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**PART 1 SCHEDULE 7**

**O&M OUTPUT SPECIFICATIONS**

1.1 General

The scope of the Project includes the provision of all services associated with the management, planning and delivery of the facility operations, maintenance and asset management activities to ensure compliance with all stated Performance Measures. This includes:

- (a) operations and corridor management;
- (b) maintenance and rehabilitation of the Project Facilities, Site and Adjacent Areas to the minimum acceptable requirements;
- (c) managing the integrity of the Project Facilities, Site and Adjacent Areas through a cost effective long term maintenance and rehabilitation plan;
- (d) identification, programming, prioritization and delivery of maintenance and rehabilitation services to achieve the specified Performance Measures as defined in paragraph 1.6;
- (e) provision of all inspections and reporting; and
- (f) supplying and placement of all materials associated with meeting the standards.

Innovation is strongly encouraged under this Agreement. The Concessionaire is expected to develop innovative ways of performing the Undertakings to achieve the results prescribed in the O&M Output Specifications.

1.2 Principles

The basis for the operation and management of the Project Facilities, Site and Adjacent Areas by the Concessionaire are set around overriding principles that shall apply and include:

- (a) The Concessionaire will be afforded as far as possible, all operational and functional responsibility and associated risks for managing and operations.
- (b) The performance measures set for the Project are succinct, readily defined and measurable, outcome focused and designed to reinforce the desired technical outcomes of this Agreement.
- (c) The service levels are to be equal to or better than Comparable Controlled Access Highways and Comparable Bridges.

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- (d) The Concessionaire shall apply sound asset management practices and programs that limit the risk of the Project Facilities being consumed during the Contract Period.
  - (e) The Province's road and bridge outcome based highway maintenance specifications are to be the basis of all applicable operational activities.
  - (f) The Province will assume the role of performance audit and observation but will not be actively involved in service delivery.
  - (g) Partnership protocols are to be established between the Parties but not to the detriment of the required outcomes of this Agreement.

### 1.3 Operations and Maintenance – Health and Safety

The Concessionaire shall produce a health and safety program in accordance with Section 9 [Health and Safety], describing the Concessionaire's approach to safety. The Concessionaire shall:

- (a) prepare a safety policy signed by core staff;
- (b) manage and operate in conformance with the terms of the health and safety program;
- (c) provide written response to the Province's audits of the performance of the Concessionaire in terms of the health and safety program;
- (d) prioritize and act on safety issues in a timely manner; and
- (e) ensure compliance of all Concessionaire workers, Suppliers and subcontractors with the health and safety program, the Construction Output Specifications, the Workers' Compensation Act, the Occupational Health and Safety Regulations and any other rules, regulations and practices required by applicable legislation.

For any design and construction activities required during any operations and maintenance of the New Crossing, the health and safety requirements for design and construction activities outlined in Section 6 of Part 1 of Schedule 5 [Construction Output Specifications] shall apply.

### 1.4 [Not Used]

### 1.5 Operations and Maintenance and Rehabilitation

The Concessionaire shall be responsible for the operations and maintenance and rehabilitation of the Concession Highway during the Enhanced Service Period.

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The Concessionaire shall provide maintenance consistent with the level of service on adjacent highway sections and in coordination with existing provincial contractors.

Rehabilitation of the Concession Highway shall require the Concessionaire to implement sound asset management practices and will be guided by asset preservation performance specifications as set out in paragraph 1.8(c) to limit the consumption of assets during the Enhanced Service Period.

Operations and maintenance and rehabilitation of the Concession Highway include but are not limited to:

- (a) general management;
- (b) operations and maintenance services;
- (c) corridor management;
- (d) asset management;
- (e) safety management;
- (f) environmental management;
- (g) quality management;
- (h) risk management; and
- (i) traffic management.

#### 1.6 Performance Measures

Performance of this Agreement will involve three levels of Performance Measures, which underpin the technical objectives and outcomes. They comprise of:

- (a) Key Performance Measures
- (b) Asset Preservation Performance Measures
- (c) Operational Performance Measures

Refer to Highway Asset Preservation Performance Measures for details.

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1.7 Quality Management

Fundamental to the concept of performance based supply is the need for a co-operative, well managed approach by the contracted parties that ensures all major objectives are consistently monitored and met. In order to achieve this, the Concessionaire shall be required to have an ISO 9001: 2000 certified Quality Management System for the operations and maintenance aspects of the Undertakings and manage and operate in conformance with the terms of that system. The Province will audit the performance of the Concessionaire in terms of its certified Quality Management System and the requirements of this Agreement.

Schedule 6 [Quality Management] defines the quality management requirements that apply for operations, maintenance and rehabilitation that include specific plans for the following:

- (a) operations, maintenance and rehabilitation management;
- (b) environmental management; and
- (c) traffic management.

1.8 Operations, Maintenance and Rehabilitation

The requirements for operations, maintenance and rehabilitation, in addition to those indicated are defined in the following documents that are annexed to this Part 1:

- (a) Highway Maintenance Specifications
- (b) Highway Corridor Management Specifications
- (c) Highway Asset Preservation Performance Measures
- (d) Local Area Specifications
- (e) Reporting Specifications for Highway Concessions

1.9 [Not used]

1.10 Operations and Maintenance Plan

The Concessionaire shall provide an Operations and Maintenance Plan that describes the procedures for the following key categories of operational or maintenance activity delivered during the term of the Concession. Each procedure must:

- (a) Be aligned with the Key Performance Measures and Operational Performance Measures;

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- (b) Comply with paragraph 1.5;
  - (c) Produce outcomes as prescribed in the Highway Maintenance Specifications;
  - (d) Produce outcomes as prescribed in the Highway Corridor Management Specifications; and
  - (e) Comply with the Local Area Specifications.

The procedures will conform to as a minimum, the following key categories of operations and maintenance service delivery:

- (a) Maintenance Specifications;
- (b) Work Identification and Planning;
- (c) Stakeholder Communication;
- (d) Environmental Compliance;
- (e) Site Safety;
- (f) Emergency Response;

The Operations and Maintenance Plan must encompass all aspects of operations and maintenance services during the Enhanced Service Period for the Project Facilities, the Site and the Adjacent Areas.

The Operations and Maintenance Plan must include as a minimum:

- Introduction of the service activities and their connection;
- Relationship to the Annual Asset Management Plan;
- For each activity the following information is required:
  - Key functional steps identified and described;
  - Person responsible for the activity outcome;
  - Person(s) providing the service;
  - Resources and plant;
  - Inputs and outputs;
  - Reporting requirements;
  - Quality measures;
  - Program or response times; and

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- Identification if a quality method statement is required.

#### 1.11 Asset Management Plan

The Concessionaire shall provide an Asset Management Plan that describes the procedures for achieving the specified Key Performance criteria (e.g. Rutting, Roughness, etc) delivered during the Enhanced Service Period.

The Asset Management Plan must include as a minimum:

- (a) Introduction to the Key Performance Indicators;
- (b) Identify the intervention criteria for each Key Performance Indicator;
- (c) Identify the deterioration rate and factors affecting the Key Performance Indicators;
- (d) Identify and describe the asset management approach in respect to maintenance versus rehabilitation;
- (e) Identify any areas of risk and describe mitigation measures;
- (f) Describe the approach for asset condition inspection, work identification, programming, prioritization of work;
- (g) Describe the use of asset management systems and processes to achieve cost effectiveness in delivery, including innovation to improve performance; and
- (h) Describe the process for deciding work programs in terms of both the Annual Asset Management Plan and the Five Year Asset Management Plan.
- (i) Description of the resources employed in delivering physical works including labour, plant, materials and facilities.

The Concessionaire must also comply with the Local Area Specifications.

**ANNEX 1**

**HIGHWAY ASSET PRESERVATION PERFORMANCE  
MEASURES FOR HIGHWAY CONCESSIONS**

Please see attached.

**ANNEX 2**

**HIGHWAY CORRIDOR MANAGEMENT  
SPECIFICATIONS FOR HIGHWAY CONCESSIONS**

Please see attached.

**ANNEX 3**

**HIGHWAY MAINTENANCE SPECIFICATIONS  
FOR HIGHWAY CONCESSIONS**

Please see attached.

**ANNEX 4**

**LOCAL AREAS SPECIFICATIONS FOR  
OKANAGAN LAKE CROSSING CONCESSION**

Please see attached.

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**PART 2 OF SCHEDULE 7**

**O&M REQUIREMENTS**

The plans relating to operation, maintenance and rehabilitation are contained in Schedule 23 [Concessionaire Proposal Extracts].

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**PART 3 OF SCHEDULE 7**

**Not Used.**

**PART 4 OF SCHEDULE 7**

**CONCESSION HIGHWAY INTELLECTUAL PROPERTY**

**None.**