

### **5.2.3 Monitoring the Contractor's Maintenance Schedules**

The CMMS will be used to identify and record all assets to be maintained and program Maintenance Schedules accordingly.

The DMAT / Consultant will request regular reports and statistical information from data held on CMMS in order to check completed work and the effectiveness of the Maintenance Program. This will include:

- a) Number of breakdowns,
- b) Frequency of maintenance,
- c) Quantities of Major or Minor Spare Parts being used.

### **5.2.4 Monitoring Operational Effectiveness**

The DMAT / Consultant will assess the effectiveness of the operating performance as defined in the Contract and ensure that optimization and overall performance improvement of the system are adopted. The DMAT / Consultant will instruct the Contractor to improve his performance if necessary.

The DMAT / Consultant will ensure through monitoring and regular communication improvements are being made to the system and that the Contractor operates the system to meet its design potential. The parameters for measuring improvement shall include:

- a) Frequency and numbers of breakdowns
- b) Frequency and numbers of complaints
- c) Amount of Major Spare Parts replaced
- d) Efficient use of plant, i.e. duty/standby pumps
- e) Maintaining or improving Effluent Quality

The DMAT / Consultant will ensure that any other associated tasks and duties are carried out.

### **5.2.5 Communication and Co-operation with the Contractor**

The DMAT / Consultant will communicate and co-operate in order to exchange important information and data. The Consultant will instruct and guide the Government members of the DMAT in the use of correct protocol and terminology in dealing with all matters both officially and unofficially. Official Communication will be as follows:

#### **a) Written correspondence, instructions, etc.**

The DMAT / Consultant will record all incoming and outgoing correspondence and appropriate correspondence recording system shall be established which provides an effective means to reference, file and locate all correspondence. Filing official correspondence is an important aspect of the DMAT / Consultant's responsibilities and the recording of instructions, requests and transfer of information is an essential part of the Contract Management responsibilities.