

SERVICE INFORMATION FOR THIRD LINE SERVICES

Service Information for Third Line Services

Changes from previous TMTii 02 competition:

- Slight wording update reflecting previous Tender Amendments
- SI 105 - Updated to remove references to original mobilisation period
- SI 115 (page 11 paragraph 3) & SI 715 - Amended as good inwards positions is now a task for the NTLC Supplier XPO
- SI 115 (page 15 paragraph 2) – Amended to remove original April date
- SI 205 (page 15 paragraph 5) – mentions the Property List

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SERVICE INFORMATION

Document Structure

SI 100	Description of the <i>service</i>
SI 200	General constraints on how the <i>Contractor</i> Provides the <i>service</i>
SI 300	<i>Contractor's</i> Design
SI 400	<i>Contractor's</i> plan
SI 500	Quality management
SI 600	Tests and inspection
SI 700	Management of the service
SI 800	Working with the <i>Employer</i> and Others
SI 900	Services and other things to be provided
SI 1000	Health and safety
SI 1100	Subcontracting
SI 1200	Acceptance or procurement procedure
SI 1300	Accounts and records
SI 1400	Parent company guarantee (Option X4)
SI 1500	Performance bond (Option X13)
SI 1600	Work call off arrangements
SI 1700	Task Order (Option X19)
SI 1800	<i>Employer's</i> service specification and drawings

SI 100 Description of the service

SI 105 Description of the service

The *Employer* requires the *Contractor* to provide and manage a service to inspect, test and process for repair all goods inward items arriving at the *Employers* National Technology and Logistics Centre.

The service will be based from the National Technology and Logistics Centre which is currently located at West Hallam, Derbyshire.

The service will be fully operational within two months of the contract date with early priority placed on continuous processing of stock

SI 110 Overall objectives

The *Employer* is Highways England the government company charged with operating, maintaining and improving England's motorways and major A roads.

Formerly the Highways Agency, the *Employer* became a government company in April 2015.

The *Employer* manages around 4,300 miles of carriageway and is made up of motorways and trunk roads.

Operational Technology is the term used to describe the technology that enables the *Employer* to operate and monitor the strategic road network. In addition the Operational Technology also provides the data required to model the current demands and predict future needs and identify areas for future investment.

The Operational Technology assets are categorised into the following areas:
Roadside Technology - technology deployed at the roadside (signs, signals, CCTV cameras etc.).

Telecoms Services - the systems and services that interconnect the Roadside Technology with the Control Centre systems.

Control Centres - centralised systems that are used to monitor and control the Roadside Technology.

There are over 40,000 Roadside Technology assets installed across the SRN. Operational Technology has an estimated capital value of £1.5B.

Service Information for Third Line Services

The National Technology and Logistics Centre (NTLC) is a logistics and storage service managed and staffed by Others. The NTLC will provide facilities space as well as physical and electronic Stock management support to the *Contractor*.

The Test and Innovation Centre is a term that describes a manned test area also located within the NTLC site that may be used by Others and the *Contractor* for the purposes of testing and investigating matters related to Roadside Technology equipment.

The terms Stock and Stockholding describe all of the whole assets and components that are the property of the *Employer* and listed within the warehouse management system.

The objectives of this contract are:

- To provide a *service* to inspect, test, provide fault diagnosis and process for repair all items related to Roadside Technology arriving at the NTLC;
- To work with the *Service Manager* and Others to plan service activities and priorities to maximise Stock availability to enable Roadside Technology maintenance;
- To work with the *Service Manager* to optimise the Third Line Service supply chain of third party repairers;
- To undertake investigations and problem management activities on behalf of the *Service Manager* and in collaboration with Others such as regional technology maintainers.

SI 115 Detailed description of the *service* requirements

Service Scope

The *service* will cover all whole assets and components of Roadside Technologies that arrive at the NTLC goods inwards. This includes but is not limited to;

- Signals;
- Message Signs;
- MIDAS;
- Emergency Roadside Telephones;
- CCTV;
- Meteorological systems;
- Tunnel Systems;
- Traffic Signals, including Ramp Metering and UTC-based systems;
- HDLC, RS485 and NMCS IP communications networks.

Facilities

The *Contractor* shall base the service from the National Technology and Logistics Centre which is currently located at West Hallam, Derbyshire and provided by Others.

On occasion the *Contractor* will be required to provide engineering resources to sites other than the NTLC, this will only be at the request of the *Service Manager*. Any expenses occurred undertaking such activities will be agreed with the *Service Manager* in advance and will be limited to the values within the *Employer's* UK Travel and Subsistence policy and payment applied for at the next available invoice point.

The *Employer* retains the right to move the site of the NTLC if there is a strategic requirement to do so.

The NTLC supplier will act as the facilities manager for this service and will provide the facility to the *Contractor* in line with Annex A.

The *Contractor* can request changes to the Third Line Area layout which will be completed by the NTLC supplier upon instruction from the *Service Manager*.

The *Contractor* works with the NTLC supplier and Others on the site to agree and adhere to common site safety and security policies.

If the *Contractor* becomes aware of an additional facilities requirement they will inform the *Service Manager* who will agree any acceptable changes with Others.

Normal operating hours of the NTLC site is Monday to Friday 07:00 – 16:00 excluding public holidays.

In the event that the *Contractor* requires access outside of normal hours they will agree this with the NTLC supplier.

Stock classification

The *Contractor* will use the following Stock classifications when processing items as part of this service:

- Good Stock - Can be sent to construction projects and maintenance *Contractors*;
- 'Green label' Stock - Can only be sent to maintenance *Contractors*;
- 'Red label' Stock - Stock awaiting inspection or repair by Others;
- 'Disposal' Stock - Stock awaiting disposal by Others.

Stock Management Systems

The NTLC supplier is responsible for the booking in and movement of Stock within the main warehouse management system.

Third Line Stock System

The *Contractor* shall use the Third Line Stock System which is based on microsoft access and provided by the *Employer*.

The *Contractor* can also provide their own system but the *Employer* has the right to continue using the system without charge for software or licences for an agreed period to allow for any transfer of data at the end of the *Service Period*.

The *Contractor* shall use the Third Line Stock System to record the following details about each item processed as a minimum:

- Oracle Number and Description
- Serial Number
- Date of Arrival
- Date of Inspection/Test
- Engineers Details

Service Information for Third Line Services

- Fault Diagnosis Details
- Date Sent for Repair
- Date of Return from Repair
- Stock Classification on Completion

The *Contractor* shall use data collected within the Third Line Stock System as evidence for performance measurement of the *service*.

Electronic Catalogue

The *Employer* will supply to the *Contractor* an electronic catalogue which contains images and details of all the maintenance items available to regional maintainers in a microsoft access format.

The *Contractor* will maintain the electronic catalogue and ensure it remains up to date by undertaking activities including but not limited to;

- Adding new item details and digital images
- Amending current item records and digital images
- Reviewing and removing obsolete records and digital images

The electronic catalogue shall remain the property of the *Employer* at all times inclusive of any updates and development undertaken during the *service period*.

Software Repository

The *Contractor* builds and maintains a repository of the software and firmware that is required to be installed on various maintenance components for both use with this *service* and by Others.

The *Contractor* provides the Employer and Others as approved by the Employer full access to the Software Repository on a 24/7/365 basis.

Software and firmware is provided by the *Contractor*, Employer and Others.

The *Contractor* regularly reviews the contents of the repository on at least a quarterly basis to ensure it remains up to date and actively checks for updated software/firmware versions.

Core Functions

Goods Inwards Inspection and Testing

The NTLC supplier brings all Stock received at goods inward in palletised form to the Third Line Services area.

The NTLC supplier is responsible for confirming all items placed with the *Contractor* on the warehouse management system.

The NTLC supplier books in each item received onto the Third Line Stock System by entering at least the date of arrival, serial number and oracle code.

The *Contractor* completes an initial inspection and functional/safety test of each item booked in within three working days of arrival.

The *Contractor's* initial inspection and testing classifies each item as either;

- Functional – ready to be placed back into Stock
- In Warranty – can be sent back to manufacturer under warranty
- Minor Repair – can be repaired by the *Contractor* within 1.5 hours effort
- Third Party Repair – can be repaired by the available supply chain
- Non Repairable – is either beyond economical repair, cannot be repaired or the item is no longer Stocked.

The *Contractor* uses appropriate test equipment and software to undertake inspection and testing.

The *Contractor* attaches a copy of the inspection and testing report to each item and logs the outcome on the on the Third Line Stock System.

Where an item is found to be faulty the detail of the fault(s) found are included in the report by the *Contractor*.

Processing for Repair

The *Contractor* is responsible for all repairs being undertaken within fifteen working days of inspection and testing. This includes repairs undertaken by Others.

The *Contractor* notifies the NTLC supplier of any items classified as Functional. The NTLC supplier will move these items back into Stock and physically out of the *Contractor's* area.

The *Contractor* notifies the NTLC supplier of any items classified as In Warranty or Third Party Repair stating the relevant party each item needs to

be forwarded to. The NTLC supplier will arrange the shipment of these items from the *Contractor's* area.

The *Contractor* notifies the NTLC supplier of any items classified as Minor Repair to enable them to log this on the warehouse management system. The *Contractor* informs the NTLC supplier when these items become available for Stock again.

The *Contractor* notifies the *Service Manager* of any items classified as Non Repairable and will be instructed how to proceed.

Component Recovery

The *Contractor* reviews all items classified Non Repairable and removes any components that are functional and can be reused for other repairs. Recovered components are placed in a suitable storage area or bin. This is especially important for hard to find and obsolete items.

The NTLC supplier provides the *Contractor* with shelving space with storage bins for the storage of recovered components.

Minor Repairs

The *Contractor* creates a standard process for each Minor Repair type to be undertaken.

The *Contractor* can undertake Minor Repairs on all items received except those identified as being under a separate warranty arrangement.

The *Contractor* spends no more than one and a half hours total effort on each Minor Repair.

The *Contractor* undertakes a further functional/safety test upon completion of the repair and before returning to Stock. This test time is in addition to the one and a half hour repair time.

Additional Functions

Supply Chain Management and Optimisation

At the Contract Date the *Employer* gives the *Contractor* access to a supply chain capable of undertaking repairs and details of the any agreed terms and costs in place.

The *Contractor* notifies the NTLC provider of the correct delivery destination for stock to Third Party Repair and monitors the repair turnaround performance which is arrival back at the NTLC site within fifteen working days of receipt by the Third Party Repairer.

The *Contractor* is responsible for confirming the monthly costs raised by the supply chain to the *Service Manager*, which are expected to be in the region of £210,000 per month. The *Employer* is responsible for paying the *Contractor* these costs with the mark-up indicated in the price list.

The *Contractor* actively reviews options to improve the quality, cost and speed of supply chain repairs and submits to the *Service Manager* for acceptance.

If the *Service Manager* accepts the *Contractor* will make appropriate changes to the supply chain to realise improvements and efficiencies.

Investigations and Problem Management

The *Contractor* proactively monitors faults logged on the Third Line Stock System to identify emerging trends and issues.

The *Contractor* will maintain a tracker spreadsheet if potential, ongoing and completed issues to be presented and reviewed with the *Service Manager* at monthly contract meetings.

The *Contractor* undertakes further investigation and testing and presents the early findings to the *Service Manager* in the form of a written report.

In collaboration with the *Service Manager* the *Contractor* will agree and prioritise any further action to be taken and provide the *Service Manager* with possible solutions.

At any time the *Service Manager* can request the *Contractor* to undertake a specific investigation and both parties will agree what priority this work will take and the impact on other service functions.

Technical Support

Third Line Services by its nature holds a large amount of technical knowledge which can be of benefit to Others including the regional technology maintainers.

The *Contractor* puts in place a single email address and telephone number with voicemail that can be used by Others to make support requests.

The *Contractor* responds appropriately to any request received within 9 hours of the time of receipt of each request.

The *Contractor* keeps a log of all call received and the outcome of each call in an appropriate electronic format such as an excel workbook.

The *Contractor* retains electronic copies of all email received and replies sent.

The *Contractor* maintains all records of technical support throughout the *service period* to be passed to the *Service Manager* at the end of the *service period*.

Delivery Acceptance Testing

The *Service Manager* as part of this *service* may request that the *Contractor* undertakes Delivery Acceptance Testing on new technology items arriving at the NTLC site. This will include;

- A recorded visual inspection
- Basic electrical safety testing including insulation resistance and earth continuity, and;
- A functional test using appropriate simulation software provided by the *Employer* to confirm correct functionality.

The *Contractor* conducts any required testing in line with document TR1100 provided by the *Employer*.

The *Contractor* will agree the timing of any testing with the *Service Manager* to prevent any impact on the core service.

The *Contractor* provides the results of any testing to the *Service Manager* and informs the NTLC provider of which items can move into Stock and of any items that have failed and should be set aside for collection by Others.

Mobilisation

The *Contractor* completes their mobilisation period within two months of the Contract Date unless otherwise agreed with the *Service Manager*.

The *Contractor* as part of mobilisation will prioritise the continuous processing of items for repair.

The *Contractor* details their mobilisation activities within the first *Contractors* plan submitted to the *Service Manager* for acceptance which includes: TUPE considerations, setup of the Third Line Area and preparation of systems and processes.

The *Contractor* provides a named key person who will be responsible for the preparation and supervision of mobilisation activities.

The *Contractor* reports on mobilisation progress to the *Service Manager* at intervals agreed at the initial contract meeting.

SI 200 General constraints on how the *Contractor* Provides the *service*

SI 205 General constraints

Business Continuity and Disaster Recovery

The *Contractor* will be responsible for preparing, maintaining and enacting business continuity procedures that will allow the *service* to continue as normal.

If the *Contractor* needs to enact a business continuity procedure they will inform the *Service Manager* immediately and confirm the plan to resume business as usual.

Test Equipment

The *Contractor* provides and maintains all standard handheld test equipment required such as digital multimeters required to deliver the *service*.

The *Employer* provides copies of the WinTester and Equipment Emulator software and any other software appropriate to the *service*.

The *Contractor* complies with the requirements of The Provision and Use of Work Equipment Regulations 1998 (PUWER) for all work equipment, including that provided by the *Employer*.

IT Equipment

The *Employer* will transfer the current IT equipment from the Third Line Services Area at the start of the *service period*. The *Contractor* shall provide any additional desktop and mobile IT equipment required to operate the *service* throughout the *service period*.

The document HE Property List included within the tender pack details those items to transfer to the *Contractor* for the duration of the *service period*.

SI 210 Confidentiality

The *Contractor* seeks the approval of the *Service Manager* before undertaking any publicity linked with the provision of this *service*

The *Contractor* seeks the approval of the *Service Manager* before using any of the *Employer's* brandings or logos and must always adhere to any advised policies on their use.

The *Contractor* makes the *Service Manager* immediately aware of any event that could lead to unexpected publicity of the *service* and the *Employer* during the *service period*.

SI 211 Conflict of Interest

The *Contractor* does not take an action which would cause a conflict of interest to arise in connection with this contract. The *Contractor* notifies the *Service Manager* if there is any uncertainty about whether a conflict of interest may exist or arise.

The *Contractor* notifies his employees and *SubContractors* (at any stage of remoteness from the *Employer*), and ensures any *SubContractor* informs its employees, who are Providing the Service, that they do not take an action which would cause an actual or potential conflict of interest to arise in connection with the *services*.

The *Contractor* ensures that any employee and that any *SubContractor* (at any stage of remoteness from the *Employer*) ensures any of its employees, who are Providing the Service, completes a declaration of interests and conflict of interests in the form provided by the *Service Manager*. The *Contractor* issues to the *Service Manager* any completed declaration of interests and conflict of interests.

The *Contractor* procures any *SubContractor* (at any stage of remoteness from the *Employer*) immediately notifies the *Contractor* and *Service Manager* if there is any uncertainty about whether a conflict of interest may exist or arise and immediately notifies the *Service Manager* if there is any uncertainty about whether a conflict of interest may exist or arise.

A reason for not accepting the submission is that it does not resolve any conflict of interest. The *Contractor* amends the proposal in response to any comments from the *Service Manager* and resubmits it for acceptance by the *Service Manager*. The *Contractor* complies with the proposal once it has been accepted.

SI 215 Control of *Contractor's* personnel

The *Contractor* will carry out basic security and identity checks on their employees and *SubContractors* before they are involved in Providing the Service.

The *Contractor* completes the *Employers* Base Line Checks for all engineers involved in the provision of this service.

SI 220 Cleanliness

The *Contractor* ensures all engineers work areas are managed to prevent any build up unnecessary items or other safety hazards.

The *Contractor* keeps the any items stored on the floor within the appropriate marked areas and away from footways and vehicle access routes.

The NTLC supplier is responsible for regular cleaning for all floor and storage areas.

SI 225 Waste materials

The *Contractor* is provided with appropriate means to dispose of waste by the NTLC supplier.

SI 230 Deleterious and hazardous materials

The *Contractor* shall handle any hazardous materials in line with appropriate regulations and legislation and only after risk assessments and method statements have been put in place.

SI 235 Security and protection

The NTLC supplier is responsible for the overall security of the site and access control.

The *Contractor* gives all employee details requested to the NTLC supplier to support access control to the site.

The *Contractor* is responsible for any visitors to the service and their supervision once they are in the Third Line Services area.

The *Contractor* is responsible for ensuring all visitors to the Third Line Service area have an appropriate safety briefing to cover hazards specific to the service area and that they are using the correct PPE.

SI 300 *Contractor's Design*

Not Used

SI 400 *Contractor's plan*

SI 405 **Plan requirements**

In addition to the requirements at 21.2 of the *conditions of contract* the *Contractor* shows service mobilisation, standard operating procedures and service exit on the *Contractors Plan*.

For service mobilisation the *Contractor* includes key milestones and people who will deliver this work.

The *Contractor* provides the *Contractors Plan* in a format compatible with Microsoft Office 2010.

The *Contractor* provides all timelines or plans in a format compatible with Microsoft Project 2010.

SI 410 **Methodology statement**

The *Contractor* uses methods that are detailed within their standard operating procedures and processes.

SI 415 **Work of the *Employer* and Others**

The *Contractor* collaborates with the NTLC provider and Others as they mobilise their *service* within the NTLC.

The *Contractor* will receive Stock administration and logistical support from the NTLC supplier throughout the *service period*.

The *Contractor* provides suitable access to the NTLC supplier to the Third Line Stock System to allow booking in of items.

The *Contractor* collaborates with the *Service Manager* and Others in maintaining normal service levels during the mobilisation period.

The *Contractor* notifies the *Service Manager* immediately where the work of the *Employer* or Others may impact the *service*. The *Service Manager* shall determine any action to be taken.

SI 420 Information required

The first *Contractors Plan* will be submitted to the *Service Manager* for acceptance within two weeks of the Contract Date by the *Contractor*.

The *Contractor* will ensure that the first *Contractors Plan* contains the full mobilisation plan for the *service*.

SI 425 Revised plan

Not used.

SI 500 Quality management

SI 505 Quality statements

The *Contractor* provides to the *Employer* details of applicable accredited quality systems that will apply to the provision of the *service* as part of the first *Contractors Plan*.

The *Contractor* as part of the quality management process will create, compile, review and update a catalogue of the processes used in the processing, testing, inspection and repair as part of this service.

The *Contractor* includes in the catalogue processes performed by Others as part of this service.

The *Contractor* ensures each documented process includes the following information as a minimum;

- Process name
- Creation and review dates
- Affected equipment
- Process steps with any relevant diagrams and images
- Any specialist equipment, software, materials and knowledge required
- Estimated time to complete the process

The *Contractor* ensures that the *Service Manager* has an up to date version of all quality management documentation including the process catalogue.

The *Service Manager* may request that the *Contractor* further details and review of quality systems at any time during the *service period*.

SI 510 Quality management system

Not used

SI 600 Tests and inspection

Not Used

SI 700 Management of the *service*

SI 705 Communications

Contract Start-Up Meeting

The *Contractor* shall arrange an initial contract meeting with the *Service Manager* to be held within one week of the Contract Date at the NTLC site.

The *Service Manager* will provide the agenda for this meeting.

The *Contractor* shall compile any required minutes and actions resulting from this meeting and issue them to the *Service Manager* within five working days of the meeting.

Contract Performance Reporting

The *Contractor's* performance shall be assessed using the current version of the *Employer's* "Collaborative Performance Framework" (CPF), in line with the specified reporting frequency and reporting deadline. CPF will be updated on a regular basis by the *Employer*.

The *Contractor* completes the CPF worksheet and provides evidence of performance to the *Service Manager* on a quarterly basis at times agreed at the initial contract meeting.

Additional Service Reporting

The *Contractor* submits to the *Service Manager* a weekly report on the first day of each week that includes a summary of activities including volumes for the previous week.

The *Contractor* submits to the *Service Manager* a monthly report based on the agreed CPF measures by the seventh day of the following month.

Monthly Performance Meetings

The *Contractor* and *Service Manager* attend a monthly performance to be held at the NTLC on dates to be agreed at the initial contract meeting.

The meeting will cover as a minimum the contents of the monthly service report and progress towards the next quarterly CPF assessment.

At meetings where a quarterly CPF assessment is due this will be discussed as part of the regular monthly meeting.

The *Service Manager* is the chairperson and provides an agenda to the *Contractor* five days before the agreed meeting date.

The *Contractor* takes and compiles the minutes from the meeting, issuing these to attendees within five days of the meeting.

Monthly Spend Forecasting

The *Contractor* will as part of the first *Contractors Plan* provide the *Service Manager* with an initial twelve month financial forecast.

The *Contractor* will provide the *Service Manager* with an updated twelve month financial forecast four days before the end of each month.

The *Contractor* will provide the *Service Manager* with confirmation of in-month spend three days before the end of each month.

The *Service Manager* may at any time request additional forecasts or financial information from the *Contractor* who will respond within the *period for reply*.

SI 710 Payment provisions

The *Contractor* will send one application for payment to the *Service Manager* each month for assessment. This will include any travel and subsistence costs agreed with the *Service Manager* in advance.

The *Contractor* must include evidence that clearly demonstrates how the application has been built up to allow the *Service Manager* to assess the request based on activities achieved.

All invoices must be approved by the *Service Manager* prior to submitting to the *Employer* for payment, and must contain the release and receipt number provided by the *Service Manager*.

SI 715 Project team - Others

The *Contractor* provides a suitably trained team to undertake the delivery of the *service* based on the current provision of;

- Contract (Operations) Manager – 1 FTE
- Lead Engineer – 1 FTE
- Engineer (Test/Repair) – 3 FTE

The *Contractor* provides personnel who are suitably trained to work with electricity and on electrical items in line with the service scope.

SI 800 Working with the *Employer* and Others

SI 805 Co-operation

The *Contractor* collaborates with the *Service Manager*, NTLC provider and any Test and Innovation Centre personnel in delivery of their services.

The *Contractor* contributes their knowledge in regional technology maintainer forums and workshops at the request of the *Service Manager*.

The *Contractor* escalates any issue arising from the activities of the *Employer* or Others to the *Service Manager* immediately for resolution.

SI 810 Co-ordination

The *Contractor* works with the *Service Manager* and NTLC provider in coordinating the delivery of the *services*.

SI 900 Services and other things to be provided

SI 905 Services and other things for the use of the *Employer*, *Service Manager* or Others to be provided by the *Contractor*

Not Used

SI 910 Services and other things to be provided by the Employer

Facilities

The NTLC supplier will act as the facilities manager for this *service* and will provide the facility to the *Contractor* in line with Annex A.

Equipment

The *Employer* provides with the *Contractor* with engineers workbenches, office desks and seating, desktop PCs, anti-static matting, workbench lighting and all suitable test rigs and related hardware excluding hand tools for their use during the *service period*.

SI 915 Access to information at the end of the *service period*

The *Contractor* will be required to provide the *Service Manager* with access to all records and data collected throughout the *service period* to include;

- Technical support logs;
- Process catalogue (latest);
- Electronic catalogue (latest);
- Software repository;
- Third Line Stock System;
- Any further systems, datasets or logs created during the *service period*.

SI 1000 Health and safety

SI 1005 Health and safety requirements

The *Contractor* will create and maintain a health and safety plan as part of the *Contractors* plan for acceptance by the *Service Manager* which should as a minimum cover suitable risk assessments and mitigations, training and compliance/enforcement activities.

The *Contractor* will take account of the *Employers* current health and safety plan within their planning and demonstrate alignment to the *Service Manager*.

The *Contractor* reports to the *Service Manager* immediately details of any serious incidents involving any person injured or killed in connection with the *service*.

The *Contractor* reports such incidents through the *Employer's* accident and incident reporting system.

The *Contractor* and the *Service Manager* will notify each other of any known specific health and safety hazards which may affect the *service*.

The *Contractor* will work with the *Service Manager*, NTLC supplier and Others in agreeing and reviewing health and safety documents and practices.

The *Contractor* shall comply fully with all health and safety processes and procedures required by Others when operating within regional stores and attending other locations, including construction schemes for deliveries and collections.

The *Contractor* shall liaise with Others responsible for those locations and attend any induction training as required.

SI 1010 Method statements

Standard operating procedures

The *Contractor* will provide the *service* in accordance with standard operating procedures prepared by the *Contractor* and accepted by *Service Manager* during the mobilisation period and in any case within three months of the Contract Date.

The *Contractor* shall submit the format of standard operating procedures to the *Service Manager* for acceptance such that each procedure contains sufficient detail to be used for training and audit purposes.

Where a new standard operating procedure is required or an existing one requires amending then a new or amended version shall be submitted by the *Contractor* to the *Service Manager* for acceptance.

SI 1015 Legal requirements

Not used

SI 1020 Inspections

The *Employer* and *Service Manager* have the right to undertake a health and safety inspection of the Third Line Services area by giving a minimum of 24 hours' notice.

Health and safety tours will be completed in collaboration between the *Service Manager* and *Contractor*.

The *Contractor* will be responsible for providing an action plan to *the Service Manager* within three days of an inspection for any issues raised.

SI 1100 Subcontracting

Not used

SI 1200 Acceptance or procurement procedure

Not used

SI 1300 Accounts and records

Not used

SI 1400 Parent company guarantee (Option X4)

Not used

SI 1500 Performance bond (Option X13)

Not used

SI 1600 Work call off arrangements

Not used

SI 1700 Task Order (Option X19)

SI 1705 Programme requirements

Not used

SI 1710 Methodology statement

The *Contractor* shall utilise existing standard operating procedures and evidence this within the methodology statement.

Where a standard operating procedure does not exist or requires amendment the *Contractor* shall detail this within the methodology statement.

SI 1715 Work of the *Employer* and Others

The *Service Manager* shall provide the *Contractor* with available plans made by the *Employer* and Others to support their planning of the task.

SI 1720 Information required

Not used.

SI 1725 Revised plan

Not used.

SI 1800 *Employer's* service specification and drawings

SI 1805 *Employer's* service specification

Not Used

Annex A – Third Line Service facilities provided by Others

An extract from the National Technology and Logistics Centre service information;

Third Line Services Facilities and Support Requirements

The Contractor will provide administrative support to the Third Line Services provider by recording all Stock movements and creating monthly Stock reports with the Warehouse Management System.

The Contractor will provide warehouse support to the Third Line Services provider through internal distribution of Stock.

The Contractor will provide of a secure indoor working area initially in line with stated current service sizes stated in Annex A which will be used for inspection and test workstations.

The Contractor will ensure the area provided is away from doors that are regularly opened.

The Contractor will provide 30 x 13 Amp electrical points protected by Residual Current Device (RCD) within the Third Line Services area.

The Contractor will provide an access door 5 metres high and full height to the Third Line Services area.

The Contractor shall provide access to office facilities for the Third Line Services providers use based initially on the current service sizes stated in Annex A and located near to their working area.

The Contractor will provide high speed internet access to the office facility.

The Contractor will provide two fixed telephone lines to the office facility.

The Contractor will provide appropriate serviced welfare facilities for Third Line Services staff and their visitors.

Annex B – Insurances

Class of TSC required insurance	Employer insured party status
1. <i>Employers</i> Liability Insurance	1. Indemnity to principals.
2. Motor Third Party Liability Insurance	2. Indemnity to principals.
3. Third Party Public and Products Liability Insurance	3. Options of both co-insured status or indemnity to principals protection
4. Property Damage "All Risks" Insurance (including Terrorism)	4. <i>Employer</i> co-insured with non-vitiation, waiver of subrogation and notice of cancellation protection.
5. <i>Contractor's</i> Own Plant and Motor Vehicle Damage Insurance (own plant and hired in plant)	5. None, no <i>Employer</i> insurable interest.

Service Information Supplementary Insurance Table (Required Insurances)

1. Third Party Public and Products Liability Insurance

1.1 Insured

1.1.1 *Contractor*

1.2 Interest

To indemnify the Insured in respect of all sums which the Insured may become legally liable to pay, (including claimant's costs and expenses) as damages in respect of accidental;

1.1.1 death or bodily injury, illness or disease contracted by any person;

1.2.2 loss or damage to property;

happening during the Period of Insurance and arising out of or in connection with the Contract.

1.3 Limit of Indemnity

Not less than ten million pounds (£10,000,000) in respect of any one occurrence, the number of occurrences being unlimited, but ten million pounds (£10,000,000) for any one occurrence in the aggregate per annum in respect of products or pollution liability.

1.4 Territorial Limits

United Kingdom and elsewhere in the world in respect of non-manual visits.

Service Information Supplementary Insurance Table (Required Insurances)

- 1.5 Period of Insurance
 From the *starting date* until the end of the *service period* or a termination certificate has been issued.
- 1.6 Cover Features and Extensions
- 1.6.1 Indemnity to principal's clause.
 - 1.6.2 Cross liability clause.
 - 1.6.3 Contingent motor vehicle liability.
 - 1.6.4 Legal defence costs.
 - 1.6.5 Health & Safety at Work Act(s) clause.
 - 1.6.6 Data Protection Act clause.
 - 1.6.7 Defence appeal and prosecution costs relating to the Corporate Manslaughter and Corporate Homicide Act 2007.
- 1.7 Principal Exclusions
- 1.7.1 War and related perils.
 - 1.7.2 Nuclear/radioactive risks.
 - 1.7.3 Liability for death, illness, disease or bodily injury sustained by employees of the insured arising out of the course of their employment.
 - 1.7.4 Liability arising out of the use of mechanically propelled vehicles whilst required to be compulsorily insured by legislation in respect of such vehicles.
 - 1.7.5 Liability in respect of predetermined penalties or liquidated damages imposed under any contract entered into by the Insured.
 - 1.7.6 Events more properly covered under a professional indemnity insurance policy.
 - 1.7.7 Liability arising from the ownership, possession or use of any aircraft or marine vessels.
 - 1.7.8 Liability arising from seepage and pollution unless caused by a sudden, unintended and unexpected occurrence.
 - 1.7.9 Cyber risks.
- 2. Policies to be taken out as required by United Kingdom law.**
- 2.1 The *Contractor* is required to meet its statutory insurance obligations in full. Insurances required to comply with all statutory requirements including, but not limited to, *Employers' Liability Insurance* and *Motor Third Party Liability Insurance*.

Service Information Supplementary Insurance Table (Required Insurances)

- 2.2 The limit of indemnity for the *Employers' Liability Insurance* shall be any one occurrence inclusive of costs, the number of occurrences being unlimited during the period of insurance or such greater amount as is required by the applicable law for the duration of the Contract or such greater period as is required by law.
- 2.3 Compulsory insurances to contain an indemnity to principal's clause in respect of claims made against the Employer arising out of the performance of the *Contractor* of its duties under this Contract.
- 2.4 The limit of indemnity for motor vehicle third party liability insurance shall be any one occurrence the number of occurrences being unlimited in any annual period of insurance.
- The motor third party liability insurance shall contain an indemnity to principal's clause.
- 2.5 The insurance shall be maintained from the *starting date* until the end of the *service period* or a termination certificate has been issued.

Annex C – NTLC Location Graphic

