



NJSS SPECIAL NATIONAL PROCUREMENT COMMITTEE



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TERMS OF REFERENCE

WAIGANI NATIONAL COURT COMPLEX FACILITY MAINTENANCE CONTRACTOR

The **NJSS Special Procurement Committee** Expressions of Interest Terms of Reference for the Maintenance of the soon to be completed Waigani National Court Complex in the National Capital District, are stated below.

1. BACKGROUND

The Waigani National Court Complex (WNCC) is a state-of-the-art building on Independence Drive in Port Moresby that will house the Supreme and National Court with space for a Court of Appeal (should appropriate legislation be enacted in the future). This is an iconic building that is one of the largest and most complex Government-owned facilities in the country. It has been designed to meet the highest international standards and best practice in terms of building services and is equipped with high-quality and technologically advanced plant and equipment. The ongoing maintenance of the building and its associated services will be paramount to the successful delivery of Judicial services and operations.

The WNCC has two main buildings, a three-storied administration building and a five-storied court complex, incorporating fourteen court rooms, judge's chambers, detainee cells and other spaces. The two main buildings are connected and surrounded by extensive grounds incorporating a public concourse and parade area.

There are additional ancillary buildings around the site, including other temporary court and administration buildings, and the existing Supreme and National Courts building (circa 1970) which will also fall under the scope of works for the Facilities Management Unit to be established.

2. FACILITY MANAGEMENT SERVICES FOR THE WNCC

2.1 Key Facility Management Disciplines

Key Facility Management Service disciplines of the Waigani National Court Complex (WNCC) that need to be considered are:

- I. Highly complex and state of the art building services systems, including mechanical, electrical and an associated building management system (BMS)
- II. Highly modern audio visual and electro-acoustic systems and court reporting systems to the court rooms that will need to be managed through appropriate skilled service providers

2.2 Facility Management Scope of Services

The objectives of the Facilities Management Services and Building Services are to manage and maintain all the buildings on the WNCC site and its surrounding environment to a high standard for tenants and visitors. The Facilities Manager will provide a responsive and client-driven service that aims to prevent issues and problems occurring after handover from the Building Contractor. The Facilities Manager will be responsible for management of all service providers and suppliers, and close monitoring and management of all building services.

Facilities Management Services include building inspections, building maintenance management, both planned and reactive, building services and help desk services:

- I. Building inspection services ensure that the WNCC meets its duty of care in respect to building compliance and that the WNCC's fixed plant and equipment (FP&E) is properly maintained and fit for service. Any work identified during a building inspection is to be actively managed by the Facilities Manager until rectification. These works will be included in an action register and reported monthly at the Operational Team Meetings and included in the Facilities Manager's Monthly Report.
- II. Building maintenance management services ensures that all FP&E are efficiently and effectively repaired and maintained. Repairs and maintenance are categorized and managed as either Planned Maintenance (routine) or Reactive Maintenance (non-routine).
- III. Building services covering the management, supervision, and delivery of ancillary facilities services such as cleaning, waste, and pest control; and
- IV. Help Desk services with the primary role being to provide a centralized point of contact for customers for all issues relating to the provision of Property Services. Contact can be by phone or email. The Facilities Manager will maintain databases that will be used for the monitoring of Service Provider performance and client satisfaction.

The Help Desk requirement is for a complete service in which all contacts with the Help Desk are monitored and managed until resolution to the satisfaction of the client. Further, the philosophy is to resolve the issues on the first request and minimize rework. The Help Desk will be the primary work and communication coordinator for all stakeholders.

The Help Desk is the primary point of contact for the co-ordination and resolution of service requests for (but not limited to):

- Preventative maintenance and Engineering Services (Planned Maintenance).
- Fault rectification and reactive maintenance; and
- Building services including cleaning.

The Help Desk will have systems in place to ensure Help Desk Personnel are familiar with the unique requirements of the WNCC and the Facilities Manager, including the Service Providers responsible for Building Services and maintenance.

2.3 Responsibilities of the WNCC Facility Manager

The WNCC Facility Manager responsibilities include (but not limited to) the tasks in the table below:

Task Required	Task Description
Building Inspections	<ul style="list-style-type: none"> • conduct visual inspections of the entire WNCC (inclusive of fittings) including but not limited to: <ul style="list-style-type: none"> ○ Temperature monitoring ○ OHS&E inspection ○ General condition reviews ○ Fire-fighting equipment compliance with legislation; and ○ Environmental matters • conduct technical inspections of WNCC owned FP&E and infrastructure to ensure it is properly maintained and fit for purpose i.e., Condition Reports • arrange for highly specialized inspections where required (e.g., UPS hardware) • update WNCC management with inspection data
Planned Maintenance	<ul style="list-style-type: none"> • Analyze fault reporting and building inspections data • Prepare Annual Maintenance Plan and budget for preventative, cyclical, programmed and corrective maintenance for FP&E at the WNCC • Arrange for the conduct of planned maintenance and repairs • Monitor and review delivery of repairs and maintenance program including arranging re-work Procurement, Renewal and Termination of service providers to perform such planned maintenance
Urgent and Minor Maintenance	<ul style="list-style-type: none"> • Receive requests, allocate to a job (work order) and log into a Facility Management System • Identify work requirements • Prioritize work • Allocate work to Service Providers and manage service providers to undertake the work in a timely and effective and sustainable manner • Monitor and follow-up all work/requests until completed to the satisfaction of NJS Management

	<ul style="list-style-type: none"> • close out work order • review delivery and performance of Service Providers
Maintain Central Help Desk	<ul style="list-style-type: none"> • Provide facility to receive, action and monitor requests through to completion for the occupants of WNCC • Monitor/track requests to completion

3. REQUIREMENTS FOR EOI PROPOSALS FOR THE FACILITIES MANAGEMENT SERVICES

Those interested should include the following as part of their Expression of Interest (EOI) submission:

3.1 Technical Requirements

- I. General proposal outlining their demonstrated past experience in Facility Management in Port Moresby and other PNG centres for facilities of a comparable size and complexity
- II. Proposed organisational structure outlining the methodology of the proposed Facility Management Professional Services staff and coordination of the key service providers to fulfil the scope of services outlined in Item 2 above
- III. Proposed key Professional Services staff including their current CVs demonstrating their experience in Facility Management in Port Moresby

3.2 Company Statutory Requirements

- I. Companies must be Registered with the Investment Promotion Authority.
- II. Companies must be fully compliant with the requirements of the Internal Revenue Commission.
- III. Companies must have all relevant insurances including Public Liability Insurance and Workers Compensation.
- IV. Companies should specify the percentage of shares that are held by PNG citizens and PNG citizen-owned companies (this is relevant to ensure compliance with NPA tender conditions)

4. SUBMISSION REQUIREMENTS

Expressions of Interest are to be electronically sent to NJSS no later than 4.00pm (PGT)
Friday 19th August 2022 to:

Ms Jamila Tammy, National Judicial Staf Services
Email: JTammy@pngjudiciary.gov.pg

Authorized by:



Justice Ellenas Batari
Chair