

CONTENTS AMENDMENT SHEET

Amend. No.	Revision No.	Amendments	Initials	Date
0	0	Tender Issue	SEL	18/3/19

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1 CUSTOMER SERVICE

1.1 Introduction

1.1.1 The customer is any person or organisation that uses or is affected by the Affected Property (England's Strategic Road Network), including, but not limited to:

- road users,
- communities and community groups,
- persons, including tenants and organisations that lease from the *Client*,
- the public who use the Affected Property.

1.1.2 Highways England's Customer Service Strategy – Better Journeys and Better Conversations (herein termed the Strategy), sets out the approach to improving works and services provided to its customers. Key aspects of the Strategy include, but are not limited to:

- consistently, effectively and efficiently Provide the Service while minimizing delays and making journeys as stress free as possible,
- effectively and efficiently develop, operate, maintain and improve our assets in our network,
- developing and maintaining sustainable relationships with customers and communities, provide information to help people make the best choices and understand the needs and expectation of customers,

the *Contractor* collaborates with the *Client* and Community to support the successful delivery of the Strategy.

1.1.3 The *Contractor* notifies the *Client* of any customer service issues and provides support in the mitigation of any negative consequences that could affect the delivery of the works or services or achievement of the aims and objectives in the Strategy.

1.2 Customer Correspondence and Complaints

1.2.1 The *Contractor* communicates and manages correspondence and complaints in accordance with the, Annex 12.

1.2.2 The *Contractor* provides any information that is needed to enable the *Client* to prepare responses to questions or issues raised by or on behalf of any customer. The *Contractor* provides such information within any time periods which may be imposed by the *Client* (acting reasonably having regard to the purpose of the provision of the information requested and to the nature and extent of the information requested). If the *Contractor* cannot provide the required information to support the *Client's* response, the *Contractor* will immediately notify the *Client*, detailing the reasons.

1.3 Roadworks and Information

- 1.3.1 The *Contractor* provides the Service in accordance with the *Client's* Plans as detailed in the Scope.
- 1.3.2 The *Contractor* minimises the impact to customers while delivering the works or services and adheres to the requirements in the Network Occupancy Requirements (NOR) in terms of managing the road space closures and the Incident Response Plan (IRP) for managing incidents on the network.
- 1.3.3 The *Contractor* takes all necessary actions to ensure that drivers and road users are aware of the road works, lane closures and disruptions to their trips before commencing their journeys.
- 1.3.4 The *Contractor* uses a wide range of communication channels to inform customers of any disruptions to their journeys in collaboration with the *Client*. These include; roadside signage during planned roadworks, roadside signage to provide advance notice of intended roadworks, publicity material at service areas, petrol filling stations, seaports and airports, press releases and dialogue with broadcast media, publicity campaigns, Local Authority briefings, information notices to emergency services and breakdown services, use of existing Highways England Variable Message Signs, use of strategically placed Portable Variable Message Signs, use of Journey Time Recognition System.
- 1.3.4 The *Contractor* works collaboratively with all stakeholders to avoid closure clashes to ensure that alternative routes remain available for use by road users. Closures on routes regularly used by high impact economic customers will be managed carefully to maintain delays to a minimum.
- 1.3.5 The *Contractor* prepares a traffic management communications plan in advance of the start of planned works in which key messages, communication channels and target audiences are to be identified and which sets out the processes and procedures for communications. A contingency traffic management communications plan for incidents and emergencies will also be prepared for roll out as required. This plan will align with the Network Occupancy Communications Plan (NOCP) required by the Network Occupancy Requirements (NOR).
- 1.3.6 The *Contractor* engages with the local and wider community, including businesses, to listen to their views and concerns and formulate solutions on an ongoing basis as part of the traffic management approach.

1.4 Governance

1.4.1 The *Contractor* ensures that all customer service issues are an agenda item at the monthly review meetings and are itemised in the Monthly Review Progress Report as defined in, Annex 3.

1.4.2 The *Contractor* collaborates with the *Client* to create a customer plan which aligns with the Network Occupancy Communications Plan (NOCP) and defines:

- all customer stakeholder groups
- communication channels and timings for each stakeholder,
- feedback protocols from customers.

1.5 Customer Performance

1.5.1 The *Contractor* records performance against the CPF customer and stakeholder performance metrics in accordance with Annex 17.

1.6 Audit and Assurance

1.6.1 Following reasonable notice, the *Client* will conduct customer audits of the *Contractor's* policies, procedures and practices at such times as required. The *Contractor* will cooperate with such requests and provide all information requested by the *Client*.

1.6.2 The *Client* may suggest recommendations to the *Contractor's* Quality Plan to improve customer service assurance. The *Contractor* implements these recommendations and provide responses to the *Client* if these are not accepted.

Asset Delivery (AD)

Scope

Annex 27

Environmental Management & Sustainability

CONTENTS AMENDMENT SHEET

Amend. No.	Revision No.	Amendments	Initials	Date
0	0	Tender Issue	SEL	18/3/19
1	4	Section 3 amended in relation to Equality, Diversity and Equality (EDI) requirements including Inclusion Action Plan	AP	31/05/19

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1. SUSTAINABILITY

- 1.1.1. Sustainable development offers opportunities for both the *Client* and the Contractor. It provides a way to assess long-term challenges and opportunities and identify and manage risk. For example, using resources efficiently reduces costs. Also a responsible attitude to local communities and the environment helps to maintain reputation and strong partnerships. Sustainable development drives continual improvement and looks for better ways of doing things.
- 1.1.2. The Contractor supports the *Client* to deliver the aims and ambitions set out in Highways England's Sustainable Development Strategy.
- 1.1.3. The Contractor will ensure that sustainable development is embedded into its business decision-making processes and is considered at all levels of operations.
- 1.1.3 All complaints or suggestions (either in written and verbal format) received by the Contractor linked to environmental, local community or social issues will be recorded electronically. The Contractor demonstrates a system is in place to record and manage complaints and suggestions and general queries for environmental/sustainability information. This information will be reported to the *Client* on a quarterly basis.
- 1.1.4. The Contractor participates in working groups with the aim of improving sustainable design and sustainable construction & maintenance.

2. ENVIRONMENTAL

2.1 General Requirements

- 2.1.1. The Contractor supports the *Client* to deliver the aims and ambitions set out in Highways England's Environment Strategy.
- 2.1.2. In providing its *service*, the Contractor will:
- (1) Ensure that protecting and enhancing the environment is embedded into its business decision-making processes and is considered at all levels of operations,
 - (2) Ensure the best practicable environmental outcomes across its activities, while working in the context of sustainable development and delivering value for money,
 - (3) Consider the cumulative environmental impact of its activities across its network and identify holistic approaches to mitigate such impacts and improve environmental performance,

- (4) Where appropriate, work with others to develop solutions that can provide increased environmental benefits over those that it can achieve alone, where this delivers value for money,
 - (5) Calculate and consider the carbon impact of road projects and factor carbon into decisions, and seek to minimise carbon emissions and other greenhouse gases from its operations,
 - (6) Develop approaches to the construction, maintenance and operation of the *Client's* network that are consistent with the government's plans for a low carbon future,
 - (7) Take opportunities to influence road users to reduce the greenhouse gas emissions from their journey choices.
 - (8) The Contractor complies with statutory requirements and not in limitation thereof. The Contractor familiarises itself with the legislation which impacts upon its works and any approved codes of practice and guidance notes which are also applicable.
- 2.1.3. The Contractor ensures that all work delivered by them and their Subcontractors is covered by proportionate and appropriate environmental assessment in line with the *Client's* requirements and the Scope. Where potential adverse environmental effects are identified, the Contractor will consult with the *Client's* environment team and seek advice before proceeding.
- 2.1.4. All environmental/sustainability information passed onto the Contractor by the *Client* is made available to all Subcontractors employed by the Contractor on *Client* related projects. Subcontractors are subject to regular basic environmental/sustainability awareness raising and training,
- (1) The *Client* has the right to employ an Environmental Clerk of Works to oversee the Contractor's work where the circumstances require it.
 - (2) Regulatory consents and other environmental consents and permissions are obtained as appropriate.
 - (3) All environmental/planning consents are applied for by the relevant person/section to ensure that the environmental regulator has sufficient time to process the application and the application does not affect the relevant completion date.
 - (4) The Contractor informs the *Client* of any environmental prosecutions by an environmental regulator and also report the number of category 1 and 2 pollution incidents (as defined by the Environment Agency) resulting from both direct and indirect Investment Programme work.

- (5) The Contractor will ensure waste management consignment notes and waste transfer notes are kept in line with the duty of care regulations and code of practice.
- (6) The Contractor will provide the volumes of waste reused, recycled, recovered and sent to landfill on sites to the *Client* on a quarterly basis.

2.2. Environmental Management

2.2.1. Contractor's environmental management system:

- (1) The Contractor operates an environmental management system which will comply with ISO 14001, 2015 or equivalent standard, before the end of the Mobilisation Period and will gain certification to ISO 14001 by a third-party accreditation body (accredited by UKAS or other body recognised by the *Client*) within one year of the end of the Mobilisation Period. This includes the operation of an environmental management system, and the development of a proactive culture of improving environmental and sustainability outcomes.
- (2) The Contractor provides details of its environmental management system, and these details will include a process for the identification and prioritisation of environmental and social impacts which prioritise the biggest risks from Contractor work. A summary report will be provided to the *Client* outlining highest identified risks and what mechanisms the Contractor has in place to mitigate them.
- (3) The Contractor develops their environmental management system with other Community Partners to provide consistency of approach and interoperability, ensuring activities such as construction environmental management is consistent.
- (4) The Contractor interfaces and aligns their environmental management system with the *Client's* environmental management systems, policies, procedures and requirements.
- (5) The environmental management system forms part of the Contractor's Quality Plan as defined in Annex 16.

2.2.2. Subcontractor's environmental management system:

- (1) The Contractor ensures that any Subcontractors which are working under his control or on sites where he is the principal contractor have a formal Subcontractors Environmental Management System which fulfils the requirements set out above,
- (2) The Contractor submits a copy of the Subcontractor management system to the *Client* prior to commencement of the relevant Works or subsequent appointment of the Subcontractor. The *Client* has the right

to approve this system or to suggest changes and amendments prior to approval of the system.

2.2.3. Action to rectify breaches:

(1) If, in the opinion of the *Client*, the Contractor is Providing the Service in a manner which is not to its satisfaction or constitutes a breach of any of the requirements of:

- (a) any statutory legislation,
- (b) the Contractor's environmental management system, or
- (c) the Subcontractor environmental management system, or
- (d) the *Client's* environmental management system

the *Client* shall advise the Contractor accordingly by notice in writing.

(2) Where the Contractor has been advised by the *Client* of a breach, the Contractor corrects the situation by the date specified by the *Client*.

(3) The advice provided by the *Client* includes the *Client's* reasons for highlighting any breach and outline the steps required of the Contractor to rectify the said breach or failing in Providing the Service.

2.2.4. Environmental culture:

(1) The Contractor:

- (a) operates environmental awareness improvement schemes, and
- (b) participates in world environment day and associated initiatives.

2.2.5. Environmental – exchange of information:

(1) The *Client* provides information to the Contractor to enable the *service* to be performed in a manner compliant with the requirements outlined herein,

(2) A copy of the *Client's* environmental policies, strategies, procedures and guidance notes are listed in Annex 3.

(3) The Contractor provides information in a manner and form specified by the *Client*.

2.3. Environmental Expertise

2.3.1. Environmental advice:

- (1) The Contractor retains, as part of the management structure, access to competent environmental advisers. The minimum requirements for the Contractor's environmental adviser(s) will be:
 - (a) degree in relevant discipline,
 - (b) Associate Membership or higher of the Institute of Environmental Management and Assessment or similar relevant professional body,
 - (c) a minimum of three years related experience as an Environmental Adviser, and
 - (d) a good working knowledge of legislation, guidance and standards relevant to the proposed work.

2.3.2. Environmental Inspections:

- (1) The Contractor ensures that it carries out a formal weekly site environmental inspection (as a minimum) and documents the findings of these inspections,
- (2) The Contractor ensures that competent persons carry out the inspections,
- (3) The Contractor notifies the *Client* in advance of the date of the inspection. The Client is entitled to participate in the inspections,
- (4) The Contractor provides the *Client* with a copy of the documentation produced by the Contractor following the inspections within one week following the inspection,
- (5) The Contractor takes effective actions to ensure that the matters identified in the inspections are effectively addressed.

2.3.3. Environmental Incident investigation, reporting and follow-up:

- (1) The *Client* has the right to investigate any incidents wherever they may occur,
- (2) The Contractor provides the *Client* with unrestricted access at all reasonable times to the facilities, equipment, materials, employees and records of the Contractor and the Subcontractors for this purpose

- (subject to any statutory or contractual obligation prohibiting this access),
- (3) The Contractor provides a copy all documents related to an incident to the *Service Manager*. Any document that would otherwise fail to be disclosed by the Contractor to the *Client* may be withheld by the Contractor provided the Contractor's legal advisor confirms to the *Service Manager* that the document is
 - (a) a confidential communication between the Contractor and its legal advisor for the purposes of seeking or giving legal advice that the legal advisors would normal expect to be given legal privilege in the normal course of its business with the Contractor or
 - (b) a confidential communication between the Contractor or its legal advisers and third party where the communication came into existence with the dominant purpose of being used in connection with contemplated, pending or actual litigation in adversarial proceedings (as opposed to investigations or fact finding inquiries).
 - (4) On receipt of a notification of an incident the Contractor, in line with the *Client's* standards, determines if a formal investigation is required, and if necessary follows the notification, investigation and reporting procedures as set out therein,
 - (5) Nothing prevents the Contractor from carrying out its own investigation of an incident, and in such cases, the Contractor provides a copy of its completed incident report to the *Client*,
 - (6) Investigations by the Contractor are undertaken by a competent person who has been trained in effective accident/incident investigation. The investigation report provides information on the circumstances surrounding the accident/incident and any remedial measures to be

taken in order to prevent a recurrence. Relevant photographs and statements are provided as an integral part of the investigation report,

- (7) Where the Contractor is compiling a draft incident report, the Contractor shall discuss the findings of a draft report with the *Client* prior to the production of the final draft of such a report,
- (8) The Contractor shall implement applicable recommendations arising from incident investigations.

2.3.4. Incident statistics:

- (1) The Contractor shall, if requested by the *Client*, supply detailed reports of accident and incident statistics to the *Client* in a format and at periods specified by the *Client*.

2.3.5. Environmental management audit:

- (1) The *Client* has unrestricted access at all reasonable times to the premises, Equipment and/or Materials, Employees and records of the Contractor and the Subcontractor(s) (subject only to any statutory or contractual obligation prohibiting the disclosure of any such records by the Contractor) to audit any or all of the Contractor's environmental management systems.
- (2) The Contractor shall implement all recommendations from such audits agreed by the *Client* within a timescale mutually agreed between the *Client* and the Contractor. The Contractor shall include in all subcontracts rights of access for the *Client* as described herein.

2.4. Environmental Management Plan

2.4.1. Where the Contractor has been appointed principal contractor:

- (1) the Contractor prepares an environmental management plan (the EMP) in line with IAN 183/14 and submits it to the *Service Manager* no later than 6 weeks following the Contract Date
- (2) the Contractor prepares an environmental management plan (the EMP) in line with IAN 183/14 and submits it to the *Service Manager* as instructed by the *Service Manager* for Task Orders.
- (3) The Contractor reviews and updates the EMP as necessary:
 - as needed to support delivery of the improvements identified in the implementation plans and, in any case,
 - on each anniversary of the Contract Date.

- as instructed in the Task Order.
- (4) The Contractor keeps a controlled copy of EMP available for inspection by the *Client* and his representatives (including the *Service Manager*) at all times.
- (5) The *Service Manager* notifies the Contractor if at any time he considers that the EMP
- does not comply with the requirements of this contract or
 - is not capable of delivering the improvements identified in the implementation plans.

Following such notification, the Contractor reviews the EMP and reports to the *Service Manager* setting out his proposed changes. If the *Service Manager* accepts the proposals, the EMP is changed.

- 2.4.2. Where the Contractor has not been appointed principal contractor the Contractor contributes to the preparation of the environmental management plan (the EMP) as requested the principal contractor.

2.5. Particular requirements on Subcontractor's

- 2.5.1. The Contractor ensures that all subcontracts (at any stage of remoteness from the *Client*) contain requirements similar to this paragraphs

- 2.5.2. The Contractor does not

- (1) appoint a Subcontractor or
- (2) allow a subcontractor to appoint a sub-subcontractor (at any stage of remoteness from the *Client*)

until the Contractor has demonstrated to the *Service Manager* that the subcontract (at any stage of remoteness from the *Client*) complies with paragraph 2.1.1.

2.6. Energy requirements

- 2.6.1. The Contractor complies with the requirements of Procurement Policy Note 07/14 entitled "Implementing Article 6 of the Energy Efficiency Directive ("PPN 7/14") and any related supplementary Procurement Policy Notes.",

- (a) in Providing the Services; and
- (b) ensures that any new products purchased by it for use partly or wholly in Providing the Service comply with the standard for products in Directive 2012/27/EU.
- (c) Demonstrates efficiency in resource use and maximisation of re-use and recycling of materials to support the *Client's* "circular economy" ambition as stated in the *Client's* Sustainable Development Strategy
- (d) ensures that any new products purchased by a Subcontractor for use partly or wholly in the performance of its obligations under its subcontract complies with the standard for products in Directive 2012/27/EU
- (e) ensures that Subcontractors demonstrate to the Contractor how any new products purchased by the Subcontractor for use partly or wholly in the performance of its obligations under a subcontract complies with the requirements of PPN 7/14 and
- (f) includes requirements to the same effect in any subsubcontract (at any stage of remoteness from the *Client*).

2.6.2. The Contractor demonstrates to the *Service Manager* how, through Providing the Services any new products purchased by the Contractor for use partially or wholly for the purpose of Providing the Services, complies with the requirements of Procurement Policy Note 07/14.

2.7. Carbon Emissions

2.7.1. The Contractor assesses the carbon emissions that have been generated in the delivery of the Services during the period using Highways England's Carbon Calculation Tool (CCT) and divides the total carbon emissions by the contract spend in the period to calculate the tonnes of carbon/£m spend.

2.7.2. The Contractor assess the percentage reduction in carbon per £m spend every quarter

3. SOCIAL SUSTAINABILITY

3.1. General Requirements

3.1.1. The Contractor complies with instructions from the *Client* in the achievement of its equality, diversity and inclusion (EDI) objectives. The *Client's* objectives embeds principles of equality, diversity and inclusion into all areas of its

business, driving real change in how it works with its customers and communities, its supply chain and its employees.

- 3.1.2. The Contractor assists the *Client* in working collaboratively with its partners so that its workplaces are inclusive and the strategic road network is accessible and integrated for both its users and communities affected by works to the strategic road network.
- 3.1.3. The Contractor prepares an Inclusion Action Plan in accordance with Annex 11 and submits it for acceptance within 12 weeks of the *starting date* to demonstrate how it develops an iterative approach to supporting the *Client* in meeting its EDI objectives through the life of the contract.
- 3.1.4. Following acceptance, the Contractor provides the *Service Manager* with a quarterly report of progress against the Inclusion Action Plan.
- 3.1.5. The Contractor submits an Inclusion Action Plan to the *Client* for acceptance that
 - demonstrates how the requirements will be passed down the supply chain,
 - it meets or evidences how the Contractor
 - ensures the working culture, practice and environment is inclusive,
 - considers and understands the diverse needs of customers and neighbouring communities,
 - holds itself and the supply chain to account in delivering the plan and
 - monitors and evidences year on year improvements
 - and
 - meets the aims of the equality duties contained within the Discrimination Acts and Scope.
- 3.1.6. The Inclusion Action Plan names an individual from the Contractor to act as the EDI lead to
 - be responsible for ensuring the implementation, on-going development of the Inclusion Action Plan,
 - ensure quarterly reports and information are provided as required,
 - facilitate continuous improvement reviews and
 - act as a single point of contact on all matters concerning EDI.

3.2. Inclusion Action Plan

- 3.2.1. The Contractor owns and regularly monitors the Inclusion Action Plan actions.
- 3.2.2. The Contractor progresses and evolves the plan in the light of new intelligence gathered throughout the life of the contract.
- 3.2.3. The Inclusion Action Plan includes
- (1) The objectives – what the Contractor wants to achieve
 - (2) Baseline position - where the Contractor is at the start of the contract
 - (3) Action/task – what the Contractor is going to do towards meeting the objectives
 - (4) When this will happen – when will the Contractor take the action specified above
 - (5) Person responsible – the responsible individual for this action
 - (6) Target position - what will success look like
 - (7) Progress/actual outcome – to be completed on a quarterly basis for the *Service Manager*, summary information on the milestones reached or outcomes achieved for each objective.
- 3.2.4. The Contractor supports the *Service Manager* to review the impact of the actions and ensures good practice is shared through relevant channels including the Supply Chain Portal Diversity Pages and Supplier Diversity Forum.

3.3. Apprenticeships

- 3.3.1. The Contractor appoints and delivers a number of new apprenticeships through this contract equating to the greater of:
- (1) one apprenticeship for every £5m of Price for the Services Provided to Date each financial year or
 - (2) 2.5% of the total workforce on this contract in each financial year.
- 3.3.2. The Contractor ensures:
- (1) that the apprenticeships meet the approved apprenticeship standards, see <https://www.gov.uk/government/collections/apprenticeship-standards> and any later revisions; and
 - (2) any alternative graduate scheme has been approved as apprenticeships by the Institute of Apprenticeships.

3.4 Obligations

3.4.1. The Contractor:

- (1) identifies the skills required to deliver the *service*
- (2) identifies the skills to be developed by apprentices to deliver the *service*
- (3) retains the apprentices during the period of the apprenticeships on Providing the Service unless agreed otherwise with the *Service Manager*,
- (4) takes reasonable steps to retain the apprentices once an apprentice has completed the apprenticeship on Providing the Services unless agreed otherwise with the *Service Manager*.

3.4.2. The Contractor, in the mobilisation period, and at the end of each Financial Year makes an annual report and proposal for acceptance by the *Service Manager*.

- (1) recording the skills required to deliver the *service* identified under paragraph 3.6.1 and how any shortfall in the Contractor's and subcontractors' (at any stage of remoteness from the *Client*) staff skills will be met,
- (2) recording the skills to be developed by apprentices to deliver the works identified under section 3.6 and how that development will be met
 - identifying the retention and training of existing apprentices and
 - identifying the number and type of new apprenticeships to be commenced in the first or next Financial Year having regard to Transport Infrastructure Skills Strategy: building sustainable skills.

3.4.3. The Contractor amends the annual proposal in response to any comments from the *Service Manager* and resubmits the annual proposal for acceptance by the *Service Manager*. Once the annual proposal has been accepted by the *Service Manager*, the Contractor complies with the annual proposal.

3.4.4. The Contractor ensures that the *Service Manager* is able to identify all apprentices individually appointed under the requirements of this contract and provides a quarterly monitoring report to the *Service Manager* within five (5) working days of the start of each calendar month detailing performance against

the annual proposal in respect of each apprentice appointed under this contract including:

- (1) number of apprenticeship starts created in that month,
- (2) postcode of workplace,
- (3) gender (subject to the apprentices consent),
- (4) ethnicity (subject to the apprentices consent),
- (5) level of apprenticeship (1 – 8) in accordance with table 1 below,
- (6) category of apprenticeship,
- (7) planned apprenticeship finish date,
- (8) confirmation if the apprentice is still engaged on Providing the Services and
- (9) National Insurance number.

3.4.5. The Contractor provides a quarterly monitoring report to the *Service Manager* within five (5) working days of the end of the quarter detailing:

- (1) performance in respect of the following for each apprentice that was appointed and has completed the apprenticeship including
 - postcode of workplace,
 - gender (subject to the apprentices consent),
 - ethnicity (subject to the apprentices consent),
 - level of apprenticeship (1 – 8) in accordance with table 1,
 - category of apprenticeship,
 - apprenticeship completion date,
 - confirmation if the apprentice is still engaged on Providing the Services and
 - National Insurance number.
- (2) the total number of apprentices that have been appointed in compliance with this contract and the total number of apprentices that are retained to Provide the Services,
- (3) the total number of apprentices that have been appointed in compliance with this contract but are no longer used to Provide the Services and

- (4) the total number of apprentices that have been appointed in compliance with this contract but are no longer employed by the Contractor or a subcontractor (at any stage of remoteness from the *Client*).

3.4.6. The Contractor:

- (1) makes available to the Contractor's and subcontractors' (at any stage of remoteness from the *Client*) staff information about the Government's apprenticeship programme and wider skills opportunities and
- (2) uses reasonable endeavours to provide work experience placements for 14 to 16 year olds, work experience placements for other ages, student sandwich/gap year placements and graduate placements in relation to this contract.

Apprenticeship type	National qualification level	National qualification equivalent	Higher education equivalent
	Entry	Entry level certificate	
	1	GCSE (grade D to G)	
Intermediate	2	GCSE (A* to C)	
Advanced	3	AS and A level NVQ level 3	
Higher	4	Certificate of Higher Education NVQ level 4	Certificate of Higher Education Higher National Certificate
	5	Higher National Diploma NVQ level 4	Higher National Diploma Foundation Degree
	6	NVQ level 4	Bachelor's Degree
	7	Postgraduate Diploma NVQ level 5	Master's Degree
	8	NVQ level 5	PhD

4. ECONOMIC

4.1. Project Bank Accounts

- 4.1.1. Use of Project Bank Accounts to pay the Contractor and the Contractor's supply chain are a Cabinet Office and contractual requirement with significant effects on sustainability through better supply chain cash flow.
- 4.1.2. The Contractor demonstrates that a Project Bank Account (PBA) is being operated effectively, with view only access enabled for Highways England and is being used to pay the supply chain promptly in accordance with the Highways England Fair Payment Charter.
- 4.1.3. The supply chain outside of PBA is paid in accordance with the Highways England Fair Payment Charter and the conditions of this contract.
- 4.1.4. If less than 5% of the Price for Services Provides to Date will be paid to subcontractors, the Contractor may propose to the *Service Manager* to not use a Project Bank Account. The proposal must include evidence that this condition will be met and detail how the supply chain will be paid in accordance with the Highways England Fair Payment Charter and the conditions of this contract.
- 4.1.5. Payment is defined as cleared funds being available to the Supplier.
- 4.1.6. Should the Contractor go into insolvency, the monies in the PBA account due for payment to the signed up supply chain is secure and can only be paid to them.
- 4.1.7. The Contractor completes and submits to the *Service Manager* on a monthly basis:
 - 4.1.7.1. A fully populated Project Bank Account (PBA) Tracker (with the 'Supplier Cumulative Totals' tab up to date – including the assignment of SME categories against each Tier 2/3)
 - 4.1.7.2. Detailed Bank statements and payment runs (required to reconcile payment dates and amount to the application breakdown in the PBA Tracker (for PBA supply chain and non-PBA supply chain). Any data relating to other clients

should be redacted from your main account statement before submission) in .pdf format.

- 4.1.7.3. All variances from the previous month are explained; and further information is submitted in response to any queries raised.
- 4.1.8. The SME percentage is calculated from the full application value.
- 4.1.9. Time in the PBA Tracker and Performance Indicator is measured in calendar days.
- 4.1.10. The *Client* monitors the time it takes the Contractor to pay its supply chain (including Tier 2 and Tier 3+) through the PBA, following deposit of funds into the PBA.
- 4.1.11. The related performance score is calculated when the majority of the funds have been deposited into the PBA by the Client that covers amount due to supply chain joined to the PBA.
- 4.1.12. The Contractor ensures that all its supply chain sign a joining deed to be paid via the PBA. For any Subcontractor or contractor that declines to join the PBA (having been offered the opportunity) written evidence needs to be provided to the *Service Manager* detailing the reasons why it does not want to sign up. The

Client may at any time, contact that Tier 2 and 3 Contractor directly to improve their knowledge and understanding of the benefits of PBA's.

- 4.1.13. If any data/evidence is missing or still required (if not covered in the tracker) spot checks are undertaken directly by the *Client* with the supply chain (at various intervals) to verify that they are getting paid in a timely manner.
- 4.1.14. The *Client* may carry out audits to assess the full extent of how supply chain payments are made.
- 4.1.15. Where the Contractor transfers monies from the others accounts into the PBA this is stated on the bank statement.

4.2. Small Medium Enterprises

- 4.2.1. The *Client* has a target performance indicator to meet the Government target spending 25% budget through Small and Medium sized Enterprise (SME) through direct and indirect spend.
- 4.2.2. SME is the Contractor, a Subcontractor, or a subcontractor to a Subcontractor that
- is autonomous,
 - is a European Union enterprise not owned or controlled by a non-European Union parent company,
 - for a medium sized enterprise (medium class) employs fewer than 250 staff, has turnover no greater than 50 million Euros and does not have a balance sheet greater than 43 million Euros,
 - for a small sized enterprise (small class) employs fewer than 50 staff, has turnover no greater than 10 million Euros and does not have a balance sheet greater than 10 million Euros and
 - for a micro sized enterprise (micro class) employs fewer than 10 staff, has turnover no greater than 2 million Euros and does not have a balance sheet greater than 2 million Euros.
- 4.2.3. For each SME employed on this contract, the Contractor reports to the *Service Manager* each quarter from the *starting date* and at the end of the *service period*
- the name of the SME,
 - the class of SME (medium, small or micro),
 - the value of the proportion of this contract the SME will be undertaking,
 - the monthly amounts paid to the SME in the quarter and
 - the aggregated value paid to the SME since the *starting date*.

4.2.4. The Contractor acknowledges that the *Client* may

- publish the information supplied under 4.2.3, along with the names of the Contractor and this contract and
- pass the information supplied under this section 4.2 to any Government Department who may then publish it along with the names of the SMEs, the Contractor and this contract.

4.2.5. The Contractor ensures that any subcontract with an SME (at any stage of remoteness from the *Client*) contains

- a term allowing the *Client* to publish the information supplied under 4.2.3. and
- provisions to the same effect as this section 4.2.

East Region

Design Services Contract (DSC)

Task Schedule

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1. WORK ITEMS

- 1.1 The items of work included in the *services*, and the basis for payment of each item are in accordance with the following table:

Scope Ref	Work to be carried out	Payment basis
2	Mobilisation	Lump Sum
3	Design Validation	Time Charge
4	Community	Time Charge
5	Inspect Asset (Optional)	Time Charge
6	Identify Network Needs (Optional)	Time Charge
7	Develop Network Investment Needs (Optional)	Time Charge
8	Design Schemes	Time Charge
9	Deliver Schemes	Time Charge
10	Deliver Schemes (Optional)	Time Charge
11	Deliver Incident Response (Rapid Response)	Time Charge
12	Demobilisation	Lump Sum
13	Office Space	Office Overheads
14	Instruction and Payment Requirements	Business Overheads
15	Quality Management	Business Overheads
16	Extension Review	Business Overheads
17	General Health and Safety	Business Overheads
18	Customer Service and Stakeholder Liaison	Time Charge
19	Traffic Management and Access to Network	Time Charge
20	Environmental Management and Sustainability	Business Overheads
21	Commercial Management	Business Overheads
22	Risk Management	Business Overheads
23	Procurement and Supply Chain Management	Business Overheads
24	Information Technology and Data	Business Overheads
25	General Obligations	Business Overheads

No Tasks Orders are required for scope reference 2 and 12.

2. LUMP SUM

- 2.1 Refer to the Task Schedule, Appendix B for details of the Lump Sum prices.

- 2.2 Each amount for the items in Appendix B shall include for the cost of everything necessary to meet the performance requirements and service levels set out in the relevant sections of the Scope and all other obligations under the contract for the relevant *service*.

3. TIME CHARGE

- 3.1 Refer to the Schedule of Cost Components and Task Schedule, Appendix A for details of the *staff rates*.

4. BUSINESS OVERHEADS

- 4.1 Refer to the Schedule of Cost Components and Task Schedule, Appendix A for details of the Business Overheads.
- 4.2 Each percentage for the work items listed in Table 1 – Business Overhead Components – of Task Schedule, Appendix A shall include for the cost of everything necessary to meet the performance requirements and service levels set out in the relevant sections of the Scope and all other obligations under the contract for the relevant *service*.

5. OFFICE OVERHEADS

- 5.1 Refer to the Schedule of Cost Components and Task Schedule, Appendix A for details of the Office Overheads.

Appendix A – Time Charge

Refer to East Region Task Schedule Appendix A Time Charge

Appendix B – Lump Sum

Refer to East Region Task Schedule Appendix B Lump Sum

Amend. No	Revision No	Amendments	Initials	Date
0	0	Tender Issue	SEL	18/03/2019
1	1	Under "3.OFFICE OVERHEAD" tab, amended Table 1 from "Table 1: Consultant's Office Overhead" to "Table 1: Consultant's Office Overhead (UK based)".	AP	31/05/2019
2	1	Under "3.OFFICE OVERHEAD" tab, amended columns C3 to O3 heading from "Enter Own Office Location" to "Enter Own Office (UK based) Location".	AP	31/05/2019
3	1	Under "3.OFFICE OVERHEAD" tab, amended Cell A17 from "Consultant's Office Overheads %" to "Consultant's Office Overheads (UK based) %".	AP	31/05/2019
4	1	Under "3.OFFICE OVERHEAD" tab, amended Cell A31 from "Office Overhead %" to "Highways England Office based Overhead %".	AP	31/05/2019
5	1	Under "3.OFFICE OVERHEAD" tab, in row 19 amended note 'c)' from "c) Consultant's Office Overhead means working in the Consultant's own offices when working on any Task Order. Consultants are to include an allowance for overheads for the use of their own Office." to "b1) Consultant's Office Overhead (UK based) means working in the Consultant's own UK based offices when working on any Task Order. Consultants are to include an allowance for overheads for the use of their own UK based Office."	AP	31/05/2019
6	1	Under "3.OFFICE OVERHEAD" tab, in row 34 amended note reference from 'd)' to 'b3'.	AP	31/05/2019
7	1	Under "3.OFFICE OVERHEAD" tab, added new Table 3 "Table 3: Consultant's Office Overhead (Non UK based)".	AP	31/05/2019
8	1	Under "3.OFFICE OVERHEAD" tab, under Table 3 "Table 3: Consultant's Office Overhead (Non UK based)", added note 'b2)' "b2) Consultant's Office Overhead (Non UK based) means working in the Consultant's own Non UK based offices when working on any Task Order. Consultants are to include an allowance for overheads for the use of their own Non UK based Office."	AP	31/05/2019
9	1	Under "2. BUSINESS & SUB OH & PROFIT" tab, amended column heading from "Overhead Components" to "Business Overhead Components".	AP	31/05/2019
10	1	Under "2. BUSINESS & SUB OH & PROFIT" tab, amended column heading in cell C2 from "Business Overhead Percentage for Staff (Working in Consultants Own Office)" to "Business Overhead Percentage for Staff (Working in Consultant's Own Office / UK based)".	AP	31/05/2019

11	1	Under "2. BUSINESS & SUB OH & PROFIT" tab, added new Column for "Business Overhead Percentage for Staff (Working in Consultant's Own Office / Non UK based)".	AP	31/05/2019
12	1	Under "2. BUSINESS & SUB OH & PROFIT" tab, amended column heading from "Suncontract Business Overhead Percentage for Subcontract (Subconsultant / Agency Staff) Working in Consultants Own Office or Highways England Office)" to "Subcontract Business Overhead Percentage for Subcontract (Subconsultant / Agency Staff) Working in Consultant's Own Office UK based or Highways England Office)".	AP	31/05/2019
13	1	Under "2. BUSINESS & SUB OH & PROFIT" tab, added new Column for "Subcontract Business Overhead Percentage for Subcontract (Subconsultant / Agency Staff) Working in Consultant's Own Office Non UK based)".	AP	31/05/2019
14	1	Under "2. BUSINESS & SUB OH & PROFIT" tab, amended Row heading in row B37 from "Total Overhead %" (The overhead in cell C37 is used in Staff Rate calculation and is applied to Staff. The overhead in cell D37 used in Staff Rate calculation is applied to Subconsultant / Agency staff)" to "Total Overhead % (The overhead percentage in cell C37 is used in Staff Rate calculation applied to Staff working in Consultant's Own Office / UK based. The overhead percentage in cell D37 is used in Staff Rate calculation applied to Staff working in Consultant's Own Office / Non UK based. The overhead percentage in cell E37 is used in Staff Rate calculation applied to Staff working in Highways England Office. The overhead percentage in cell F37 is used in Staff Rate calculation applied to Subconsultant / Agency staff working in Consultant's Own Office UK based or Highways England Office. The overhead percentage in cell G37 is used in Staff Rate calculation applied to Subconsultant / Agency staff working in Consultant's Own Office Non UK based)".	AP	31/05/2019
15	1	Under "2. BUSINESS & SUB OH & PROFIT" tab, amended Row heading in row B38 from "Profit %" (The profit percentage in cell C38 is used in Staff Rate calculation and is applied to Staff. The profit percentage in cell D38 is used in Staff Rate calculation and is applied to Subcontract (Subconsultant / Agency staff)" to "Profit % (The profit percentage in cell C38 is used in Staff Rate calculation applied to Staff working in Consultant's Own Office / UK based. The profit percentage in cell D38 is used in Staff Rate calculation applied to Staff working in Consultant's Own Office / Non UK based. The profit percentage in cell E38 is used in Staff Rate calculation applied to Staff working in Highways England Office. The profit percentage in cell F38 is used in Staff Rate calculation applied to Subcontract (Subconsultant / Agency staff) working in Consultant's Own Office or Highways England Office). The profit percentage in cell G38 is used in Staff Rate calculation applied to Subcontract (Subconsultant / Agency staff) working in Consultant's Own Office Non UK based)".	AP	31/05/2019

16	1	Under "2. BUSINESS & SUB OH & PROFIT" tab, the SUM formula in Cell C37 to G37 is anchored between Row 3 to Row 26. Formula changed from: "SUM(C3:C26)" to "SUM(\$C3:\$C\$26)", "SUM(D3:D26)" to "SUM(\$D3:\$D\$26)", "SUM(E3:E26)" to "SUM(\$E3:\$E\$26)", "SUM(F3:F26)" to "SUM(\$F3:\$F\$26)" and "SUM(G3:G26)" to "SUM(\$G3:\$G\$26)".	AP	31/05/2019
17	1	Under "2. BUSINESS & SUB OH & PROFIT" tab, amended item 21 wording typo from "non-chargeable" to "non-chargeable".	AP	31/05/2019
18	1	Under "1. STAFF RATE TABLE(SRT)" tab, amended Column S heading in cell S5 from "Annual costs of People" to "Annual costs of People (for Permanent Staff); or Hourly costs for Subcontract (Sub consultant / Agency Staff)".	AP	31/05/2019
19	1	Under "1. STAFF RATE TABLE(SRT)" tab, deleted table for "Total days in a year", "Saturdays and Sundays" and "Bank Holidays".	AP	31/05/2019
20	1	Under "1. STAFF RATE TABLE(SRT)" tab, deleted table for "Annual Leaves", "Sickness & Training" and "Working Hours per day".	AP	31/05/2019
21	1	Under "1. STAFF RATE TABLE(SRT)" tab, amended Column heading from "Total hours per Annum" to "Total hours per Annum (UK based)". Updated formulas under this heading to link to the relevant cells to reflect the calculation principle.	AP	31/05/2019
22	1	Under "1. STAFF RATE TABLE(SRT)" tab, amended Column heading from "Total annual hours available" to "Total annual hours available (UK based)". Updated formulas under this heading to link to the relevant cells to reflect the calculation principle.	AP	31/05/2019
23	1	Under "1. STAFF RATE TABLE(SRT)" tab, amended Column heading from "Hourly cost of people" to "Hourly cost of people (UK based)".	AP	31/05/2019
24	1	Under "1. STAFF RATE TABLE(SRT)" tab, added new Column "Total Days in a year (UK based)" in Column T. Inserted "365" in Cells T6 to T19.	AP	31/05/2019
25	1	Under "1. STAFF RATE TABLE(SRT)" tab, added new Column "Weekend Days (UK based)" in Column U. Inserted "104" in Cells U6 to U19.	AP	31/05/2019
26	1	Under "1. STAFF RATE TABLE(SRT)" tab, added new Column "Public Holidays (UK based)" in Column V. Inserted "8" in Cells V6 to V19.	AP	31/05/2019
27	1	Under "1. STAFF RATE TABLE(SRT)" tab, added new Column "Annual Leave (UK based)" in Column W.	AP	31/05/2019
28	1	Under "1. STAFF RATE TABLE(SRT)" tab, added new Column "Sickness & Training (UK based)" in Column X.	AP	31/05/2019
29	1	Under "1. STAFF RATE TABLE(SRT)" tab, added new Column "Working Hours per day (UK based)" in Column Y.	AP	31/05/2019
30	1	Under "1. STAFF RATE TABLE(SRT)" tab, added new Column "Total Days in a year (Non UK based)" in Column AC. Inserted "365" in Cells AC6 to AC19.	AP	31/05/2019

31	1	Under "1.STAFF RATE TABLE(SRT)" tab, added new Column "Weekend Days (Non UK based)" in Column AD.	AP	31/05/2019
32	1	Under "1.STAFF RATE TABLE(SRT)" tab, added new Column "Public Holidays (Non UK based)" in Column AE.	AP	31/05/2019
33	1	Under "1.STAFF RATE TABLE(SRT)" tab, added new Column "Annual Leave (Non UK based)" in Column AF.	AP	31/05/2019
34	1	Under "1.STAFF RATE TABLE(SRT)" tab, added new Column "Sickness & Training (Non UK based)" in Column AG.	AP	31/05/2019
35	1	Under "1.STAFF RATE TABLE(SRT)" tab, added new Column "Working Hours per day (Non UK based)" in Column AH.	AP	31/05/2019
36	1	Under "1.STAFF RATE TABLE(SRT)" tab, added new Column AI "Total hours per Annum (Non UK based)" and associated calculation formula for each row below.	AP	31/05/2019
37	1	Under "1.STAFF RATE TABLE(SRT)" tab, added new Column AJ "Total annual hours available (Non UK based)", and associated calculation formula for each row below.	AP	31/05/2019
38	1	Under "1.STAFF RATE TABLE(SRT)" tab, added new Column AK "Hourly cost of people (Non UK based)", and associated calculation formula for each row below.	AP	31/05/2019
39	1	Under "1.STAFF RATE TABLE(SRT)" tab, amended Column heading from "Consultant's Office Overhead %" to "Consultant's Office Overhead (UK based) %".	AP	31/05/2019
40	1	Under "1.STAFF RATE TABLE(SRT)" tab, amended Column heading from "Consultant's Office Overhead £/hr" to "Consultant's Office Overhead (UK based) £/hr".	AP	31/05/2019
41	1	Under "1.STAFF RATE TABLE(SRT)" tab, added new Column "Consultant's Office Overhead (Non UK based) %", and associated calculation formula for each row below.	AP	31/05/2019
42	1	Under "1.STAFF RATE TABLE(SRT)" tab, added new Column "Consultant's Office Overhead (Non UK based) £/hr", and associated calculation formula for each row below.	AP	31/05/2019
43	1	Under "1.STAFF RATE TABLE(SRT)" tab, amended Column heading from "Business Overhead Staff (Consultant's Office) £/hr" to "Business Overhead Staff (Consultant's Own Office / UK based) £/hr".	AP	31/05/2019
44	1	Under "1.STAFF RATE TABLE(SRT)" tab, added new Column "Business Overhead Staff (Consultant's Own Office / Non UK based) £/hr", and associated calculation formula for each row below.	AP	31/05/2019
45	1	Under "1.STAFF RATE TABLE(SRT)" tab, amended Column heading from "Subcontract Overhead (Sub consultant / Agency Staff) £/hr" to "Subcontract Overhead (Sub consultant / Agency Staff) £/hr (Consultant's Own Office UK based or Highways England Office)".	AP	31/05/2019
46	1	Under "1.STAFF RATE TABLE(SRT)" tab, added new Column "Subcontract Overhead (Sub consultant / Agency Staff) £/hr (Consultant Own Office Non UK based)", and associated calculation formula for each row below.	AP	31/05/2019
47	1	Under "1.STAFF RATE TABLE(SRT)" tab, amended Column heading from "Profit (£/hr) Staff" to "Profit (£/hr) Staff (Working in Consultant's Own Office / UK based)".	AP	31/05/2019

48	1	Under "1.STAFF RATE TABLE(SRT)" tab, added new Column "Profit (£/hr) Staff (Working in Consultant's Own Office / Non UK based)", and associated calculation formula for each row below.	AP	31/05/2019
49	1	Under "1.STAFF RATE TABLE(SRT)" tab, added new Column "Profit (£/hr) Staff (Working in Highways England Office)", and associated calculation formula for each row below.	AP	31/05/2019
50	1	Under "1.STAFF RATE TABLE(SRT)" tab, amended Column heading from "Profit (£/hr) Subcontract (Sub consultant / Agency Staff)" to "Profit (£/hr) Subcontract (Sub consultant / Agency Staff) (Working in Consultant's Own Office UK based or Highways England Office)".	AP	31/05/2019
51	1	Under "1.STAFF RATE TABLE(SRT)" tab, added new Column "Profit (£/hr) Subcontract (Sub consultant / Agency Staff) (Working in Consultant's Own Office Non UK based)", and associated calculation formula for each row below.	AP	31/05/2019
52	1	Under "1.STAFF RATE TABLE(SRT)" tab, amended Column "Maximum Staff Rate (All-in Rate per Hour Consultant's Office) £/hr" to "Maximum Staff Rate (All-in Rate per Hour Consultant's Office / UK based) £/hr". And updated formulas in Row 6 to Row10 under this Column with the same formula as in the rest of rows under this Column.	AP	31/05/2019
53	1	Under "1.STAFF RATE TABLE(SRT)" tab, added new Column "Maximum Staff Rate (All-in Rate per Hour Consultant's Office / Non UK based) £/hr" and associated calculation formula for each row below.	AP	31/05/2019
54	1	Under "1.STAFF RATE TABLE(SRT)" tab, deleted formula in Cell BG4.	AP	31/05/2019
55	1	Under "1.STAFF RATE TABLE(SRT)" tab, added new Column "Total annual working days (UK based)" and associated calculation formula for each row below for calculation of Working days per Annum.	AP	31/05/2019
56	1	Under "1.STAFF RATE TABLE(SRT)" tab, added new Column "Total annual working days (Non UK based)" and associated calculation formula for each row below for calculation of Working days per Annum.	AP	31/05/2019
57	1	Under "1.STAFF RATE TABLE(SRT)" tab, amended Column "All-in Rate £ per day; Consultant's Office" to "All-in Rate £ per day; Consultant's Office (UK based)". And updated formulas in Row 6 to Row10 under this Column with the same formula as in the rest of rows under this Column.	AP	31/05/2019
58	1	Under "1.STAFF RATE TABLE(SRT)" tab, added new Column "All-in Rate £ per day; Consultant's Office (Non UK based)", and associated calculation formula for each row below.	AP	31/05/2019

59	1	<p>Under "Guidance" tab, Ref 1 "1.STAFF RATE TABLE(SRT)", amended paragraph "In Column C, under Individuals' name insert name of individual. Entries for people are to identify the roles and the names, individual names will only be used for validation purposes, and all the costs to be priced in each role must be the Maximum Staff Rate for that role." to "In Column C, under Individual's name insert name of individual. Entries for people are to identify the roles and the names. Individual names will only be used for validation purposes, and all the costs to be priced in each role must be the Maximum Staff Rate for that role."</p>	AP	31/05/2019
60	1	<p>Under "Guidance" tab, Ref 1 "1.STAFF RATE TABLE(SRT)", amended paragraph "In Column D, under Office Location enter Office location ; this will be the individual's work place; please note office location inserted in column G should correspond to the office location in row 3 (Consultant's Office) or row 22 (Highways England Office) as applicable. of worksheet 3.OFFICE OVERHEAD." to "In Column D, under Office Location enter Office location ; this will be the individual's work place; please note office location inserted in column D should correspond to the office location in row 3 (Consultant's Office UK based). row 38 (Consultant's Office Non UK based) or row 22 (Highways England Office) as applicable. of worksheet 3.OFFICE OVERHEAD."</p>	AP	31/05/2019
61	1	<p>Under "Guidance" tab, Ref 1 "1.STAFF RATE TABLE(SRT)", amended paragraph "In cell AB2 insert number of Annual leave days per annum." to "In Column W, under Annual Leave (UK based) insert number of Annual Leave days per annum for UK based people."</p>	AP	31/05/2019
62	1	<p>Under "Guidance" tab, Ref 1 "1.STAFF RATE TABLE(SRT)", amended paragraph "In cell AB3 insert number of Sickness and Training days per annum." to "In Column X, under Sickness & Training (UK based) insert number of Sickness and Training days per annum for UK based people."</p>	AP	31/05/2019
63	1	<p>Under "Guidance" tab, Ref 1 "1.STAFF RATE TABLE(SRT)", amended paragraph "In AB4 insert number of working hours per day." to "In Column Y, under Working Hours per day (UK based) insert number of working hours per day for UK based people."</p>	AP	31/05/2019
64	1	<p>Under "Guidance" tab, Ref 1 "1.STAFF RATE TABLE(SRT)", added new paragraph "In Column AD, under Weekend Days (Non UK based) insert number of Weekend Days per annum for Non UK based people."</p>	AP	31/05/2019
65	1	<p>Under "Guidance" tab, Ref 1 "1.STAFF RATE TABLE(SRT)", added new paragraph "In Column AE, under Public Holidays (Non UK based) insert number of Public Holiday days per annum for Non UK based people."</p>	AP	31/05/2019
66	1	<p>Under "Guidance" tab, Ref 1 "1.STAFF RATE TABLE(SRT)", added new paragraph "In Column AF, under Annual Leave (Non UK based) insert number of Annual Leave days per annum for Non UK based people."</p>	AP	31/05/2019

67	1	Under "Guidance" tab, Ref 1 "1. STAFF RATE TABLE(SRT)", added new paragraph "In Column AG, under Sickness & Training (Non UK based) insert number of Sickness and Training days per annum for Non UK based people."	AP	31/05/2019
68	1	Under "Guidance" tab, Ref 1 "1. STAFF RATE TABLE(SRT)", added new paragraph "In Column AH, under Working Hours per day (Non UK based) insert number of working hours per day for Non UK based people."	AP	31/05/2019
69	1	Under "Guidance" tab, Ref 2 "2. BUSINESS & SUB OH & PROFIT", amended paragraph from "Complete cells in this colour (colour as in Cell D34 of this worksheet) and unlocked cells only, please do not leave any cells blank, enter a value or 0 (Zero) or information as applicable." to "Complete cells in this colour (colour as in Cell D39 of this worksheet) and unlocked cells only, please do not leave any cells blank, enter a value or 0 (Zero) or information as applicable."	AP	31/05/2019
70	1	Under "Guidance" tab, Ref 3 "3. OFFICE OVERHEAD", amended paragraph from "Complete cells in this colour (colour as in Cell D37 of this worksheet) and unlocked cells only, please do not leave any cells blank, enter a value or 0 (Zero) or information as applicable." to "Complete cells in this colour (colour as in Cell D42 of this worksheet) and unlocked cells only, please do not leave any cells blank, enter a value or 0 (Zero) or information as applicable."	AP	31/05/2019
71	1	Under "Guidance" tab, Ref 3 "3. OFFICE OVERHEAD", amended paragraph from "In Table 1: Consultant's Office Overhead worksheet insert in cells C3 name/location of Office; and Overhead cost components relevant to that office in cells C4 to C12, C14 and C16. Use Column D to O for any additional office to that entered in column C." to "In Table 1: Consultant's Office Overhead (UK based) worksheet insert in cells C3 name/location of Office; and Overhead cost components relevant to that office in cells C4 to C12, C14 and C16. Use Column D to O for any additional office to that entered in column C."	AP	31/05/2019
72	1	Under "Guidance" tab, Ref 3 "3. OFFICE OVERHEAD", amended paragraph from "In Table 2: Consultant's Office Overhead worksheet insert in cells C22 name/location of Office; and Overhead cost components relevant to that office in cells C23 to C26, C28 and C30. Use Column D to O for any additional office to that entered in column C." to "In Table 2: Highways England Office Overhead worksheet insert in cells C22 name/location of Office; and Overhead cost components relevant to that office in cells C23 to C26, C28 and C30. Use Column D to O for any additional office to that entered in column C."	AP	31/05/2019
73	1	Under "Guidance" tab, Ref 3 "3. OFFICE OVERHEAD", added new paragraph "In Table 3: Consultant's Office Overhead (Non UK based) worksheet insert in cells C38 name/location of Office; and Overhead cost components relevant to that office in cells C39 to C47, C49 and C51. Use Column D to O for any additional office to that entered in column C."	AP	31/05/2019

74	2	Amended tab heading from "1.STAFF RATE TABLE(SRT)" to "1A.STAFF RATE TABLE(SRT)_UK".	SOS	19/06/2019
75	2	Under "1A.STAFF RATE TABLE(SRT)_UK" tab, amended table heading from "STAFF RATE TABLE" to "STAFF RATE TABLE (UK based)".	SOS	19/06/2019
76	2	Under "1A.STAFF RATE TABLE(SRT)_UK" tab, amended "Cost of people" to "Cost of people (UK)".	SOS	19/06/2019
77	2	Under "1A.STAFF RATE TABLE(SRT)_UK" tab, amended "Costs paid to people" to "Costs paid to people (UK)".	SOS	19/06/2019
78	2	Under "1A.STAFF RATE TABLE(SRT)_UK" tab, amended wording in column heading from "UK based" to "Working in the UK" for Column T to Column AB.	SOS	19/06/2019
79	2	Under "1A.STAFF RATE TABLE(SRT)_UK" tab, amended wording in column heading from "Non UK based" to "Working outside the UK" for Column AC to Column AK.	SOS	19/06/2019
80	2	Under "1A.STAFF RATE TABLE(SRT)_UK" tab, amended wording in column heading from "UK based" to "UK" in Column AL, AM, AR, AU, AW, AZ, BB, BE and BG.	SOS	19/06/2019
81	2	Under "1A.STAFF RATE TABLE(SRT)_UK" tab, amended wording in column heading from "Non UK based" to "Outside the UK" for Column AN, AO, AS, AV, AX, BA, BC, BF and BH.	SOS	19/06/2019
82	2	Added new tab titled "1B.STAFF RATE TABLE(SRT)_Non UK", and introduced "STAFF RATE TABLE (Outside the UK based)" for pricing people working outside the UK.	SOS	19/06/2019
83	2	Under "2. BUSINESS & SUB OH & PROFIT" tab, amended wording in column headings from "UK based" to "UK", amended "Non UK based" to "Outside the UK".	SOS	19/06/2019
84	2	Under "2. BUSINESS & SUB OH & PROFIT" tab, amended wordings in Cell B37 and Cell B38 from "UK based" to "UK"; amended "Non UK based" to "Outside the UK".	SOS	19/06/2019
85	2	Under "3.OFFICE OVERHEAD" tab, amended Table 1 from "Table 1: Consultant's Office Overhead (UK based)" to "Table 1: Consultant's Office Overhead (UK)".	SOS	19/06/2019
86	2	Under "3.OFFICE OVERHEAD" tab, amended wording under Table 1 from "UK based" to "UK".	SOS	19/06/2019
87	2	Under "3.OFFICE OVERHEAD" tab, amended Table 3 from "Table 3: Consultant's Office Overhead (Non UK based)" to "Table 3: Consultant's Office Overhead (Outside the UK)".	SOS	19/06/2019
88	2	Under "3.OFFICE OVERHEAD" tab, amended wording under Table 1 from "Non UK based" to "Outside the UK".	SOS	19/06/2019
89	2	Under "Guidance" tab, Ref 0, amended "1.STAFF RATE TABLE(SRT)" to "1A.STAFF RATE TABLE(SRT)_UK", and added "1B.STAFF RATE TABLE(SRT)_Non UK" under the "Supplier to complete required information in the following worksheets / tabs:" section.	SOS	19/06/2019
90	2	Under "Guidance" tab, amended "Ref 1, 1.STAFF RATE TABLE(SRT)" to "Ref 1A, 1A.STAFF RATE TABLE(SRT)_UK".	SOS	19/06/2019
91	2	Under "Guidance" tab, Ref 1A "1A.STAFF RATE TABLE(SRT)_UK", added new paragraph "The STAFF RATE TABLE (SRT)_UK provides the UK based people rate for each role expected to work on this contract".	SOS	19/06/2019

Amend. No.	Revision No.	Amendments	Initials	Date
0	0	Tender Issue	PO	20/06/2019
1	1	Addition of Highways England roles Assistant Engineer (cell A7) and Graduate Engineer (cell A8)	PO	21/06/2019
2	1	Column C & D amended to reflect indicative % of staff in tab '1. Staff Deployment'	MT	27/06/2019
3				
4				
5				

