Introduction

The maintenance program is delivered through multiple types of maintenance contracts and in-house maintenance personnel.

A Maintenance Project Manager (PM) must have management and leadership skills necessary to handle contract administration and ensure contract requirements are met.

For most types of maintenance contracts, the Maintenance PM is responsible for ensuring that their contracts are planned, developed, and administered in a manner that results in quality product and within the time and budget established.

A thorough understanding of contract procurement, contract specifications, contract scope of services, and contract administration is essential. Detailed information on contract development and contract procurement can be found on the Contracts Administration Office website and the Standard Specifications for Road & Bridge Construction website.

Detailed information on the administration of maintenance contracts is provided in the ***Maintenance Contract Administration, Inspection and Reporting Procedure***, and information on the administration of Asset Maintenance and Performance Based Contracts is provided in the ***Performance Based Maintenance Contracting Procedure***.

Maintenance Program Planning

Maintenance program needs are projected in the FDOT Five-Year Work Program. The Maintenance Management System (MMS) is used to assist in planning, organizing, budgeting, and directing maintenance operations. Detailed information on MMS is provided in the ***Maintenance Management System Procedure 325-010-001***.

Maintenance Contracting

The Maintenance Contract Program consists of performance-based contracts and work-directed contracts.

There are multiple types of competitively bid maintenance contracts:

- Asset Maintenance
- Best Value and Low Bid Performance-Based Maintenance
- Maintenance Work-Directed
- Landscape Installation and Establishment
- Pre-Event
- Emergency

Maintenance Agreements

Maintenance program objectives are also accomplished through agreements with other state agencies, local governments, and other organizations. These agreements include the following:

- Memorandum of Agreements (MOAs)
- Negotiated Agreements with groups certified as a Florida Youth Work Experience Program
- Department of Correction Inmate Labor

Preparation and Procurement

The PM must be knowledgeable of contract document preparation, procurement methods, negotiations, and administration of various types of contracts and agreements.

The PM must have a clear understanding of Standard Specifications for Road and Bridge Construction, Maintenance Modified Special Provisions and Maintenance Supplemental Specifications, as well as project specific modifications or technical special provisions.

For asset maintenance contracts, the PM must have a clear understanding of the performance contract scope of services, the governing order of authority of contract documents, and the established means to evaluate the contractor's performance on the contract.

PMs may be responsible for developing request for advertisement packages for the competitively bid types of maintenance contract listed above be submitted to the District Contracts Administration Office for advertisement. After bids are received, the PM may be required to participate in the bid review for recommendations to the awards committee.

When the contract has been awarded, the PM is responsible for initiating the contract administration actions.

Maintenance Rating Program

The Maintenance Rating Program (MRP) is a uniform method for evaluating the performance of maintenance operations. Details on the Maintenance Rating Program are provided in the ***Maintenance Rating Program Procedure 850-065-002***. The procedure together with the Maintenance Rating Program Handbook, provides a method for conducting an evaluation of the condition of maintenance features on the State Highway System.

Maintenance ratings can be a valuable resource early in the development of future construction projects, to help ensure that maintenance needs are considered in the project scope.

Asset Maintenance

Asset maintenance contracts are used for routine maintenance, operations, and management of a designated corridor, geographic area, or specific roadway component. Specific components can include rest areas, weigh stations, welcome centers, bridges, or other fixed assets within the specified boundaries of the contract.

These contracts are multi-year contracts with payments made based on a schedule of lump sum payments. The contractor's performance is rated periodically using the FDOT Maintenance Rating Program, and other performance measures. The contract scope provides minimum performance criteria and pre-establishes deductions for failure to meet the established performance criteria.

Asset maintenance and best value performance contracts are awarded through a Request for Proposal (RFP) process. The technical proposals received are evaluated and scored based on the established RFP criteria. The contractor selection is based on the overall score comprised of both the technical proposal score and the price proposal score.

The PM is required to monitor the performance-based contract to determine if the established performance requirements of the contract are being met.

Maintenance Work-Directed Contracts

Work-directed maintenance contracts typically provide routine maintenance activities in specified areas and can be Work Document or Site Specific. With Work Document contracts, the work needs are not known at the time of bid, and the PM is responsible for issuing Work Documents to identify the location, description, and amount of work to be performed within the time periods specified. Site Specific contracts are generally short-term contracts for work needs that are specified in the contract prior to advertisement.

Examples of maintenance work activities that may be provided by work-directed contracts:

- Pavement Marking and Striping
- Asphalt Repair
- Roadway Lighting Maintenance
- Traffic signals
- Mechanical Roadway Sweeping
- Concrete Repairs and Joint Sealing

The previous list is by no means a complete list, but it serves as an example of the various types of work activities that maintenance contract PMs are responsible for administering, including inspection of the work.

Contract Evaluations, Defaults, and Non-Responsibility

The PM is responsible for evaluating the performance of each maintenance contract. For contract evaluations on non-asset maintenance contracts, the PM is required to complete the **Contractor Field Performance Rating Form.**

For evaluations on asset maintenance contracts, the PM must have a clear understanding of the Asset Maintenance Performance Rating (AMPER) which is used to evaluate and assist in administering asset maintenance contracts. Completing the AMPER requires coordination with the FDOT Maintenance Rating Program (MRP) team, consideration of the condition of assets not covered by MRP, along with the assessment of multiple other contract requirements.

Coordination with Developing Projects

The District Maintenance Office and Operations Centers will be responsible for maintaining the facility after construction projects have been completed, so it is important for Maintenance to be involved in the project development phase and design phase submittals.

The design PM should consider the cost and complexity of future maintenance of all project features, such as shoulders, slopes, drainage features, and signs, with the goal of designing projects that can be efficiently maintained. The designer should consider space needed to conduct maintenance activities without creating the need for unnecessary maintenance of traffic. The maintainability of new products and equipment should always be considered before including them in the plans and specifications. Consideration of review comments from Maintenance could benefit the Department by avoiding potential maintenance challenges.

Maintenance personnel should take advantage of opportunities to provide input during the planning and design phases of construction projects, with a focus on providing maintenance perspectives that may result in the design of projects that can be efficiently maintained.