to the items in Register:</p> <ol style="list-style-type: none"> <li>1. Date</li> <li>2. For Repairs – time received and time of arrival at the facility in a response</li> <li>3. Nature and extent of work carried out</li> </ol>
4. Resource Register	<p>The Contractor must include the following records in the Register: Name of Contractor Employee and Subcontractor carrying out the services.</p>
5. Historical Record	<p>The Contractor must ensure that the system retains a historical record of all data and information listed above. Each data item must be referenced with the date of record as appropriate to the type of data.</p>

Information Categories	Details
6. Reports	<p>Capable of compiling reports (screen and hardcopy) on services carried out on any or all items in the Register, with the ability to also prepare summary reports for the whole facility at Contract / Facility.</p> <p>The following reports must be provided to the Principal:</p> <p>Six Monthly and Annually:</p> <p>This report must list of all work performed, including details listed in 1, 2, 3 and 4 above, listed by facility.</p>

## Operation of Nominee Purchasing

### Introduction

The Nominee Purchaser Arrangement was created under REG 18 of the Public Sector (Goods and Services) Regulation 2000 (NSW). The Regulation allows the State Contracts Control Board ("SCCB") to provide access to suppliers of public sector agencies to SCCB standing offer agreements for the provision of goods and services. These suppliers are known as Nominee Purchasers. The public sector agencies making the nominations are known as Nominating Agencies.

### What is a Nominee Purchaser?

"Nominee Purchaser" means a supplier to a public sector agency, nominated by the public sector agency to be authorised to place Orders under Standing Offer Agreements for works done as such a supplier and registered by NSW Procurement. Access of nominee purchasers to SCCB standing offer agreements: Is limited to standing offer agreements relevant to the contract between the nominating agency and the nominee purchaser, and which are specifically listed in the nominee purchaser's registration; and Is for a fixed period of registration, usually ending on the completion of the term of the contract between the nominating agency and the nominee purchaser. A nominee purchaser must not purchase goods or services under a SCCB standing offer agreement, unless they are related to its obligations under a contract with a public sector agency and are used during the term of such a contract or included or incorporated in works, goods or services to be provided to the public sector agency.

If you have any further enquires, or are interested in using this facility please call NSW Procurement Client Support Centre on telephone 1800 NSW BUY (1800 679 289) or e-mail [nswbuy@commerce.nsw.gov.au](mailto:nswbuy@commerce.nsw.gov.au).

## Code of Behaviour – Protection of Children and other Vulnerable People

### Employees

The Contractor must not employ or permit to be employed on work under the Contract at the Site a person whom the Principal advises the Contractor poses unacceptable risks to children or other vulnerable people cared for at that site. The Contractor must not employ or permit to be employed on work under the Contract at the Site a person who has been convicted of a serious sex offence and is a prohibited person under the *Child Protection (Prohibited Employment) Act 1998* (NSW). The Contractor must not employ a person or permit a person to be employed on work under the Contract at the Site continuously for more than 20 working days or intermittently for more than 20 working days out of any 12 weeks, unless the Contractor has provided the Principal with that person's particulars and their consent to employment screening in the form of the *Prohibited Employment Declaration* available at: [www.kids.nsw.gov.au](http://www.kids.nsw.gov.au)

### Code of behaviour

The Contractor must ensure that all persons working on the Site, including but not limited to the Contractor's employees and managers, consultants, subcontractors and suppliers (Contractor Employees) understand and comply with the requirements shown below:

- All Contractor Employees must gain permission to enter the facility before commencing work and may only enter approved areas. The Contractor's representative or where a subcontractor is working without the supervision of the Contractor, the subcontractor's representative must report their presence to the person in charge of the school or facility on arrival each day and record, in the Site Visit Log, the details of all Contractor's or subcontractor's employees working at that site that day.
- Contractor Employees should avoid talking with, touching or interacting with any children or residents or other users of the facility except where the work requires it or in an emergency or safety situation.
- Contractor Employees must only use approved toilets and other facilities, unless the person in charge of the facility gives written authority to use alternative arrangements.

- The work area must not be able to be used or accessed by children, or residents or other users of the facility while work is in progress. Clear signs and barricades (where appropriate) must be used to prevent any inadvertent or unauthorised access.
- Appropriate privacy must be maintained when working on toilets and similar facilities. Contractor Employees must ensure that toilets and similar facilities are not occupied or in use by children, residents or other users before entering to perform work, and that work does not continue when use of the facilities is required. Where practicable male employees should perform work on male facilities and female employees on female facilities.
- Contractor Employees must wear clothing that is tidy and in good condition, including a shirt and shorts, trousers or a skirt at all times.
- Contractor Employees should report any concerns about children's behaviour or child abuse to the person in charge of the facility.
- Contractor Employees must wear or carry an identity card at all times when on the Site.

#### Audit and review

Make available, on request, all records, including those of or relating to Subcontractors or suppliers, relevant to compliance with requirements of the Contract, for the purposes of audit, review or surveillance. Provide all reasonable assistance during the audits or reviews including attendance by the Contractor.

Promptly implement effective corrective action on matters disclosed by audit or review.

#### Insurance

The Supplier has arranged with a reputable insurance company:

- [Public Liability Insurance](#)
- [Workers Compensation Insurance](#)
- [Personal Accident Insurance](#)
- [Professional Indemnity Insurance](#)

#### Price Variations

Amounts tendered in the Schedule of Rates will remain firm for the first Contract Year. For work carried out in each subsequent Contract Year, the amounts (in dollars) will be adjusted as follows.

- a) The Hourly Labour Rates [for Callout Work] will be adjusted by the following formula:  
**New amount** = 10% of the amount in the Tendered Schedules of Rates, plus 90% of amount in Tendered Schedule of Rates multiplied by CLIN and divided by BLIN where:  
**BLIN** is the Labour Index Number last published by the Australian Bureau of Statistics prior the closing date of tenders;  
**CLIN** is the Labour Index Number last published by the Australian Bureau of Statistics prior to the commencement of the Contract Year for which the adjustment is being calculated; and  
 The Labour Index Number is the index number in the Australian Bureau of Statistic's Catalogue 6345.0, Labour Price Index, Australia Table 1: Total Hourly Rates excluding bonus for Australia, All Sectors (base 2003-04 = 100).

- b) Amounts in the Schedule of Rates other than the Hourly Labour Rates (For callout work) will be adjusted by the following formula:  
**New amount** =  
 10% of the amount in the Tendered Schedule of Rates, plus 35% of amount in Tendered Schedule of Rates multiplied by CLIN and divided by BLIN where CLIN and BLIN have the meanings in the preceding paragraph; plus 55% of the amount in the Tendered Schedule of Rates multiplied by CMIN and divided by BMIN where:  
**BMIN** is the Materials Index Number last published by the Australian Bureau of Statistics prior the closing date of tenders;  
**CMIN** is the Materials Index Number last published by the Australian Bureau of Statistics prior to the commencement of the Contract Year for which the adjustment is being calculated; and  
 The Materials Index Number is the index number in the Australian Bureau of Statistics Catalogue 6427.0 – Producer Price Indexes Table 17: Materials used in House Building, Sydney (base 1989/90 = 100).

If an index is discontinued or the basis on which the index is calculated is altered, there shall be substituted the nearest index consistent with the intention of the clause.

Amounts other than amounts in the Tendered Schedule of Rates are not to be adjusted. Where the Contractor is entitled to be paid actual costs (e.g. for materials or Variations) as distinct from a rate or lump sum in the Schedule of Rates, no adjustment will be made.

Where the Contractor should have performed work in a particular Contract Year and fails to do so, then notwithstanding any provision of this Schedule, the Contractor will not be entitled to be paid any more for that work or so much thereof as is carried out in another Contract Year than would have been payable had the work been carried out in the Contract Year in which it should have been carried out.

## **Emergencies**

The Contractor is required to provide 24 hours a day, 7 days a week callout and repair services to all facilities. This services relates to the provision of repair services under the Contract.

The Contractor must provide Help Desk rectification by telephone within 30 minutes of receipt of phone notification from the Customer.

The Contractor must attend the site within the Response Time appropriate for the criticality of the request (Major and Minor) from receipt of phone notification from the Customer Authorised Personnel and the Contractor must proceed to rectify the Callout Work within the response time.

There is a chargeable rate for the provision of the emergency response service.

# Section 8 – Frequently Asked Questions

## **Q1** *What is FireWeb?*

**A** FireWeb is an Online Asset Register of the equipment that is serviced at each Client site or services that have been provided e.g. training. The contractor is to enter details of the service provided to enable an audit trail and reporting facility for clients.

## **Q2** *Can I change providers?*

**A** Yes, a client can select from any of the suppliers listed in the contract.

## **Q3** *What happens if I call for an emergency service and the supplier does not provide the service within the contracted time?*

**A** If this occurs the contractor is not able to claim for the emergency response payment listed in the rates. They are able to claim the rate for a normal service provision. These occurrences should be reported to the supplier for them to address and rectify processes. Should the Client not receive a satisfactory outcome from the supplier Clients can report the issue to OPWS Facilities Management.

## **Q4** *Can I use a contractor not listed in a particular Region or Zone?*

**A** No. The suppliers have tendered for specific Geographic areas and they are not able to provide services to other Regions or Zones.

## **Q4** *Does the Supplier supply a certification of compliance for the equipment serviced?*

**A** Yes. The contractor must provide verification within 14 days of carrying out the service. (Section 3 Clause 3.3)

## **Q5** *Can the contractors provide advice on fire safety?*

**A** Yes there is a Professional Service provision in the contract. Usually the Service provider is requested for a quotation prior to engagement, however there are hourly rates provided in the contract. The Client must provide an order to the Service provider.

## **Q6** *Can the Service Provider provide new equipment.*

**A** No, the contract is for Maintenance only and new equipment will need to be supplied under a separate supply contract.

## **Q7** *Can the contractor service electronic fire detecting systems.*

**A** The servicing of these systems is not covered under this contract. Service providers may be able to provide this service, however these will need to be engagements outside this contract.

# Section 8 – Contract Administration & Supplier Performance Survey

To help us maintain a high level of service and to meet agencies' obligations under NSW Government Service Provider Performance Management Guidelines, we seek your feedback concerning suppliers' performance under contracts established by The Department of Commerce on behalf of NSW government agencies.

All reporting officers should be familiar with the requirements of "Service Provider Performance Management" available on the Department of Commerce website at <http://www.nswprocurement.com.au/PDF/Policy/Service-Provider-Performance-Reporting-Guideline.aspx>

The feedback form can be found on the website at [www.nswbuy.com.au](http://www.nswbuy.com.au) or by calling Client Support Centre on 1800 NSW BUY.

## Contact

The contract has been arranged and is administered by OPWS Facilities Management. If you have any questions relating to the operation of the contract then contact can be made to the following:

### Facilities Management

T 9372 7484

F 9372 7552

E [terry.stevens@commerce.nsw.gov.au](mailto:terry.stevens@commerce.nsw.gov.au)

### FireWeb