

# Maintenance

## Master Specification

## M2 Maintenance Services

### Document Information

KNet Number:	14292295
Document Version:	2
Document Date:	July 2022

DEPARTMENT FOR  
INFRASTRUCTURE  
AND TRANSPORT



Government of South Australia

Department for Infrastructure  
and Transport

## Document Amendment Record

Version	Change Description	Date
1	Initial issue	
2	SMS CIL Levels, Appendix 1 update activity codes. Format update.	July 2022

## Document Management

This document is the Property of the Department for Infrastructure and Transport and contains information that is confidential to the Department. It must not be copied or reproduced in any way without the written consent of the Department. This is a controlled document and it will be updated and reissued as approved changes are made.

## Contents

Contents	2
M2 Maintenance Services	3
1 General	3
2 Routine Maintenance (RMS and CRMS)	3
3 Exemption of Routine Activities	3
4 Excluded Routine Activities	4
5 Specific Maintenance Services (SMS)	4
6 Event Management (EVM)	5
7 Emergency Management (EME)	5
8 Works By Others	7
9 Crash Scene Preliminary Investigation (CSP)	9
10 Preparation for Road Reseals and Rehabilitation Works	9
11 Annual Renewal Works Program (ARWP)	10
12 Minor Capital Works Proposals (MCWP)	10
13 Maintenance Reporting	10
14 Performance Targets	11
15 Appendix 1 – Maintenance / Activity Codes	13
16 Appendix 2 – Maintenance Activity Standards	16
17 Appendix 3 – Application for Exemption	18
18 Appendix 4 – Rock Fall Inspection Template	20

---

## M2 Maintenance Services

### 1 General

- 1.1 Maintenance Services include a range of planned preventative and reactive maintenance activities and other services which ensure safe, reliable and efficient use of the assets to meet Level of Service requirements for users.

### 2 Routine Maintenance (RMS and CRMS)

- 2.1 Routine Maintenance consists of:
- a) undertaking the Routine Maintenance activities specified in this Contract;
  - b) undertaking Loop Inspections and activities vide M4 Clause 2;
  - c) undertaking the entire repair of Defects that have reached Intervention Level and Compulsory Intervention Level within the Response Times specified in the Maintenance Activity Standards;
  - d) preparing and implementing Maintenance Programs and Works Programs in accordance with M6 Clause 2 "Programs of Work");
  - e) undertaking the inspection, recording and reporting of Defects in accordance with M4 "Inspections" and M6 "Data, Reporting and Governance"; and
  - f) other works as directed by the Superintendent.
- 2.2 Unless specified otherwise in the Maintenance Specifications, any Defect that reaches Compulsory Intervention Level (**CIL**) shall be repaired within 24 hours of the Contractor becoming aware of the Defect reaching Compulsory Intervention Level.
- 2.3 Routine Maintenance Services are either Lump Sum or Fixed Price depending upon whether they are undertaken on a cycle of less than a month or at the discretion of the Contractor to meet certain performance outcomes, or whether they are on a longer cyclical program. This is defined in the Maintenance Specifications.
- 2.4 Lump Sum routine maintenance activities are defined as Routine Maintenance Services (RMS); Fixed Priced Services are defined as Cyclical Routine Maintenance Services (CRMS).

### Growth of Defects

- 2.5 Where a RPC, RPN or RPS Defect that is initially recorded as Routine Maintenance deteriorates such that the area of repair increases **within the Response Time of the Defect identified** to a size beyond the Routine Maintenance criteria, then these Defects shall be treated as Specific Maintenance and shall be re-recorded. No other Routine Maintenance Defects will be treated this way.
- 2.6 If any Defects recorded under Routine Maintenance are not repaired within the Response Time and the Defect increases in size beyond the Routine Maintenance criteria, the repair shall be at the Contractor's cost.

### 3 Exemption of Routine Activities

- 3.1 Should an activity or section of road be Excluded or Exempt from Routine Maintenance it will be specified as such in the **Contract Specific Requirements**.
- 3.2 During the course of the Contract, the Contractor may seek exemption to have one or some activities suspended from their Routine Maintenance responsibility.
- 3.3 To seek exemption of any activity, the Contractor must use the "Application for Exemption" in Appendix 3 – Application for Exemption. All Exemptions must be approved by the Principal.

- 3.4 This process is based on the fundamental principle that the effort to undertake Routine Maintenance has reached its limits and this effort increases to the point that it cannot be supported by the resources allocated to routine maintenance.
- 3.5 Notwithstanding the above, any activity that is Exempt from Routine Maintenance does not Exempt any other activity within the same road section.
- 3.6 Defects occurring in Exempt sections of the Network and Defects specified as being Exempt in the Contract Specific Requirements or approved to be Exempt by the Superintendent during the Contract in accordance with this Clause, shall be treated as Specific Maintenance Services.
- 3.7 Exemption may be removed by the Principal following reassessment or completion of works to the exempted road section.

## 4 Excluded Routine Activities

- 4.1 Some Routine Maintenance activities may be excluded from the Contract scope (either temporarily or permanently) where access is not available due to site possession or activities being undertaken by others.
- 4.2 Defects and maintenance activities occurring in Excluded sections of the Network and activities specified as being Excluded in the **Contract Specific Requirements** or advised to be Excluded by the Superintendent during the Contract in accordance with this Clause, shall not be undertaken by the Contactor for the duration of the exclusion.
- 4.3 Notwithstanding the above, any activity that is Excluded from Routine Maintenance does not Exclude any other activity within the same road section.

## 5 Specific Maintenance Services (SMS)

- 5.1 Maintenance works and other Services that are not included in RMS or CRMS may be treated as Specific Maintenance Services (SMS). The program of works for these activities is dependent upon annual budget allocations and network priorities.
- 5.2 The Principal may invite the Contractor to submit an offer or negotiate for SMS, but is under no obligation to do so.
- 5.3 Any amount or rate accepted by the Principal under this Clause shall be the lesser of the Agreed Price or the price calculated using the Schedule of Rates.
- 5.4 Where the Contractor submits an offer for undertaking SMS, the Contractor shall include written details of any impact that the SMS will have on the program for delivery of Routine Maintenance.
- 5.5 SMS shall be carried out in accordance with the Maintenance Specifications or DIT Master Specification, as appropriate. Where agreement is reached for the Contractor to undertake SMS, the following details will be recorded on the Work Order issued by the Superintendent:
- a) the location, nature and extent of the work;
  - b) the estimated quantity of each item of work;
  - c) the basis for calculating the payment due;
  - d) any restrictions to the working hours applicable to the work;
  - e) the completion date of the work; and
  - f) any other information and direction, which the Superintendent deems necessary for the completion of the instructed work.
- 5.6 Unless specified otherwise in the Maintenance Specifications, any SMS Defect that reaches Compulsory Intervention Level (**CIL**) the Contractor shall notify the Superintendent within the month and submit an offer to undertake the SMS activity.
- 5.7 Any sealed road pavement related SMS activities (Refer M10) completed by the Contractor shall have a Defects Liability Period of 12 months from completion of the Works.

## 6 Event Management (EVM)

- 6.1 South Australia hosts a number of significant community events such as the Tour Down Under and Adelaide 500 Supercars. The Contractor is to provide Services where required to assist in the facilitation of these events including traffic management, removal and reinstatement of kerbing, signage, and traffic signals etc. Event Management is an SMS activity.
- 6.2 Preparation for community events may also include the repair of Defects that have reached Intervention Level but are still within Response Time. The completion of those Defects identified shall be undertaken and completed no later than 2 weeks before the start date of the event. There will be no additional payment made for the rectification of these Defects.
- 6.3 As part of the joint inspection, the Contractor may also be requested to rectify Specific Maintenance Defects and these works shall also be undertaken and completed no later than 2 weeks before the start date of the event.

## 7 Emergency Management (EME)

### General

- 7.1 The Contractor is responsible for providing a 24 hour emergency on call facility to respond to incidents that impact traffic flow or safety on the network such as accidents and major traffic incidents, major weather events, critical asset failure, hit or fallen traffic signals and lights, asset damage and vandalism, hazardous material spillage and traffic-affecting obstructions including fallen trees, and abandoned vehicles. This applies to all obstructions or safety hazards on a DIT road located within the Contract Zone regardless of ownership of the fallen asset or whether or not maintenance of the asset is included in the scope of this Contract. Provision of the 24 hour emergency on call facility is an RMS activity.
- 7.2 This emergency on call facility is provided to assist emergency services when road closure or Defect repair is required as a result of any of the events listed above and also to support the Traffic Management Centre (TMC) in meeting its incident response targets.
- 7.3 Emergency Management activities include:
  - a) providing safe traffic control, including road closures, contra-flows and traffic detours to minimise disruption to road users;
  - b) clearing or cleaning up the incident site;
  - c) identifying and making good any damage to assets so that the road is safe for operation (noting this may be temporarily at a restricted capacity); and
  - d) verifying that damaged assets are safe to be brought back into operation or are safe to be reopened.
- 7.4 The Contractor shall ensure that the location of depots and work resources shall be such as to provide satisfactory and prompt response to emergencies within the road network for this Contract in accordance with the Response Times provided within the Maintenance Activity Standards.
- 7.5 The Contractor shall make provisions for all labour and plant per event to make the site safe and attend to the rectification work. Any additional resources will require approval from the Superintendent unless requested by Emergency Services.
- 7.6 Emergency Management is an SMS activity where the activity cannot be undertaken with resources readily available to the Contractor during normal working hours. Where Emergency Management is an SMS activity, plant will be paid for at normal rates specified in the Schedule of Rates for Dayworks.
- 7.7 Any emergency work that impacts the delivery of RMS activities will need to be negotiated with the Superintendent with regard to the recovery of lost hours.
- 7.8 Where applicable the Contractor must gather as much information as possible to enable the Principal to recover the cost of repairing the damage from the responsible party or their insurers. The Contractor must liaise with the Principal and its insurers as required.

- 7.9 An emergency management event includes instances where the Contractor is requested to provide resources and does so in a timely manner but the resources are not required (e.g. if the incident is resolved earlier than expected).
- 7.10 The scope of the Services in this category does not include those required to be performed under another service category (e.g. Routine Maintenance). For the avoidance of doubt, an Emergency Management event will not be considered to have occurred where it relates to a request for the Contractor to perform Routine Maintenance Services on an urgent basis (e.g. an urgent request to repair a pothole or clearing a blocked drain which is considered to be a hazard but which should be dealt with under RMS).

## Emergency Management Requirements

- 7.11 The Contractor shall:
- a) provide an effective telephone system and / or radio system for vehicle to vehicle and site to site communications along with a compatible SAGRN (P25 compliant) radio for direct EM communications in order to manage and direct staff in an emergency;
  - b) provide clear identification of the company vehicles and uniforms of staff attending emergency call-outs;
  - c) attend the site and undertake the necessary works to make the road safe for road users;
  - d) co-operate with all emergency service organisations and/or DIT personnel and / or DIT incident commanders with regard to any emergency;
  - e) notify the relevant firefighting authority of hazardous materials spillages;
  - f) ensure that all personnel are suitably protected in the event of hazardous spillages;
  - g) provide to the Superintendent the names of employees available for emergency call-outs. The list shall be current at all times (i.e. shall cover staff absences and changes);
  - h) ensure a process for staff reporting and checking-in during and at the end of the emergency response activity; and
  - i) refer any request from third parties to carry out "off carriageway" work to the Superintendent.
- 7.12 The Contractor shall maintain records of:
- a) calls relating to Emergency Management; and
  - b) lane closures exceeding 1 hour or where peak hour traffic is affected.

## Secondary Response

- 7.13 Where traffic can be accommodated safely through the use of signs, lane closures and / or detours, corrective work resulting from Emergency Management shall be programmed for execution during normal working hours.

## State Disaster or Emergency

- 7.14 Under the Emergency Management Act 2004 (SA), the Principal is a support agency under the State Emergency Management Plan, and has a role coordinating:
- a) the provision of response and recovery services for transport infrastructure (road, rail, air and marine);
  - b) transport and traffic management decisions; and
  - c) the transport support functions for other functional services.
- 7.15 Upon declaration of a State Disaster, the resources of all transport organisations are controlled by the State Commander Transport. The Principal uses a similar framework in response to emergencies.
- 7.16 Upon request from the Superintendent, the Contractor shall make available any plant and personnel used in conjunction with this Contract to respond to an Emergency or State Disaster. The Contractor

maybe also required to undertake works outside of their designated Contract Zone and similarly the Superintendent may request other contractors to work within their Contract Zone.

- 7.17 The Contractor will comply with Australian Government, State Government and DIT specific requirements relating to the Australian Government's Disaster Recovery Funding Arrangements 2018. This may include, but is not limited to, requirements relating to damage assessment, costs estimates and capture, invoicing, data and records. This obligation applies to activities undertaken by the Contractor pre-disaster, during disasters and post-disaster.
- 7.18 The Contractor is obliged to comply with requirements relevant to the Disaster Recovery Funding Arrangements 2018, such as those contained in, but not limited to, the following documents:
- a) State Recovery Office fact sheets relating to the Disaster Recovery Funding Arrangements;
  - b) Department of Treasury and Finance documents relating to the Disaster Recovery Funding Arrangements;
  - c) The Disaster Recovery Funding Arrangements 2018 and associated guidelines issued by the Australian Government;
  - d) DIT specific requirements as may arise; and
  - e) DIT Estimating Manual – Transport Infrastructure Projects (EST 600) which incorporates The Australian Government's Department of Infrastructure, Regional Development and Cities' Cost Estimation Guidance Notes.
- 7.19 Works carried out under this Clause are SMS activities.

## Emergency exercises

- 7.20 The Contractor shall participate in occasional desktop / field emergency exercises and training, as required by the Principal. This is an RMS activity.

## Jetty closures (JET)

- 7.21 The Principal may request that the Contractor close the access to jetties in the event of inclement weather or other incident. Jetty closure is an RMS activity. Any jetties included in this scope are listed in the **Contract Specific Requirements**.

## 8 Works By Others

- 8.1 General road works, excavation and reinstatement of the road surface and other works that impact the Principal's assets may be undertaken by other persons, Private Organisations, Utility Providers, other Government Departments, Corporate Bodies or other third parties.
- 8.2 The works are typically financed, designed and constructed by others, however on completion and following a defects liability period, the works become a Principal-owned asset and the responsibility of the Contractor for ongoing maintenance where they are Assets located within the Contract Zone.
- 8.3 The types of work performed by third parties subject to DIT approval include:
- a) Excavation and Trenching, typically due to utility modifications or new installations, including temporary and permanent restoration of pavements, pavement marking and other impacted assets;
  - b) Developer Works, which include changes in configuration of road assets. Such infrastructure generally facilitates traffic access and flow into, or around land use developments such as shopping centres, residential and industrial estates; and
  - c) Other Capital Works, which includes various other works by councils, DIT or others that are not dealt with under the categories above.
- 8.4 The Contractor must assist the Principal in the management and coordination of Works by Others on the Assets to ensure that they meet the Principal's functional and Level of Service requirements.
- 8.5 If the Contractor witnesses any occurrence of unsafe work practices or worksite management, the TMC must be notified immediately.



- 8.6 The Contractor must undertake an inspection of the Works by Others one month prior to expiry of their associated third party defects liability period in order to confirm that there are no outstanding issues for the third party to rectify, or to provide sufficient time to ensure defects are rectified prior to expiry of the third party defects liability period.

## Excavations and Trenching (TRM)

- 8.7 Prior to obtaining a road occupancy permit, third parties are required to identify whether the works will have an impact on the Principal's Assets and if so, obtain permission from the TMC to carry out the works.
- 8.8 After any permit is issued, the Principal will advise the Contractor who will monitor the works and verify that the reinstatement meets the Principal's requirements.
- 8.9 Once temporary restoration works are completed the Contractor will be responsible for identifying any potential hazards in the works and coordinating their rectification with the respective utility owner.
- 8.10 Once permanent restoration works are completed the Contractor will be responsible for identifying defects and co-ordinating their rectification by the respective utility owner until the defined third party defects liability period is expired and then undertaking ongoing maintenance of the Assets in accordance with the relevant specification.
- 8.11 Excavations, trenching and restoration works carried out by third parties must comply with the requirements of [https://dit.sa.gov.au/contractor\\_documents/works\\_on\\_road\\_by\\_other\\_organisations](https://dit.sa.gov.au/contractor_documents/works_on_road_by_other_organisations), DIT Master Specification RD-EW-C2 "Trench Excavation and Backfill" and DIT Master Specification RD-PV-C6 "Reinstatement of Existing Pavements" and must include the restoration of all Assets including vehicle detector loops, pavement marking, road pavement and surfacings.
- 8.12 Management of Excavations and Trenching is an RMS activity.

## Developer / Council / DIT Capital Works (DEV, COU, CAP)

- 8.13 The Principal may provide details of any third party works proposals to the Contractor and may request information from the Contractor relating to the request including the estimated value of the reinstatement so an appropriate security bond can be obtained by the Principal from the proponent. The Principal will provide the Contractor with all relevant information provided by the proponent clarifying the works to be undertaken and the Principal's requirements. The Contractor shall make themselves familiar with the key technical requirements, hold points and construction milestones which need to be met for compliance with the Principal's requirements.
- 8.14 When requested by the Principal, the Contractor will provide construction surveillance of these works. The objective of the surveillance is to ensure that the works undertaken by others are undertaken in accordance with the requirements of the DIT Master Specifications and any relevant Australian Standards.
- 8.15 The Contractor will estimate the time and resources required to undertake the construction surveillance and ensure that a suitably qualified person is present during the critical activities of the works to meet DIT Master Specification requirements and release hold points.
- 8.16 If at any time (up to and including during the third party defects liability period) the works are found to not be working to or meeting the Principal's requirements, the Contractor is to firstly advise the third party or their representatives of these non-conforming works and instruct them to undertake the works as agreed and specified. If these works are non-conforming and discussions are not successful, the Contractor must contact the Superintendent immediately. The Contractor must then provide the Superintendent with all information relating to the non-conformance after which the Principal will progress the issue.
- 8.17 The Contractor shall keep detailed diary notes of the works, relevant photos from every site visit and copies of any correspondence and other relevant information associated with these works.
- 8.18 Management of Developer, DIT, Council or others Works may include the following activities:

- a) verifying that the third party has in place all relevant documentation and approvals to carry out the work including verifying that the third party has conducted any necessary road safety audits and undertaken any works required as a result;
  - b) reviewing proposed operations and maintenance plans and providing input regarding whole of life cost and practicality;
  - c) advising the Principal in respect of site-related issues or proposed design changes;
  - d) conducting inspections, audits and / or surveillance of the works;
  - e) releasing hold points and verifying that practical completion has been achieved;
  - f) managing the handover of Assets (including information transfer) and verifying that the Assets meet the Principal's requirements;
  - g) verifying that any defects have been closed out, and management of third party defects liability periods; and
  - h) any other activities requested by the Principal.
- 8.19 For DIT Major Capital Works Projects, the Contractor may also be requested to:
- a) represent the Principal for handover, receipt of training and commissioning activities for new assets;
  - b) Review and provide input to the Projects' design and associated operations and maintenance requirements and manuals to ensure on-going maintainability and optimum whole of life cost; and
  - c) Provide advice on maintenance cost impacts.
- 8.20 Management of Developer / Council / DIT / other capital works is an SMS activity. The Contractor must track and supply cost information for the Services so that the Principal can be reimbursed by the Developer or capital project.

## 9 Crash Scene Preliminary Investigation (CSP)

- 9.1 When requested by the Superintendent, the Contractor shall undertake a Crash Scene Preliminary Investigation within 48 hours of notification of a fatal crash.
- 9.2 The Contractor must investigate and provide the information as specified in Appendix M2a "Fatality Preliminary Site Inspection Checklist" and provide the completed report to the Superintendent in the format provided (being either electronically or a scanned legible copy) within 24 hours of the investigation. The Crash Scene Preliminary Investigation report must include photos of the site and all relevant roadside measurements.
- 9.3 Crash Scene Preliminary Investigations are an SMS activity.
- 9.4 Rectification to Assets will be managed as part of Clause 7 "Emergency Management (EME)".
- 9.5 As part of the investigation, the Contractor must confirm that the site has been made safe, any debris from the road side has been removed and any damage to Assets has been rectified.

## 10 Preparation for Road Reseals and Rehabilitation Works

- 10.1 Details of the Principal's preliminary reseal and rehabilitation program will be provided to the Contractor annually. The Contractor shall attend a joint inspection of the areas to be treated with the Superintendent to determine the extent of works and the time for completion of any Routine and / or Specific Defects identified.
- 10.2 Preparation for reseals and rehabilitation works will include the repair of Routine Maintenance Defects that have reached Intervention Level but are still within Response Time. The completion of these Defects identified shall be undertaken as directed by the Superintendent and shall be completed no later than 4 weeks before the proposed start date of the treatment. There will be no additional payment made for the rectification of these Defects.

- 10.3 As part of the joint inspection, the Contractor may also be requested to undertake Specific Maintenance Services in conjunction with the Routine Maintenance activities including preparation of stacksites. Any SMS activities directed by the Superintendent shall also be completed no later than 4 weeks before the proposed start date of the treatment.

## 11 Annual Renewal Works Program (ARWP)

- 11.1 Asset renewal works and other Services that are not included in RMS, CRMS or SMS may be treated as ARWP. The program of works for these activities is dependent upon annual budget allocations and network priorities.
- 11.2 The Principal may request the Contractor to submit an offer or negotiate for ARWP, but is under no obligation to do so.
- 11.3 Where the Contractor submits an offer for undertaking ARWP, the Contractor shall give written details of any impact that these works will have on the program for delivery of Routine Maintenance.
- 11.4 ARWP shall be carried out in accordance with the DIT Master Specifications, as appropriate. Where agreement is reached for the Contractor to undertake ARWP, all details and requirements will be recorded on the Work Order issued by the Superintendent.
- 11.5 ARWP activities shall have a Defects Liability Period of 24 months from completion of the work unless longer warranties are provided by suppliers.
- 11.6 The Contractor shall undertake all Testing, Commissioning and Handover requirements as relevant in accordance with Master Specification PC-CN1 and PC-CN2.

## 12 Minor Capital Works Proposals (MCWP)

- 12.1 The Principal may invite the Contractor to submit an offer or negotiate for MCWP, but is under no obligation to do so.
- 12.2 Any amount or rate accepted by the Principal under this Clause shall be the lesser of the Agreed Price or the price calculated using the Schedule of Rates. Where the Contractor submits an offer for undertaking MCWP, the Contractor shall give written details of any impact that these works will have on the program for delivery of Routine Maintenance.
- 12.3 MCWP shall be carried out in accordance with the DIT Master Specifications, as appropriate. Where agreement is reached for the Contractor to undertake MCWP, all details and requirements will be recorded on the Work Order issued by the Superintendent:
- 12.4 MCWP activities shall have a Defects Liability Period of 24 months from completion of the work unless longer warranties are provided by suppliers.
- 12.5 The Contractor shall undertake all Testing, Commissioning and Handover requirements as relevant in accordance with Master Specification PC-CN1 and PC-CN2.

## 13 Maintenance Reporting

### Reporting Accident Damage and Vandalism (MAV)

- 13.1 The Contractor shall report to the Superintendent any accident damage or vandalism to the Principal's property where the cost of repair can be assigned to a known offender, or the anticipated total cost of repair is greater than \$1 000 where the offender is unknown. The total costs include site attendance charges and other Routine Maintenance costs associated with the activity.
- 13.2 The Contractor shall:
- a) submit by email to the Principal an approved incident report form (refer Appendix M2b "Accident / Incident Report Form" within 48 hours of becoming aware of the incident;
  - b) submit by email to the Principal ([dit.claimsgroup@sa.gov.au](mailto:dit.claimsgroup@sa.gov.au)) an estimate of repairs within 7 working days of reporting the damage;

- c) cross reference the estimate and accident form with SA Police report number where damage resulted from a vehicle accident; and
- d) supply all available and relevant information for the Principal ([dit.claimsgroup@sa.gov.au](mailto:dit.claimsgroup@sa.gov.au)) to recover the cost of repairs using Appendix M2c "Accident / Vandalism Cost of Repairs Statement" once repairs are complete.

### Service Covers (SUC)

- 13.3 The Contractor shall record any localised irregularities as a result of depressed water or sewer covers or other services covers.
- 13.4 Any depressed covers with deformation > 20 mm under a 1.2 m straight edge in either a transverse or longitudinal direction and within a distance of 1 m surrounding the service cover shall be recorded in the Maintenance Defect Register as SUC. Depth, area of depression and service authority owner shall be recorded in the Maintenance Defect Register.
- 13.5 Any depressed cover with deformation > 20 mm under a 1.2 m straight edge in either a transverse or longitudinal direction and with a distance surrounding the cover exceeding 1 m shall be treated as per activity Pavement Digouts (RPN / RPJ) and managed accordingly (Refer M10).

### Failed Excavation or Trenching (TRF)

- 13.6 The Contractor shall record any localised irregularities as a result of depressed trenches.
- 13.7 Any depressed trenches with deformation > 20 mm under a 1.2 m straight edge shall be recorded in the Maintenance Defect Register as TRF.
- 13.8 Depth, area of depression and owner of trench (if known) shall be recorded in the Maintenance Defect Register.
- 13.9 Should the Defect be identified after the completion of the third party defects liability period (i.e. the trench is the responsibility of the Contractor), the Defect should be recoded as a RPN / RPJ or RPC / RPL and managed accordingly (Refer M10).

### Rock falls (ROF)

- 13.10 The Contractor shall report to the Superintendent the presence of any rocks or any rock falls which occur within cuttings using the template in Appendix 4 – Rock Fall Inspection Template.
- 13.11 Rock falls shall be recorded in the Maintenance Defect Register as ROF.

## 14 Performance Targets

- 14.1 The Contractor shall ensure compliance with the targets and frequency specified set in Table M2 14-1 "Performance Targets" and shall report the results to the Superintendent.

**Table M2 14-1 Performance Targets**

Item	Compliance Criteria	Measured
MDR Accuracy of the MDR	95% accuracy based on the 10% Joint Network Audit inspection Loop Activities are to be excluded from the calculations	Quarterly
Loop Activities Defects identified as part of the loop repaired within the Response Time.	All loop activity defects repaired following a Loop Inspection - 100% compliance	Randomly
Sealed Roads – Pavement Activities Defects reaching Intervention Level repaired within Response Times	Defects repaired within Response Time. 95%	Monthly
Sealed Roads - Non-Pavement Activities Defects reaching Intervention Level repaired within Response Times	Defects repaired within Response Time. 95%	Monthly
Unsealed Road Activities Defects reaching Intervention Level repaired within Response Times	Defects repaired within Response Time. 95%	Monthly
Electrical and Mechanical Activities Defects reaching Intervention Level attended within Attendance Times and repaired within Response Times	Defects attended within Attendance Time and repaired within Response Time. 95%	Monthly
Programmed Activities Programmed and Cyclical Activities undertaken to schedule	Programmed activities undertaken to schedule - 100% compliance	Monthly
All Activities Defects reaching Compulsory Intervention Level repaired within the Response Time	100% of all Defects repaired within Response Time.	Monthly
Reporting of Third Party Claims Respond to claimants within 30 days of receipt of all claims.	100% compliance	Quarterly
Responsiveness to Unplanned Services Respond to Road Closures, Emergency Works, Fatality Site Investigations within Response Times	100% compliance	Monthly
Asset Data Applicable to each asset class individually	100% compliance – Each asset class submitted 100% compliance – formatting and configuration of data 95% compliance – data accuracy and completeness of Asset Inventory and Asset Condition	6 monthly

## 15 Appendix 1 – Maintenance / Activity Codes

15.1 The following codes shall be used to identify Defects and / or Maintenance Activities:

**Table M2 15-1 MAINTENANCE / ACTIVITY CODES – Sealed Roads**

PART	Asset Element	Task Description	MAINTENANCE CODE			UNITS
			Routine maintenance		Specific maintenance	
			RMS	CRMS	SMS	
M10	Drainage	Clear Drainage Elements	RDC	RDC	RDR	item
M10	Drainage	Clear Open Drains and Lined Drains	RDD	RDD	RDO	m
M10	Drainage	Clear Subsoil Drains			RDS	Item
M10	Drainage	Clear Drainage Retention and Detention Basins			RDB	item
M10	Drainage	Clear Bridge Joints and Scuppers	RBE	RBE		item
M10	Drainage	Scour Repair			RSS	m
M10	Pavement	Local Shape Correction	RPC		RPL	m <sup>2</sup>
M10	Pavement	Edge Break Repair	RPE			m
M10	Pavement	Crack Sealing			RPK	m
M10	Pavement	Pavement Digouts	RPN		RPJ	m <sup>2</sup>
M10	Pavement	Pothole Repair	RPP			items / 20m <sup>2</sup>
M10	Pavement	Pavement Surfacing	RPS		RPT	m <sup>2</sup>
M10	Pavement	Traffic Island Maintenance	RRT			m
M10	Pavement	Pavement Sweeping	RPW	RPW		item
M10	Unsealed Surface	Unsealed Surface	RSG			m
M10	Unsealed Surface	Re-sheeting Unsealed Surfaces			RSR	m
M10	Roadside Furniture	Safety Barrier	RFB		RFG	m
M10	Roadside Furniture	Delineators	RFD			item
M10	Roadside Furniture	Signs	RFR			item
M10	Roadside Furniture	Fence	RRF		RRB	m
M10	Roadside Furniture	Wire Rope Barrier	RWR		RWG	m
M10	Amenity	Road User Amenity Maintenance	RRA		RRP	item
M10	Amenity	Litter Collection	RRL		RRC	item / km
M10	Miscellaneous	Graffiti Removal	RMG			item
M10	Bridges and Structures	Bridge and Structures Repairs			RBR	item

**Table M2 15-2 MAINTENANCE/ACTIVITY CODES – Unsealed Roads**

PART	Asset Element	Task Description	MAINTENANCE CODE			UNITS
			Routine maintenance		Specific maintenance	
			RMS	CRMS	SMS	
M11	Drainage	Clear Drainage Elements	UDC		UDR	item
M11	Drainage	Clear Cattle Grids	UGC		UGD	item
M11	Drainage	Scour Repair			USS	m
M11	Pavement	Sealed Edge Break Repair	UPE			m
M11	Pavement	Sealed Crack Sealing			UPK	m
M11	Pavement	Sealed Pavement Digouts			UPJ	m2
M11	Pavement	Minor Pavement Defect	UPD			item
M11	Pavement	Sealed Pavement Surfacing			UPT	m2
M11	Pavement	Sealed Pavement Sweeping	UPW			m
M11	Unsealed Surface	Bull Dust Hole Repairs			UBH	m2
M11	Unsealed Surface	Grading of Unsealed Surface			UGR / UBG	km
M11	Unsealed Surface	Batter Grading			UBG	m
M11	Roadside Furniture	Delineators	UFD			item
M11	Roadside Furniture	Signs	UFR			item
M11	Miscellaneous	Graffiti Removal	UMG			item
M11	Amenity	Litter Collection	URL		URC	Item / km

**Table M2 15-3 MAINTENANCE/ACTIVITY CODES – Electrical and Mechanical**

PART	Asset Element	Task Description	MAINTENANCE CODE			UNITS
			Routine maintenance		Specific maintenance	
			RMS	CRMS	SMS	
M12	Traffic Signals	Traffic Signals and Crossing lanterns	TSL	TSL	TSM	item
M12	Traffic Signals	Traffic Signal Controllers	TSC	TSC	TSD	item
M12	ITS	Intelligent Transport System (ITS) Fixtures	ITS	ITS	ITT	item
M12	Other	Field Cabinets and Enclosure	EFC	EFC	EFD	item
M12	Other	Electrical Poles and Wiring	EPO		EPQ	item
M12	Other	Uninterruptible Power Supplies (UPS)	UPS	UPS	UPT	item
M12	Other	Pumps	EPU	EPU	EPV	item
M12	Lighting	Road Lighting Luminaires and Control Circuits	ERL		ERM	item
M12	Other	Communications Network	COM		CON	item

Table M2 15-4 MAINTENANCE/ACTIVITY CODES – Maintenance – Vegetation

PART	Asset element	Task Description	MAINTENANCE CODE			UNITS
			Routine maintenance		Specific maintenance	
			RMS	CRMS	SMS	
M14	Roadside Vegetation	Mowing	VRM			m
M14	Roadside Vegetation	Herbicide Treatment	VRS			m
M14	Roadside Vegetation	Vegetation Control	VRV		VRR	Items / km

Table M2 15-5 MAINTENANCE/ACTIVITY CODES – Road Lighting

PART	asset element	Task Description	MAINTENANCE CODE		UNITS
			Routine maintenance	Specific maintenance	
M17	Road Lighting	Road Lighting Luminaries		LRL	item
M17	Road Lighting	Road Lighting Poles	LLP	LLQ, LEL & LBG	item
M17	Road Lighting	Road Lighting Switchboards	LSB	LSC	item
M17	Road Lighting	Electrical and Wiring		LEW & LAB	item

Table M2 15-6 MAINTENANCE/ACTIVITY CODES – Other

PART	Asset Element	Task Description	MAINTENANCE CODE			UNITS
			Routine maintenance		Specific maintenance	
			RMS	CRMS	SMS	
M2	Misc.	Event Management			EVM	item
M2	Misc.	Emergency Management	EME		As per SMS code	item
M2	Misc.	Jetty Closures	JET			item
M2	Misc.	Management of Works By Others	TRM		DEV,CAP, COU	item
M2	Misc.	Crash Scene Preliminary Investigation			CSP	item
M2	All	Reporting Accident Damage and Vandalism	MAV		As per SMS code	item
M2	Pavement	Reporting Service Covers	SUC			item
M2	Pavement	Reporting Trenches	TRF			item
M2	Pavement	Reporting Rock Falls	ROF			item
M4	Misc.	Loop Inspection	ILP			item
M4	Misc.	Network Inspection	INT			item
M4	Misc.	Asset Inspection	IAS			item
M6	Misc.	Road Rail Interfaces Reporting		RRR		item



## 16 Appendix 2 – Maintenance Activity Standards

**Table M2 16-1 EMERGENCY MANAGEMENT (EME)**

**Application:** This standard applies to the provision of an effective call out and emergency response service

Activity Type	Intervention Level	Response Time	Road Class	Compulsory Intervention Level	Performance Requirement
<p><b>Routine Maintenance:</b> Provision of an effective on call emergency response service.</p> <p><b>Cyclical Routine Maintenance:</b> Nil.</p> <p><b>Specific Maintenance:</b> Any event creating a hazard to the public or restricting the travelled way, including:</p> <ul style="list-style-type: none"> <li>• spillages;</li> <li>• traffic accidents;</li> <li>• litter;</li> <li>• flooded traffic lanes or storm damage (e.g. fallen trees or other obstructions);</li> <li>• erosion or slippage,</li> <li>• any reported defect considered a significant safety or environmental hazard; or</li> <li>• Structural damage to asset elements.</li> </ul>	Not applicable.	2 hours or as per activity Response Time whichever is lower.	M, UA and UC	<p>The Contractor shall respond to defects when Notified of hazard / restriction by the Superintendent, Traffic Management Centre, South Australian Police or other Emergency Services.</p> <p>Notification may also be via Community Stakeholders (in Outback areas).</p>	Provide traffic control at the site until two-way flow is re-established.
	<p><b>MDR Recording:</b> Activity shall be recorded on the MDR as EME.</p> <p>Charges to be booked as per the applicable SMS activity.</p>	4 hours or as per activity Response Time whichever is lower.	RA, RC and A		Make the site safe.
		36 hours or as agreed between the Superintendent and the Contractor.	All Outback Road Classifications		Rectify the hazard / restriction.
		4 hours for Implementation of a Road Closure once notified by the Superintendent.			

**Table M2 16-2 REPORTING ACCIDENT DAMAGE AND VANDALISM (MAV)**

**Application:** This standard applies to reporting of damage to DIT assets.

Activity Type	Intervention Level	Response Time	Road Class	Compulsory Intervention Level	Performance Requirement
<p><b>Routine Maintenance:</b> Damage to DIT assets by accident or vandalism.</p> <p><b>Cyclical Routine Maintenance:</b> Nil.</p> <p><b>Specific Maintenance:</b> Nil.</p>	<p>Not applicable.</p> <p><b>MDR Recording:</b> Activity shall be recorded on the MDR as MAV.</p>	<p>24 hours</p>	<p>All</p>	<p>Not applicable.</p>	<p>The Contractor shall complete the forms in Appendices M2b and M2c.</p>

## 17 Appendix 3 – Application for Exemption

### General

17.1 The exemption process may allow the Contractor to have one or some of their Routine Maintenance Activities responsibilities within the road corridor temporarily removed from the Routine Maintenance requirements.

### Fundamentals

17.2 This process is based on the fundamental principle that the effort to undertake Routine Maintenance has its limits and that under certain circumstances this effort increases to the point that cannot be supported by the resources allocated to Routine Maintenance.

17.3 This may be a result of:

- a) The Asset has deteriorated to such an extent that Routine Maintenance efforts are no longer capable of sustaining the activity to acceptable levels;
- b) Something new has been introduced or has appeared which is affecting Routine Maintenance but cannot be rectified with Routine Maintenance; and
- c) Other external influences.

17.4 Notwithstanding the above, any maintenance activity that is exempt from a Routine Maintenance Activity does not exempt any other Activity within the same section of road.

### Process

17.5 The Contractor must apply to have an Activity(s) exempted from Routine Maintenance. To apply for an exemption on an Asset or part thereof, the Contractor must show they have met the following:

- a) An acceptable level of Routine Maintenance activity(s) must have been undertaken over a significant time to maintain the Asset. Generally the past 12 months;
- b) The frequency of Routine Maintenance Defect repairs undertaken has increased, indicating an unacceptable increased level of Routine Maintenance Activities required to maintain the Asset. Possibly over the past 3 to 6 months;
- c) The combination of Clauses 17.5a) and 17.5b) demonstrates that the Asset is in a state of accelerated deterioration as the Asset is nearing end of life and is therefore beyond Routine Maintenance.

17.6 For clarity, the increased presence of open Defects in a road section does not demonstrate that the effort of Routine Maintenance has increased. Significant works must have been undertaken over a period of time to show that an increased effort is required.

17.7 For Road and Pavement Maintenance activities, Maintenance providers must seek exemption by submitting the following "Application for Exemption" form. This form outlines the exemption requirement fundamentals to ensure they have been met.

17.8 For all other Assets the Maintenance Provider must apply for the exemptions in a report which clearly shows how the fundamentals for exemption have been met. The Principal will assess the application.

17.9 No activity is exempt until approval has been given by the Principal.



Exemption  
Form.XLS

Office use only

Doc No.



**Government of South Australia**  
Department for Infrastructure and Transport

### Application for EXEMPTION

This form is to be used when a section of road has deteriorated beyond the capabilities of routine maintenance

Road No.	Road Name	Lane/s	Section to be exempted (MM or RRD)

#### Application for pavement exemption

Tick Yes or No box and fill in where necessary

<b>Is this section of road programmed for Major works or resealing within the next 3 years?</b>			Y <input type="checkbox"/>	N <input type="checkbox"/>
<b>Has the pavement condition of the section deteriorated ?</b>			Y <input type="checkbox"/>	N <input type="checkbox"/>
<i>List all of the defects and their quantities which are <b>currently</b> within the section to be exempted.</i>				
	Amount	Area (m <sup>2</sup> )	Explain why this section is considered beyond routine maintenance	
RPC				
RPE				
RPJ				
RPL				
RPN				
RPT				
RPS				
<b>Has the level of routine maintenance increased over the last 12 months ?</b>			Y <input type="checkbox"/>	N <input type="checkbox"/>
<i>List all of the defects which have been <b>completed</b> over the past 12 months.</i>				
	Amount	Area (m <sup>2</sup> )	Describe the increase in maintenance for this section	
RPC				
RPE				
RPJ				
RPL				
RPN				
RPT				
RPS				
RPP				
<b>Are there any other circumstances which may justify exemption ? Explain</b>			Y <input type="checkbox"/>	N <input type="checkbox"/>

#### Application for Other exemptions

<b>Was the width of the road less than 5.8 meters at inception?</b>			Y <input type="checkbox"/>	N <input type="checkbox"/>
If Yes this road is instantly exempt from edge Activities				
<b>Exemption is sought for the following Activities</b> (circle as appropriate)				
eg.RDD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Please explain why these Activities are considered beyond routine maintenance</b>				

**Submitted by (Maintenance Provider)**

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

**Please attach:** MDR data for this section of road, photograph/s showing extent of defects, \$ per Km to keep section safe, and any other relevant information

**Agreed Treatment and Priority**

#### Exemption Approved

**(DIT, Superintendent)**

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

**(DIT Principal)**

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

