

Area 9 Asset Support Contract

Service Information

Annex 11

National Roads Telecommunications Services (NRTS)

SERVICE INFORMATION FOR ASC CONTRACT**ANNEX 11****CONTENTS AMENDMENT SHEET**

Amend. No.	Issue Date	Amendments	Initials	Date
0	March 2013	First Issue	SOS	22/3/13

11 TEMPLATE ASC / NRTS INTERFACE AGREEMENT

NB: The text provided within each section are samples only and are intended to provide an indication of the type of Interface Agreement content that the ASC is required to assist the NRTS in producing upon commencement of the contract.

Texts in *[red italics]* are placeholders or are for guidance and will need to be removed, replaced and/or tailored as required.

A workshop(s) will be required between the ASC, NRTS Company (NRTS Co) and the HA to agree to various items identified within the Interface Agreement.

Should the NRTS Company changes, to another party, items such as document references will require amendment.

Scope

[This section should set out the scope and background to the Interface Agreement; sample text is provided below]

[Insert NRTS Company Name] is the organisation delivering the National Roads Telecommunications Services (NRTS) project for the Highways Agency.

In order to deliver this service it is necessary for the NRTS Company (NRTS Co) to communicate with organisations who make use of NRTS; whose Infrastructure adjoins the NRTS infrastructure; over whose land access is required to reach NRTS equipment; with whom NRTS activities must be coordinated; who must be consulted regarding NRTS; or whose operations may be affected by the delivery of the NRTS.

This document sets out the Interface arrangements which shall be agreed between for the NRTS Co and *[Insert ASC Company Name]* regarding *[Insert ASC Contract Title and primary responsibility]* (covering the *[Insert Area e.g. Area XX]*) in relation to the NRTS Co carrying out its obligations toward the delivery of National Roads Telecommunications Services.

Throughout this document, reference is made to a number of the ASC and NRTS Co documents relevant to this agreement. A DVD containing these documents will be provided prior to commencement of this agreement and any subsequent changes to these documents will be issued as appropriate in due course.

The following meetings were held as part of the agreement process:

[Details of meetings held to develop the Interface Agreement shall be listed in the table below]

Date	Meeting Location	List of Attendees

Conditions of this Agreement

1 Commencement and Duration

[This section should set out the start date that the Interface Agreement will commence and the duration of the agreement.]

1.1 This Agreement, between the NRTS Co and *[Insert ASC Company Name]*, shall commence at *[Insert date that interface agreement commences and duration]*. The Agreement will enable liaison between the NRTS Co and the ASC therefore facilitating the NRTS Co in carrying out its obligations to deliver National Roads Telecommunications Services.

1.2 This agreement may be one of a suite of interface agreements as follows:

[Insert, if required, a list of other related Interface Agreements that the Area ASC or NRTS Co has in place (or planned) which may have interdependencies with this Agreement for example an Interface agreement with the RTMC covering the same geographic area.]

2 Communication Protocol, Contacts/Roles and Responsibilities

[This section should set out the meeting schedules, key contacts and their roles and responsibilities.]

2.1 Proposed communication shall take place on a *[Quarterly]* basis as defined in *[Insert contract document name and reference]*, however this can be subject to review based on mutual agreement between parties.

2.2 Future meetings, to discuss any operational problems or other issues, are scheduled to be held at the following intervals:

[Insert within the table below details of scheduled meetings between the ASC and the NRTS Co, the frequency and scope of meetings can be changed by mutual consent by both parties]

Purpose of meeting	Frequency of meeting

2.3 The table below identifies the key contacts for Highways Agency, *[Insert NRTS Company Name]*, and the *[Insert ASC Company Name]*, and other significant contacts in relation to this agreement.

2.4 Working day contact list:

[Insert all key contacts and their associated details within the table below (HA, the NRTS Co and the MAC, example areas of responsibility are provided)]

Name	Organisation	Role/Responsibility	Telephone	Email
		Roadspace booking		
		Site clearance		

2.5 Out of hours contact arrangements:

2.6 The table below identifies the arrangements for NRTS Co accessing the ASC outside of working hours to address issues that require urgent attention, for example providing access to sites to allow rectification of technology faults that are causing loss of services to Traffic Management and Control systems.

Name	Organisation	Role/Responsibility	Telephone	Email

- 2.7 NRTS Co can be contacted outside of working hours via the NRTS Helpdesk on 0845 6032239

3 Geographic and Access Boundaries

[This section should be used to define the geographic scope / coverage of the Interface Agreement and access boundaries]

- 3.1 The geographic boundaries of the ASC contract as defined in the HA contract documentation are as detailed in *[insert drawing title and reference which delineates the Area boundary]*.
- 3.2 See attached schematic drawings for further details of area boundaries *[insert drawing references for other drawings showing detailed definitions of boundaries by use of marker post locations]*

4 Access Protocols

[This section sets out ASC and NRTS access protocols. The text below specifically relates to the current NRTS Co's (Genesys) access protocols and associated documentation.]

- 4.1 For reference *[Insert NRTS Company Name]* has produced standards to describe the procedures, controls, working practices and codes of practice that *[Insert NRTS Company Name]* and their sub-contractors will adopt and follow to gain access to NRTS, HA and Third Party sites and premises. These Documents are as follows:
- a) *Control and Management of Access to NRTS Sites (GYS/RGD/PRS/0024)* which defines the process for third parties to gain access to NRTS Co sites,
 - b) *Access Procedures and Controls (GYS/RGD/PRS/0023)* which defines the procedures the NRTS Co will follow regarding access to third party sites.

Both documents are available on request from the NRTS Co via the NRTS help desk.

- 4.2 The NRTS co shall abide by any roadside inductions deemed to be necessary by the ASC before undertaking roadside works, ASC to identify any such process below
- 4.3 Access requirements, processes and procedures to access the road and

verge are detailed within the following ASC documents:

- *[Insert document titles and references]*

4.4 The following arrangements are special access arrangements agreed between the NRTS Co and the ASC following initial interface discussions.

[The ASC should insert details of any further Area specific access protocols and requirements for example access to structures (e.g. Avonmouth bridge) that contains NRTS assets]

5 Responsibilities and Arrangements for Civil Infrastructure

[This section is used to summarise ASC and NRTS responsibilities for the maintenance of civils infrastructure and access infrastructure]

The responsibilities of the ASC and NRTS Co relating to civil Infrastructure are defined in the ASC and NRTS contract documents but summarised in Annex A for ease of reference.

6 Schedule of NRTS Assets for ASC maintains access infrastructure

6.1 The ASC contract's Network Information provides a list of NRTS assets that require safe access to be regularly maintained by the ASC. The schedule will be updated by NRTS Co as and when new assets are added or removed from the network.

7 Reporting of defects and other issues

[This section should detail all relevant reporting requirements for defects, Health and Safety issues and any other issue. It shall include reporting flow charts / drawings and references to formal reporting documentation]

7.1 The ASC shall provide an issue tracking mechanism, to allow the NRTS Co and other parties, to report and track the status of issues reported to the ASC¹. The ASC shall determine the mechanism used to track issues. This mechanism shall be capable of providing a standardised format of output data in a Microsoft Excel file, which shall include at a minimum, the following fields;

- a) ASC Ticket Reference Number;

¹ An example of the type of issue reported might be the inability to access a NRTS site due to it being overgrown or a Health and Safety issue associated with an ASC asset.

- b) Reporting party Ticket Reference Number (e.g. NRTS fault ticket number)
- c) Time and Date;
- d) Description of Issue;
- e) Geographic Identifier (marker post reference number);
- f) Status of Issue: Resolved on [date], Unresolved, Works Scheduled for [date]; and
- g) Comments.

7.2 A *Template defect/issue reporting form*. is provided in Annex B

8 Conflict Resolution and Escalation Procedure

8.1 Where the ASC does not accept a defect notified by the NRTS Co, the dispute resolution procedure in accordance with *[insert document reference]* will be instigated.

8.2 Escalation procedures shall follow the process detailed in the *[insert document reference]* or as otherwise agreed and detailed within this document. Where the NRTS Co wishes to escalate a dispute with the ASC the following process shall be applied:

[Insert the Third Party Conflict Resolution and Escalation process]

8.3 The NRTS escalation procedure is: *[ref to NRTS Co escalation process to be added]*

9 Other Documentation

9.1 Reference to the ASC and NRTS Co Process documents and Standards that support this agreement are contained within the applicable section of this Agreement. A full list of these documents appears below.

[A list of all relevant documents, their references numbers and version information should be included within a table in this section.]

- *Annex C: Template defect/issue reporting form.*

Annex A

Summary of ASC and NRTS responsibilities for

Item	Responsible Party	
	ASC	NRTS
Transmission station building and their dedicated compound		X
Access steps, paths, railings, safety fence and non-dedicated compounds	X	
Roadside ducts for communications cables – longitudinal and local cables		X
Communications troughs / ducts through structures and across carriageways	X	
Chambers for communications ducts and cables		X

9.2 Transmission Stations

- a) The ASC is responsible for maintaining access steps and paths to Transmission Stations. Where a transmission station is provided within a dedicated secure compound, the ASC will only be responsible for maintaining vehicular and pedestrian access to the secure compound, The secure compound and all equipment and infrastructure within the dedicated compound is the responsibility of the NRTS Co.

9.3 Safety Fences / Barrier

- a) The ASC is responsible for maintaining safety fences.

9.4 Roadside Ducts & Troughs

- a) The NRTS Co is responsible for maintaining all roadside ducts that carry both longitudinal and local communications cables, except where these pass through structures.
- b) The NRTS Co is responsible for the management and allocation of space within all communications ducts and troughs. All requests to utilise space within these ducts must be requested via the NRTS Co help desk.

9.5 Structures & Cross Carriageway Ducts

- a) The ASC is responsible for the maintenance of Ducts Through Structures

& Cross Carriageway Ducts and Cable Troughs

9.6 Chambers for Communications Ducts and Cables

- a) The NRTS Co is responsible for maintaining all roadside chambers carrying longitudinal and local communications cables and their associated Cable Joint Enclosures.

9.7 Communications Cabinets

- a) The NRTS Co is responsible for maintaining all communications cabinets that form part of a Transmission Station (e.g. Marshalling Cabinet, EI and BT Interface).
- b) The NRTS Co is responsible for maintaining 609 (C and OF) cabinets that house both longitudinal and local communications cable joints/terminations.
- c) The RTMC is responsible for maintaining 600 cabinets that house electronics associated with a roadside device.
- d) The RTMC is responsible for maintaining all EI and 609P cabinets associated with a roadside device.

9.8 Access Areas

- a) The ASC is responsible for maintaining safe access to communications assets
 - End device locations (e.g. CCTV outstation, VMS outstation, MIDAS outstation cabinets, signal gantry locations, telephone responder locations);
 - Other locations (e.g. intermediate 609C and 609OF jointing locations, 609 EI locations, all EI Cabinets);
 - Jointing chambers, including surrounding hardstandings;
 - Communications ducts through structures;
 - Cross carriageway ducts;
 - Cable troughs (including above ground troughs); and
 - Transmission Stations
 - Access areas to communications assets which require regular maintenance by the ASC typically comprise of, but are not limited to:

- Paved footways;
 - Steps;
 - Handrails;
 - Gantry access including ladders and steps; and
 - Vehicle hardstandings.
- b) The ASC is responsible for responding to defects in line with the requirements of the AMOR. *[the ASC to provide response times for assets types and their categories]*

Annex B

Defect Report Form

ASC Register Reference No.: (Office use only)	NRTS Reference No. (if applicable): (Office use only)
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Issue raised by:	
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Date:		Contact details:	
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1	Route
Location: _____	
Marker Post: _____ Direction: North/South/East/West bound	

Details of issue/ idea (attach photographs/drawings as required)

2	Suggested solution and benefit

Submitted By (Signed):	Date:	
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Received By (Signed):	Date:	
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HA and ASC Management Review:

3 Integrated Team Outcomes				
<table style="width: 100%; border: none;"> <tr> <td style="width: 25%; vertical-align: top;"> Operational Safety <input style="width: 20px; height: 20px;" type="checkbox"/> Respecting the Environment <input style="width: 20px; height: 20px;" type="checkbox"/> </td> <td style="width: 25%; vertical-align: top;"> Reduced Congestion <input style="width: 20px; height: 20px;" type="checkbox"/> </td> <td style="width: 25%; vertical-align: top;"> Network Best Value <input style="width: 20px; height: 20px;" type="checkbox"/> </td> <td style="width: 25%; vertical-align: top;"> High Quality Customer Service <input style="width: 20px; height: 20px;" type="checkbox"/> </td> </tr> </table> <p style="margin-top: 10px;">Other specific: _____</p>	Operational Safety <input style="width: 20px; height: 20px;" type="checkbox"/> Respecting the Environment <input style="width: 20px; height: 20px;" type="checkbox"/>	Reduced Congestion <input style="width: 20px; height: 20px;" type="checkbox"/>	Network Best Value <input style="width: 20px; height: 20px;" type="checkbox"/>	High Quality Customer Service <input style="width: 20px; height: 20px;" type="checkbox"/>
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Resulting Actions:														
<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> No further action required <input style="width: 20px; height: 20px;" type="checkbox"/> Issue to be progressed (see below) <input style="width: 20px; height: 20px;" type="checkbox"/> </td> <td style="width: 50%; vertical-align: top;"> Passed to Innovations Group <input style="width: 20px; height: 20px;" type="checkbox"/> Idea parked for future review <input style="width: 20px; height: 20px;" type="checkbox"/> </td> </tr> </table> <p>Reviewed and agreed by:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 40%;">Name _____</td> <td style="width: 40%;">Position: _____</td> <td style="width: 20%; text-align: right;">(HA)</td> </tr> <tr> <td style="padding-left: 20px;">:</td> <td style="padding-left: 20px;">Signed: _____</td> <td style="padding-left: 20px;">Date: _____</td> </tr> </table> <table style="width: 100%; border: none;"> <tr> <td style="width: 40%;">Name _____</td> <td style="width: 40%;">Position: _____</td> <td style="width: 20%; text-align: right;">ASC</td> </tr> <tr> <td style="padding-left: 20px;">:</td> <td style="padding-left: 20px;">Signed: _____</td> <td style="padding-left: 20px;">Date: _____</td> </tr> </table>	No further action required <input style="width: 20px; height: 20px;" type="checkbox"/> Issue to be progressed (see below) <input style="width: 20px; height: 20px;" type="checkbox"/>	Passed to Innovations Group <input style="width: 20px; height: 20px;" type="checkbox"/> Idea parked for future review <input style="width: 20px; height: 20px;" type="checkbox"/>	Name _____	Position: _____	(HA)	:	Signed: _____	Date: _____	Name _____	Position: _____	ASC	:	Signed: _____	Date: _____
No further action required <input style="width: 20px; height: 20px;" type="checkbox"/> Issue to be progressed (see below) <input style="width: 20px; height: 20px;" type="checkbox"/>	Passed to Innovations Group <input style="width: 20px; height: 20px;" type="checkbox"/> Idea parked for future review <input style="width: 20px; height: 20px;" type="checkbox"/>													
Name _____	Position: _____	(HA)												
:	Signed: _____	Date: _____												
Name _____	Position: _____	ASC												
:	Signed: _____	Date: _____												

Proposed Action: (IF NO ACTION required, give reasons)
Designated Action Officer: <input style="width: 500px; height: 25px;" type="text"/>

4 Originator Feedback	
Originator informed of outcome of initial review	Date: _____ By: _____