

**Date:** Tuesday, 19 July 2016  
**Time:** 9.30am  
**Meeting Room:** Room 1, Level 26  
**Venue:** 135 Albert Street  
Auckland

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## **Tenders and Procurement Committee**

### **OPEN MINUTE ITEM ATTACHMENTS**

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<b>9</b>	<b>Facilities Management and Maintenance Contracts: Progress Update</b>	
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**Facilities Maintenance  
Contracts Renewal –  
“Project 17” Progress Update**

June 2016

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**SUMMARY OF PROJECT 17**  
REGIONS, IN SCOPE, OUT OF SCOPE CONTRACTS

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# Structure of contracts

## Full Facility, Building and Open Space Maintenance

### Contracts

- Two-stage tender process (REOI & RFP)
- 5 regions with 3-5 local boards each
- Sustainability and SMART procurement outcomes (local employment, Maori outcomes, etc.)
- Bespoke contracts

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## Specialist Services:

Service included in Tender*	Service <u>Excluded</u> from Tender
Arboriculture	Fire Alarm Monitoring
Specialist Ecological Maintenance	Fire Systems Maintenance
Pool Plant	Security Hardware
Sports field maintenance	Building Compliance (BWof)
Painting	Lift Maintenance
	Regional Parks Small Water and Waste Water (Prof. Services)
	Security services (manned, alarm monitoring & response, etc.)

\*These five specialist services will be included in the full facilities REOI, on the provision they could potentially be separated as a specialist contracts.

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**PROPOSED FIVE NEW REGIONS**

**Tahi**  
Devonport-Takeupuna  
Hibiscus and Bays  
Kaipahi  
Upper Harbour

**Rua (+HGIs)**  
Albert-Eden  
Puketapapa  
Whau

**Toru**  
Henderson-Massey  
Rodney  
Waikare Ranges

**Wha**  
Howick  
Maungakiekie-Tamaki  
Orakei  
Waitemata

**Rima**  
Franklin  
Mangere-Otahuhu  
Manurewa  
Otara-Papatoetoe  
Papakura

All wards are in tact, expect for Waitemata and Gulf Islands. Smart outcomes for each region to be defined.

**FULL FACILITIES CONTRACT PER REGION**

**FULL FACILITIES CONTRACT**

- Cleaning, including car parks
- Facilities management, incl clocks
- Toilets
- Loose litter collection
- Pest control - internal
- Access management for gates, toilets
- Street / park gardens
- Mowing, including berms
- Green – healthy water assets
- Playgrounds, skate facilities, courts
- Lighting (internal and external - amenities)
- Hard surfaces
- Beach / coastal / park structures

**SPECIALIST CONTRACTS – part of FF**

- Arboriculture
- Ecological restoration and external pest control
- Tree supply
- Painting
- Sports fields
- Pool plants, water features, fountains

**SPECIALIST CONTRACTS – outside of FF**

- Blue – waterways and wastewater; maintenance of small water / waste water systems
- Recycling, waste removal, bin maintenance - external

**NOT INCLUDED IN MARKET PROCESS**

- BWOF management
- Refuse removal – internal buildings
- Fire Evacuation schemes and training
- Fire alarm monitoring
- Fire Systems Maintenance (K2)
- Lift Maintenance
- Security Systems Maintenance (K2)
- Security (manned services)
- Small Water Professional Services (pending discussions with Stormwater around best fit for management of small water systems)\*
- Art collections
- Graffiti

**CITY PARKS**

**Current services to be managed by**

- Cemeteries
- Maunga
- Holiday parks
- Regional Parks including Baches
- Beaches
- High profile gardens
- Golf courses
- Farms
- Traffic management?

**HIGH LEVEL MILESTONES – TOWARDS 8 AUGUST**

26 JUNE	1 JULY	8 JULY	15 JULY	21 JULY	8 AUG
Procurement plan	Change management approach	Change management plan	Test potential increase / decrease in costs	Governance meeting – go / no go	Governance meeting – RED
Engagement plan - draft	Local board engagement plan	External comms strategy – OPEN DAY	High level KPIs	LB procurement approach and impact	Partnership agreement
Category strategy	Outcomes tested with suppliers	Steering group – agree outcomes approach	Draft EOI and RBS	Levels of service	
Steering Group	Draft EOI and RBS	Paraki approach	Waste solutions approach	External comms strategy – OPEN DAY	
	Waste solutions approach		Award register 70% L1mus test	SJA baseline	
	At clear activities		High level specs		
			Enhanced asset list		

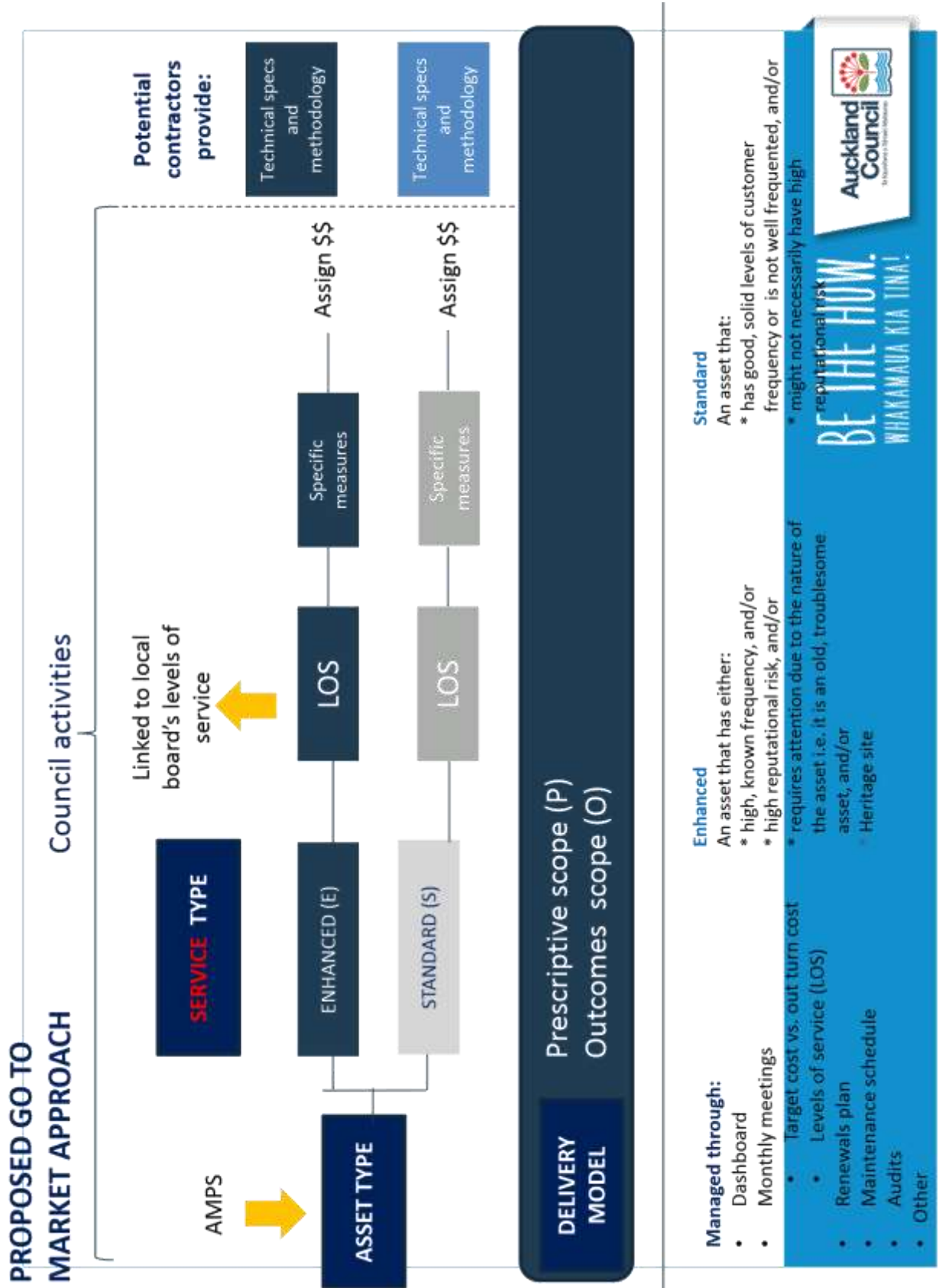


**ASSET TYPES**  
LEVELS OF SERVICE ALIGNED TO THE TYPE OF ASSET, WITH DELIVERY  
MODELS

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## Suggested criteria: Service type

### Enhanced

An asset that has either:

- \* high, known frequency, and/or
- \* high reputational risk, and/or
- \* requires attention due to the nature of the asset i.e. it is an old, troublesome asset, and/or
- \* Heritage site

- New RFS category applied – Business urgent, response will be quicker
- CF prioritises services on enhanced, thus more focus on this asset type
- Could be outcomes based and / or prescriptive
- Prescriptive based on low / peak seasons
- By name e.g. Wintergarden

### Standard

An asset that:

- \* has good, solid levels of customer frequency or is not well frequented, and/or
- \* might not necessarily have high reputational risk

- Start on a baseline of standard - default to standard to save ratepayers money
- "grey" areas to be placed into Standard. This could be moved upward as the need arises
- Could be outcomes based and / or prescriptive
- Prescriptive based on low / peak seasons
- Generic name e.g. Community Centre

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# HIGH LEVEL ROADMAP

8 AUGUST (REOI) – JULY 2017



\*Request for Expression of Interest

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# Project 17 - progress to date

Item	Description	Deadline	Status
1	Category strategy	21 July	
2	Stakeholder plan	21 July	
3	Asset data	3 Aug	
4	Levels of service	29 July	In progress
5	Technical specs	29 July	In progress
6	Local board engagement	3 Aug	In progress
7	City Park Services	3 Aug	In progress
8	AT / AC – transfer of services: <ul style="list-style-type: none"> <li>• Car parks</li> <li>• Berms and weed spraying</li> <li>• Street cleaning</li> <li>• Town centre cleaning</li> <li>• Lighting</li> <li>• Street / car park drains and cess pits</li> </ul>	3 Aug	In progress
9	Panuku / AT – transfer of services- UNDER CONSIDERATION	3 Aug	In progress
10	SMART procurement	3 Aug	In progress
11	External waste management – transfer to Waste Solutions	3 Aug	In progress
12	Legal and Finance	21 July	In progress

## Next Steps

- **Approval of FM Procurement Strategy:**  
July 2016
- Continued consultation with Local Boards  
(Aug. – Sept. 2016)
- Request for Expression of Interest (REOI)  
– 08 Aug.16
- Request for Proposals (RFP) – Oct.16

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