

**Highways England Company Limited**

**Area 3**

**Maintenance and Response Contract**

**Scope**

**Annex 9**

**Instruction and  
Payment Requirements**

## CONTENTS AMENDMENT SHEET

Amend No.	Revision No.	Amendments	Initials	Date
0	0	Contract Issue	SOS	May 2021

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## 1. INSTRUCTION AND PAYMENT REQUIREMENTS

### 1.1. Instruction Requirements

- 1.1.1. The instruction process for the maintenance and response *services* are defined in the Scope and illustrated in **Figures 1 to 4**.
- 1.1.2. Cyclic and repair maintenance services are instructed by the *Service Manager* throughout the Service Period as required.
- 1.1.3. The *Service Manager's* instructions are issued via the *Client's* electronic ordering system (Confirm or other system as detailed in Annex 6) or other written means.
- 1.1.4. For emergency or urgent works, instructions may be issued by alternative means and followed up with an electronic works order or other written means.
- 1.1.5. The *Client's* Regional Operations Centre (ROC) operates 24 hours a day. The *Client's* staff operating the ROC have delegated powers to issues instructions on behalf of the *Service Manager*.
- 1.1.6. Roadside Technology defect works orders include the Technology Operations Capability Centre (TOCC) reference number associated with the defect.
- 1.1.7. The ROC has delegated powers to issue instructions from the TOCC on behalf of the *Service Manager* in respect of any Roadside Technology defects.

### 1.2. Payment Requirements

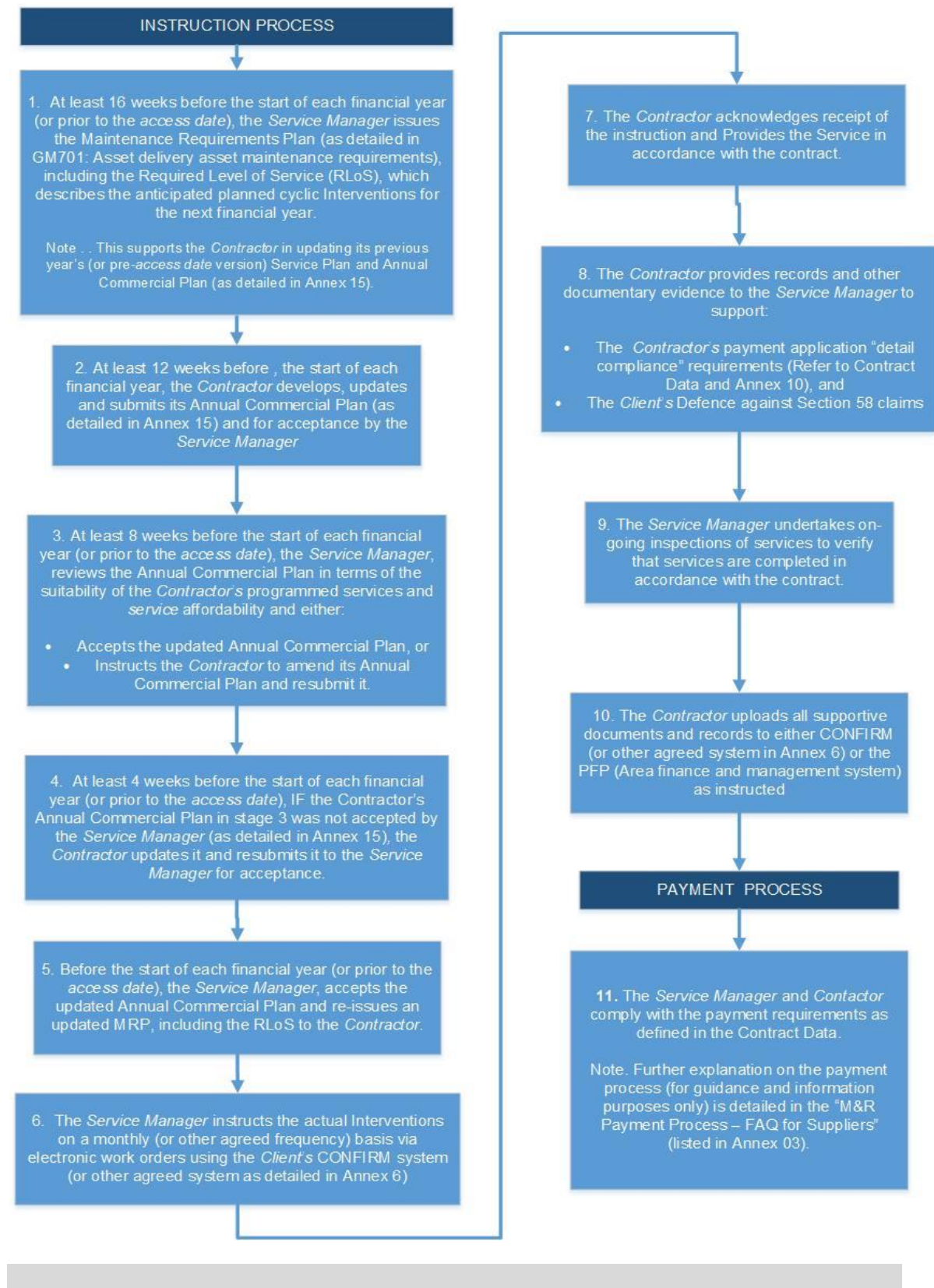
- 1.2.1. The payment process for the maintenance and response *services* is defined in the Contract Data and illustrated in **Figures 1 to 4**.
- 1.2.2. The *Contractor* provides all information required by the *Service Manager* to demonstrate that the *service* has been completed in accordance with the contract to support payment.
- 1.2.3. Supportive documentation includes all data necessary to update the *Client's* Information Systems and Records in respect of the *service* as described in **Annex 6, Annex 10, Annex 19** and the Asset Data Management Manual (ADMM).
- 1.2.4. The *Service Manager* undertakes an on-going programme of inspection and audits to verify that the *service* has been completed in accordance with the Scope and *Client* Plans.

**Note.** Further explanation on the payment process (guidance and information purposes only) is detailed in the “M&R Payment Process – FAQ for Suppliers” (listed in **Annex 03**).

### **1.3. Cyclic Maintenance Process**

- 1.3.1. The instruction and payment process for the cyclic maintenance service is detailed in **Figure 1**.

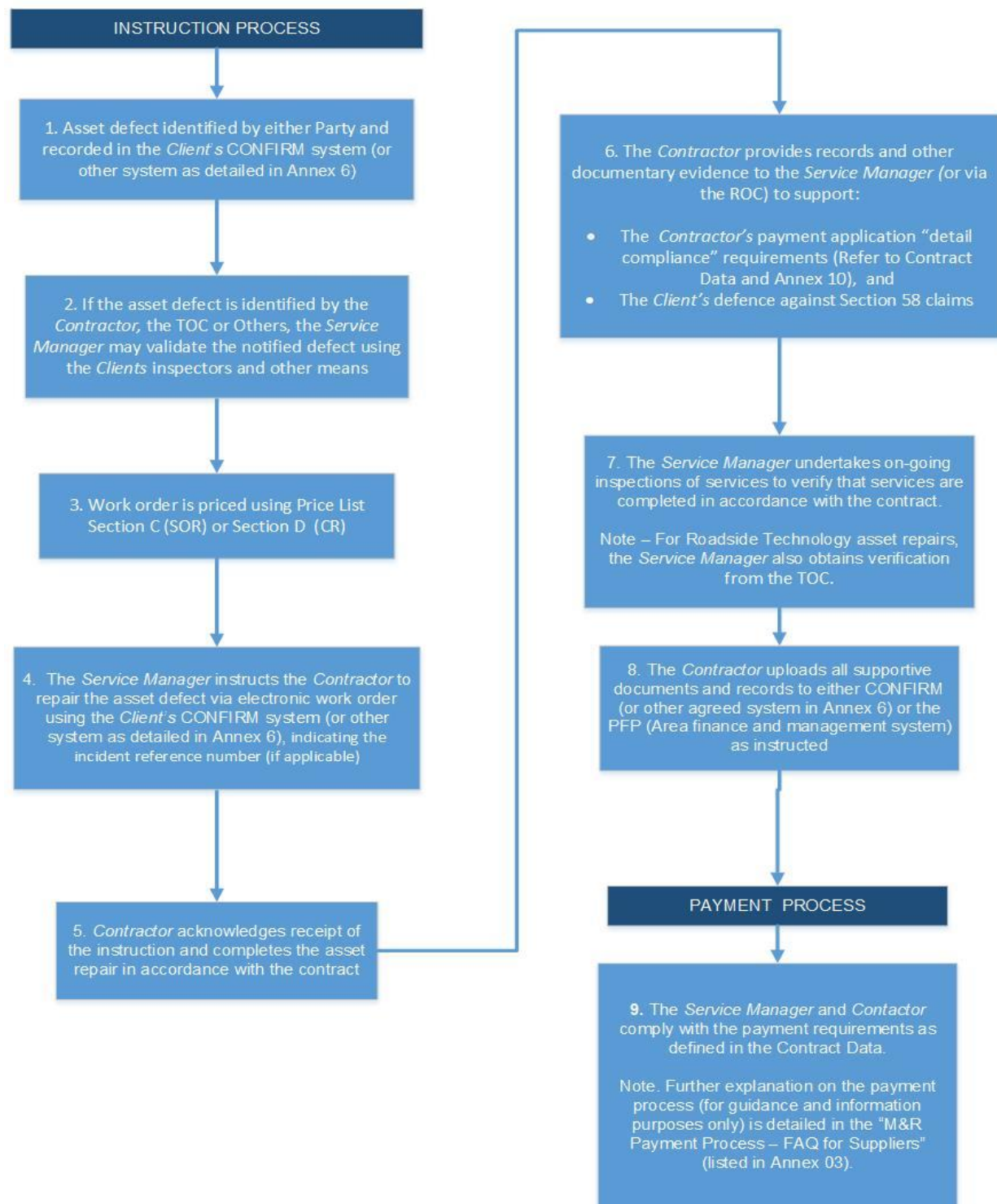
**Figure 1: Cyclic Maintenance**



## 1.4. Repair Maintenance Process

1.4.1. The instruction and payment process for the repair maintenance service is detailed in **Figure 2**.

**Figure 2: Repairs of Defects**

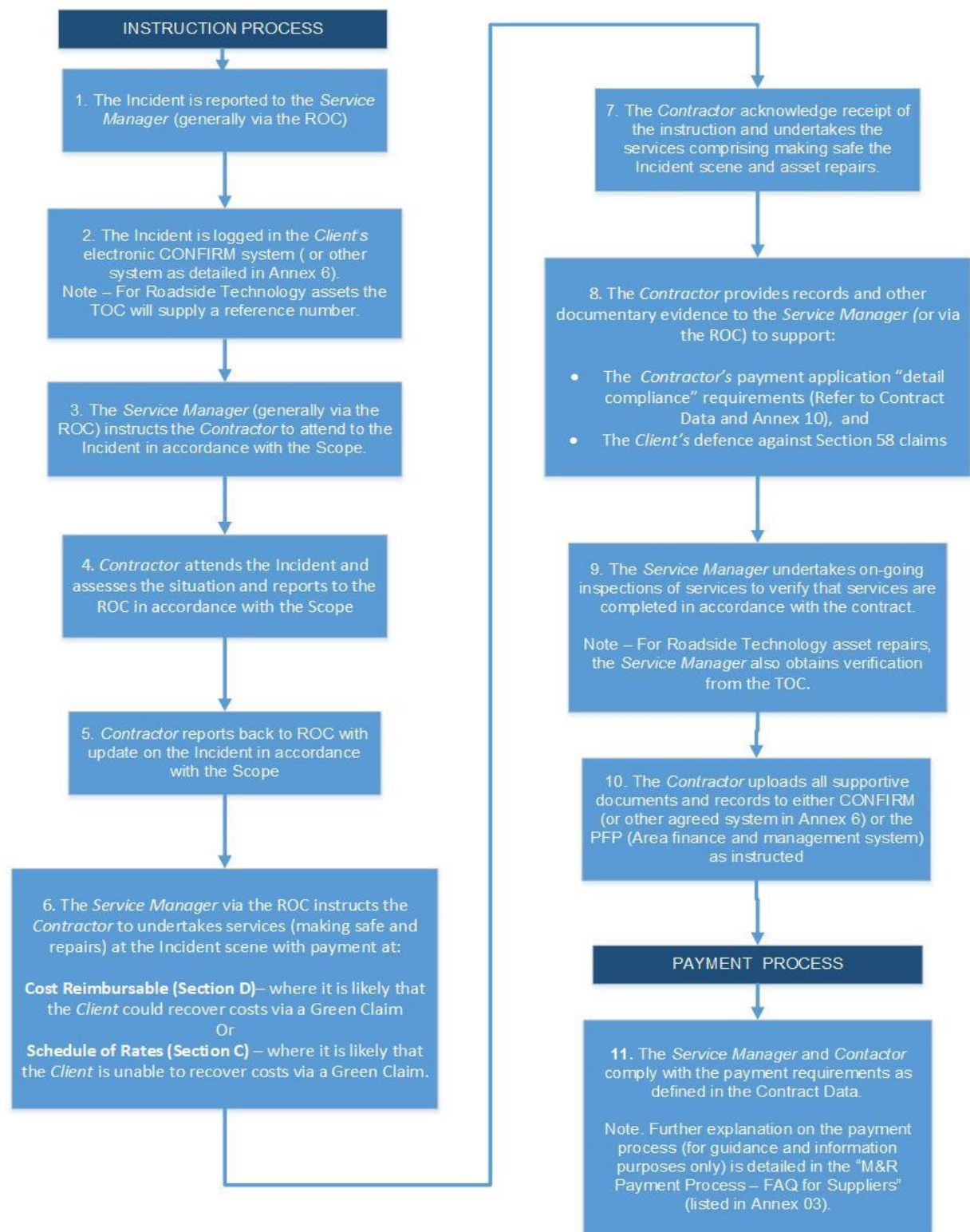


## **1.5. Incident Response Process**

- 1.5.1. The instruction and payment process for the incident response service is detailed in **Figure 3**.



**Figure 3: Incident Response**



## **1.6. Task Orders Process**

1.6.1. The instruction and payment process for Task Orders is detailed in **Figure 4**

Figure 4 : Task Orders

