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# **GENERAL MAINTENANCE**

## SECTION 4: GENERAL MAINTENANCE

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# General Maintenance

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## **SECTION 4: GENERAL MAINTENANCE**

### **4.1 SCOPE OF WORK**

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The following forms of maintenance works are required to be carried out as part of this contract:

- Preventive maintenance
- Statutory maintenance
- Reactive maintenance
- Other non-preventive and statutory maintenance

All works must be completed in accordance with the requirements of the DET Asset Maintenance Standards.

### **4.2 ESTABLISHMENT OF MAINTENANCE MANAGEMENT SYSTEM**

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The Contractor must develop and implement a management system that will, as a minimum, deliver a responsive maintenance service without unacceptable delays and to maintain the selected assemblies to the minimum requirements of the DET Asset Maintenance Standards.

The maintenance management system must include all aspects of planning, monitoring, control, maintenance activities and frequencies, compliance testing and reporting. No later than 20 working days after acceptance of the Contract, the Contractor must submit the maintenance management system including a detailed plan for each facility.

A copy of the detailed plan for each facility must be placed in the facility's service manual as required by Clause 3.3.3.

### **4.3 ELEMENTS FROM THE MAINTENANCE STANDARDS THAT ARE INCLUDED IN THE GENERAL MAINTENANCE**

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#### **4.3.1 NOT USED**

#### **4.3.2 WIRING AND AUXILIARY CONTROL EQUIPMENT**

The Contractor is responsible for the maintenance and performance of all final sub circuit wiring, including all control circuit wiring/equipment associated with all Elements/Assemblies included in the Contract.

This includes, but is not limited to, all thermostats, relays, contactors, isolating switches, time switches, switch panel and all other control equipment such as all circuit breakers and other circuit protection equipment associated with all Elements/Assemblies.

#### **4.3.3 PREVENTIVE AND STATUTORY MAINTENANCE TASKS ELEMENTS/ASSEMBLIES COMMENCING 1 JULY 2007**

The following elements/assemblies form preventive and statutory maintenance tasks under this contract to commence 1 July 2007:

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### Element 12 – Fitments

Assembly 2 Industrial Art Equipment  
Assembly 3 Kilns

### Element 17 – Electrical Installation

Assembly 18 Passenger lift  
Assembly 19 Stairway lift  
Assembly 20 Service lift

### Element 22 – Mechanical Services

Assembly 2 Evaporative Cooling System  
Assembly 3 Ducted Central Air Condition Systems  
Assembly 4 Ducted Extraction Systems  
Assembly 5 Package Air Conditioning Units / Split  
A/C System / Window –Wall Mounted AC units  
Assembly 6 Central and Space Heating Systems

## 4.4 DET ASSET MAINTENANCE STANDARDS

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### 4.4.1 PURPOSE

To enable maintenance to be carried out on a “Preventive” approach the Contractor is to develop and implement a maintenance system such that assemblies will equal or exceed the performance levels set in the DET Asset Maintenance Standards.

Preventive and statutory maintenance requires but may not be limited to planned maintenance, regular servicing, testing, recalibration and record settings, cleaning, lubrication, overhauling, compliance certification, repair or replacement, and rectification of assemblies to meet the minimum criteria set by the Principal's Representative. The DET Asset Maintenance Standards only provide a minimum basis for determining appropriate frequencies and activities.

Assessing the condition of an element requires making a comparison between the existing condition and a standard set by the Principal's Representative and is part of this preventive maintenance approach to ensure the operation of the assemblies at the defined level of performance.

The ‘Condition Assessment’ standard defines the Principal's expectations with regards to the required performance and/or condition of the assemblies. The difference or gap between the existing condition and the standard provides the basis for determining the rectification work required in the preventive and statutory maintenance program.

The DET Asset Maintenance Standards for Elements / Assemblies are structured in two parts:

1. Preventive Maintenance Standards – the standards define the performance criteria for preventive maintenance and hence is to be the basis for the routine maintenance, planned servicing, repair or replacement, and rectification of any element, assembly or part thereof.
2. Condition Assessment Standards – the Standards define the standard of the assemblies required in this Contract and will also be used to assess the condition of the building elements, and the effectiveness of the Contractor's preventive maintenance program in terms of its impact on the performance of the assemblies.



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Preventive and statutory maintenance is to ensure that the assemblies continue to support the facility's ability to deliver education services in a cost effective manner. Success in achieving this purpose will be measured in the four Key Results Areas:

- Service
- Reliability
- Condition
- Compliance

The DET Asset (Preventive) Maintenance Standards have other purposes in this contract.

- These are dealt with in more detail below and can be summarized as follows:
- They describe the key result areas on which the performance of the Contractors preventive maintenance service will be assessed.
- They describe minimum requirements for carrying out repairs, which involve partial replacement of the asset.

They define response times for rectifying unacceptable conditions or performance.

### 4.4.2 TERMINOLOGY IN THE DET ASSET MAINTENANCE STANDARDS

The DET Asset Maintenance Standards sometimes referred to herein as the "Asset Maintenance Standards", use a number of terms that are critical to their use (for further information refer to the DET Asset Maintenance Standards - Preamble). These terms include the following:

#### a) Elements, Assemblies, Sub-assemblies and Components

Throughout this contract, and particularly in the Asset Maintenance Standards, the terms used are based on the meanings as defined in HB50-1994 Glossary of Building Terms. If the term is not defined in the Glossary then the definition in the current edition of Pocket Oxford Dictionary has been used.

The Asset Maintenance Standards divide the asset on the following basis, using definitions from HB50-1994 Glossary of Building Terms:

Facility  
Building / Grounds  
Element  
Assembly  
Sub-Assembly or  
Component

An Element is "a part of a building or structure having its own functional identity, such as a fitment, an electrical system or roof".

Elements are generally composed of assemblies that are "an aggregate of building components used together for a specific purpose, such as a Luminaries or roofing".

Components are "a building product manufactured as a distinct unit for which length, width and thickness dimensions are specified". Hence, components are the most basic level.

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In some cases, this most basic level is not relevant or practical because replacement is usually carried out at a sub-assembly level eg. a thermostatic mixing valve, electrical enclosures, switches.

### **b) Materials**

Many sub-assemblies or components can be made from different materials and the Asset Maintenance Standards recognize and acknowledge the differences that result.

### **c) Key Results Areas (Attribute)**

- Service: measures the function that is delivered by the assembly and the success of the preventive and statutory maintenance program in ensuring the assembly continues to operate at the defined level of performance.
- Reliability: measures the extent to which the assembly must be available and the success of the preventive and statutory maintenance program in achieving the acceptable level of reliability.
- Condition: measures the condition of the assembly against the minimum performance Asset Maintenance Standards.
- Compliance: measures the extent to which the assembly complies with all statutory requirements and codes.

### **d) Minimum Performance Standard, Unacceptable Condition or Performance**

The Asset Maintenance Standards specify a minimum service level and performance standard for every assembly.

Because the preventive maintenance and condition assessment standards are based on minimum performance standards, the preventive and statutory maintenance must focus on whether each assembly satisfies that performance rather than just the "condition". Hence, the Asset Maintenance Standards do not specify how to carry out the preventive maintenance or rectification but rather, what outcome is required.

The performance of the preventive and statutory maintenance will be assessed in terms of the four key result areas (attributes) as specified in c) above.

To further clarify how the minimum performance standard is to be interpreted, the Asset Maintenance Standards include examples of unacceptable conditions or performance.

### **e) Reactive Maintenance Response Time**

Against each key result area (attribute) the Asset Maintenance Standards specify the reactive maintenance response time within which the Contractor is required to rectify the unacceptable condition or performance, commencing from the date of the detection of faults.

The timing of the response (response time) is the maximum time between recognition of the defect and the completion of the appropriate response.

The defect may be recognized by an inspection by the Contractor or may be identified by the Principal's Representative or DET Facility Manager. Where a defect is identified by the Principal's Representative or DET Facility Manager, and notified to the Contractor, it must be acted upon by the Contractor as though it had been recognized by an inspection carried out by the Contractor.

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The maximum response time shall be as identified in the Asset (Preventive) Maintenance Standards.

Such failures may include, but are not limited to, the following: -

- where the element / assembly does not comply with Occupational Health and Safety Act's requirements;
- where the assembly cannot be used as it was intended eg. fire alarm system failure.

Where the failure poses an immediate threat to occupational health and safety of the users, the Contractor must advise the AMU designate immediately and jointly agree on the appropriate action(s). Such action(s) may include, but is not limited to, isolating the threat, shutting down an assembly, fencing off an area, evacuation, taking protective actions and/or carrying out an immediate temporary or permanent repair.

Written advice is to be provided to the Principal's Representative on all such occasions.

### **f) Identified Section and Unit**

For the purposes of establishing when certain actions may be required, the Asset Maintenance Standards require the Contractor to determine and record the extent and scope of replacement work, which is to be carried out to rectify the Unacceptable Condition or Performance. The Standards specify the units which are to be used to measure this replacement.

### **g) Replacement Size**

The Contractor must consult with the Principal's Representative and/or AMU regarding the replacement size of an Element, Assembly or Sub Assembly.

## **4.5 PREVENTIVE & STATUTORY MAINTENANCE**

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### **4.5.1 GENERAL**

Preventive and statutory maintenance means any work (except Preventive and Statutory Maintenance Exclusions) required to ensure all elements, assemblies or parts thereof detailed in this Clause comply with the minimum performance standards and all statutory requirements. This includes (without limitation) the nominated cleaning, routine maintenance, planned servicing, recalibration and record settings, lubrication, overhauling, compliance certification, repair or replacement of each element, assembly or part thereof.

***Preventive & statutory maintenance*** includes:

- Regular cleaning or servicing such that:
  - The assemblies continue to operate at the defined level of performance;
  - Reliability of the assemblies remains within the defined limits;
  - The manufacturer's servicing requirements are met and satisfied;
  - The manufacturer's typical economic life will be achieved;
  - All statutory requirements are complied with.
- Determine appropriate frequencies and activities by adopting a demonstrated and approved methodology;

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- Undertake testing, visual inspections, and minor adjustments and replacement of consumable items including lamps at appropriate frequencies to ensure operation of the assemblies at the defined level of performance; and
- Undertake compliance certification as required to meet statutory requirements and provide certification reports to the Principal's Representative.
- Repair or replacement of each element, assembly or part thereof to ensure the operations of the elements and assemblies are at the defined standards.

**Preventive & statutory maintenance exclusions** means the following:

- (a) maintenance on works not carried out as part of this Contract (refer to 3.4);
- (b) additional items supplied and installed by others;
- (c) repair required which is solely due to damage not consistent with facility use;
- (d) repair required which is solely due to willful damage, burglary, storms, fire, flood;

### 4.5.2 NOT USED

### 4.5.3 NOT USED

### 4.5.4 EXTENT OF WORKS - PREVENTIVE AND STATUTORY MAINTENANCE TASKS AFTER 1 JULY 2007

Notwithstanding the requirements of the Standards, the Contractor must carry out the following preventive and statutory maintenance tasks at all facilities:

Preventive and statutory maintenance commencing 1 July 2007 for the following items that require regular servicing to ensure they meet the Minimum performance standards.

Provide also certification in writing to the Principal's Representative of compliance as required to meet all statutory requirements and relevant Australian Standards (Asset Maintenance Standards refer) for those items.

- Materials Workshop Machinery (Wood and Metal) (Cycle starting July each Contract Year after 1 July 2007);
- Kilns (Cycle starting July each Contract Year after 1 July 2007);
- Passenger lifts (Cycle starting July each Contract Year after 1 July 2007);
- Stairway lifts (Cycle starting July each Contract Year after 1 July 2007);
- Service lifts (Cycle starting July each Contract Year after 1 July 2007);
- Evaporative Cooling Systems (Cycle starting July each Contract Year after 1 July 2007);
- Ducted Air Conditioning Systems (Cycle starting July each Contract Year after 1 July 2007);
- Split Air Conditioning Systems > 15 K Watts (Cycle starting July each Contract Year after 1 July 2007);
- Dust Extraction Systems (Cycle starting July each Contract Year after 1 July 2007);
- Central and Space Heating Systems (Cycle starting July each Contract Year after 1 July 2007).

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The Contractor must provide a service report signed by the AMU/ DET Facility Manager, to verify that all these works have been completed satisfactorily. Copies of these reports and any certification details must be submitted by the Contractor with the claims for payment.

### 4.5.5 REPLACEMENTS FOR OPTIONAL PREVENTIVE AND STATUTORY MAINTENANCE TASKS

The Contractor will be responsible for the cost of replacements of the following subassemblies or components, and assemblies in respect of preventive and statutory maintenance tasks commencing 1 July 2007.

- Materials Workshop Machinery (Wood and Metal) (Element 12, Assembly 2 and components 1 to 37)
- Kilns (Element 12, Assembly 3 and components 1 to 11)
- Passenger Lifts (Element 17, Assembly 18 and components 1 to 25)
- Stairway Lifts (Element 17, Assembly 19 and components 1 to 3)
- Service Lifts (Element 17, Assembly 20 and components 1 to 3)
- Evaporative Cooling Systems (Element 22, Assembly 2 and components 1 to 25)
- Ducted Air Conditioning and Split Air Conditioning Systems > 15 K Watts (Element 22, Assembly 3 and components 1 to 30 and Element 22, Assembly 5 and Components 1 to 19)
- Dust Extraction Systems (Element 22, Assembly 4 and components 1 to 20)
- Central and Space Heating Systems (Element 22, Assembly 6 and components 1 to 23)

Replacement may be required when the Minimum Performance Standard is not being achieved due to an Unacceptable Condition and Performance as identified during preventive maintenance work.

Replacements are in two categories:

1. Replacement not required a Direction – These are replacement of part or all of an assembly or component in order to rectify an unacceptable condition or performance.
2. Replacement of all, or the reminder of, an assembly, sub-assemblies and /or components where at least part exhibits an unacceptable condition or performance, and a direction has been given by the Principal's Representative to carry out a full replacement or to complete the replacement.

Circumstances where this may arise include:

- a. Where it can clearly demonstrated by the Contractor to the satisfaction of the Principal's Representative that an assembly and /or component is beyond repair. In this case the Contractor must provide a report and the evidence as to why it is not possible to repair the assembly, sub assembly and/or component (i.e., parts are no longer available); or
- b. Where replacement is directed by the Principal's Representative other than under a) above.

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The Principal's Representative may consider reports from the Contractor for the replacement of individual assemblies, sub assemblies and components that are considered the contractor to be beyond repair. If approved, the Principal's Representative will only be liable to pay the Contractor 50% of the invoiced price for any new assembly, sub assembly or component. All installation works and any other costs necessary with the replacement will be paid for by the Contractor at its full cost.

The replacement of the component of the individual sub- assemblies and components approved by the Principal's Representative will be paid as a variation where this is directed.

Note: The Principal's Representative reserves the right to seek competitive tenders for the replacement work where it is in excess of \$10,000 in value, and to have the work carried out by others. Where the replacement work carried out by others overlap, the contract will be adjusted by the variation based on the value of the overlapping replacement work which is deemed to be included in the tendered prices.

### 4.5.6 SERVICE MAINTENANCE MANUAL

#### 4.5.6.1 GENERAL REQUIREMENTS

The Contractor must provide a detailed plan for the preventive and statutory maintenance of all equipment specified under clause 4.5.4 and 4.5.5 at each facility included in this contract and must document this in the service manual and enter the servicing schedule.

The service manual must be provided to each facility within 8 weeks of the acceptance of the Contract. [Clause 3.3.3 refers].

Provide hardcopy and electronic copies of the preventive and statutory maintenance schedule for each facility to the Principal's Representative within eight weeks of the acceptance of the contract.

#### 4.5.6.2 SPECIFIC SERVICE MAINTENANCE MANUAL REQUIREMENTS

The service maintenance manual must fully describe the requirements procedures and program for all preventive maintenance work and as a minimum, it must include and address:

- Contract Works Description - A description of the physical elements of the works including the mechanical and electrical plant and other key aspects;
- Maintenance Procedures – Procedures for each of the maintenance activities used to maintain the element / assembly and material/component, including preventive maintenance work, as listed in the Standards;
- Inspections and Testing – Include an overall plan for the inspection and testing of the assemblies to meet the requirements of the Standards. Group individual elements / assemblies so that the frequency of inspections and testing of any particular element / assembly is not less than the minimum inspection and testing frequency given in the Standards for that Element / Assembly.
- Permanent Plant and Equipment Inventory - The inventory must detail all plant and equipment together with associated data located at each facility. This must be in the format of the building equipment asset register provided with this Contract. [Clause 3.3 .2 refers].
- Include pages recording the operational and maintenance activities performed and results for each service.

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- Include Current copies of compliance certificates signed by the DET Facility Manager (where applicable).

### 4.5.6.3 UPDATING SERVICE MAINTENANCE MANUAL AND SCHEDULES

The service maintenance manual must be updated to record information on all servicing work/inspections/testing undertaken and all new plant and equipment included during the Contract period, in each facility.

Provide updates of the servicing schedule on a weekly basis as a minimum or as the service is completed at each facility. The Principal's Representative will monitor this and use the information for auditing purposes. This requirement will also be a condition of payment for each service for the works included in this Contract.

### 4.5.7 MAINTENANCE MANAGEMENT SYSTEM

#### 4.5.7.1 GENERAL

The Contractor is required to establish and maintain an electronic facilities maintenance management system in Microsoft Excel 2000 capturing information set out in the following clause 4.5.7.2, refer also clause 3.3.2.2.

Maintenance scheduling/programming reporting is to be in Microsoft Project 2000.

#### 4.5.7.2 DATA REQUIREMENTS

The reporting and scheduling plans and programs to include the following minimum information:

Information Categories	Details
1. Asset Register	<p>The Asset Register is structured in layers comprising each Structure / Facility and its Elements, Assemblies and then the main Sub-Assemblies or Components. eg.</p> <p>Block A</p> <ul style="list-style-type: none"><li>➤ Elements</li><li>➤ Assemblies</li><li>➤ Sub-Assemblies or Components</li></ul> <p>At the appropriate level in the Asset Inventory, the information entered must include as a minimum:</p> <ul style="list-style-type: none"><li>• Location</li><li>• Material</li><li>• Type / product information</li><li>• Number and / or size</li><li>• Preventive Maintenance requirements</li><li>• Cross references to the Maintenance</li></ul> <p>Manual where more detail may be available on the asset.</p> <p>The Contractor must maintain the Asset Inventory by inclusion, removal or revision of data as it changes as a result of maintenance or other work undertaken</p>

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	under the Contract.
2. Preventive & Statutory Maintenance work (Inspections / Tests / Servicing) performed by, or programmed to be performed by, the Contractor	Linked to the items in Asset Register. The Contractor must include a record of the maintenance performed and the results of all inspections, tests and servicing against each item in the Asset Inventory.
3. Callout work (e.g. other non-preventive and statutory maintenance callouts and reactive maintenance) performed by the Contractor	<p>The Contractor must link the following as a minimum record of the callout performed to the items in Asset Register:</p> <ul style="list-style-type: none"> <li>• Date</li> <li>• For Call-Outs – time received and time of arrival at the facility in a response</li> <li>• Nature and extent of work carried out</li> <li>• Manhours involved</li> <li>• Materials required</li> <li>• Replacements made</li> <li>• Total cost of work carried out at cost to the DET Facility Manager</li> <li>• Comments on current condition</li> </ul>
4. Historical Record	<p>The Contractor must ensure that the system retains a historical record of all data and information listed above.</p> <p>Each data item must be referenced with the date of record as appropriate to the type of data.</p>
5. Reports	<p>Capable of compiling reports (screen and hardcopy) on maintenance carried out on any or all items in the Asset Inventory, with the ability to also prepare summary reports for the whole facility at Region / School Education Area / Facility, Element and / or Assembly level.</p> <p>The following reports must be provided to the Principal's Representative:</p> <p>Monthly: This report must list of all maintenance work performed, including details listed in 2 above, listed by facility/element. (Monthly Report -refer to Attachment 3B)</p> <p>Annually: In the report submitted at the Review Meeting provide an overview of the condition of all assets managed by the Contractor and including statistics during the previous 12 months (Section 8 Refer).</p>



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### 4.5.8 COORDINATION WITH THE DET FACILITY MANAGER

The Contractor must coordinate all preventive and statutory maintenance with the DET Facility Manager to ensure that the impact of the works on the operation or use of the facility is minimized.

Where the maintenance prevents the operation or use of a facility, carrying out the works outside of the normal hours of operation and use may be necessary. Any costs related to work out outside of normal hours will be borne by the Contractor.

Maintenance activities that will prevent the use or operation of the facility include, but are not limited to, work activities that:

- Cause excessive or disruptive noise, odours, fumes, dust, etc;
- Directly or indirectly prevent the use of part or all of the facility;
- Require the disconnection or disruption to power, gas, water, telephone or other services to the facility;
- Cause any disruption to special activities being carried out at the facility such as ceremonies, exams, exam marking, conferences, forums, etc;

The Contractor must provide the Facility Manager **48 hours notification prior to attending** for all intended visits to the facility including those for preventive and statutory maintenance, inspections and testing. Document notification using the proforma equal to sample presented as ATTACHMENT 4A.

The decision on whether the work activities will prevent the use or operation of the facility will rest solely with the DET Facility Manager, at his/her absolute discretion.

Where the DET Facility Manager considers that the maintenance will cause an unavoidable disruption to the use or operation of the facility, The Contractor must liaise with the DET Facility Manager and ensure that the disruption is minimized.

### 4.6 NOT USED

### 4.7 REACTIVE MAINTENANCE

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#### 4.7.1 GENERAL REQUIREMENTS

The Contractor is required to provide reactive maintenance service to all facilities for all sub-assemblies, and or components and or assemblies covered by this Contract, refer Clause 4.5.4 and 4.5.5, including material workshop machinery (wood and metal), kilns, passenger lifts, stairway lifts, service lifts, evaporative cooling systems, ducted air conditioning systems, split air conditioning systems, dust extraction systems, central and space heating systems.

The full extent of reactive maintenance repairs must be undertaken within the specified response time. The Contractor must not submit a claim for the cost for such works.

#### 4.7.2 NOTIFICATION FOR REPAIRS

The Contractor will be advised for the need for reactive maintenance / repairs by the Principal's Authorized Person. Each such advice is to be deemed to be a direction under the contract.

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The advice may be given to the Contractor in person or by telephone and/or by facsimile and/or by email and/or by SMS but will be confirmed in writing.

In addition to details of the reactive maintenance repair required, the Contractor must record the name of the person providing the advice, their position, contact telephone number, date and times that the repairs are completed and all other information required on the Service Report for the work and place "blue copy" in the school's Service Manual and update the Principal's Authorized Person within 24 hours and forward "white" and "green" copies to the Principal's Authorized Person.

### **4.7.3 RESPONSE TIMES**

The response time for reactive maintenance repairs to each assembly is to be in accordance with the requirements in the DET Asset Maintenance Standards.

### **4.7.4 RESPONSE TIMES**

If the Contractor fails to respond within the response times specified in this Contract the Principal's Representative may without prior notice to the Contractor, in addition to any other remedy, arrange for the reactive maintenance repair on the Contractor's behalf.

The cost incurred by the Principal's Representative will be a debt due from the Contractor to the Principal's Representative. The additional cost incurred may include a service fee of \$500 for the Principal's Representative's costs in arranging the repair.

Any works carried out by the Principal's Representative does not relieve the Contractor of any responsibility to maintain/service the particular Element/Assembly. The Contractor will not be entitled to claim for any costs where the Contractor has failed to respond in the specified time.

### **4.7.5 INTERRUPTIONS TO SERVICES**

Where there is likely to be an interruption to any service the, Principal's Authorized Person and Facility Manager are to be notified, beforehand where practical, of the time and likely duration of any interruption.

Services include, but are not limited to, electricity, water, and gas services.

Where the DET Facility Manager considers that the maintenance will cause an unavoidable disruption to the use or operation of the facility, the Contractor must liaise with the DET Facility Manager and ensure that the disruption is minimized.

### **4.7.6 REPORTING ON REACTIVE MAINTENANCE REPAIRS**

The Contractor must keep a record or log of all the reactive maintenance repairs carried out as part of this Contract within 2 working days of the completion of a task.

Every month and prior to each Contract Meeting, the Contractor is to provide to the Principal's Representative an updated copy of this record/log. This submission must detail:

- a) The facility and assembly/element effected.
- b) The date of notification and the date the repair were completed.

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- c) Reactive maintenance repairs carried out
- d) How the notification was received, i.e.: Principal's Representative, DET Facility Manager, and condition assessment by others.
- e) Actions taken to ensure that no further repairs will be required to this element/assembly resulting from similar causes, i.e.: preventive maintenance system changes.

The Principal's Representative is not required to make payment for preventive & statutory maintenance until a satisfactory report has been received from the Contractor. A copy of the service report must be placed in the Service Manual (Section 3.3.3 refers)

### 4.8 INTERNAL FACILITY DAMAGE AND/OR DAMAGE NOT CONSISTENT WITH FACILITY OPERATION

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4.8.1 The Principal's Representative may, at its sole discretion, issue an order to the Contractor to undertake repairs to a facility where the damage is:

- a) the direct result of wilful damage by students or staff etc,
- b) the direct results of the students or staff by using it wrongly or for a purpose for which it was not intended.

4.8.2 Damage is not wilful if it is the result of:

- (a) the everyday use of the assembly by facility aged children.
- (b) facility operations including but not limited to:
  - the movement of large numbers of students and staff carrying bags, etc resulting in frequent contact with and damage to the internal elements of the facility; such as learning areas, hall ways, enclosed corridors around door frames and internal seating
  - frequent use of doors, windows and other moveable elements /assemblies / sub-assemblies of the facility;
  - frequent use of fixed and stationary appliances and fixtures

As such the cost to rectify a higher degree of wear and tear, and damage than would be expected outside the facility environment, must be allowed for in these circumstances by the Contractor.

4.8.3 Where the Contractor considers that the rectification is not required to be carried out as an item of maintenance then:

- a) the Contractor must separately notify the DET Facility Manager and the Principal's Representative of the damage and the cause.
- b) the Principal's Representative will investigate and make a determination whether the damage is wilful damage or a result of misuse, and provides a direction to the Contractor;
- c) NOT USED
- d) the Contractor must not carry out any work with respect to wilful damage unless directed to do so by the Principal's Representative.

## SECTION 4 : GENERAL MAINTENANCE

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- e) if the Principal's Representative determines the damage to the item is result of wilful damage and misuse, the Contractor will have no responsibility for the maintenance of the item until it is satisfactorily rectified.

### 4.8.4 Out-of-Service Notices:

When the Contractor identifies unsafe practices relating to the use of the Materials Workshop machinery (Wood and Metal) items, such practices may include, the continued use of previously identified unsafe equipment and the removal of guards from machinery, then the Contractor must notify the DET Facility Manager immediately of these unsafe practices.

Where the Contractor considers the rectification (e.g. reinstall of guards from machinery) can be carried out in conjunction of other maintenance activities, then the Contractor must request the DET Facility Manager to issue an direction and carry out such rectification when the direction is provided.

Where direction for rectification of is not provided by the DET Facility Manager, or where the machinery is uneconomical to repair or poses a major risk, then the Contractor must affix a Principal supplied 'Out-of-Service Notice' tag to this unsafe item.

A report on all items of unsafe practices and items issued with 'Out-of-Service Notice' must be tabled at the monthly meeting

## 4.9 CONDITION ASSESSMENTS

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### 4.9.1 QUALIFICATIONS OF ASSESSORS

The Contractor must carry out the Condition Assessments using only trained and accredited assessors acceptable to the Principal. These Assessors must have at least the relevant trade qualifications, experience with meeting the contract requirements and also appropriate posttrade qualifications or significant applicable experience in the maintenance of materials workshop machinery (wood and metal) and building services.

The Contractor must maintain records of the names of which Condition Assessors have carried out the assessment at every facility and this information must also be recorded in the Condition Assessment System and the related reports. These records may be used by the Principal to audit the quality of the Assessments carried out by particular Condition Assessors.

### 4.9.2 TIMING OF ASSESSMENTS

The Contractor must carry out regular monitoring inspections of the condition of the Assemblies at each facility. The frequency of the monitoring inspections shall be determined by the Contractor for each Element / Assembly and is to be consistent with the following:

- the nature of the defects likely to occur;
- the Intervention Standard; and
- the appropriate remedial action required.

These monitoring inspections must be no less than once every 12 months and one of these monitoring inspections (Condition Assessments) must be carried out between 1 February to 30 April each Contract Year.

## **SECTION 4 : GENERAL MAINTENANCE**

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The initial Condition Assessment must be completed between 1 February to 30 April 2008.

### **4.9.3 INVESTIGATIONS AND REPORTS**

When a Condition Assessment indicates that an Element/Assembly is beyond economical repair, the Contractor must carry out a Basic Investigation of and report on the condition of the remainder of the Sub-Assembly or Component including the estimated cost, time and the options available. Submit these reports within 4 weeks of the Condition Assessment.

The Basic Investigation and report will be brief, usually requiring, but not be limited to, less than 4 hours to prepare and less than 2 pages in length. The Contractor must prepare a suitable pro-forma for the report. It must be typed or presented in neat, legible handwriting. Resubmit reports in typed format at no additional cost where, in the opinion of the Principal, the writing is not legible.

The Basic Investigation and report must include the input of the knowledge and experience of a licensed builder, electrician, plumber, painter, and the like, as applicable.

An outcome of the Basic Investigation may be that a further Detailed Investigation and report is required. The Detailed Investigation and report may include detailed inspection, removal, exhumation, sampling and testing. The cost of removal, exhumations, sampling, testing and any consequent restoration work, where required, will be instructed as a Variation. Obtain the Principal's direction before carrying out any Detailed Investigation and report involving additional cost.

If the Principal agrees it is required to complete a Detailed Investigation, a Specialist Report will be instructed as a Variation.

After receipt and consideration of such reports, the Principal will direct the Contractor as to what further action is required, if any. Such directions, targeted to be issued by 1 October each year, may include a direction to take no action; to carry out repairs/restoration; to carry out a replacement; to carry out further monitoring; or to undertake further investigations. The target date of 1 November is provided as a guide only and may be changed at the Principal's absolute discretion.

### **4.9.4 2006 CONDITION ASSESSMENTS DATA**

Condition assessments data is provided to the Contractor for information only. This information is provided in accordance with Section 2, Preliminaries, clause 2.3 – Information Supplied by the Principal.

### **4.9.5 CONSEQUENCES OF NOT CARRYING OUT CONDITION ASSESSMENTS**

#### **PROPERLY**

Poor quality, inaccuracies and/or dishonesty in carrying out Condition Assessments will be viewed very seriously by the Principal and will be a substantial breach of Contract and a Contractor's Default.

If the Contractor becomes aware or is notified that an Unacceptable Condition or Performance is not accurately recorded in any Condition Assessment carried out by the Contractor (including if a

## **SECTION 4 : GENERAL MAINTENANCE**

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Condition Assessment records an Unacceptable Condition or Performance that does not exist, or does not exist to the extent recorded), the following will apply: -

The Contractor must promptly provide the Principal with a written statement setting out:

- a) details of the discrepancy between the Condition Assessment and the actual condition or performance of the relevant Assembly, Sub-Assembly or Component;
- b) an explanation of the reason for the discrepancy;
- c) details of the steps to be taken by the Contractor to rectify these and any other discrepancy and prevent further discrepancies; and
- d) the proposed review (including additional internal auditing) of completed Condition Assessments to identify and rectify other omissions or errors and those at work sites not audited by the Principal.

The Contractor must promptly, and in any event within 14 days of becoming aware or being notified, amend the Condition Assessment records to reflect the discrepancies identified by the Principal or by the Contractor, and resubmit them to the Principal.

If an Unacceptable Condition or Performance has not been recorded, or its extent has been under-assessed, the Contractor must, notwithstanding any longer Response Time allowed for in the Contract or the time of the year, carry out and complete any necessary Routine Condition Based Maintenance or rectification work to address the work not identified within four weeks of its discovery, unless directed otherwise.

The Contractor must carry out all additional reviews (including additional internal auditing) of completed Condition Assessments and all necessary additional repair/rectification work resulting. This includes completing any additional work required as a result of the failure of the Contractor to accurately record the Unacceptable Condition or Performance in the Condition Assessment, at its own cost.

### **4.9.6 CONDITION ASSESSMENT AUDITS**

The Principal will progressively audit the Condition Assessments carried out by the Contractor each year. Facilities will be selected randomly for audit.

If any discrepancies whatsoever are discovered in more than 5% of the Condition Assessment items in any one (1) facility audits, the Principal may at its absolute discretion implement further joint audits of the work undertaken by the Contractor to verify the accuracy of the other Assessments. The actual percentage will be calculated as the proportion of the items missed (or wrongly assessed) by the sum of missing items and items identified by the Contractor.

If the Principal considers these joint audits are necessary, then the Contractor must pay the costs incurred by the Principal in attending the joint audits with the Contractor's representative to verify the accuracy of the other assessments. The Principal will determine the number of additional joint audits required.

A service fee of \$500 plus the cost of all joint audits incurred by the Principal, as valued by the Principal, will be a debt due from the Contractor to the Principal.

### **4.10 CONDITION ASSESSMENT SYSTEM (CAS)**

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## SECTION 4 : GENERAL MAINTENANCE

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### 4.10.1 GENERAL

The Condition Assessment System or CAS<sup>®</sup> is software and a database that enables the condition assessment and data capturing of assets to be carried out and recorded using portable computers. It is based on and was specifically written to suit the DET Asset Maintenance Standards<sup>®</sup>.

The Contractor must deliver the assessment data to the Principal in a CAS<sup>®</sup> database in an **identical** format to that produced by the CAS<sup>®</sup>, that is with the same business rules and edit checks applied by the CAS<sup>®</sup> software.

The buildings and majority of rooms (say 90%) will be loaded into the CAS<sup>®</sup> before commencement of a survey and Condition Assessment.

Assess the Equipment and Systems and record:

- All conditions where the Minimum Performance Standard is not being met including OHS and equipment usage issues;
- Projected future maintenance and life cycle replacement work that will be required up to 10 years; and,
- An overview of condition of all assets / Equipment.

The identified scope of work to be done and applicable Response Time must be fully described. The data must be entered into a site module accurately and completely in all respects ensuring data is entered into all mandatory fields.

The Contractor must provide suitable hardware and operating systems for use with each Condition Assessment. The minimum recommended hardware requirements are:

Screen: 640 x 480

Disk Space: 30 MB

Memory RAM: minimum 16 MB recommended

The operating systems required to run CAS<sup>®</sup> software are either Microsoft Windows – 98 and Windows NT, 2000 and XP.

### 4.10.2 DESCRIPTION of CAS<sup>®</sup>

The copyright of the CAS<sup>®</sup> software belongs to the Department of Commerce, and the Intellectual Property Rights in all data captured under the Contract is assigned or otherwise transferred by the Contractor to the DET.

One (1) site module only will be supplied by the Principal. This may be installed a number of times with a unique installation number.

All Condition Assessments must be carried out on Site and all data must be entered on Site using the CAS<sup>®</sup> software provided. All fields are mandatory and must be completed.

If a new building is required to be added where the building is not already existing on the database as supplied by the Principal, this must be identified on a single site module only and the Condition Assessment for that building recorded on that site module only.

**Identify/Nominate any New Building** by a unique building number and description supplied by the DET. Data to be captured against unlisted buildings includes number and description

## SECTION 4 : GENERAL MAINTENANCE

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Any unlisted building identification and description, if required, must follow the methodology already set by the DET.

**Identify/Nominate any New Rooms** by a unique room number and description supplied by the DET. Data to be captured against new rooms includes number, a brief description of what the room is used for, and level of the building.

**Identify Building Services Equipment** by equipment ID number, and describe the equipment type, make, model, serial number, service details, system, date installed, area served, capacity, building and room.

Assessment is also required for items where planned maintenance should be allowed even if no defect requiring rectification is apparent (such as the replacement of equipment in 3 years time).

An Access reporting database (CASREPORTS.MDB) will be provided to the Contractor to allow listings of inspections/assessments to be printed for various selection criteria. This database file may be opened using Microsoft Access 97 or a later version.

The assessment data is to be provided to the Authorised Person by sending the Site Module database (e.g. Site\_1000.mdb), updates of the assessment data can be sent by sending the most current version of the Site Module database (e.g. Site\_1000.mdb).

The data must be provided via one of the following methods to the Principal:

- By email;
- On CD Rom (or agreed alternative) hand delivered; and
- On CD Rom (or agreed alternative) sent by courier.

Obtain the agreement of the Principal to the best method for delivering the data.

### 4.10.3 CAS® SOFTWARE TRAINING

Training in the use of CAS® software will be provided by the Principal to the Contractor's Condition Assessors as soon as practical after the commencement of Contract Year 3.

The training will also be provided to a maximum of three (3) persons from the Contractor's organization once only. No further training of the Contractor's or Subcontractors' or Consultants' personnel will be provided.

Further training for other personnel may be provided at full cost to the Contractor.

### 4.10.4 SUBMISSION OF CONDITION ASSESSMENT DATA

The Contractor must progressively provide the Condition Assessment data to the Principal on a fortnightly basis. The Contractor must ensure the data is provided to the Principal in the correct format.

The Contractor must complete the submission of all Condition Assessment data to the Principal within ten Business Days of the nominated date for completion of the Annual Condition Assessment.

It is the Contractor's responsibility to ensure the data that is provided to the Principal is complete, covers all facilities and is accurate (training will cover the provision of the data).



## SECTION 4 : GENERAL MAINTENANCE

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The Contractor must confirm the receipt of all data with the Principal.

### 4.10.5 MANDATORY ITEMS

Mandatory Items are specific items which the Contractor is required to assess and look ahead to when replacement is required [if it is within the next three (3) years], what is involved and the effect of the element/assembly/sub assembly not being replaced.

These are as follows:

Element/ Sub-Assembly/Component	Location
All Elements	System

The CAS<sup>®</sup> has been programmed to prompt these inputs during the Condition Assessments. The Contractor must provide the information required as part of the Condition Assessments.

### 4.9 ATTACHMENTS

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The following are the attachments to this Section;

Attachment 4A – FACILITY ATTENDANCE NOTIFICATION RECORD

## **SECTION 4 : GENERAL MAINTENANCE**

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### **ATTACHMENT 4A – FACILITY ATTENDANCE NOTIFICATION RECORD**

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## **SECTION 4 : GENERAL MAINTENANCE**

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**END OF SECTION 4 – GENERAL MAINTENANCE**

**SECTION 5 – REPLACEMENT  
SPECIFICATION**

# Replacement Specification

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<b>Section 5: Programmed Maintenance Works .....</b>	<b>1</b>
<b>5.1 NOT USED.....</b>	<b>1</b>
<b>5.2 Special Requirement for Replacements .....</b>	<b>1</b>
<b>5.3 Replacement Specification .....</b>	<b>2</b>
5.3.1 General.....	2
5.3.2 Substitution of Other Materials or Products .....	2

## **SECTION 5: REPLACEMENT SPECIFICATION**

### **5.1 NOT USED**

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### **5.2 SPECIAL REQUIREMENT FOR REPLACEMENTS**

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The Contractor must replace all associated items required to carry out the installation of the new material whenever a sub-assembly or component, or part thereof, is replaced, regardless of whether they require replacement or not.

The cost of these associated items must be deemed to be part of the cost for the work.

### **5.3 REPLACEMENT SPECIFICATION**

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#### **5.3.1 GENERAL**

Unless specified or directed otherwise, replacements must be undertaken using the same material, brand, type and quality as the existing ie. replace "like with like". The Contractor must comply with the Technical Specification.

All replacements required must comply with all current Australian Standards and any Statutory requirements. This will take precedence for any requirements.

#### **5.3.2 SUBSTITUTION OF OTHER MATERIALS OR PRODUCTS**

In particular circumstances the materials or products used in replacements may differ to those existing. When carrying out replacements the Contractor must make the substitutions below. For the materials marked ☐ the Contractor must request the Principal's confirmation before proceeding with any changes.

The cost of making the substitutions below and complying with this Clause will be deemed to be included in the prices submitted for the replacements.

The Contractor must obtain the MFU's approval to make any of the substitutions listed below that are involved with the insurance work.

<b>Existing Material or Product</b>	<b>Replacement Material or Product</b>
1. Oil bath heaters on air conditioning systems	Panel or deep bed filters as per AS 1324
2. Refrigerants i.e Cool rooms, air conditioning units, CFC's, Replacement for refrigeration gases R12, R502, R500, R113, R11.	Approved replacements similar to R134A
3. High School Hall heating from infra red radiant gas heating (small units)	Low intensity Infrared black tube heating
4. Evaporative Coolers	Change to non corrosive materials

## SECTION 5 : PROGRAMMED MAINTENANCE

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5. Boilers – Oil	Change to LP or natural gas
6. Air conditioning unit condenser coils Condenser coils	To be passivated near a corrosive environment or coastal areas.
7. Dampers, exhaust, intake ducts and grilles	To be stainless steel or marine grade aluminium near corrosive environments or coastal areas
8. Time clocks	7 day – 365 days program
9. Planer/Thicknesser/Joiner	Thicknesser
10. Dowelling & Mortising Machine	Mortising Machine
11. Belt/Disc Sander	Single Belt Sander or Single Disc Sander
12. Milling Machine	Drill Mill
13. Power Hacksaw	Coldsaw
14. Shaper	Drill Mill
15. Metal Work Lathe (Belt Drive)	Metal Work Lathe (Gear Drive)

### END OF SECTION 5 – REPLACEMENT SPECIFICATION