

## **SERVICE STANDARD 9**

### **Miscellaneous Assets**

#### **1. REQUIRED OUTCOMES**

The Service Provider shall comply with provisions of this Service Standard 9 so as to ensure that throughout the Term (except where otherwise indicated in Table 9) in relation to the Project Network the various Project Network Parts specified in this Service Standard 9 are kept in good repair.

#### **2. PERFORMANCE REQUIREMENTS**

The Service Provider shall provide the Miscellaneous Asset Services in accordance with the Performance Requirements set out in Table 9.

**TABLE 9**

	<b>Service Delivery Output Element</b>	<b>Performance Requirement</b>	<b>Rectification Period</b>	<b>Repeat Period</b>	<b>Adjustment Type</b>	<b>Grace Period</b>	<b>Monitoring Methodology</b>
9.1	Pedestrian Barriers	The Service Provider shall ensure that each Pedestrian Barrier and Handrail is Structurally Sound.	1 month	1 month		1 year	Service Inspect
9.2	Pedestrian Barriers	The Service Provider shall ensure that each Pedestrian Barrier and Handrail is True and Plumb.	1 month	1 month		5 years	Service Inspect
9.3	Pedestrian Barriers	The Service Provider shall ensure that each Pedestrian Barrier and Handrail is Free From Corrosion and Free From Rot.	1 month	1 month		5 years	Service Inspect
9.4	Pedestrian Barriers	The Service Provider shall ensure that each Pedestrian Barrier and Handrail is Free From Any Breakdown In The Paint Or Protective System.	1 year	1 month		1 year	Service Inspect
9.5	Pedestrian Barriers	The Service Provider shall ensure that each Pedestrian Barrier and Handrail is Clean.	6 months	1 month		1 year	Service Inspect

	<b>Service Delivery Output Element</b>	<b>Performance Requirement</b>	<b>Rectification Period</b>	<b>Repeat Period</b>	<b>Adjustment Type</b>	<b>Grace Period</b>	<b>Monitoring Methodology</b>
9.6	Safety Fences and Vehicle Barriers	The Service Provider shall ensure that each Safety Fence and Vehicle Barrier is Structurally Sound	1 month	1 month		1 year	Service Inspect
9.7	Safety Fences and Vehicle Barriers	The Service Provider shall ensure that each Safety Fence and Vehicle Barrier is Free from Corrosion.	1 month	1 month		1 year	Service Inspect
9.8	Safety Fences and Vehicle Barriers	The Service Provider shall ensure that each Safety Fence and Vehicle Barrier is Free From Any Breakdown In The Paint Or Protective System.	1 year	1 month		1 year	Service Inspect
9.9	Safety Fences and Vehicle Barriers	The Service Provider shall ensure that the alignment and mounting height of each Safety Fence and Vehicle Barrier is in accordance with Highway Standards.	1 month	1 month		1 year	Service Inspect
9.10	Seats	The Service Provider shall ensure that where a Seat is replaced, such Seat is replaced on a Like For Like Basis unless the Service Provider obtains Authority Approval for use of an alternative material or design.	1 month	1 month		1 year	Inspect

	<b>Service Delivery Output Element</b>	<b>Performance Requirement</b>	<b>Rectification Period</b>	<b>Repeat Period</b>	<b>Adjustment Type</b>	<b>Grace Period</b>	<b>Monitoring Methodology</b>
9.11	Seats	The Service Provider shall ensure that each Seat is Structurally Sound.	1 month	1 month		1 year	Service Inspect
9.12	Seats	The Service Provider shall ensure that each Seat is fit for purpose in its normal use.	1 month	1 month		1 year	Service Inspect
9.13	Seats	The Service Provider shall ensure that each Seat is Free from Corrosion and Free From Rot.	1 month	1 month		5 years	Service Inspect
9.14	Seats	The Service Provider shall ensure that each Seat is Clean.	1 month	1 month		1 year	Service Inspect
9.15	Seats	The Service Provider shall ensure that each Seat is Free From Any Breakdown In The Paint Or Protective System.	1 year	1 month		1 year	Service Inspect
9.16	Cycle Barrier, Cycle Stand and Tree Grille	The Service Provider shall ensure that each Cycle Barrier, Cycle Stand and Tree Grille is Structurally Sound and fit for purpose in its normal use.	1 month	1 month		1 year	Service Inspect
9.17	Cycle Barrier, Cycle Stand and Tree Grille	The Service Provider shall ensure that each Cycle Barrier and Cycle Stand is True and Plumb.	1 month	1 month		1 year	Service Inspect

	<b>Service Delivery Output Element</b>	<b>Performance Requirement</b>	<b>Rectification Period</b>	<b>Repeat Period</b>	<b>Adjustment Type</b>	<b>Grace Period</b>	<b>Monitoring Methodology</b>
9.18	Cycle Barrier, Cycle Stand and Tree Grille	The Service Provider shall ensure that each Cycle Barrier, Cycle Stand and Tree Grille is Free From Corrosion.	1 month	1 month		1 year	Service Inspect
9.19	Cycle Barrier, Cycle Stand and Tree Grille	The Service Provider shall ensure that each Cycle Barrier, Cycle Stand and Tree Grille is Free From Any Breakdown In The Paint Or Protective System.	1 year	1 month		1 year	Service Inspect
9.20	Cycle Barrier, Cycle Stand and Tree Grille	The Service Provider shall ensure that each Cycle Barrier, Cycle Stand and Tree Grille is Clean.	1 month	1 month		1 year	Service Inspect
9.21	Highway Artwork and Artefacts	The Service Provider shall ensure that each Highway Artwork and Highway Artefact is Clean.	1 month	1 month		1 month	Service Inspect
9.22	Highway Artwork and Artefacts	The Service Provider shall, where appropriate, ensure that each Highway Artwork and Highway Artefact is Free From Any Breakdown In The Paint Or Protective System.	1 year	1 month		1 month	Service Inspect

	<b>Service Delivery Output Element</b>	<b>Performance Requirement</b>	<b>Rectification Period</b>	<b>Repeat Period</b>	<b>Adjustment Type</b>	<b>Grace Period</b>	<b>Monitoring Methodology</b>
9.23	Highway Artwork and Artefacts	The Service Provider shall report to the Authority any damage or defects to each Highway Artwork or Highway Artefact.	1 day	1 day		N/A	Service Inspect
9.24	Highway Artwork and Artefacts	On the request of the Authority, the Service Provider shall remove to store or dispose of each damaged or defective Highway Artwork or Highway Artefact within five (5) Business Days of the Authority's request.	N/A	1 day		N/A	Inspect
9.25	Highway Artwork and Artefacts	Where any Highway Artwork or Highway Artefact has been removed on the request of the Authority, the Service Provider shall temporarily repair any part of the Project Network which has been adversely affected by such removal within four (4) hours of the removal.	N/A	4 hours		N/A	Inspect
9.26	Highway Artwork and Artefacts	Where any Highway Artwork or Highway Artefact has been removed on the request of the Authority, the Service Provider shall reinstate the Project Network to match with the surrounding Project Network Parts within one (1) Month of the removal.	N/A	1 month		N/A	Inspect

	<b>Service Delivery Output Element</b>	<b>Performance Requirement</b>	<b>Rectification Period</b>	<b>Repeat Period</b>	<b>Adjustment Type</b>	<b>Grace Period</b>	<b>Monitoring Methodology</b>
9.27	Bollards	The Service Provider shall ensure that each Bollard is Structurally Sound.	1 month	1 month		1 year	Service Inspect
9.28	Bollards	The Service Provider shall ensure that each Bollard is fit for purpose in its normal use.	1 month	1 month		1 year	Service Inspect
9.29	Bollards	The Service Provider shall ensure that each Bollard is Free from Corrosion, Free From Rot and Free From Spalling.	1 month	1 month		5 years	Service Inspect
9.30	Bollards	The Service Provider shall ensure that each Bollard is Clean.	1 month	1 month		1 year	Service Inspect
9.31	Bollards	The Service Provider shall ensure that each Bollard is Free From Any Breakdown In The Paint Or Protective System.	1 year	1 month		1 year	Service Inspect
9.32	Bollards	The Service Provider shall ensure that each Bollard is True and Plumb.	1 month	1 month		1 year	Service Inspect
9.33	Highway Fencing	The Service Provider shall ensure that Highway Fencing is Structurally Sound.	1 month	1 month		1 year	Service Inspect

	<b>Service Delivery Output Element</b>	<b>Performance Requirement</b>	<b>Rectification Period</b>	<b>Repeat Period</b>	<b>Adjustment Type</b>	<b>Grace Period</b>	<b>Monitoring Methodology</b>
9.34	Highway Fencing	The Service Provider shall ensure that Highway Fencing is True and Plumb.	1 month	1 month		5 years	Service Inspect
9.35	Highway Fencing	The Service Provider shall ensure that Highway Fencing is Free From Corrosion and Free From Rot.	1 month	1 month		5 years	Service Inspect
9.36	Highway Fencing	The Service Provider shall ensure that Highway Fencing is Free From Any Breakdown In The Paint Or Protective System.	1 year	1 month		1 year	Service Inspect
9.37	Highway Fencing	The Service Provider shall ensure that Highway Fencing is aligned as designed and in accordance with Highway Standards.	1 month	1 month		5years	Service Inspect
9.38	Bollards	The Service Provider shall ensure that where a Bollard is replaced, such Bollard is replaced on a Like For Like Basis unless the Service Provider obtains Authority Approval for use of an alternative material or design.	1 month	1 month		1 year	Inspect

	Service Delivery Output Element	Performance Requirement	Rectification Period	Repeat Period	Adjustment Type	Grace Period	Monitoring Methodology
9.39	Pedestrian Barriers	The Service Provider shall ensure that each Pedestrian Barrier and Handrail is aligned as designed and in accordance with Highway Standards.	1 month	1 month		5 years	Service Inspect
9.40	Health and Safety	The Service Provider shall ensure that the Miscellaneous Asset Service is delivered in accordance with Clause 37 and 38 and the Service Provider Health and Safety Manual.	N/A	1 day		N/A	Inspect
9.41	Safety Fences and Vehicle Barriers	The Service Provider shall ensure that each Safety Fence and Vehicle Barrier is free from any obstruction both in front and behind which would prevent the Safety Fence or Vehicle Barrier functioning as planned in the event of a vehicle impact within one (1) Month of the time at which the Service Provider becomes aware or should have become aware of the obstruction.	N/A	1 month		1 year	Service Inspect

	<b>Service Delivery Output Element</b>	<b>Performance Requirement</b>	<b>Rectification Period</b>	<b>Repeat Period</b>	<b>Adjustment Type</b>	<b>Grace Period</b>	<b>Monitoring Methodology</b>
9.42 (a)	Safety Fences and Vehicle Barriers	The Service Provider shall ensure that, where a Safety Fence and Vehicle Barrier does not comply with all relevant Highway Standards at the date of the Contract, each such Safety Fence and Vehicle Barrier is replaced, so that it complies with Highway Standards.	1 month	1 month		5 Milestone Years	Service Inspect
9.42 (b)	Safety Fences and Vehicle Barriers	The Service Provider shall ensure that each Safety Fence and Vehicle Barrier is maintained in accordance with all relevant Highway Standards.	1 month	1 month		1 year	Service Inspect
9.43	Pedestrian Barriers	The Service Provider shall ensure that where a Pedestrian Barrier is replaced, such Pedestrian Barrier is replaced on a Like For Like Basis unless the Service Provider obtains Authority Approval for use of an alternative material or design.	1 month	1 month		1 year	Inspect

	<b>Service Delivery Output Element</b>	<b>Performance Requirement</b>	<b>Rectification Period</b>	<b>Repeat Period</b>	<b>Adjustment Type</b>	<b>Grace Period</b>	<b>Monitoring Methodology</b>
9.44	Highway Fencing	The Service Provider shall ensure that where Highway Fencing is replaced, such Highway Fencing is replaced on a Like For Like Basis unless the Service Provider obtains Authority Approval for use of an alternative material or design.	1 month	1 month		1 year	Inspect
9.45	Highway Artwork and Artefacts	The Service Provider shall make safe any damage or defects to any Highway Artwork or Highway Artefact within one (1) day of the time at which the Service Provider becomes aware or should have become aware of the damage.	N/A	1 day		N/A	Service Inspect