

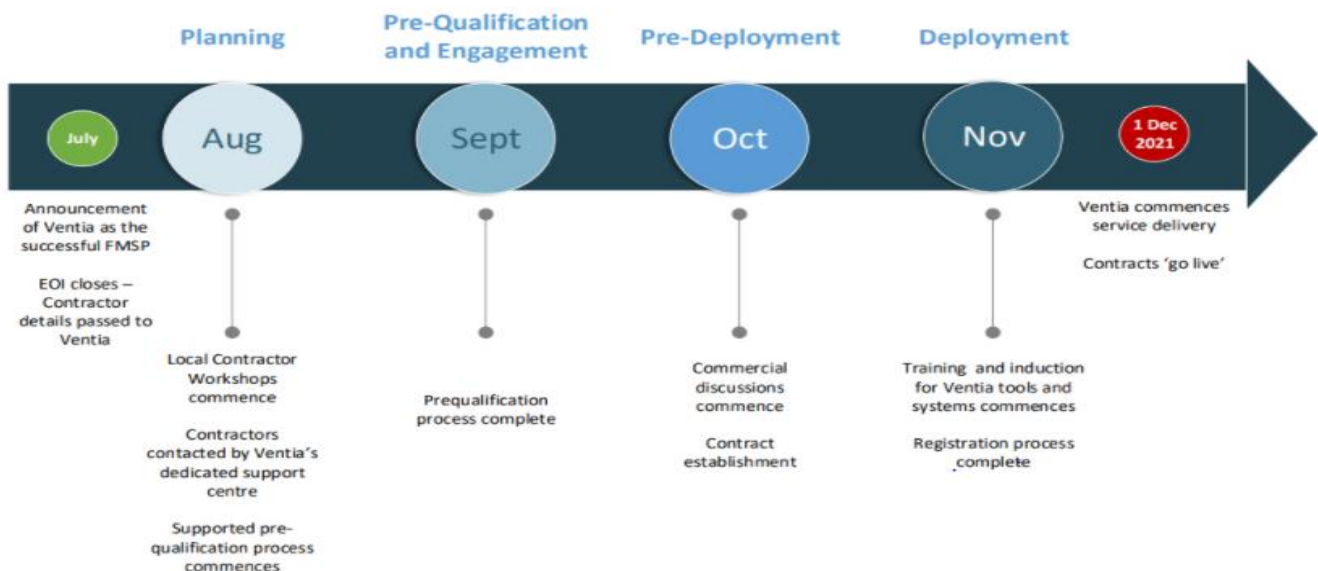
Future AGFMA Contractor Frequently Asked Questions

The Across Government Facilities Management Arrangements (AGFMA) is a Cabinet approved framework for the provision of facilities management services to Government Agencies across the South Australian public sector.

In June 2020, Cabinet made the decision to progress to a fully outsourced service delivery model for the Future Across Government Facilities Management Arrangements (**Future AGFMA**), commencing **1 December 2021**. On 6 July 2021, the South Australian Government entered into a contract for the performance of the administration and works coordination roles of the Future AGFMA with **Ventia Australia Pty Ltd (Ventia)**.

We look forward to Ventia becoming a trusted partner of Government working with the Participating Government Agencies, Department for Infrastructure and Transport (DIT) and local contractors including Small and Medium Enterprises (SMEs) to achieve optimal facilities management outcomes.

Transition to the Future AGFMA is complex and will involve various Transition in and out activities with the timeline below outlining some of the significant contractor engagement milestones.



Engagement and Communication on various aspects of the Future AGFMA will continue throughout the transition and implementation.

Initial Ventia information roadshow sessions have now been completed by the Future AGFMA Team and offered an opportunity for contractors to meet the Ventia team, find out more about the on-boarding process and ask questions on what to expect leading up to service commencement on 1 December 2021. These questions and others have now been captured and are provided below.

General Questions raised by contractors in the information roadshows

ASSET IDENTIFICATION

Q1. How will assets be easily identified by Ventia?

Ventia are required to undertake a Data Validation Program to ensure that all agency assets are captured. Assets will be identified with a QR code which can be scanned by the agency to raise a maintenance request or the contractor to gain data on the asset's history. The requestor will use the 'Panorama Mobile' App to raise a request. If the work request is a Priority 1 (P1), and the request is being called in to the Ventia Contact Centre, the person logging the request can quote the QR code on the Asset. Where a QR code is not available, users will be able to use the search function to find their location and asset.

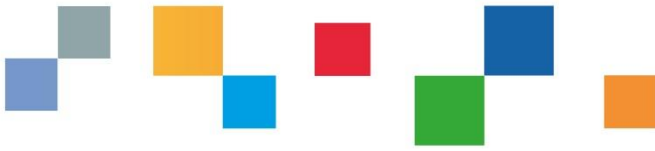
The Data Validation Program will take up to 18 months from service commencement (December 2021) to complete so in the interim, requestors will be required to provide the QR code only if visible. Ventia's contact centre will be aware of which locations have had the asset validation process completed.

Q2a. Not all locations have mobile coverage. How will this be managed?

Work Orders will need to be logged with the Ventia Contact Centre using a phone where the requestor (Agency) will be asked all the same questions that are asked in the 'Panorama Mobile' App.

For contractors, work orders allocated to their company will be sent to their company administrator via a notification to their email (where it is not a Priority 1 (P1) which will be called through and also emailed). Work Orders will then be issued by the administrator to their selected tradesperson who will complete the work in the field. If the tradesperson is out of





range, then the administrator can update start time, end time on their behalf or the tradesperson can enter into the app and it will be updated once it comes back into range. Billing details will usually be completed by the administrator.

Q2b. How does the QR code work in remote locations? Will they be able to take photos etc. offline and upload once in range?

Yes, the app will upload all information gathered, including photos once back in range.

Scanning a QR Code does not require the Internet, however you will not be able to access previous asset information through the QR Code without the Internet. You can scan QR Codes without the Internet or network in general to be able to record the work you have completed which can be uploaded once you are back in range.

WORK ORDERS AND JOB ALLOCATION

Q1. How do we get notified of work? Email, phone call or both? Is this different depending on the priority? How are jobs allocated?

If the work order is a Priority 1 (P1), the Ventia Contact Centre will immediately call you to confirm you are able to attend straight away to meet the AGFMA response deadlines. Ventia will then also send the work order to your registered company email for you to action the work order. You will need to accept the work order immediately to confirm the P1 and that you are now commencing work to ensure you are responding on site within the priority timeline.

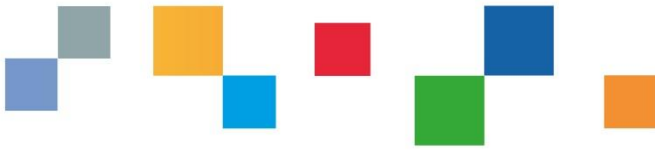
All other work order requests will be sent to you with an email notification being issued, the work order will then appear in the works management system that every contractor will be provided to manage work requests.

Jobs will be allocated via a rating and ranking system that uses data analytics to determine the contractor best placed to attend the work request based on client preference, location, availability, capacity, price, past work history etc.

Q2. Will Priority jobs remain the same? Can contractors determine and or advise necessary priority level?

Ventia is required to act on all Priorities as logged by the Agency Site Representative. Ventia will however be keen to have our contractors provide their determination on the priority of the work order once they have attended and made safe (resolved the initial issue).





The Priority System has been amended to include 4 priorities rather than the existing 5 – the updated information will be provided shortly.

Q3. Will Technical Data Sheets be reviewed and updated?

Yes, Ventia will be working with our contractors to update Technical Data Sheets (TDS) with Ventia taking over the responsibility for Technical Data Sheets from 1 July 2022. At this point, new TDS will be distributed.

Q4. Will agencies be able to choose preferred contractors?

Contractors can be recommended by Agencies. The Agencies recommendation will be taken into account along with elements from the Ventia contractor ranking system which includes an assessment on contractor capacity, capability, previous performance, prices, skill base and knowledge of the asset or location to which the work order relates.

Q5. How are on site variations to the issued work order managed?

If a variation to an issued work order is requested by the contractor, this will need to be logged with the Ventia Contract Centre who will then assign the relevant Service Delivery Lead (SDL) to the ticket and get them to immediately contact the contractor to better understand the reason for the variation request. They will then determine the best approach and provide an instruction to the contractor on if the variation request is accepted. This will then create an updated work order if the variation was approved.

Q6. Is the process for on-boarding going to be different for engineering consultancies (professional services) vs trades? How will variations to work orders be managed is this same or different?

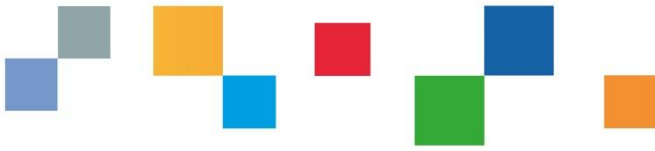
On-boarding will not be different for engineering consultancies, they must register and pre-qualify like all other providers.

In the case of an engineering consultancy seeking a variation, this will be done in discussion with Ventia and adjustments made to the work order on a similar basis to that listed at Question 5 of this section.

Q7. How do work order variations work? Currently we have pre-approval for an amount that we can perform works to.

A pre-approval amount has been set based on historical spend with the intent to allow contractors to proceed with the majority of the Breakdown Maintenance Services without





requiring notification and approvals by Ventia or additional approvals by the agency. Ventia acknowledge there will be instances when the pre-approval amount is exceeded, such as the below examples:

- The contractor upon first inspection determines the cost will exceed the pre-approved amount and, in this instance, immediately notifies Ventia's Service Delivery Lead (SDL) and requests approval to proceed;
- The contractor completed the Services and the costs have exceeded the pre-approved amount and, in this instance, the contractor may still submit a claim but will be required to provide justification for proceeding without approval.

If a contractor identifies that the expected cost of the work will exceed the pre-approved amount, a variation is to be requested by contacting the Service Delivery Manager (SDL) assigned to the work request and obtain approval to proceed, an adjusted Work Order will then be sent by the system to proceed.

Please note, the pre-approval amount does not mean a contractor can charge the maximum amount for every Breakdown Maintenance Service. It is considered a maximum amount that can be charged without prior approval by Ventia. The contractor may still be required to substantiate costs charged under Ventia's audit program.

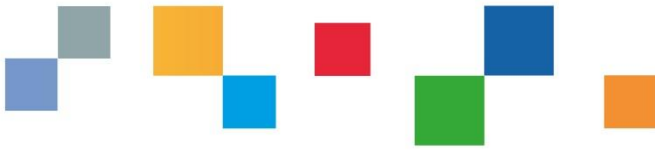
SYSTEM AND TECHNOLOGY

Q1. How are work requests managed through the mobility app? How are jobs closed in the system? Work complete vs Invoice finalisation (Sole Trader)?

Work requests will be logged via the mobility app (Panorama Mobile), these are then received and checked by the Ventia Triage Team who will then either contact the person that logged the work request if further information is required or will issue the work request out to the most suitable contractor to perform the work.

The contractor will then receive and accept the work order and issue this out to the most appropriate tradesperson to undertake the work to fit with the priority level of the request. Trades staff will then 'complete' the job on completion and the work request will then return to the contractor admin person who will finalise the work request with all billing information prior to 'closing' the work request and sending back to Ventia for payment.





Ventia admin will then check the closed work request for completeness and generate the Recipient Created Tax Invoice (RCTI) to ensure payment within the 14-day payment requirement for contractors. If there are any concerns with the completeness of the closed work request, Ventia will immediately contact the contractor to discuss and resolve.

Q2. How does the system accommodate a company with multiple trades and users? How will the administrator know that the work is complete so that an invoice can be finalised?

All work requests received by contractors will clearly detail which trade the request applies to (plumbing, electrical etc.) All requests can be treated the same way - receive the request, check the work requirements, identify the best tradesperson to complete the work, issue the work request to the trade (based on their unique user profile) and get the work started.

The administrator (from the contractor) will be able to identify in the system the status of the work order, once the tradesperson has completed the work, they will complete the request and change the status to show that it is ready to be finalised by the administrator and prepare for invoicing.

Q3. Is there the ability for Ventia to integrate existing systems and or accounting software? How does RCTI impact what I add to my own system??

No, this is not possible at this stage. The Recipient Created Tax Invoice (RCTI) process is required to ensure that Ventia can meet the 14-day payment terms for contractors. Also, a single works management/asset management system is required to meet the requirements of the contract. Ventia's systems are utilised by contractors across hundreds of contracts with great success. We are working toward providing a fact sheet on the process to explain how it works.


Ventia will work with contractors during training to demonstrate how data can be exported from the Panorama mobility app. for loading into a contractor's own system. A demonstration of this process will be included in the training materials.

PRE-QUALIFICATION

Q1. Do I need to send through my qualifications and access information as part of this process?

Company qualifications need to be provided as part of the pre-qualification questionnaire currently underway. Trade staff qualifications and individual access information will need to be





provided into the employee compliance portal, access to this will be provided to contractors once they are successful in the pre-qualification stage.

Ventia will also be discussing with contractors their current access arrangements and qualifications to ensure we are fully prepared to start providing services on 1 December 2021.

Q2. How are rates established / negotiated for ongoing maintenance work?

Once the pre-qualification phase is complete, Ventia will be reaching out to Contractor to submit trade rates. Ventia will provide Contractors with a pricing template for completion. The template will come with pricing instructions to aid the Contractor in completion of the template. Should the Contractor have any questions regarding pricing, our Relationship Coordinators will work with the Contractor to address the questions.

In line with the commitments made through the engagement with Contractors, the Department will remain responsible for setting trade ceiling rates. Contractors will then agree rate amounts with Ventia that are under the ceiling rate.

Q3. How will minor works and building projects be managed?

Minor works and building projects will be managed through Ventia's Project Management Office (PMO) Team. Some of the smaller minor works will be managed by the Service Delivery Leads.

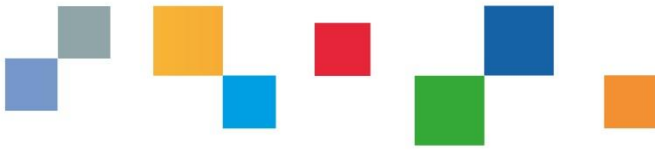
Q4. How do we get advised that we are successfully on-boarded to start work on 1 December 2021?

Ventia will be contacting you by email when you are successful in completing and passing the pre-qualification questionnaire.

As soon as this occurs, Ventia will provide you access to the Ventia workforce compliance portal (Rapid Global) where you will be asked to start uploading the certifications and qualifications of each of your employees to ensure that Ventia know they are suitably qualified and able to be issued work orders to complete on behalf of Ventia and the Government Agencies. Ventia will also be requesting details in relation to your Safety Management system and documents.

At the same time, our finance team will be in contact to get you setup on our systems to ensure Ventia can allocate and pay you for work done from 1 December.





In mid-October Ventia will also start providing you with information on the training sessions that they will want you and your employees to complete during the month of November 2021.

Don't forget, Ventia Relationship Co-ordinators are there to guide and support you all the way, if you have a concern or want to chat, pick the phone and call them.

TRAINING

Q1. How and when will training take place?

Training will be provided to all contractors from 1 November for the full month. Training sessions will be provided for administrators and other sessions will be provided to trade staff in the use of the mobile app. Training will be provided via on-line PowerPoint presentations, videos, and Webinars. In person sessions will occur if required on a case-by-case basis.

Q2. Do we get a chance to test all elements of the system in the training?

Yes. Ventia ask that you complete/attend all the training sessions provided to enable you to understand and then use the admin and mobility systems used by Ventia to issue and manage work orders. These sessions will be provided from 1 November to allow you time to 'play with, test and become familiar with the systems', follow up Q&A sessions will be conducted where you can join and ask questions you might have on the use of the system.

Don't forget, Ventia Relationship Co-ordinators are there to guide and support you all the way, if you have a concern or want to chat, pick the phone and call them.

Q3. What happens if I have issues working out how to use the app?

Call Ventia, they will be available all the way through the training month to 1 December and then also available to provide support once you start to receive work orders, they are continually bringing new contractors onto their systems across all of their contracts they are there and ready to support you all the way.

