



OPW Oifig na
nOibreacha Poiblí
Office of Public Works

Request for Tender Facilities Management Consultancy Services

ME26003

Document 5 Services Task List

1.0	Operations Monitor
	Provide Operations Monitoring and high-level management of facilities management contracts. This will typically involve liaison with OPW, building occupants and FMCo, day-to-day monitoring, attendance at meetings, monitoring of performance, management of works requests, management of invoicing, cost control, regular service line audits, and ad hoc audits and inspections,
	Service Lines to include Soft Services: Cleaning, security, landscaping, catering, laundry, onsite traffic management, portage, waste management Hard Services: Building and Asset Maintenance (BAMS), Helpdesk, minor maintenance projects, project management
1.1	Meetings
	Client/OPW: Frequency-weekly, record and keep minutes, circulate minutes to agreed distribution list
	Tenants/building occupier: Frequency-monthly, record and keep minutes, circulate minutes to agreed distribution list
	Works Request System Management: Frequency-weekly, record and keep minutes, circulate minutes to agreed distribution list
	Invoicing Meeting/OPW: Frequency-monthly, record and keep minutes, circulate minutes to agreed distribution list
1.2	Audits
	Service line audits: Typically 2 per month, on a fixed rolling schedule. Review FMCo performance vs agreed service delivery plans Inspect operations physically onsite Prepare report for OPW Agree and manage implementation of remedial/corrective measures with FMCo
	Incident audits: Typically 1 per month, required following adhoc onsite incidents. Eg plant failure, security breach, H&S issues etc Review FMCo performance vs agreed service delivery plans for specific incident Inspect operations physically onsite Prepare report for OPW Agree and manage implementation of remedial/corrective measures with FMCo
	Helpdesk & PPM audit Monthly Review monthly helpdesk ticket schedule, review priority classification, review Response & Rectification timings Prepare report for OPW Agree and manage implementation of remedial/corrective measures with FMCo Review monthly PPM schedule, Ensure compliance with SFG20, manufacturers or statutory guidance Prepare report for OPW Agree and manage implementation of remedial/corrective measures with FMCo
	Health & Safety audits: Monthly

	Review FMCo performance vs H&S plans Review incident log Inspect operations physically onsite Prepare report for OPW Agree and manage implementation of remedial/corrective measures with FMCo
1.3	Works Request System
	Collate and manage all FMCo Works Requests (WR) (Typically up to 60 individual requests per month) (Requests come in a standard format, with all details and attached quote) Update and manage Work Request Tracking Sheet on receipt of WR from FMCo Check WR costings, relevance and compliance for weekly WR meetings Prepare tracker and minutes of WR weekly meeting with OPW Prepare Funding Requests letters for Client Funded Works where appropriate as agreed by OPW Issue Authorisation to Proceed notices (ATPs) once work approved to proceed by OPW
1.4	Invoices
	Collate and review all FMCo monthly Invoices Check Invoices vs agreed costings for fixed costs, volume items (eg waste) ad hoc WR costings (4-8 invoices per month) Collate and issue agreed invoices to OPW for payment (4-12 invoices per month) Prepare invoice tracker and minutes of invoicing meeting with OPW Prepare Funding Requests for Client Funded Works where appropriate as agreed by OPW (4-12 funding letters per mont)
1.5	Cost Control, Change Control & Reporting
	Monthly Review and verify all fixed costs Review and verify all reactive, minor works and volume costs Prepare monthly cost report for OPW Review and manage ad hoc cost control items as and when they arise, typically 4-8 items PA); eg change control costs, statutory wage increase costs, variations to contract etc Manage Change Control for the contract; eg change to client requirements, new maintenance regimes, SOP updates etc Prepare report for OPW on ad hoc cost control items as and when they arise
1.6	PSDP
	Monthly Act as PSDP for the project Prepare, manage and update the Preliminary Project Health and Safety Plan
1.7	Project Management
	Monthly Provide project management resources for minor project and maintenance items (typically 8-12 items PA) Range of duties to include coordination of contractors and other stakeholders, OPW and building occupant liaison, liaison with other third party stakeholders or consultants, Attendance at project team meetings and reporting to OPW on progress

2.0	Tender Preparation
	Prepare tender packs and specifications for facilities management contracts, manage the tender process, manage the assessment and award process, produce tender report, manage mobilisation and service commencement. This will typically involve liaison with OPW, building occupants and where appropriate any existing FMCo, attendance, attendance at meetings, preparation of specifications and tender packs, production of budgets etc.
	Service Lines to include Soft Services: Cleaning, security, landscaping, catering, laundry, onsite traffic management, portorage, waste management Hard Services: Building and Asset Maintenance (BAMS), Helpdesk, minor maintenance projects, project management
2.1	Meetings
	Client/OPW: Frequency-weekly, record and keep minutes, circulate minutes to agreed distribution list
	Tenants/building occupier: Frequency-monthly, record and keep minutes, circulate minutes to agreed distribution list
2.2	Project Inception
	Confirm project details with OPW Lead
	Prepare outline brief based on initial meetings, site walk through etc.
	Confirm outline timelines and programme
2.3	Preliminary Stage
	Confirm project details and outline brief with OPW Project Lead
	Visit site
	Collate all relevant information; eg record drawings and safety files, asset details, SOPs, existing policies and procedures
	OPW/Building occupier meetings to expand on outline brief
	Prepare Preliminary Scope of Services for facilities management based on all information and meetings available at this stage Identify gaps and areas where further detail required
	Prepare preliminary budget based on Scope of Services
2.4	Detailed Design Stage
	Confirm project details, scope of service and preliminary budget with OPW Project Lead
	Develop detailed scope of service
	Develop detailed asset register
	Collate all relevant client SOPs and procedures etc
	Confirm and develop detailed OPW and building occupier requirements and schedules
	Engage with existing FMCo to agree preliminary TUPE information
	Prepare detailed specifications for all service lines
	Prepare ITT and all relevant and necessary tender documents
	Prepare pre-tender budget
2.5	Tender Action
	Confirm approval to proceed to tender with OPW Project Lead
	Manage tender process on eTenders platform
	Manage and issue clarifications to tenderers
	Collate all submitted tender packs and prepare initial report for OPW
2.6	Tender Assessment & Award

	Carry out detailed completeness and compliance checks on all submitted tenders
	Carry out clarification process where appropriate
	Assemble assessment panel and manage meetings
	Collate qualitative assessment submissions from panel participants
	Carry out cost check and cost assessment
	Produce tender report which combines cost assessment and qualitative assessment Include recommendation
2.7	Award
	Confirm approval to proceed with OPW Project Lead
	Issue Letters of Intent and Regret in conjunction with OPW Project Lead
	Hold Feedback Meetings where required with OPW Project Lead
	Issue Letter of Acceptance in conjunction with OPW Project Lead
	Following Standstill hold kick off meetings with OPW Project Lead
2.8	Mobilisation & Service Commencement
	Agree detailed mobilisation programme with FMCo
	Manage mobilisation and de-mobilisation process

3.0	Ad hoc Audits and Reports
3.1	Service line audits: Review FMCo performance vs agreed service delivery plans Inspect operations physically onsite Prepare report for OPW Agree and manage implementation of remedial/corrective measures with FMCo
3.2	Incident audits: as required following adhoc onsite incidents. Eg plant failure, security breach, H&S issues etc Review FMCo performance vs agreed service delivery plans for specific incident Inspect operations physically onsite Prepare report for OPW Agree and manage implementation of remedial/corrective measures with FMCo
3.3	Health & Safety audits: Review FMCo performance vs H&S plans Review incident log Inspect operations physically onsite Prepare report for OPW Agree and manage implementation of remedial/corrective measures with FMCo

4.0	Ad hoc Cost Control, Change Control & Reporting
4.1	Review and verify costs Ad hoc costs, reactive, minor works and volume costs Prepare cost report for OPW Review and manage ad hoc cost control items as and when they arise, eg change control costs, statutory wage increase costs, variations to contract etc Manage Change Control; eg change to client requirements, new maintenance regimes, SOP updates etc Prepare report for OPW on ad hoc cost control items as and when they arise

5.0	Ad hoc Project Management
5.1	Provide project management resources for minor project and maintenance items Range of duties to include coordination of contractors and other stakeholders, OPW and building occupant liaison, liaison with other third party stakeholders or consultants, Attendance at project team meetings and reporting to OPW on progress

Notes

1. This document is intended to provide an indication of the scope of services required, and the general stages and steps involved in each. It is **not** intended to be definitive.
2. This document is intended to be read in conjunction with Document 7 Pricing Document.