

Facilities Management and Glamorgan Archives

Background

When the new Glamorgan Archives was established in 2010 maintenance contracts were set up with the various sub-contractors who had worked on the build to ensure continuity during the snagging and latent defect stages. These contracts have been continued and in some cases extended subsequently. The larger contractors work across the site on the Retail Park, football stadium and Lewis Martin Court creating efficiencies for the smaller service, particularly in terms of response times and surveillance.

The City of Cardiff Council introduced a framework maintenance agreement in June 2013. Information had been supplied over the course of the previous 2 years on the existing GA contracts and several meetings to discuss the issues were held between the Glamorgan Archivist and CCC staff. Facilities Management (FM) had previously taken over maintenance responsibilities for Cardiff's principal administrative buildings although certain buildings, including GA were identified as being out of scope. From June 2013, however, GA was included in the framework and staff were instructed that all maintenance was to be administered via FM.

As no notice of the change had been given and no surveys of anticipated work had taken place contracts were already in place for the year. These were allowed to run on after negotiation. Quotes obtained for outstanding issues were rejected and the work transferred to the contracted company.

Issues

At meetings of the Joint Committee members have expressed the following concerns:

- delays experienced in completing maintenance
- additional costs incurred though the need to use FM staff to liaise with contractors
- lack of communication between contractor and client (GA)
- failure to better or even to match current contract price and conditions
- removal of evaluation controls: GA has previously withheld payment of invoices if the work has not been acceptable, invoices are now sent to FM and paid internally.

A further concern is that contracts have been extended until September in the expectation that a full tendering process will have taken place by then and new contracts can be added to the framework with full information. Contractors are expected to survey buildings to feed into this process but have not yet approached GA.

Conclusion

It is anticipated that many of these issues are transitional and will settle as processes embed. Reassurance is sought on quality control, cost, and responsiveness.

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