

Public Private Partnerships for New School Property

Facilities Management



In addition to designing and building the school property, the private partner is responsible for the following facilities management services over the life of the contract

“Soft” Facilities Management	“Hard” Facilities Management
General Management	Building and Asset Maintenance
Help Desk	Grounds & Gardens Maintenance
Janitorial and Porterage	ICT Backbone & Wireless
Waste Management	Furniture, Fittings & Equipment (FF&E)
Cleaning	
Security	Excluded from contract
Pest Control	Computers
Utilities Management	Curriculum equipment

Help Desk

- ▶ Forms the day-to-day notification interface between the school and the private partner.
- ▶ All faults, complaints, failures, queries and requests go through the Help Desk in the first instance.
- ▶ Responsible for monitoring of alarms, security and notification of emergencies.
- ▶ Provides update on the progress of any faults and issues.



Facilities Maintenance Services

- ▶ Ensures the integrity and functionality of the buildings; for example building services (eg lifts, fire & security systems), utilities services are functioning properly to minimise disruption to the delivery of school services.
- ▶ Undertakes building additions and modifications and periodic refurbishment as necessary.
- ▶ Includes a comprehensive maintenance programme.



Utilities Maintenance Services

- ▶ Procure, manage and maintain all utility services.
- ▶ Secure and maintain connections to utility providers.
- ▶ Review plans and procedures to ensure competitive charges.
- ▶ Develop annual consumption performance targets.
- ▶ Actual cost of utilities is passed on to the school.



Waste Management and Collection Services

- ▶ Provide all bins, disposal units and reciprocals.
- ▶ Manage the collection and removal of waste (including clinical, confidential, domestic, recyclable and electrical equipment) at appropriate frequencies to prevent odour, pest infestation or poor hygiene.
- ▶ Maintain records of volumes of waste and collection frequency.
- ▶ As per utilities, costs are passed on to schools.
- ▶ Work with the school to minimise the waste generated.



Grounds and Gardens Maintenance

- ▶ Horticulture services including pruning and cutting, lawn care, flower beds, weeding and planting (planned and reactive maintenance).
- ▶ Grounds maintenance including roads and pathways, signage, lighting, paved areas, internal/rooftop gardens, walls and fences, car parks, external equipment, windows and facades, external staircases and sports pitches.



General Management

- ▶ Performance monitoring and reporting against targets.
- ▶ FM staff management and development.
- ▶ FM Policy and strategy.
- ▶ FM Partnerships and resourcing.



Pest Control Services

- ▶ Programmed and reactive pest control services for the buildings and grounds.
- ▶ Services are conducted in a safe manner (eg pesticides) to reduce any risks in terms of safety, food hygiene, damage to the environment, land and buildings and disruption to school services.



Cleaning Services

- ▶ Planned and reactive cleaning services including day-to-day, ad-hoc and emergency, scheduled deep cleaning
- ▶ Provide and replenish cleaning materials and supplies.
- ▶ Provide and replenish consumables (soap, toilet paper etc.)
- ▶ Maintain external appearance of buildings.
- ▶ Environmentally friendly management of waste.



Security Services

- ▶ Provide a safe and secure environment for all users and protection of the building, its contents and grounds.
- ▶ Develop systems and processes for security and fire, car parking, traffic control and health and safety.
- ▶ Provide first aid support eg maintain consumables in first aid kits and qualified personnel to perform emergency first-aid.



How does the process work?

- ▶ A call is made by the school to the Help Desk
- ▶ The Help Desk categories the issue based on various factors
- ▶ The private partner rectifies the issue accordingly or;
- ▶ If they do not fix the issue within the required time then they automatically incur deduction points which translate to a monetary value.
- ▶ The contract is managed by the Ministry not the school
- ▶ Payments are made quarterly to the private partner. There is an agreed contract amount (at signing) which is reduced by the number of deduction points.