**Technical Query and Request for Information**

Procedure

ELECTRICAL ASSET MANAGEMENT BRANCH

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Contents

[1 objective 3](#_Toc499130303)

[2 SCOPE 3](#_Toc499130304)

[2.1 Technical Query and Request for Information Definition 3](#_Toc499130305)

[3 Roles & Responsibilities 3](#_Toc499130306)

[4 Definitions 3](#_Toc499130307)

[5 Process 4](#_Toc499130308)

[5.1 Identify Technical Issue and Raise Technical Query/Request for Information Form 4](#_Toc499130309)

[5.2 Raise Technical Query/Request for Information Form 4](#_Toc499130310)

[5.3 Submit Technical Query/Request for Information Form 4](#_Toc499130311)

[5.4 Electrical Asset Management Processing 4](#_Toc499130312)

[6 References and related Documents 5](#_Toc499130313)

[7 Appendices 5](#_Toc499130314)

[Appendix 1: EAM Technical Query/Request for Information Form 6](#_Toc499130315)

Document Control

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Amendments

|  |  |  |  |
| --- | --- | --- | --- |
| Revision Number | Revision Date | Description of Key Changes | Section / Page No. |
| A | 15/09/2017 | Initial Issue |  |
| B | 16/10/2017 | Recommended solution - if applicable to query. | 5.2  |
|  |  |  |  |
|  |  |  |  |

# objective

The objective of this procedure is to define when and how Technical Queries (TQ) and Requests for Information (RFI) are used.

The intent is to ensure that queries are correctly resolved, closed out and documented in a traceable and easily retrievable manner.

# SCOPE

This procedure applies to all TQ’s and RFI’s generated by third parties to the Electrical Asset Management Branch, both internal and external to Main Roads WA.

## Technical Query and Request for Information Definition

TQ’s and RFI’s are written requests for technical information or decisions from Electrical Asset Management which will have a substantial and/or significant impact upon the management of the Main Roads WA electrical asset base.

Any written request for the update of or exemption from a Main Roads technical specification or standard falls under this procedure.

Any written request for the variation of or additional information on maintenance practices falls under this procedure.

# Roles & Responsibilities

| **Role** | **Responsibility** |
| --- | --- |
| **MEAM** | Owner of Procedure |
| **PESE** | Authorised to Approve |
| **PEAE** | Authorised to Approve |
|  |  |

# Definitions

| **Term** | **Definition** |
| --- | --- |
| **MEAM** | Manager Electrical Asset Management |
| **PESE** | Principal Electrical Standards Engineer |
| **PEAE** | Principal Electrical Assets Engineer |
| **TQ** | Technical Query |
| **RFI** | Request for Information |

# Process

## Identify Technical Issue and Raise Technical Query/Request for Information Form

Identify the need for technical information or a decision from Electrical Asset Management which will have a substantial and/or significant impact upon the management of the Main Roads WA electrical asset base.

This identification of a need will usually be from a third party to Electrical Asset Management, such as a consultant or maintenance contractor.

The TQ/RFI form is available for download from the MRWA website, under Electrical and ITS Engineering.

## Raise Technical Query/Request for Information Form

The submitter of a TQ/RFI may choose to either fill out the Technical Query Details – TQ Description box, or attach their own document. This may include a 3rd party Request for Information form.

The submitter must attach all relevant drawings and information to the decision requested. This **MUST** include all drawings and documents which may have a bearing on the decision or information being provided by the Electrical Asset Management Branch.

The submitter must include a recommended solution if applicable to the query being submitted, for example for a simple information request this might include the release of certain technical documents. In the case of a decision being requested to relax technical requirements, the submitter should include a solution with full justification as to why Main Roads should approve the course of action.

The submitter must identify if the recommended solution:

1. will impact on any works, cost or schedule; and
2. if an update to MRWA specifications or standards is required or recommended to implement the solution.

The submitter must identify when a request is required by, for durations shorter than ten working days a reason for the urgency of the request must be included.

## Submit Technical Query/Request for Information Form

The submitter of the TQ/RFI sends it via e-mail to the EAM\_TQ&RFI inbox –EAM\_TQ&RFI@mainroads.wa.gov.au

##  Electrical Asset Management Processing

An allocated officer from Electrical Asset Management will confirm receipt of the Technical Query/Request for Information and advise whether the requested timeframe can be met.

The officer will add the Technical Query/Request for Information to the Electrical Asset Management register and allocate for answer as necessary.

A reply will be drafted. A reply is **NOT** approved unless signed by either of the MEAM, PESE or PEAE.

A copy of the answer is to be filed by the answering officer.

# References and related Documents

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| --- | --- |
| **Document Number** | **Description** |
| D17#584546 | EAM Technical Query/Request for Information Form |
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# Appendices

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| --- | --- |
| **Appendix** | **Title** |
| **Appendix 1** | EAM Technical Query/Request for Information Form |
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Appendix 1: EAM Technical Query/Request for Information Form

