

Scope of Services

Version 4.0 August 2025

1. Local Contractor Agreement Objectives

The Local Contractor Agreement objectives are:

- (a) To deliver Proactive Maintenance and/or Reactive Maintenance services and tasks on NSW Department of Education sites (**Sites**) within their contracted locations.
- (b) To ensure work is undertaken efficiently, effectively and to a high standard.
- (c) To ensure the highest standards of safety in the delivery of Proactive Maintenance and/or Reactive Maintenance services.
- (d) The use of a simplified online system for the management of work order activity, documentation upload and efficient payment utilising your smart phone.

2. Requirements

Item	Requirement
1. Induction and Onboarding	a) Submit Company details such as: - ABN - ACN if relevant - Address, Phone, email - Accreditations. b) Employee details – Information - Name - Address, Email, Phone, Induction, Trade Certified, Licence. c) Attend induction and training on systems and SI processes and procedures. d) All relevant documentation is to be supplied to School Infrastructure Contact Person within one week of receiving successful tender advice.
2. Requirements for Work Orders (Clause 2 of the Work Order Conditions and clause 3 of the Agreement Terms)	Proactive Maintenance (a) The Local Contractor is contracted to complete “Proactive Maintenance Services” and will collaborate and consult with the SI Agent (Facilities Maintenance Contractor). Collaboration will be to ensure you provide advice and input into the preparation of the yearly proactive annual maintenance plan for the school(s) or

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	Department sites for which you have been engaged. The collaboration and planning is to be completed by no later than 1 April each year. (b) The approved Annual Proactive Maintenance Program is uploaded into SI's Work Order Management System (FMWEB 2.0) and is locked prior to the 1 July. (c) Work will commence on sites on the 1 July and be completed by the 30 June in each year. (d) "Proactive Maintenance Service" work orders will be issued the week before the month in which service is to be completed. (e) On site work is scheduled based on the approved Annual Proactive Maintenance Program. Proactive maintenance services scheduled to be completed in a specific month are required to be completed in that month. (f) The Annual Proactive Maintenance Program and schedules will be relevant only to the schools and services as noted in the Contract Information. (g) If there are any scheduling conflicts with the Annual Proactive Maintenance Program that arise over the year, the Local Contractor must confirm in writing with the SI Agent (the Facilities Maintenance Contractor) what has happened and outline the reason for consideration of the change and seek subsequent approval by SI. (h) The Local Contractor is required to advise the site representative School or Departmental Office of the proposed timeframe for attendance no less than 48 hours before attending the site. The notification will be through the Work Order Management System - notifications. (i) The Local Contractor when first entering the site, is required to sign in as a "contractor" using the site's established procedures. This may be electronic or paper based. Failure to sign in may result in payment claims being disputed. (j) The Local Contractor is to complete all works as indicated in Contract Item 1. The work is to be completed to the requirements of SI's Proactive Maintenance Services documentation. (k) Job Completion Process: (i) The Local Contractor is to mark the Work Order as complete and upload the following documentation; • Details of new or deleted assets, • Detailed Service report • Photos - (minimum of one before and after work) • Any relevant statutory and legislative documents (ii) You will submit your payment claim within 10 business days as per your approved contract rates.

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	Reactive Maintenance The following rules apply to Reactive Maintenance Work Orders: (i) Reactive work is to be completed on the first visit up to a value of \$5,000 only. This includes the ability to leave site and obtain required materials. (Times are monitored by QR check in procedure). The work is to be completed on the same day as the initial visit – however can be continued over consecutive days if the scope of works requires it. (a) In some circumstances, and by exception, reactive work may not be able to be completed on first visit. Local Contractors are to make safe and inform SI's Agent – the Facilities Maintenance Contractor that they can not complete job.. (b) You will: (i) Complete works or make safe (this Work Order can be completed, and payment claimed at this time). OR (ii) Inform SI further works is required by another trade; OR (iii) Advise Facilities Maintenance Contractor that you will need to return to complete the work. Acceptable circumstances include: a. Works are estimated to cost over \$5,000. b. Works are required by another trade before returning; c. works cannot be completed due to impacting the delivery of education; d. At the request of SI. (iv) (c) When reactive works are estimated by the Local Contractor to be over \$5,000 the Local Contractor is to provide the following: - Detailed scope of works – Including photos, diagram/s - Detailed Quote These are to be added to the original Work Order within FMWeb 2.0 and input the exact estimate amount into the "Estimate" field. These will be reviewed and potentially approved by SI. Where approval is given; the Local Contractor will be issued with an associated Work Order. (d) When works are estimated at over \$5,000, you will:

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	(i) Make safe; (ii) Submit a quote electronically in the Work Order Management System FMWeb 2.0. (e) Job Completion Process: (i) You will submit relevant documentation and photos to support your payment claim. (ii) Mark Work Order as complete. (iii) You will submit your payment claim within 10 days by entering labour, materials (as per approved rates) and any equipment costs for payment within the Work Order Management System FMWeb 2.0. Prioritisation: Prioritisation of allocation of Reactive Maintenance Work Orders will be given to: (a) Contractors engaged to undertake Proactive Maintenance (b) Aboriginal Owned Businesses (c) Contractors with a high level of Aboriginal employees (d) Contractors who have evidence of local trainees and apprentices (e) Contractors working with and willing to employ local trainees and apprentices (f) All other businesses. The Work Order Process: (a) A Work Order will be issued to you via School Infrastructure's Work Order Management System. (b) It is important that issued Work Orders are acknowledged and either accepted or rejected within certain timeframes. These timeframes are dependant on callout urgency: • Same Day Urgent: attendance time to site is to be within hours and you will generally be contacted via phone call in the first instance. • Same Day (weekdays only): (* same day Work Orders may require site attendance within a specific timeframe) Work Order acceptance time: 15 minutes • Next Day (weekdays only – Monday to Thursday): Work Order acceptance time: same day • Non-Urgent Response (within 5 days) – Work Order acceptance time: same day

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	- Out of Hours: (for works required between 6:00pm and 6:00am - Business Days, Weekends, Public Holidays and 27-31 December) Work Order acceptance time: 30 minutes - If a Local Contractor rejects a Work Order, you will need to advise the reason in accordance with clause 3.3 of the Agreement Terms. - Upon acceptance of the Work Order, the estimated time of arrival of attendance to site to be input into Work Order within FMWeb 2.0. - The Local Contractor who is undertaking the work is required to sign in at the site as per the sites established procedures – electronically or on paper as a contractor before commencing work. - Immediately arriving on the site at the failed asset, the Local Contractor is to input an estimate of the cost into the Work Order that has been issued and then commence work.
3. Site (Clause 3 of the Work Order Conditions)	The Site and address will be noted on the Work Order generated and sent electronically via the Work Order Management System FMWeb 2.0.
4. Times for access to the Site (Clause 3.3 of the Work Order Conditions)	PROACTIVE MAINTENANCE: - Proactive Maintenance works can occur on site during 7:30am and 4:30pm on Business Days. - Work occurring outside of these hours will be at the discretion of SI and approval from SI will be required in writing. REACTIVE MAINTENANCE: - Dependent on the callout categorisation: - Same Day (Urgent) – attendance required within 2 hours - Same day (Business Days) – 6:00am to 6:00pm - Next day (Business Days only – Monday to Thursday) – 6:00am – 6:00pm - Out of Hours (6.00pm-6.00am – Business Days, Weekends, Public Holidays and 27-31 December) - Non-urgent – Within 5 days - 6:00am – 6:00pm
5. Time for Completion (Clause 10 of the Work Order Conditions)	PROACTIVE MAINTENANCE WORK ORDERS - Work Orders assigned for Proactive Maintenance services are to be completed within the month that the service is due as per agreed schedule in the Annual Proactive Maintenance Plan. REACTIVE MAINTENANCE WORK ORDERS - Work Orders issued for Reactive Maintenance services will advise whether the required attendance is: - Same day Urgent - Same day (Business Days) - Next day (Business Days only – Monday to Thursday)

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	(iv) Out of Hours (6.00pm -6.00am – Business Days, Weekends, Public Holidays and 27-31 December) (v) Non-urgent – Within 5 days
6. Hazardous Substances (clause 6.6 of the Work Order Conditions)	You are responsible to check the schools hazardous substances register and asbestos register prior to, and between, each visit. Documents are live and may be updated at any time (including between visits). The asbestos management plan and register can be obtained and viewed at https://education.nsw.gov.au/about-us/strategies-and-reports/our-reports-and-reviews/schools-asbestos-register Any documents listed on the register may not be all inclusive and are provided as a guide only. Lead based paint, asbestos, or other hazardous substances may be present in the elements, assemblies, components or below of the site. It is your responsibility to identify the hazardous substance and material and report any unexpected hazardous substances or materials discovered to SI immediately.
7. Incident Reporting (clause 6.4 of the Work Order Conditions)	All safety and environmental incidents including near misses, are to be reported immediately to the Facilities Maintenance Contractor, SI's Asset Services Officer and the site manager You must submit the Incident Notification form into the Work Order Management System FMWeb 2.0 uploaded to the Work Order.
8. Contractor Performance	Where necessary, you may be required to attend Local Contractor Performance Meetings which may cover such matters as; (i) Performance; (ii) WHS issues and risks; (iii) Security issues and risks; (iv) Compliance issues and risks; (v) Quality issues and risks; (vi) Any other matter SI's Contact Person or the Facilities Maintenance Contractor requires to ensure the Local Contractor is performing satisfactorily; and (vii) Any other matter the Local Contractor wishes to put on the agenda.