

STATEMENT OF REQUIREMENT (SOR) - THE PROVISION OF NFS ENGINEERING SUPPORT

Serial	Detailed Requirement	Additional Information	Volume	Standards	Performance Targets
1.0 Service Delivery and Operational Management					
1.1	The Contractor shall provide Services as detailed in Statement of Requirement (SC2, Schedule 2, Annex A) and Service Requirement Documents (SC2, Schedule 2, Annex B).	<p>The Contractor shall be responsible for all aspects of service delivery. This will include, but not be limited to:</p> <ul style="list-style-type: none"> • Service delivery as detailed in Statement of Requirement (SC2, Schedule 2, Annex A) and Service Requirement Documents (SC2, Schedule 2, Annex B). • Maintaining a high level of efficiency in the provision of the service. • Providing a service that encourages best practice and identify opportunities to improve service delivery. • Maintaining a safe environment and safe working practices including the use of a recognised risk assessment/management system to ensure that standards of service remain high, and that any reduction in the quality of service is quickly recognised and corrected to the Authority's satisfaction. 	As required, during normal working hours. As detailed in Statement of Requirement (SC2, Schedule 2, Annex A) and Service Requirement Documents (SC2, Schedule 2, Annex B).	The Contractor shall employ/engage suitably qualified/skilled staff/personnel to ensure that the services are always provided and in all respects in accordance with the service specification, the Contractor's method statement and best practice.	100% of Contractor's staff/personnel.

Serial	Detailed Requirement	Additional Information	Volume	Standards	Performance Targets
		<ul style="list-style-type: none"> Systems and procedures for action in dealing with a major spill. 			
1.2	Establish and maintain an approved list of sub-contractors, as necessary.	<p>The Contractor shall establish and maintain an approved list of sub-contractors to facilitate delivery of requirement.</p> <p>The Authority will reserve the right to reject the use of an appointed associate/sub-contractor should this be deemed necessary.</p>	As necessary.	The Contractor shall employ/engage appropriately qualified/skilled staff/personnel to ensure that the services are always provided and in all respects in accordance with the service specification, the Contractor's method statement and best practice.	100% of Contractor's staff/personnel.
2.0 Contract Management					
2.1	<p>Provide a Contract Management service.</p> <p>This shall comprise of, but not be limited to, the following high-level aspects:</p> <ul style="list-style-type: none"> Service delivery management Relationship management Contract administration 	<p>The Contractor shall provide a robust and effective contract management service that shall comprise, but is not limited to, the following:</p> <ul style="list-style-type: none"> Effective and efficient service delivery arrangements Management and staffing arrangements Reporting Performance Monitoring Business Continuity Quality assurance Customer satisfaction Risk Assessment/Management. <p>The Contractor shall assist the Authority in the future development of</p>	As required.	<p>Full compliance with the Contractor's method statement (as applicable) and the Contract Management Plan times unless otherwise agreed with the Authority.</p> <p>The Contractor shall employ suitably qualified/skilled staff/personnel to ensure that the services are always provided and in all respects in accordance with the service specification, the Contractor's method statement and best practice.</p>	<p>100% compliance.</p> <p>100% of Contractor's staff/personnel.</p>

Serial	Detailed Requirement	Additional Information	Volume	Standards	Performance Targets
		<p>Authority policies by providing information and revising and agreeing relevant procedures with the Authority in connection with the provision of services.</p> <p>The Contractor shall develop, implement, and maintain a robust and effective Quality Assurance system for this requirement.</p> <p>The Contractor shall develop, implement, and maintain a robust and effective Risk Management system for this requirement.</p>			
2.2	Provide Management Interface.	The Contractor shall provide an effective interface with the Authority's Designated Officer to manage the supplier relationship and Quality Assurance system.	During normal working hours.	Either the appropriately empowered representative or a nominated deputy shall be available during normal working hours.	100% compliance.
3.0 Performance Management					
3.1	Develop, implement, and maintain an effective self-monitoring performance management system.	<p>The Contractor shall develop, implement, and maintain a comprehensive self-monitoring system to measure, and quality assure their performance against the Authority's Performance Targets</p> <p>Reports shall cover all Performance Targets highlighting areas of good performance and areas that require improvement.</p>	As required.	<p>Full compliance with the Contractor's method statement always unless otherwise agreed with the Authority.</p> <p>Information is to be submitted in the agreed format within two working days of request.</p> <p>The Contractor shall achieve an overall <u>service delivery</u> satisfaction level of</p>	<p>100% compliance.</p> <p>100% accuracy.</p> <p>100% compliance.</p>

Serial	Detailed Requirement	Additional Information	Volume	Standards	Performance Targets
		<p>Upon request from the Designated Officer or their authorised representative, the Contractor shall provide information pertaining to the performance levels of the Contract.</p> <p>The contractor is to ensure that any updates in legislation or standards are indorsed and where training is required this is reacted upon.</p>		'satisfactory' or above from the Designated Officer.	
4.0 Exit Management					
4.1	Implement and execute a robust Exit Management Plan prior to the expiry of service provision.	The Contractor shall provide all necessary management and administrative assistance, support, and information to the Authority (at no additional cost) to facilitate an orderly and efficient transition from the management by the Contractor to management by the Authority or some other person.	As required.	Full compliance with the Contractor's method statement at all times unless otherwise agreed with the Authority.	100% compliance.
5.0 Social Value					
5.1	Develop, implement, and maintain a commitment of the organisation to tackle economic inequality.	<p>The Contractor shall provide a robust and effective programme that shall comprise, but is not limited to, the following:</p> <ul style="list-style-type: none"> • creating new businesses, new jobs, and new skills. • Increase supply chain resilience and capacity 	As required.	Full compliance with the Contractor's method statement and Public Services (Social Value) Act 2012 or equivalent document in the relevant country always unless otherwise agreed with the Authority	100% compliance

Serial	Detailed Requirement	Additional Information	Volume	Standards	Performance Targets
		The Contractor shall assist the Authority in the future development of Authority policies by providing information and revising and agreeing relevant procedures with the Authority in connection with the provision of services.			
5.2	Develop, implement, and maintain a commitment of the organisation to fighting climate change.	<p>The Contractor shall provide a robust and effective programme that shall comprise, but is not limited to, the following:</p> <ul style="list-style-type: none"> • Effective stewardship of the environment. <p>The Contractor shall assist the Authority in the future development of Authority policies by providing information and revising and agreeing relevant procedures with the Authority in connection with the provision of services.</p>		Full compliance with the Contractor's method statement and Public Services at all times unless otherwise agreed with the Authority or equivalent document in the relevant country	100% compliance
5.3	Develop, implement, and maintain a commitment of the organisation to equal opportunities by tackling workforce inequality.	<p>The Contractor shall provide a robust and effective programme that shall comprise, but is not limited to, the following:</p> <ul style="list-style-type: none"> • Reduce the disability employment gap • Tackle workforce inequality. 		Full compliance with the Contractor's method statement and Public Services (Social Value) Act 2012 always unless otherwise agreed with the Authority.	100% compliance

Serial	Detailed Requirement	Additional Information	Volume	Standards	Performance Targets
		The Contractor shall assist the Authority in the future development of Authority policies by providing information and revising and agreeing relevant procedures with the Authority in connection with the provision of services.			