

Maintenance - Guideline on preparation of maintenance contracts

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maintenance contracts

EESTI STANDARDI EESSÕNA

NATIONAL FOREWORD

<p>Käesolev Eesti standard EVS-EN 13269:2006 sisaldab Euroopa standardi EN 13269:2006 ingliskeelset teksti.</p> <p>Käesolev dokument on jõustatud 20.09.2006 ja selle kohta on avaldatud teade Eesti standardiorganisatsiooni ametlikus väljaandes.</p> <p>Standard on kättesaadav Eesti standardiorganisatsioonist.</p>	<p>This Estonian standard EVS-EN 13269:2006 consists of the English text of the European standard EN 13269:2006.</p> <p>This document is endorsed on 20.09.2006 with the notification being published in the official publication of the Estonian national standardisation organisation.</p> <p>The standard is available from Estonian standardisation organisation.</p>
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<p>Käsitlusala:</p> <p>This Standard provides guidance on the preparation of contracts for maintenance work. It can be applied to: - cross-border as well as national company/maintenance contractor relationships; - the whole range of maintenance services including planning, management and control in addition to maintenance operations; - every type of item with the exception of computer software unless the software has to be maintained as an integral part of, and together with, technical equipment. It does not: - provide standard forms for maintenance contracts; - determine rights and obligations between company and maintenance contractor.</p>	<p>Scope:</p> <p>This Standard provides guidance on the preparation of contracts for maintenance work. It can be applied to: - cross-border as well as national company/maintenance contractor relationships; - the whole range of maintenance services including planning, management and control in addition to maintenance operations; - every type of item with the exception of computer software unless the software has to be maintained as an integral part of, and together with, technical equipment. It does not: - provide standard forms for maintenance contracts; - determine rights and obligations between company and maintenance contractor.</p>
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ICS 03.080.10

Võtmesõnad:

English Version

Maintenance - Guideline on preparation of maintenance contracts

Maintenance - Lignes directrices pour la préparation des
contrats de maintenance

Instandhaltung - Anleitung zur Erstellung von
Instandhaltungsverträgen

This European Standard was approved by CEN on 22 May 2006.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the Central Secretariat or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the Central Secretariat has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and United Kingdom.



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Foreword

This document (EN 13269:2006) has been prepared by Technical Committee CEN/TC 319 "Maintenance", the secretariat of which is held by UNI.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by January 2007, and conflicting national standards shall be withdrawn at the latest by January 2007.

This document supersedes ENV 13269:2001.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and United Kingdom.

Introduction

The value of maintenance to the owners of items (as defined in EN 13306) cannot be overemphasized. Proper maintenance protects the value of the capital invested and ensures that the required availability is attained.

In addition, as technical and economic developments increase, the demand for contracted maintenance services both nationally and across borders also increases.

It is therefore important that maintenance contracts are approached in a structured and careful manner.

The purpose of this Standard is to:

- promote cross-border company/maintenance contractor relationships and to produce a clear interface between the company and the maintenance contractor for maintenance services;
- improve the quality of maintenance contracts so that disputes and adjustments are minimized;
- draw attention to the scope of maintenance services and to identify options for their provision;
- give assistance in, and advice on, the drafting and negotiation of maintenance contracts and in specifying arrangements in the case of dispute;
- identify types of maintenance contracts and to make recommendations for the attribution of rights and obligations between the parties of the contract including risks;
- simplify comparison between maintenance contracts.

The standard also could facilitate in specifying the required output of maintenance activities.

This document is simply a working tool intended for parties who wish to draw up a maintenance contract. It offers headings which are not exhaustive and which parties may or may not include, exclude, modify and adapt to their own contractual relationship.

This working tool does not bind the parties to use any part of this document.

Not all the clauses discussed in the guideline will be applicable to every contract.

Each individual contract should be drafted, and negotiated where appropriate, to take into account the requirements arising from the work required on the items to be maintained, the parties involved and any applicable laws and regulations.

The Standard contains the following clauses to assist the user:

- Clause 4 "Maintenance activities and stages to the maintenance contract" gives a structured overview of possible maintenance services offered or required. Its purpose is to give advice on activities which may be required in preparing a contract and prior to signing of agreements and also those activities which may be required during the period of any contract;
- Clause 5 "Structure and content", provides a standard check list for use when drafting maintenance contracts together with important elements for content.

When using the Standard a three step approach should be followed:

- Step 1: The company should decide which maintenance services will be provided in-house and which services will be contracted out; i.e., which maintenance services should be bought from a maintenance contractor and therefore be subject to a maintenance contract;
- Step 2: A pre-qualification stage follows any decision to contract out part or all of any maintenance and it is during this period that the company will identify any contractor or contractors with the capability of performing the required maintenance tasks;
- Step 3: The contract may be prepared using the guidance in this Standard and the maintenance contractor selected either by price negotiation or by competitive tender.

1 Scope

This Standard provides guidance on the preparation of contracts for maintenance work.

It can be applied to:

- cross-border as well as national company/maintenance contractor relationships;
- the whole range of maintenance services including planning, management and control in addition to maintenance operations;
- every type of item with the exception of computer software unless the software has to be maintained as an integral part of, and together with, technical equipment.

It does not:

- provide standard forms for maintenance contracts;
- determine rights and obligations between company and maintenance contractor.

2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

EN 13306:2001, *Maintenance terminology*

EN 13460, *Maintenance — Documents for maintenance*

EN ISO 9000, *Quality management systems — Fundamentals and vocabulary (ISO 9000:2005)*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in EN 13306:2001 apply together with the following additional definitions:

3.1 certification

procedure by which a third party gives written assurance that a product, process or service conforms to specified requirements.

3.2 maintenance contractor

contracting party (e.g. organization, joint venture, etc.) that has agreed to undertake responsibility for providing a given maintenance service and obtaining, when specified, supplies in accordance with a contract.

NOTE This may include the provision of a consultancy service.

3.3 company

recipient of a maintenance service provided by the maintenance contractor.