

If calling please ask for: Kim Arnott

Telephone: (08) 8204 3959 or 0429 094 736

Reference: ESS-21-2334



Mr Lee Odenwalder  
MP Member for Elizabeth  
PO Box 1046  
ELIZABETH VALE SA 5112  
Via email [elizabeth@parliament.sa.gov.au](mailto:elizabeth@parliament.sa.gov.au)

99 Wakefield Street  
Adelaide SA 5000

GPO BOX 98  
Adelaide SA 5001

Tel +61 8 8204 3600  
Fax +61 8 8204 3838

[www.mfs.sa.gov.au](http://www.mfs.sa.gov.au)

ABN 26 897 550 904

Dear Mr Odenwalder

I refer to your application made under the *Freedom of Information Act 1991* (FOI Act) of 20 May 2021 for access to:

*"All documents, reports, notes, memoranda and records setting out:*

- the manner in which the SAMFS asset management system operate;*
- the terms and conditions of engagement of all third party managers of the SAMFS asset management system; and*
- the monthly and yearly costs the SAMFS expends to the third party manager of the SAMFS asset management system for managing, repairing and maintaining SAMFS assets.*

*Emailed Determination Preferred."*

In accordance with the requirements of Premier and Cabinet Circular PC045, details of your FOI application, and the documents to which you are given access, may be published in the agency's disclosure log. A copy of PC045 can be found at: <https://www.dpc.sa.gov.au/resources-and-publications/premier-and-cabinet-circulars>.

A search of files has been conducted and thirteen (13) documents were located that fall within the scope of your application. The documents are identified in the attached schedule.

### **Documents 1,4,5,6,7,13**

I have determined that access will be granted in full to each of these documents listed in the schedule.

### **Documents 2,3,8,9,10,11,12**

I have determined to provide partial access to these documents listed in the schedule.

Section 20(4) of the FOI Act provides that if it is practicable to give access to a copy of a document with exempt matter deleted, and it appears that the applicant would wish to be given such a copy, the agency must give access to a copy of the document to this limited extent. Therefore, I have determined to grant you partial access to these documents and to refuse you access to the remaining parts of the documents I consider to be exempt.



**Government  
of South Australia**

The reasons I have refused access to certain parts of the documents are summarised in the attached document schedule and are explained below in more detail below.

**Document 2, 8**

Pursuant to the FOI Act, Schedule 1 clause 7 Documents affecting business affairs (1) (c) a document is exempt if it contains matter:

- (i) consisting of information (other than trade secrets or information referred to in paragraph (b)) concerning the business, professional, commercial or financial affairs of any agency or any other person; and
- (ii) the disclosure of which—
  - (A) could reasonably be expected to have an adverse effect on those affairs or to prejudice the future supply of such information to the Government or to an agency; and
  - (B) would, on balance, be contrary to the public interest.

The information redacted in these documents is information relating to the business affairs and commercial affairs between the MFS and its vendor such as account numbers, bank details, licence numbers and invoice numbers. You have not expressed an interest in this type of information being released so it has been redacted to maintain corporate privacy of these details the release of which could compromise the data security of the vendor or the MFS.

Although elements (1)(c)(i) and (ii) of Schedule 1 Clause 7 have been satisfied, in applying this clause, I am also obliged to consider the public interest for and against the release of information.

Factors in favour of release include:

- The public interest in fulfilling the objects of the FOI Act, and promoting openness and accountability within government.
- Promoting public participation in government
- Providing an individual with information of special interest to them.

Factors against release include:

- Satisfying the elements of an exemption clause
- Protecting the commercial and/or financial interests of third parties.

On balance, I consider the public interest is not served in the release of the information as the exempt content of document 2 and 8 is of a commercial nature and could compromise the data security of the vendor or the MFS. I consider this factor against disclosure to carry more weight than the factors for disclosure.

**Document 3**

Pursuant to the FOI Act, Schedule 1 clause 16 Documents concerning operations of agencies (1) (a) (iv) a document is exempt if it contains matter the disclosure of which:

- (a) could reasonably be expected—
    - (iv) to have a substantial adverse effect on the effective performance by an agency of the agency's functions;
- and
- (b) would, on balance, be contrary to the public interest.

The information redacted in these documents is information relating to the technology infrastructure of the State Government and you have not expressed an interest in this type of information being released so it has been redacted to maintain the data security of the MFS. This content contains server details, logins and passwords.

Although element (1)(a)(iv) of Schedule 1 Clause 16 have been satisfied, in applying this clause, I am also obliged to consider the public interest for and against the release of information.

Factors in favour of release include:

- The public interest in fulfilling the objects of the FOI Act, and promoting openness and accountability within government.
- Promoting public participation in government
- Providing an individual with information of special interest to them.

Factors against release include:

- Satisfying the elements of an exemption clause
- Ensuring efficient and effective conduct of government functions

On balance, I consider the public interest is not served in the release of the information as the exempt content of document 3 if released could compromise the data security of the MFS. I consider this factor against disclosure to carry more weight than the factors for disclosure.

### **Document 9, 10, 11**

Pursuant to the FOI Act, Schedule 1 clause 7 Documents affecting business affairs (1) (b) a document is exempt if it contains matter:

(i) consisting of information (other than trade secrets) that has a commercial value to any agency or any other person; and

(ii) the disclosure of which—

(A) could reasonably be expected to destroy or diminish the commercial value of the information; and

(B) would, on balance, be contrary to the public interest;

Pursuant to the FOI Act section 27 (2) I consulted with Babcock in relation to document 9, 10 and 11 to obtain their views as to whether they considered the information is exempt by virtue of clause 7 of Schedule 1. The information redacted in these documents is detailed pricing information that has a commercial value to the supplier which they consider commercially-sensitive financial information and if it was revealed to the world at large would diminish the value of the information.

The full contract with Babcock and its value SAFEC042687 is available from the [tenders.sa.gov.au](http://tenders.sa.gov.au) website [MFS - Asset Maintenance Services Partnership](#) which contains as part of the contract the provision of Alchamie, an asset management system. This contract has been disclosed in accordance with [DPC circular PC027 – Disclosure of Government Contracts](#)

Although elements (1)(c)(i) and (ii) of Schedule 1 Clause 7 have been satisfied, in applying this clause, I am also obliged to consider the public interest for and against the release of information.

Factors in favour of release include:

- The public interest in fulfilling the objects of the FOI Act, and promoting openness and accountability within government.
- Promoting public participation in government
- Providing an individual with information of special interest to them.

Factors against release include:

- Satisfying the elements of an exemption clause
- Protecting the commercial and/or financial interests of third parties.

On balance, I consider the public interest is not served in the release of the information as the exempt content of documents 9, 10 and 11 is considered commercially-sensitive financial information by a third party. I consider this factor against disclosure to carry more weight than the factors for disclosure.

**Document 12**

Pursuant to the FOI Act, Schedule 1 clause 6 Documents affecting personal affairs (1) a document is exempt if it contains matter the disclosure of which would involve the unreasonable disclosure of information concerning the personal affairs of any person (living or dead).

The information redacted in this document contains personal details of the witness which is their name and address. It is unreasonable to release this information as it has no relevance to the information being sought as part of this FOI application.

**Appeal Rights**

If you are unhappy with this determination you are entitled to apply for an internal review in accordance with section 29 of the FOI Act. To make an internal review application, please either write a letter or send an [Application for Review of Determination](#) to the Principal Officer of this agency, Mr Michael Morgan within 30 (calendar) days after you receive this letter.

Should you have any enquiries in relation to this matter, please do not hesitate to contact me on (08) 8204 3959 or 0429 094 736.

Yours sincerely



Kim Arnott

**Accredited Freedom of Information Officer**

14 July, 2021

Encl: Schedule of documents  
Copy of documents

**SCHEDULE OF DOCUMENTS**

<b>Doc No</b>	<b>Description</b>	<b>Determination</b>
1.	Hardcat 2017	Full access
2.	Hardcat 2018	Partial access 7—Documents affecting business affairs (c)
3.	Email exchange in relation to CTAM	Partial access 13—Documents containing confidential material (1) (b)
4.	Memorandum 65 2018	Full access
5.	Memorandum 67 2018	Full access
6.	Memorandum 98 2018	Full access
7.	MFS Engineering FAQs	Full access
8.	2021.Q3 SAMIS Service fee	Partial access 7—Documents affecting business affairs (c)
9.	2019-04-01-Annual Indexation - Executed	Partial access 7—Documents affecting business affairs (b)
10.	2020-04-09- POD Tracking devices Executed	Partial access 7—Documents affecting business affairs (b)
11.	2020-04-15-Annual Indexation-Executed	Partial access 7—Documents affecting business affairs (b)
12.	Contract Extension Letter- Expiry 6 August 2024 – Signed	Partial access 6—Documents affecting personal affairs (1)
13.	Contract Extension Letter - Expiry 6 August 2024 - SP26 - SIGNED	Full access

Other publicly available information in relation to this Freedom of Information application can be sourced elsewhere as follows.

[Self Contained Breathing Apparatus Project](#) (SAFEC046864) which contains as part of the contract the provision of Techboss an asset management system.

[Strategic Asset Management Information System](#) (SAMIS) is used by the MFS for facilities asset management along with all other Government agencies. The Strategic Asset Management Information System (SAMIS) is maintained on behalf of Government by the Department of Infrastructure and Transport. A yearly maintenance fee of \$3,600 is charged to the MFS for use of the system.

[Home - Snipe-IT Free open source IT asset management \(snipeitapp.com\)](#) and GNU AGPL licence details here (<https://github.com/snipe/snipe-it/blob/master/LICENSE>).



Government  
of South Australia

South Australian  
Fire and Emergency  
Services Commission



DOCUMENT 1

## PURCHASE ORDER

**Supplier**

HARDCAT P/L  
253 PARK STREET

SOUTH MELBOURNE  
VIC, 3205

Fax:

**Delivery Address**

South Australian Metropolitan Fire Service  
SAMFS SA Urban Search and Rescue  
Gate 4/480 Grand Junction Road

5010 SA Angle Park

**ORDER NO**

1701352449

Order Date:

14.07.2017

Delivery Date:

17.07.2017

Contact:

Jenny Staunton

Contact Tel No:

08 8243 6530

Contact Email:

Staunton.Jenny@samfs.sa.gov.au

**Invoicing Address**

SAFECOM Finance Accounts Payable (MFS)

GPO Box 2706

ADELAIDE SA 5001

**Special Instructions**

Line No.	Product Code	Goods/Services	Qty	Qty Unit	Unit Price (exc GST)	GST	Total (inc GST)
1	Hardcat renewal licence	Hardcat renewal licence	1	EA	4,420.00	442.00	4,862.00

Total (ex-GST):	4,420.00
GST:	442.00
Total (inc-GST):	4,862.00

**Invoice Instructions** - Please ensure that the Purchase Order is quoted on your invoice. Should you wish to submit your invoice via email or Fax please use the following: [APInvoices@sharedservices.sa.gov.au](mailto:APInvoices@sharedservices.sa.gov.au) or fax number (08) 8124 9894

**Invoice Status** - Check your invoice status at [myinvoice.sharedservices.sa.gov.au](http://myinvoice.sharedservices.sa.gov.au)





Government  
of South Australia

South Australian  
Fire and Emergency  
Services Commission



## CONDITIONS OF CONTRACT

1. REQUIREMENTS / STANDARDS – The supplier must comply with all laws in meeting its obligations under this Contract.
2. If the supplier is unable to deliver in accordance with the delivery instructions, the contact officer must be advised IMMEDIATELY.
3. The RIGHT to CANCEL this order, or part thereof, if delivery is not made within the time specified, or if no time is specified, after the expiration of three months from the date of order.
4. No material in excess of the specification will be accepted.
5. CARTNOTES in DETAIL, QUOTING PURCHASE ORDER No. MUST BE FOWARDED WITH THE GOODS.
6. For Taxable supplies, payment will only be made on receipt of a Compliant Tax Invoice.
7. For non taxable supplies, full payment will only be made on the provision of an ABN.
8. ETHICAL CONDUCT
  - 8.1 In this clause "public sector employee" has the meaning given in the Public Sector Act 2009.
  - 8.2 The Supplier agrees to conduct itself in a manner that does not invite, directly or indirectly, the Purchaser's officers, employees or agents or any public sector employee to behave unethically, to prefer private interests over the Purchaser's interests or to otherwise contravene the Code of Ethics for the South Australian Public Sector. If the Supplier fails to comply with this requirement the Purchaser may terminate this purchase order, refuse further payment, and at its discretion, return unused goods.
  - 8.3 If the arrangements related to this purchase order include the intentional promise or delivery of any goods or benefits (whether to the Purchaser or any of its officers, employees or agents or any public sector employee) not specified in the purchase order and the purchaser is reasonably satisfied that promise or delivery is not the result of a genuine mistake, then the Purchaser may terminate this purchase order, recover all moneys paid under this purchase order, refuse further payment, and (at its discretion) return unused goods.
  - 8.4 Nothing in this clause derogates from the Purchaser's other rights under this purchase order.

**Invoice Instructions - Please ensure that the Purchase Order is quoted on your invoice.** Should you wish to submit your invoice via email or Fax please use the following: [APInvoices@sharedservices.sa.gov.au](mailto:APInvoices@sharedservices.sa.gov.au) or fax number (08) 8124 9894

**Invoice Status - Check your invoice status at [myinvoice.sharedservices.sa.gov.au](http://myinvoice.sharedservices.sa.gov.au)**

**Hardcat Pty. Ltd.**

253 Park Street  
 South Melbourne  
 Victoria, 3205  
 Australia  
 Tel: +61 3 9695 5400  
 Fax: +61 3 9695 5499  
 Email: au-accounts@hardcat.com  
 A.B.N. 29 052 494 818

**TAX INVOICE**

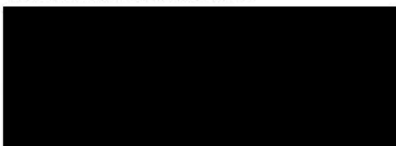
**Bill to:** Accounts Payable  
 South Australian Metropolitan Fire Service  
 SAFECOM Finance Accounts Payable  
 GPO Box 2706  
 Adelaide SA 5001  
 AU

Invoice : [REDACTED]  
 Date : 15-May-2018  
 Your PO : Renewal  
 Our Ref : [REDACTED]  
 Payment Terms : 7 days

Description	Qty	Unit Price	Total	GST Amt
Hardcat Annual Maintenance - Renewal	1.00	4,420.00	4,420.00	442.00

Hardcat System: SAMFS SA Urban Search and Rescue  
 Hardcat License: [REDACTED]  
 License Expires 24/06/2019.

Bank account details:



Purchase Amount	4,420.00
GST Amount	442.00
Total Amount including GST A\$	4,862.00

Please contact Accounts Receivable to pay by Credit Card



**From:** [Heath, Evan \(SAMFS\)](#)  
**To:** [Manton, Richard \(SAFECOM\)](#)  
**Subject:** RE: VM Server [DLM=For-Official-Use-Only]  
**Date:** Tuesday, 27 February 2018 8:44:00 AM  
**Attachments:** [image001.png](#)  
[image002.png](#)

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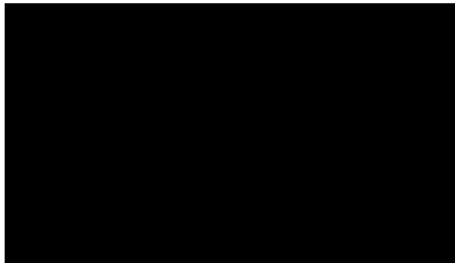
Hi Richard,

Looks like Emerald won't be much use to us yet, if it all. They're only treating it as a register and doing the bare minimum to get the asset data from TAS in to Emerald, and at this stage there isn't any plans for it to be capable of much else.

In light of that we're going to press ahead with this system for the time being, and we can export all the data to a new system when and if the time comes. This platform is open source, and seems to do everything we want of it.

We won't need any more support from IT than a [REDACTED]. We can comfortably look after it in-house.

I've set up a test server on my local machine for experimenting. Feel free to jump on and have a look if you're interested, I've set you up as a test user. You'll just need to add my machine to your hosts file first.



What do you think?

Kind regards,

**Evan Heath**

Manager Technical Communications

**South Australian Metropolitan Fire Service** | 99 Wakefield Street, Adelaide SA 5000

**T:** (08) 8204 3628 | **M:** 0418 843 876 | [evan.heath@sa.gov.au](mailto:evan.heath@sa.gov.au) | [www.samfs.sa.gov.au](http://www.samfs.sa.gov.au)

**Skype for Business:** [evan.heath@eso.sa.gov.au](mailto:evan.heath@eso.sa.gov.au)

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**From:** Manton, Richard (SAFECOM)  
**Sent:** Tuesday, 6 February 2018 12:53  
**To:** Heath, Evan (SAMFS) <[Evan.Heath@sa.gov.au](mailto:Evan.Heath@sa.gov.au)>  
**Subject:** RE: VM Server [DLM=For-Official-Use-Only]

**For Official Use Only**

I had a look at the system requirements and it is no surprise that open-source software such as this is using PHP (web front end) and MariaDB (database backend) neither of which we currently have for any other systems. Yes, we can follow installation instructions but the “tech” would be new and therefore the support limited.

I would probably prefer you used another instance of an asset management system we already have in our environment

[REDACTED]

MFS (USAR) are using Hardcat, not sure of the cost or licence but maybe possible to add your assets to the existing system (runs on a server at APTC), MFS contact Tim Maitland, Elizabeth Station, B-Shift, [REDACTED]

[REDACTED]

How many total “assets” would you have?

Regards

Richard

---

**From:** Heath, Evan (SAMFS)  
**Sent:** Tuesday, 6 February 2018 11:35  
**To:** Manton, Richard (SAFECOM) <[Richard.Manton@sa.gov.au](mailto:Richard.Manton@sa.gov.au)>  
**Subject:** RE: VM Server [DLM=For-Official-Use-Only]

It’s an “IT asset” management platform, but we actually don’t want to be put any IT assets in it.

I want to put all of our radio terminals and phones in there for a start, and in-lieu of a system that’s designed for radio equipment IT asset management is the closest fit. That system appears to support custom devices well also, and it can easily handle what we want it do. I played with their demo instance to see check it out.

Right now we just use excel spreadsheets to track radio terminals and phones, and it’s painful and inefficient. There has been talk of an asset management system for years, and we’ll surely adopt it when it comes but there would be a lot of value for us in using a system like this in the meantime (especially if it’s free).

Cheers,

**Evan Heath**

Manager Technical Communications

**South Australian Metropolitan Fire Service** | 99 Wakefield Street, Adelaide SA 5000

**T:** (08) 8204 3628 | **M:** 0418 843 876 | [evan.heath@sa.gov.au](mailto:evan.heath@sa.gov.au) | [www.samfs.sa.gov.au](http://www.samfs.sa.gov.au)

**Skype for Business:** [evan.heath@eso.sa.gov.au](mailto:evan.heath@eso.sa.gov.au)

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**From:** Manton, Richard (SAFECOM)  
**Sent:** Tuesday, 6 February 2018 11:26  
**To:** Heath, Evan (SAMFS) <[Evan.Heath@sa.gov.au](mailto:Evan.Heath@sa.gov.au)>  
**Subject:** RE: VM Server [DLM=For-Official-Use-Only]

**For Official Use Only**

Evan

We have some IT asset functionality built into our Helpdesk system SysAid  
<https://www.sysaid.com/> and also Microsoft System Center Config Manager.

How many IT asset are you hoping to look after? Assume they are fire alarm related?

I have not heard anything in regards to replacement systems.

Regards

Richard

---

**From:** Heath, Evan (SAMFS)  
**Sent:** Tuesday, 6 February 2018 10:41  
**To:** Manton, Richard (SAFECOM) <[Richard.Manton@sa.gov.au](mailto:Richard.Manton@sa.gov.au)>  
**Subject:** RE: VM Server [DLM=For-Official-Use-Only]

There are a few I've been looking at, all open-source. We were wanting to test this.

<https://snipeitapp.com/>  
<https://snipe-it.readme.io/docs/requirements>

What do you use over there? Have you heard anything in regards to replacement systems?

**Evan Heath**

Manager Technical Communications

**South Australian Metropolitan Fire Service** | 99 Wakefield Street, Adelaide SA 5000

**T:** (08) 8204 3628 | **M:** 0418 843 876 | [evan.heath@sa.gov.au](mailto:evan.heath@sa.gov.au) | [www.samfs.sa.gov.au](http://www.samfs.sa.gov.au)

**Skype for Business:** [evan.heath@eso.sa.gov.au](mailto:evan.heath@eso.sa.gov.au)

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**From:** Manton, Richard (SAFECOM)  
**Sent:** Tuesday, 6 February 2018 10:25  
**To:** Heath, Evan (SAMFS) <[Evan.Heath@sa.gov.au](mailto:Evan.Heath@sa.gov.au)>  
**Subject:** RE: VM Server [DLM=For-Official-Use-Only]

## For Official Use Only

Evan

Best give us information about the app so we can decide if it can co-exist on a server or it needs its own. Asset management systems are a bit of a hot topic in the sector ATM, so suggest you run it past Glen Benham or Paul Fletcher.

regards

**Richard Manton**

CIO

SA Fire & Emergency Services Commission (SAFECOM)  
Level 9, 60 Waymouth St  
ADELAIDE SA 5000

**T** 08 8115 3955 | **F** 08 8115 3969 | **M** 0411 100 421 | **E** [richard.manton@sa.gov.au](mailto:richard.manton@sa.gov.au)

**Volunteer Recruitment Hotline T** 1300 364 587



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**From:** Heath, Evan (SAMFS)

**Sent:** Tuesday, 6 February 2018 09:48

**To:** Manton, Richard (SAFECOM) <[Richard.Manton@sa.gov.au](mailto:Richard.Manton@sa.gov.au)>

**Subject:** VM Server

Hi Richard,

What would be required to get a basic server VM?

Doesn't have to be anything fancy or with much resources, we just want a server running IIS to potentially run an asset management application.

Thanks,

**Evan Heath**

Manager Technical Communications

**South Australian Metropolitan Fire Service** | 99 Wakefield Street, Adelaide SA 5000

**T:** (08) 8204 3628 | **M:** 0418 843 876 | [evan.heath@sa.gov.au](mailto:evan.heath@sa.gov.au) | [www.samfs.sa.gov.au](http://www.samfs.sa.gov.au)

**Skype for Business:** [evan.heath@eso.sa.gov.au](https://www.skype.com/en/contacts/samfs/sa/samfs-sa-gov-au)

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3 August 2018

## **MFS DEVELOPS PARTNERSHIP TO CREATE ENGINEERING CENTRE OF EXCELLENCE**

In our quest to develop an MFS Engineering Centre of Excellence, the MFS has entered into a partnership agreement with engineering services support company Babcock.

Babcock's role will be to consult and support the MFS' Engineering team in providing high quality, dependable, auditable, timely and efficient servicing and maintenance of our fleet of 104 fire appliances.

Under the partnership, MFS Engineering staff will remain as MFS employees. MFS appliances, buildings and assets will remain under the ownership of the government / MFS.

The partnership between the MFS and Babcock was signed on Friday, 3 August 2018 and will officially commence on Monday, 6 August 2018.

The initial months of the partnership will consist of a listening phase. This will involve Babcock observing MFS Engineering's operations and consulting with Engineering staff to recognise existing systems that work well, while identifying opportunities to improve, modernise and increase customer (firefighter) satisfaction. Babcock will also concentrate on improving the supply chain and the engineering store, during this initial phase.

As part of this listening phase, MFS firefighters will have the opportunity to convey their feedback and suggestions in the near future. As 'customers' of MFS Engineering, it is vital that the needs of firefighters are heard to help inform improvements that are to be implemented.

The partnership provides an important opportunity to enhance, modernise and achieve efficiencies in our fleet maintenance.

Outcomes of the MFS' partnership with Babcock include:

- Enhanced engineering and maintenance capability
- High quality, dependable, auditable, timely and efficient services
- A more sustainable, efficient and viable maintenance operation
- Reduction in the volumes of outsourced maintenance
- Implementation of real time appliance servicing tracking and management systems via an information portal that's accessible on smart devices
- Improvements in scheduling and maintenance procedures and systems to drive efficiency and increased fleet and equipment availability
- Improved stores and logistics management
- Increased customer satisfaction.

To achieve the outcomes required by the MFS, Babcock will assess, recommend and implement a transformation program of Engineering's information systems, maintenance functions, asset management framework, and delivery of supply chain and inventory improvements.

The contractor (Babcock) will achieve these improvements hand in hand with MFS Engineering staff in a phased manner throughout the life of the partnership to ensure minimal disruption to MFS operations.

Naturally, staff will have questions and will want to know more. Therefore, the MFS will establish an Engineering area of the Members Only Website, where information can be sourced in future. A Frequently Asked Questions (FAQ) document will be available at this location and regularly updated whenever questions come through.

The initial version of the FAQs covers potential initial concerns or assumptions that people may have. This document can and will be expanded upon as further questions are received.

Please direct any questions or information you'd like to clarify to Assistant Chief Fire Officer, Peter Mason via [peter.mason@sa.gov.au](mailto:peter.mason@sa.gov.au)



## About Babcock

Babcock has operated for more than a century and provides tailored asset management and operational support to clients globally.

Across Australia and New Zealand, Babcock has more than 850 staff who work across the challenging sectors of Marine, Defence, Government and Aviation. Its Australasian Headquarters are located on Franklin Street in Adelaide.

Babcock works extensively with emergency services organisations around the world to manage a complex combination of assets, support equipment and training needs.

Their role is to ensure safety and availability of assets, combined with cost efficiency management so emergency services can focus on frontline delivery.

Regarding the new partnership, Graeme Nayler, Managing Director of Land for Babcock Australasia said, "I am so pleased to be working with an organisation that has a long and proud history of protecting the residents of South Australia, as well as a clear commitment to excellence and innovation".

"We look forward to getting started and building a great relationship with the MFS."

A Shift is responsible under the Station Management System – Station Administration, to ensure that this document is read, signed, placed on the Notice Board and filed.

Staff are reminded that the current SAPs, SOPs, Policies, SP Forms, Memorandums, Service Directives and Operational Procedures are available on the Members Only Website (MOW). This is a directive from the Chief Officer.

SIGNED

M. Morgan  
**A/CHIEF OFFICER and  
A/CHIEF EXECUTIVE**

<b>ACTION</b>	<b>DATE</b>	<b>SIGN</b>
<b>Instruction received at Station</b>		
<b>Instruction read to "A" Shift</b>		
<b>Instruction read to "B" Shift</b>		
<b>Instruction read to "C" Shift</b>		
<b>Instruction read to "D" Shift</b>		
<b>Instruction read to Retained Staff</b>		
<b>Instruction read to OTR</b>		
<b>Placed on Notice Board</b>		
<b>Filed in Station File</b>		

7 August 2018

## **MFS DEVELOPS PARTNERSHIP TO CREATE ENGINEERING CENTRE OF EXCELLENCE**

Further to Memorandum 65/2018, the MFS announced that it has entered into a partnership agreement to create engineering centre of excellence with Babcock Pty Ltd. (Babcock) commencing on Monday 6 August.

Babcock is an operating unit of Babcock International Group PLC, which employs over 35,000 people worldwide. The company is committed to the South Australian economy and as such has established its Regional Support Centre in Adelaide, supporting over 700 employees across Australasia.

Unfortunately the United Firefighters Union Publication, Wordback, No.20/2018 dated 6 August 2018 incorrectly states that the MFS has entered into a partnership with an organisation called *Babcock and Brown Australasia*. *Babcock and Brown Australasia* was a global investment firm based in Sydney that went into voluntary liquidation in 2009. Babcock and Brown have no relationship to the Babcock Pty Ltd organisation that the MFS have entered into partnership with.

Babcock employs industry and category experts who have acquired many years' experience working with Emergency Service providers globally. Babcock applies an independent unbiased approach to asset management focusing on systems and processes balanced with health, safety, environmental compliance and organisational objectives in mind.

Babcock has been contracted to provide a consultative and supportive role to assist Engineering to run more efficiently in terms of time, technology, modernisation of processes and improved customer (firefighter) experience.

The MFS will shortly be placing a Frequently Asked Questions section in the Members Only Website to allow staff to access relevant and accurate information in regards to the partnership agreement.

A Shift is responsible under the Station Management System – Station Administration, to ensure that this document is read, signed, placed on the Notice Board and filed.

Staff are reminded that the current SAPs, SOPs, Policies, SP Forms, Memorandums, Service Directives and Operational Procedures are available on the Members Only Website (MOW). This is a directive from the Chief Officer.

SIGNED

M. Morgan  
**A/CHIEF OFFICER and  
A/CHIEF EXECUTIVE**

<b>ACTION</b>	<b>DATE</b>	<b>SIGN</b>
<b>Instruction received at Station</b>		
<b>Instruction read to "A" Shift</b>		
<b>Instruction read to "B" Shift</b>		
<b>Instruction read to "C" Shift</b>		
<b>Instruction read to "D" Shift</b>		
<b>Instruction read to Retained Staff</b>		
<b>Instruction read to OTR</b>		
<b>Placed on Notice Board</b>		
<b>Filed in Station File</b>		

12 November 2018

## **ENGINEERING UPDATE – M39 FORM**

As part of the ten-year asset management partnership entered into by the MFS and Babcock to develop an “Engineering Centre of Excellence”, it is planned that a new asset management system will go live on 14 November 2018.

This will provide the basis to improve current planning, scheduling and maintenance practices to drive efficiency and increase fleet availability.

A new system for reporting breakdowns and repairs is being introduced with the legacy Ausfleet system being replaced by the new ALCAMiE (Asset Life Cycle Availability in Engineering) system. The M39 will remain in its current location in operations reporting with the planned upgrade directing users to the new system. Implementation of the new system is being managed to ensure minimal disruption to operations.

Engineering staff training continues with technicians and other workshop staff being issued with new iPads and computers to directly enter information.

In future, all regions, both metropolitan and regional will be able to view live information about their assets and maintenance planning and current status.

Work to date since the engagement with Babcock has included a stocktake and general tidy up of the store at Angle Park to enable a more efficient supply chain, including improved quality control.

An instruction guide for M39 is available on the Members Only Website.

[https://www.mfs.sa.gov.au/site/members\\_only/infrastructure\\_and\\_logistics/engineering.jsp](https://www.mfs.sa.gov.au/site/members_only/infrastructure_and_logistics/engineering.jsp)

A Shift is responsible under the Station Management System – Station Administration, to ensure that this document is read, signed, placed on the Notice Board and filed.

Staff are reminded that the current SAPs, SOPs, Policies, SP Forms, Memorandums, Service Directives and Operational Procedures are available on the Members Only Website (MOW). This is a directive from the Chief Officer.

SIGNED

M. Morgan  
**CHIEF OFFICER and  
CHIEF EXECUTIVE**

<b>ACTION</b>	<b>DATE</b>	<b>SIGN</b>
<b>Instruction received at Station</b>		
<b>Instruction read to “A” Shift</b>		
<b>Instruction read to “B” Shift</b>		
<b>Instruction read to “C” Shift</b>		
<b>Instruction read to “D” Shift</b>		
<b>Instruction read to Retained Staff</b>		
<b>Instruction read to OTR</b>		
<b>Placed on Notice Board</b>		
<b>Filed in Station File</b>		

# Frequently Asked Questions SA Metropolitan Fire Service



## MFS Engineering – FAQs

August 2018

### Who or what is Babcock?

Babcock is a leading provider of asset management services in Australia and internationally, with over 20 years' experience in managing complex assets.

Babcock is an operating unit of Babcock International Group PLC, which employs over 35,000 people worldwide. The company is committed to the South Australian economy and as such has established its Australasian headquarters in Adelaide, supporting over 700 employees across Australasia.

### Is Babcock the same company mentioned in Wordback No.20/2018 called 'Babcock and Brown'?

No. The MFS has partnered with Babcock, which is an international firm that has delivered customised engineering support to organisations for more than 100 years.

'Babcock and Brown', the company mentioned in Wordback No. 20/2018, was an Investment Banking and Brokerage company that experienced financial difficulties several years ago and ***is NOT the company that the MFS has partnered with.***

### Why has the MFS partnered with Babcock?

In our quest to develop an Engineering Centre of Excellence, the MFS sought to establish an Asset Maintenance Services Partnership with a selected organisation via a tendering process. Babcock were successful in this extensive and highly competitive process. As a result, the MFS has entered into a 10-year partnership, with the aim of providing improved asset maintenance and associated services.

Babcock, in partnership with the MFS, will focus on the critical elements of fire appliance asset capability lifecycle management in order to develop an operating model that will help to improve asset management with an initial focus on fleet maintenance. The partnership is intended to efficiently increase the capability and capacity of the Angle Park maintenance operations and to create an "Engineering Centre of Excellence".

Under the partnership, MFS Engineering staff will remain as MFS employees. MFS appliances, buildings and assets will remain under the ownership of the government / MFS.

The partnership agreement between the MFS and Babcock was signed on Friday, 3 August 2018 and will officially commence on Monday, 6 August 2018.

### The MFS has a range of specialised vehicles and equipment requiring repairs and maintenance. What experience does Babcock have in this area?

In Australia and New Zealand, Babcock operates nationally, employing over 700 staff working across emergency services, defence, mining & construction, aviation, ports, cyber security, transport & infrastructure and energy sectors.

Examples of Babcock's relevant experience:

- New Dimensions – UK Fire and Rescue Services – National Resilience Contract
- Australian Defence Force Ground Support Equipment (GSE) – Asset Management Partnership
- London Fire Brigade – Asset Management Partnership
- London Metropolitan Police – Fleet repair and maintenance
- Qantas – Ground Support Equipment (GSE) - Asset Management Partnership
- South Australian State Government – MAC Helicopter Rescue Service
- Ambulance Victoria – Helicopter Emergency Medical Services.

# Frequently Asked Questions SA Metropolitan Fire Service



## **Is MFS Engineering being privatised or outsourced as a result of this partnership agreement?**

No. MFS Engineering will remain an integral part of the MFS in support of frontline firefighters.

## **Will MFS Engineering staff now become Babcock employees?**

No. All MFS Engineering staff will remain as MFS employees and will report to MFS managers.

## **Will there be job losses?**

No. The intention of the partnership is to increase the capability and capacity of the Angle Park maintenance operations and to create an "Engineering Centre of Excellence" – not to close it down.

## **Will the MFS/Government still have ownership of its fire appliances and equipment under this partnership?**

Yes. The partnership agreement does not involve any change of ownership of assets.

## **If the MFS is looking for "efficiencies" within Engineering, does that just mean cost cutting?**

No. Babcock has been contracted to provide a consultative and supportive role to assist Engineering to run more efficiently in terms of time, technology, modernisation of processes and improved customer (firefighter) experience, but budget cuts are not planned nor anticipated.

## **What benefits are there in engaging a private company to assist Engineering?**

Babcock employs industry and category experts who have acquired many years' experience working with Emergency Service providers globally. Babcock applies an independent unbiased approach to asset management focusing on systems and processes balanced with health, safety, environmental compliance and organisational objectives in mind.

## **What improvements can we expect to see, and how quickly?**

The initial months of the contract will be a listening and discovery phase. This will involve Babcock observing MFS Engineering's operations to recognise existing systems that work well, while identifying opportunities to improve modernise and increase customer (firefighter) satisfaction.

To achieve the required improvements and efficiencies, Babcock will assess, recommend and implement a transformation program of information systems, maintenance functions, asset management framework, delivery of supply chain and inventory improvements. This transformation will be implemented in partnership with the MFS.

During the implementation and transition phases, the need to protect MFS' current operation is paramount. Babcock will establish a mobilisation team to assist in managing the transition, considering current arrangements. This enables change to be delivered with minimal disruption to daily operations.

## **Will MFS staff have any direct communication with Babcock in relation to the implementation of this project?**

Yes. Personnel will be notified of the opportunity to provide feedback and suggestions in the near future.

Open communication between the partners is a cornerstone of this agreement. Consultation with UFU representatives, regular engagement with MFS management ensuring clarity of responsibility for delivery, regular communication with workshop technicians and participation in broader communications as required are all part of the partnership agreement.



**TAX INVOICE****Government of South Australia**Department for Infrastructure  
and Transport**SAMIS Service 2020/2021  
Advice**KRISTY PHELPS  
**SA METROPOLITAN FIRE SERVICE**  
99 WAKEFIELD ST-PO BOX 98  
ADELAIDE SA 5000Level 4  
50 Flinders Street  
ADELAIDE SA 5000  
GPO BOX 1533 Adelaide SA 5001  
DX 171

ABN: 72 288 544 143

Date 10/02/2021  
Invoice [REDACTED]  
Account No. [REDACTED]  
Customer No. [REDACTED]  
Enquiries ACCOUNTS OFFICER  
Telephone 83432865DIT Administered Funds: 19 \$3,601  
Reference: JANUARY - MARCH 2021**DIT Fees**Total Claim to date \$0.00  
Less previously invoiced \$0.00

This Claim \$0.00

**Service Contractor Fees**Total Claim to date \$0.00  
Less previously invoiced \$0.00

This Claim \$0.00

**Sundries**Total Claim to date \$2,700.00  
Less previously invoiced \$1,800.00

This Claim \$900.00

**Furniture & Equipment**Total Claim to date \$0.00  
Less previously invoiced \$0.00

This Claim \$0.00

**Major Contracts**Total Claim to date \$0.00  
Less previously invoiced \$0.00

This Claim \$0.00

**Separate Works**Total Claim to date \$0.00  
Less previously invoiced \$0.00

This Claim \$0.00

Sub Total \$1,800.00 Sub Total \$900.00

GST \$180.00 GST \$90.00

TOTAL PREVIOUSLY INVOICED \$1,980.00 TOTAL CLAIM PAYABLE THIS INVOICE \$990.00

**Please pay within 14 days - quote DIT Tax Invoice number on all payment remittances**

EFT payments to BSB [REDACTED] Account [REDACTED]

EFT remittances sent to [REDACTED]

Fax remittances sent to [REDACTED]

## STANDARD GOODS AND SERVICES AGREEMENT ("AGREEMENT") DATED 3 AUGUST 2018

## Asset Maintenance Services Partnership

MFS reference: ESS-18-2865

Babcock reference: AU-0750-00

## VARIATION NOTICE

Variation Number: [ 1 ]  
 Contract Number: AU-0750-00  
 Supplier: Babcock Pty Ltd

**1 Description of Variation**

From 1 April 2019 prices and rates within the Agreement will be adjusted by 2.14% in accordance with the formula set out in clause 3.1 of Attachment 6.

In addition, this Variation amends a small typo of the definition of 'Index' as outlined below:

**Ordinary time hourly rates of pay excluding bonuses - Australia - Private - Professional, scientific and technical services - 6345 Table 9h9b; Series ID A2638819F**

This Variation also updates the Contract Manager noted for the Government Party in Item 7 of Attachment 1 – Agreement Details to be:

**Phil Kilsby**  
**Assistant Chief Fire Officer**  
**Infrastructure and Logistics**  
**Level 4, 99 Wakefield Street, Adelaide SA 5000**  
[kilsby.phil@samfs.sa.gov.au](mailto:kilsby.phil@samfs.sa.gov.au)  
**+61 428 896 757**

**2 Origin and Reason**

Annual indexation as per clause 3.1 (Indexation) of Attachment 6 – Price and Payment.

**3 Effective Date of Change**

1 April 2019.

**4 Effect on Services**

N/A

**5 Effect on Pricing**

The following clauses in Attachment 6 – Pricing and Payment have been amended to reflect the new prices and rates (and are attached to this Variation as a supporting document):

- Clause 1 (Pricing Mechanism)
- Clause 2 (Schedule of Rates)


All other terms and conditions remain unchanged.

Signed by ) Name: Phil Kilsby  
duly authorised for and on behalf of ) Signature: P. Kilsby  
South Australian Metropolitan Fire Service ) Date: 6.5.19

Signed by ) Name: Jim McColl  
duly authorised for and on behalf of ) Signature: J. McColl  
Babcock Pty Ltd ) Date: 6/5/2019

**Supporting attachments:**

(1) Updated Attachment 6 -- Pricing and Payment



## Attachment 6 – Pricing and Payment

### 1. PRICING MECHANISM

The Supplier's pricing includes the following components:

Description	Price (excluding GST)
Fixed management fee to deliver the core services described in this Agreement	_____ per month (commencing following completion of the three (3) month implementation period)
<b>NOTES:</b> (1) Prices and rates are applicable at the Commencement Date and are subject to annual indexation in accordance with section Error! Reference source not found. of this Attachment 6.	

### 2. SCHEDULE OF RATES

The following table includes the services to be provided by the Supplier on a schedule of rates basis:

Labour rate per hour (excluding GST)			
Description	Ordinary time (6am to 5pm)	Afternoon shift (5pm to 10pm)	Saturday and Sunday (by arrangement)
Mobile Maintenance Unit	_____ (1)	_____ (1)	_____ (1)
Dry Creek Facility	_____ (1)	_____ (1)	Not applicable
<b>NOTES:</b> (1) Prices and rates are applicable at the Commencement Date and are subject to annual indexation in accordance with section Error! Reference source not found. of this Attachment 6.			

Other applicable Supplier charges are detailed below:

Other charges	Rate (excluding GST)
Mobile brake test – rate per test (excluding labour)	_____ per test *conditional rate, see assumptions in section Error! Reference source not found..
<b>NOTES:</b> (1) Prices and rates are applicable at the Commencement Date and are subject to annual indexation in accordance with section Error! Reference source not found. of this Attachment 6.	

**APPENDIX 5.3 – VARIATION NOTICE**

Variation Number: 2

Contract Number: AU-0750-00

Supplier: Babcock Pty Ltd

**1 Description of Variation**

Provision of a near real time tracking system for SAMFS pods.

**2 Origin and Reason**

SAMFS operations require location and usage information on the specialist POD assets to improve responses to incidents

**3 Effective Date of Change**

March 2020

**4 Effect on Services**

Babcock scope expanded to provide telematics hardware, and software - Babcock Gap portal for SAMFS users to administer

**5 Effect on Pricing**

100 Pods to supply and fit tracking devices

- Once off cost of [REDACTED] for hardware per tracker: Total of [REDACTED]
- Annual cost of [REDACTED] per tracker for software and 3 / 4 G airspace. Total cost of [REDACTED] which will be billed monthly [REDACTED]

All other terms and conditions remain unchanged.

Signed by

duly authorised for and on behalf of  
South Australian Metropolitan Fire Service

) Name: PHIL KILSBY

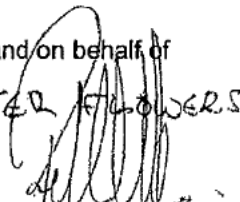
) Signature: 

) Date: 9.4.20

Signed by

duly authorised for and on behalf of  
Babcock Pty Ltd

) Name: PETER FLOWERS

) Signature: 

) Date: 24/3/20

[REDACTED]



**STANDARD GOODS AND SERVICES AGREEMENT ("AGREEMENT") DATED 3 AUGUST 2018****Asset Maintenance Services Partnership**

MFS reference: ESS-18-2865

Babcock reference: AU-0750-00

**VARIATION NOTICE**

Variation Number: [ 2 ]  
Contract Number: AU-0750-00  
Supplier: Babcock Pty Ltd

**1 Description of Variation**

---

From 1 April 2020 prices and rates within the Agreement will be adjusted by **2.40%** in accordance with the formula set out in clause 3.1 of Attachment 6.

**2 Origin and Reason**

---

Annual indexation as per clause 3.1 (Indexation) of Attachment 6 – Price and Payment.

**3 Effective Date of Change**

---

1 April 2020.

**4 Effect on Services**

---

N/A


**5 Effect on Pricing**

---

The following clauses in Attachment 6 – Pricing and Payment have been amended to reflect the new prices and rates (and are attached to this Variation as a supporting document):

- Clause 1 (Pricing Mechanism)
- Clause 2 (Schedule of Rates)

All other terms and conditions remain unchanged.

Signed by	)	Name:	Phil Kilsby
duly authorised for and on behalf of	)	Signature:	
<b>South Australian Metropolitan Fire Service</b>	)	Date:	9.4.20

Signed by	)	Name:	Graeme Nayler
duly authorised for and on behalf of	)	Signature:	
<b>Babcock Pty Ltd</b>	)	Date:	14/4/20

**Supporting attachments:**

(1) Updated Attachment 6 – Pricing and Payment



## Attachment 6 – Pricing and Payment

### 1. PRICING MECHANISM

The Supplier's pricing includes the following components:

Description	Price (excluding GST)
Fixed management fee to deliver the core services described in this Agreement	██████████ per month (commencing following completion of the three (3) month implementation period)
NOTES: (1) Prices and rates are applicable at the Commencement Date and are subject to annual indexation in accordance with section 3.1 of this Attachment 6.	

### 2. SCHEDULE OF RATES

The following table includes the services to be provided by the Supplier on a schedule of rates basis:

Labour rate per hour (excluding GST)			
Description	Ordinary time (6am to 5pm)	Afternoon shift (5pm to 10pm)	Saturday and Sunday (by arrangement)
Mobile Maintenance Unit	██████████	██████████	██████████
Dry Creek Facility	██████████	██████████	Not applicable
NOTES: (1) Prices and rates are applicable at the Commencement Date and are subject to annual indexation in accordance with section 3.1 of this Attachment 6.			

Other applicable Supplier charges are detailed below:

Other charges	Rate (excluding GST)
Mobile brake test – rate per test (excluding labour)	██████████ per test *conditional rate, see assumptions in section 2.4.
NOTES: (1) Prices and rates are applicable at the Commencement Date and are subject to annual indexation in accordance with section 3.1 of this Attachment 6.	

If calling please ask for:  
Mai Ly

Telephone:  
8115 3914

Reference: ESS-18-2865

Mr Peter Flowers  
Program Manager Australia and NZ  
Babcock Pty Ltd  
ABN: 32 050 019 817

BY EMAIL ONLY: [peter.flowers@babcock.com.au](mailto:peter.flowers@babcock.com.au)

Dear Mr Flowers,

**ASSET MAINTENANCE SERVICES PARTNERSHIP AGREEMENT – EXERCISE OF EXTENSION RIGHT**

I refer to the agreement between the South Australian Metropolitan Fire Service (MFS) (**Government Party**) and Babcock Pty Ltd dated 3 August 2018 for the provision of Asset Maintenance Services Partnership (**Contract**).

I confirm that the Government Party is extending the Contract in accordance with Clause 5. Therefore, the extended term will commence on 7 August 2021 and expire on 6 August 2024.

The parties further agree that in all other respects the terms and conditions of Contract shall continue to apply without variation.

Please signify your agreement to this extension by signing and returning this letter electronically to Mai Ly, Principal Procurement Advisor, SAFECOM on [mai.ly@sa.gov.au](mailto:mai.ly@sa.gov.au).

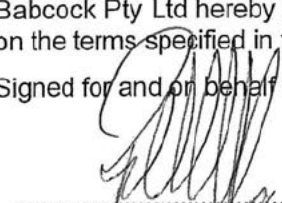
Yours sincerely,

  
M. Morgan, AFSM MBA  
**CHIEF OFFICER**  
**MFS**

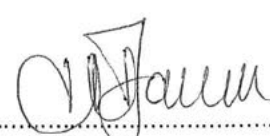
**30** April 2021

Babcock Pty Ltd hereby agrees to extend its Contract dated 3 August 2018 with the Government Party on the terms specified in this letter.

Signed for and on behalf of Babcock Pty Ltd

  
[Name: PETER FLOWERS]  
[Title: PROGRAM MGR.]

Date: 13 / 5 / 2021

  
Signature of Witness



99 Wakefield Street  
Adelaide SA 5000

GPO BOX 98  
Adelaide SA 5001

Tel +61 8 8204 3600  
Fax +61 8 8204 3838

[www.mfs.sa.gov.au](http://www.mfs.sa.gov.au)

ABN 26 897 550 904

# Internal Memorandum

To: Chief Officer Michael Morgan

From: Assistant Chief Fire Officer Phil Kilsby

Date: 29 April 2021

Subject: Babcock contract extension (1)

SP26 Objective No.:

Tracking No.: MFS21-0492



**METROPOLITAN  
FIRE  
SERVICE**  
SOUTH AUSTRALIA



\* Minor amendment to name as marked

## Situation

Further to the meeting 7 April 2021 between MFS Chief Officer Morgan, Assistant Chief Fire Officer (ACFO) Kilsby and Babcock staff and a subsequent meeting 23 April 2021 between ACFO Kilsby and Babcocks Peter Flowers, a request that the attached contract be extended by a further three years.

The first term of the contract will expire on 6<sup>th</sup> August 2021 and the agreement states;

"This agreement may be extended by the Government Party for the Extension Period by giving reasonable notice prior to the Expiry Date."

The first extension period is for three years and Babcock are seeking confirmation of your verbal commitment to extend.

The relationship of Babcock and the MFS working together will further improve the Safety and Reliability of the MFS fleet.

## Consultation:

The following stakeholders have been identified and consulted regarding this issue:

- Chief Officer Michael Morgan
- SAFECOM Principal Procurement Advisor Mai Ly

## Recommendation:

Approve the contract extension requested by Babcock commencing 7 August 2021 and expire on 6 August 2024.

Cost Centre: 3-351

Assistant Chief Fire Officer Phil Kilsby  
Infrastructure & Logistics



**Government  
of South Australia**



# Internal Memorandum

To: Chief Officer Michael Morgan

From: Assistant Chief Fire Officer Phil Kilsby

Date: 30 APRIL 2021

Subject: Babcock efficiencies



**METROPOLITAN  
FIRE  
SERVICE**  
SOUTH AUSTRALIA

SP26 Objective No.:

Tracking No.:

## Situation:

Babcock have requested a 3 year contract extension. This document is a brief outline of thier progress, while keeping in mind that they have not been working to the full extent of the initial contract until recently. Following is a summary of outcomes achieved over the past two and a half years.

- Through careful replanning and rescheduling of resources, reduced a backlog of nearly 1500 hours of preventative maintenance labour on Metropolitan appliances up to date.
- Delivered quarterly brake tests and shaker tests to stations, causing an increase in compliance. In May 2019 20% of vehicles tested were deemed roadworthy. Roadworthy defects found during testing are now sparse.
- Identified, and arranged corrective action for numerous safety related faults on the majority of the MFS Fleet.
- Full visibility of maintenance cost broken down by vehicle.
- Workshop equipment, lifting devices, and calibrated equipment are up to date for maintenance and appropriate records in place.
- Fluid sampling regime put in place to give advance notice of issues, so rectifications can be put in place in advance of failures.
- Organised the stockroom spare parts.
- A single Babcock invoice per month, instead of hundreds of invoices from many suppliers. (Massive reduction in administrative effort by SAMFS and SAFECOM accounts)
- Aerial appliances now having 3<sup>rd</sup> party inspections locally. Major inspections also delivered in SA. (A tendering exercise proved cost effective)



**Government  
of South Australia**

### Currently underway

- Use of Babcock Mobile Maintenance Unit at the Stations to reduce outstanding backlog of minor repairs, whilst maintaining workshop capacity for major and specialised repairs.
- Use of Babcock mobile brake tester at stations to reduce requirement for appliances to be taken off line for preventative maintenance.
- In conjunction with Engineering Staff, Fleet Manager and original equipment manufacturer (OEM), improving and streamlining preventative maintenance work instructions and scheduling, in accordance with relevant legislation, standards, and best practise.
- Identifying improvements to Engineering Staff training requirements.
- Streamlining and improving major appliance projects, to achieve a better timeframe and value for money.
- Technicians record their time and parts electronically reducing paper records and providing an electronic auditable record. Further improvements underway.

### **Consultation:**

The following stakeholders have been identified and consulted regarding this issue:

- Babcock staff

### **Recommendation:**

It is recommended that you:

- Note the above information

**Cost Centre: 3-351**

**Assistant Chief Fire Officer Phil Kilsby  
Infrastructure & Logistics**