

Maintenance

Master Specification

M6 Data, Reporting, and Governance

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Contents

Contents	3
M6 Data, Reporting, and Governance	4
1 Meeting Requirements	4
2 Program of Work	4
3 Management Plans	5
4 Data Recording and Reporting Requirements	6
5 Asset Register	8
6 Road and Rail Interface Inspection Reporting (RRR)	9
7 Reporting of Third Party Claims	9
8 Monthly Report	9
9 Annual Report	9
10 Hold Points	10

M6 Data, Reporting, and Governance

1 Meeting Requirements

- 1.1 The Superintendent will arrange for:
 - a) Monthly Contract Meetings to be held between the Superintendent, the Contractor's Site Representative, appropriate subcontractors, and any other persons the Superintendent may nominate to be present. The purpose of these meetings is to assist in attaining full co-operation between all parties as well as checking progress and quality of the work and providing the opportunity for general discussion. The Principal may direct that separate meetings be conducted for Civil, Electrical, Pavement Marking, MCWP, and ARWP as required;
 - b) Quarterly Client Meetings are to be held between the Principal, the Superintendent and the Contractor's Management Team, and Contractor's Site Representative. The Superintendent may nominate subcontractors and any other persons to be present also at the meeting. The purpose of these meetings is to have a full understanding of the Assets and to determine actions required for the long term management of those Assets; and
 - c) Bi-annual Strategic Leadership Team (SLT) Meeting to be held between the Principal's Strategic Leadership Team and the Contractor's Leadership Team. The purpose of the meeting is to have high level strategic discussion with regards to the operation, management, and performance of the Contract. The Contractor shall provide a summary of the previous six-months' monthly reports (refer Clause M6 Clause 9) for discussion at the SLT.
- 1.2 The Superintendent will arrange for minutes of these meetings to be recorded. The minutes will be forwarded to all parties after each meeting. If a party does not accept any aspect of the minutes as being a reasonable record of the meeting, then that party shall advise the Superintendent within 5 working days of receipt of the minutes of the proposed changes required to be made in order to achieve a reasonable record of the meeting. The Contractor and the Superintendent shall sign the minutes for confirmation.
- 1.3 The minutes of these meetings shall not form part of the Contract and are for information only. If, at these meetings, the parties agree upon an amendment to the Contract or the Superintendent issues a direction, the amendment or direction shall be clearly identified as such and documented separately from the meeting minutes. This shall be either through an instruction, Work Order, or Variation Notice to the contract.

2 Program of Work

Maintenance Programs

- 2.1 The Contractor shall prepare Maintenance Programs which shall be updated quarterly with the Monthly Report (Clause 8) and at a minimum, show the following for the forthcoming 12 months:
 - a) the timing of Network Inspections (vide Table M4 1-1 and M4 Clause 3 "Network Inspections") to ensure that defects are assessed, identified and, where required, recorded on the Maintenance Activity and Defects Register (MADR),
 - b) the timing of Asset Inspections (vide Table M4 1-1 and M4 Clause 5 "Asset Inspections");
 - c) the timing of Joint Inspections (vide Table M4 1-1 and M4 Clause 4 "Joint Network Audit"); and
 - d) known/funded Programmed Activities:
 - i) All RMS and CRMS activities (other than Loop Activities vide M4 Clause 2 "Loop Inspections").
 - ii) SMS
 - iii) Event Management
 - iv) Works By Others
 - v) Preparation for Reseals

- vi) ARWP
- vii) MCWP.

- 2.2 If the Principal has defined program criteria or constraints for any part of the work, these must be incorporated as part of the Maintenance Programs.

Works Program

- 2.3 A more detailed Works Program will be required for non-Routine Maintenance activities, the details of which will be defined within the relevant Work Order.
- 2.4 The Contractor must provide a detailed works program for Routine Maintenance activities if requested by the Principal.
- 2.5 Where works will or may affect electrical assets such as in-pavement vehicle detectors or other traffic sensing/monitoring devices located at traffic signals or on managed motorways, the Contractor shall provide the DIT TMC with an accurate schedule of works, which includes the anticipated times that these Assets will be affected and also reinstated. Reinstatement of any Assets rendered inoperable by any road reinstatement works shall be the responsibility of the Contractor.

Limitation on Programming and Sequence of Work

- 2.6 The Maintenance Specifications contain requirements that will impose limitations on the Contractor's program and sequence of work. Any additional constraints or limitations not covered elsewhere in the Specification are listed in **Contract Documents**.
- 2.7 The Contractor must program all works to avoid causing additional disruption during significant community events as notified by the Superintendent.
- 2.8 The Contractor must work collaboratively to optimise forward works programmes with other Stakeholders including Local Government and Utility Services (refer M3 "Stakeholder Engagement").
- 2.9 The Contractor must schedule roadworks leading up to and during long weekends and public holidays as follows:
- a) unless otherwise approved, work is not permitted on roads between midday the day before a holiday period and midday the day after a holiday period; and
 - b) requests to undertake work during holiday periods shall be made at least 2 weeks prior to the holiday period.

Third Party Works

- 2.10 The Principal reserves the right to direct third party works to the road network assigned within the Contract Zone.
- 2.11 The Contractor must make any necessary changes to the Works Program to facilitate the proficient and safe execution of third party works. The Contractor shall liaise with the third party contractors to avoid disruption, delays or possible conflicts with Works under this Contract.

3 Management Plans

- 3.1 The Contractor shall develop and implement all Management Plans required to deliver the works under the contract. The following Management Plans are Controlled Documents which must be provided to and approved by the Superintendent before the conclusion of the Mobilisation Period vide M5 "Transition In / Transition Out".

Table M6 3-1 Management Plans

Title	Content Required
Safety Management Plan	Refer PC-WHS1
Quality Management Plan	Refer PC-QA1
Contractor's Environmental Management Plan	Refer M7
Sustainability Plan	Refer M9
Risk Management Plan	Refer M1
Emergency Management Plan	Refer M2
Stakeholder Engagement Plan	Refer M3
Transition In Plan	Refer M5
Transition Out Plan	Refer M5

- 3.2 The Contractor shall review and update all Management Plans at least annually and be supplied as part of the Annual report (Clause 9) with the exception of the Transition In and Transition Out Plans.
- 3.3 Approval of the updated Management Plans by the Superintendent shall constitute a **Hold Point**
- 3.4 The Management Plans listed in Table M6 3-1 are not an exhaustive list of the plans required.
- 3.5 Other plans developed and implemented by the Contractor in order to deliver the Works under the Contract including those such as a Contract Management Plan, Business Continuity Plan, Incident Management Plan, Records Management Plan, Competency Management Plan, Depot Management Plan, Project Management Plan, Traffic Management Plans, and Procurement Plan etc. are not Controlled Documents and may be updated without the approval of the Superintendent.
- 3.6 For ARWP and MCWP works additional tailored Management Plans will be required.

4 Data Recording and Reporting Requirements

General

- 4.1 The Contractor shall record the information required by this Part and supply it to the Superintendent electronically. The information shall be in the format specified and as amended from time to time. All asset inspection reporting and audit results shall be forwarded to the Superintendent within one week of completion of the inspection or audit.
- 4.2 Other reports or information requested by the Superintendent shall be submitted within one week of notification.
- 4.3 The Contractor must provide the Principal with access to the Contractor's asset management information system. The Contractor's asset management information system must:
- have a GIS Mapping display interface;
 - be Cloud based allowing web based access;
 - provide access to reporting functionality and other data which may be beneficial to the Principal;
 - provide easy access to all Asset Register, Defect and Activity related information; and
 - be able to be used for the processing and monitoring of Work Orders.

Reporting of Activities and Defects (MADR)

- 4.4 The Maintenance Specifications define which defects shall be reported to the Superintendent. The Contractor shall report this information in accordance with M19 "Maintenance Activity and Defect Register Data Requirements" and any other data requirements.
- 4.5 Defects on sections of the Network exempt from Routine Maintenance shall also be recorded on the MDR.
- 4.6 The Contractor shall supply an updated MADR to the Superintendent with each Monthly Report (Clause 8) including all open and closed activity and defects since the last supplied data.

- 4.7 The Contractor shall supply monthly a MADR to the Superintendent with each payment claim and the percentage of Defects (per activity) “not completed” within the response time for the month.
- 4.8 The Superintendent may recalculate the percentage of Defects “not completed” from the data presented if discrepancies are found during auditing.
- 4.9 The Contractor must retain all MADR data for the duration of the Contract.
- 4.10 The Contractor shall provide the MADR detailing all open and closed Defects at the request of the Superintendent within 3 working days.

Location Protocol

- 4.11 At intersections and junctions, Defects shall be assigned to one designated priority road in accordance with the following:
 - a) where multiple roads are National Highways, priority shall be assigned to the road with the lowest National Link Number;
 - b) where one road is a National Highway, priority shall be assigned to the National Highway; and
 - c) where none of the roads are a National Highway, priority shall be assigned to the road with the higher road number.
- 4.12 The extent of pavement assigned to the priority road shall be in accordance with Figure M6 4-1 and Figure M6 4-2. Defects located on council maintained side roads shall be recorded as the location plus lane code noted as L (left) or R (right).

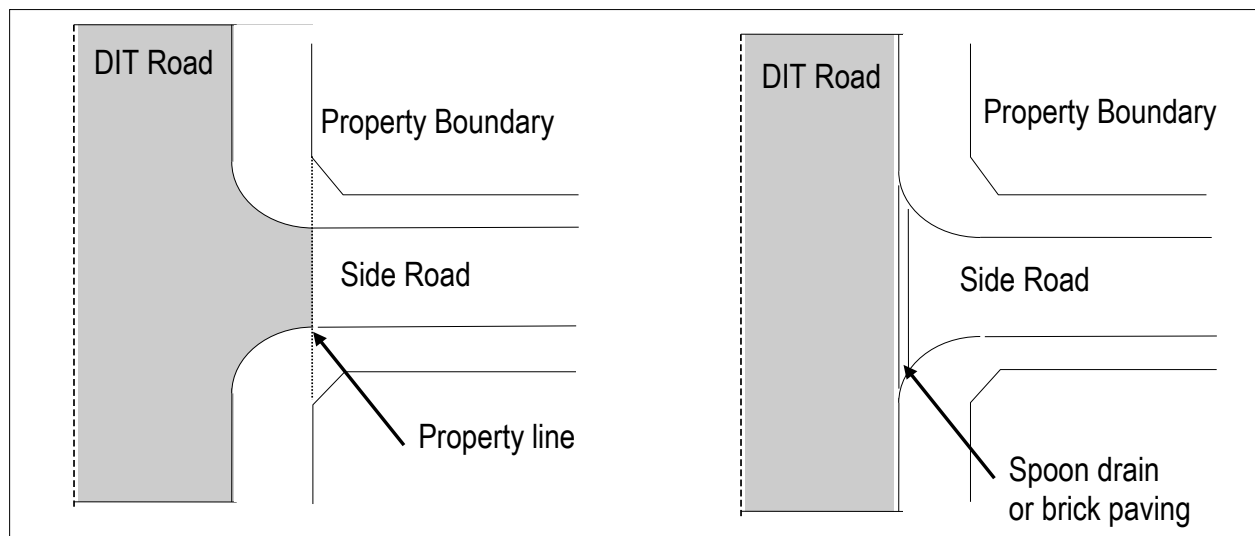


Figure M6 4-1 Extent of Pavement Assigned to Priority Roads at T-Junctions

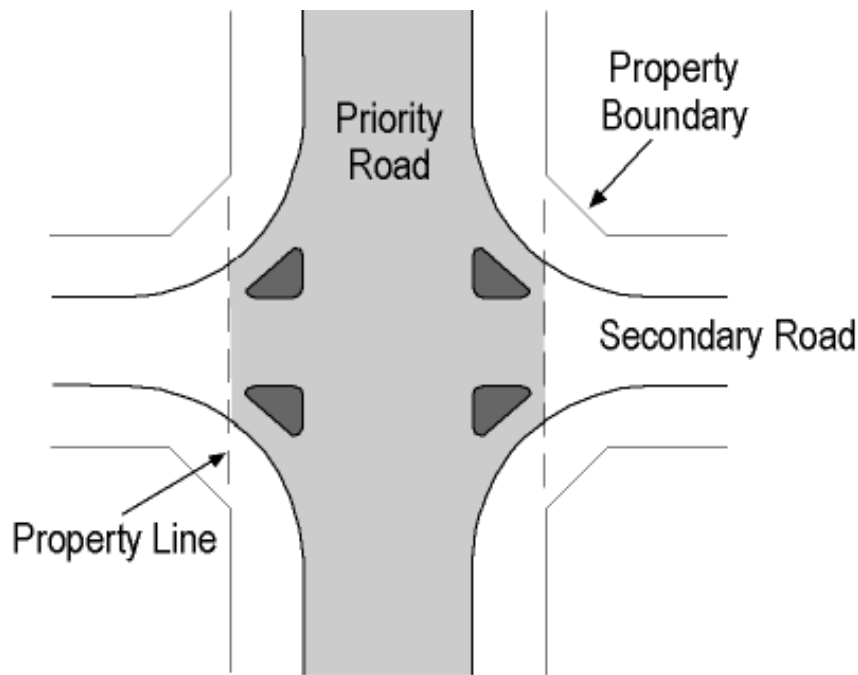


Figure M6 4-2 Extent of Pavement Assigned to Priority Roads at Major Intersections

Location Markers

- 4.13 Maintenance Markers (MM) are used as a field location reference only. Generally markers are placed approximately 1 km apart on the sealed road network and approximately 5 km apart on the unsealed network and are identified by a distance plate attached to a star dropper. Maintenance Markers are usually not present in urban areas.
- 4.14 The Road Running Distance (RRD) is measured in kilometres from the start of the road along the principal carriageway (left hand side for divided roads).
- 4.15 Notwithstanding the presence of a MM, all data must be captured using GPS co-ordinates only and not referenced or calculated from MM or RRD.

5 Asset Register

- 5.1 Where available the Principal will provide Asset Registers for the Contract Zone.
- 5.2 During the Verification Period the Contractor must check, identify and log all inventory changes, omissions or additions in these Asset Registers vide M5 "Transition In / Transition Out". This includes all required condition data.
- 5.3 The Contractor must supply the updated and completed register to the Superintendent electronically at the end of the Verification Period. At this time, this electronic data shall fully conform to all of the data requirements of M18 "Asset Data Collection".
- 5.4 The Contractor shall maintain these registers for the duration of the Contract and shall provide a copy of the updated dataset every 6 months to be included with the Monthly Report (Clause 8).
- 5.5 The Principal may, from time to time, provide the Contractor with additional Asset Registers which will be required to be managed in accordance with this Part.
- 5.6 During the course of the Contract, the Principal may add, remove, or decommission network assets. The Contractor must identify and include in the Asset Register all new / additional or decommissioned / removed Assets.

6 Road and Rail Interface Inspection Reporting (RRR)

- 6.1 The Contractor shall provide an annual inspection report of all DIT's Road and Rail Interfaces within the Contract Zone. The Contractor will undertake the inspections in accordance with Appendix M6a "Work Instruction for Road and Rail interface inspections". Defects identified to be recorded on the MDR shall be rectified in accordance with the Maintenance Specifications.
- 6.2 A list of road and rail interfaces and individual sketches for each site can be found in the **Contract Documents**. This list defines the location and other information and the unique identifier (RLX number) for each site which is used to define the site and relevant sketches.
- 6.3 A state-wide map showing the location of the Road and Rail interfaces is also provided in the **Contract Documents**.
- 6.4 Road and rail interface inspection reporting is a CRMS activity.

7 Reporting of Third Party Claims

- 7.1 The Contractor shall develop and implement a system, which records, analyses and provides a written response to all claims for injury or damage to property made by third parties relating to use of the road network. The system shall be capable of recording information concerning the condition of the network where relevant to the claim. The Contractor shall provide the Superintendent with quarterly reports on these claims, which includes details of the nature of the Defect relating to each claim to be provided with the Monthly Report (Clause 8).
- 7.2 All written responses to claimants shall be within 30 days of receipt of the claim advising:
 - a) acceptance or denial of the claim;
 - b) referral to another party; or
 - c) referral to the insurers or solicitors for resolution.

8 Monthly Report

- 8.1 The Contractor shall provide a monthly report within ten (10) business days of the end of the month. As a minimum the report shall include the content provided in Appendix M6b "Road Network Maintenance – Monthly Report".
- 8.2 The monthly report shall also identify any additions or removals to the requirements specified in the **Contract Documents**.

9 Annual Report

- 9.1 The Contractor shall provide an annual report summarising the previous 12 months monthly reports within twenty (20) business days of the end of the financial year. The report must include at a minimum, but is not limited to:
 - a) an annual summary of each section of the monthly report;
 - b) Key Performance Indicators and actual performance against each Key Performance Indicator;
 - c) benchmarking of the performance of subcontractors; and
 - d) any changes to the Contract including the identification and implementation of any improvements or innovations.

10 Hold Points

10.1 The following is a summary of Hold Points, vide PC-QA1 "Quality Management Requirements", referenced in this Part:

Document Ref.	Hold Point	Response Time
3.3	Submission of updated Management Plans	10 Working Days