

Highways England Company Limited

Area 12

Maintenance and Response Contract

Scope

Annex 9

**Instruction and
Payment Requirements**

CONTENTS AMENDMENT SHEET

Amend No.	Revision No.	Amendments	Initials	Date
0	0	Tender Issue	SOS	05/06/2020
1	1	Inserted new 1.1.1 and 1.1.2 – clarify cyclic instruction process. Removed “will” from section 1.1 paragraphs.	SOS	15/07/2020

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or! Bookmark not defined.

1. INSTRUCTION AND PAYMENT REQUIREMENTS

1.1. Instructions

- 1.1.1. Before the start of each financial year, to support the *Contractor* in updating its Service Plan and Annual Commercial Plan (detailed in Scope, Annex 15), the *Service Manager* advises the *Contractor* of the planned cyclic Interventions anticipated for that year.
- 1.1.2. Before the start of each month, the *Service Manager* issues an instruction to the *Contractor* confirming the actual cyclic maintenance activities that are required to be programmed and undertaken.
- 1.1.3. Repairs of defects are instructed by the *Service Manager* throughout the Service Period as required.
- 1.1.4. All works orders are primarily issued electronically from the Area routine and maintenance management system. In the case of emergency or urgent works these instructions may be issued by alternative means and followed up with an electronic works order.
- 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* in respect of any urgent or emergency works.
- 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 progress instructions from the TOCC on behalf of the *Service Manager* in respect of any Roadside Technology defects.

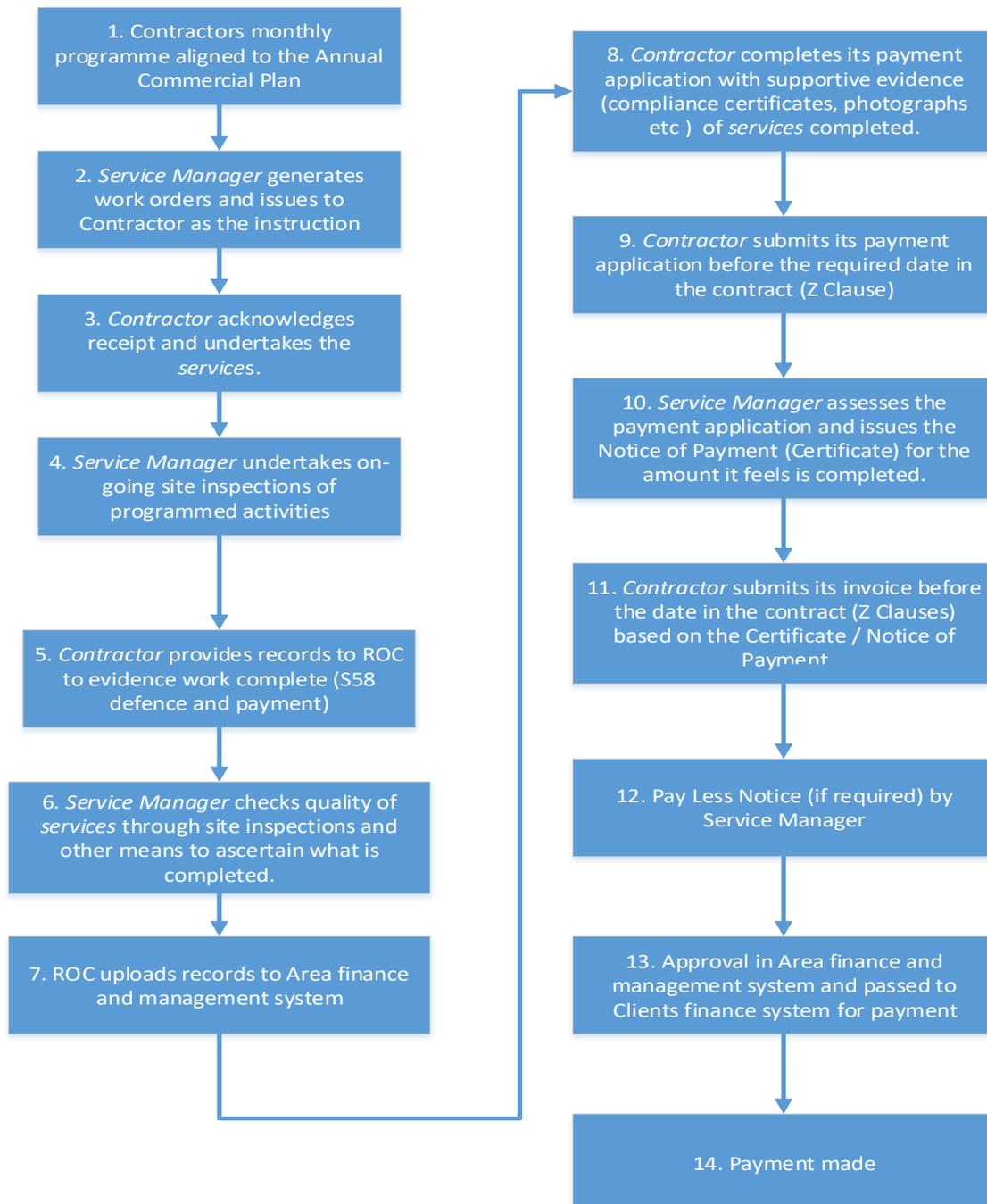
1.2. Payment Requirements

- 1.2.1. The *Contractor* provides all information required by the *Service Manager* to demonstrate that the *service* has been delivered in accordance with the Scope and *Client* Plans. This includes all information necessary to update the *Client's* Information Systems and Records in respect of the *service* as set out in **Annex 6, Annex 19** and the Asset Data Management Manual (ADMM).
- 1.2.2. The *Service Manager* undertakes an on-going programme of inspection and audits to check that the *service* has been delivered in compliance with the Scope and *Client* Plans.
- 1.2.3. Where the *Service Manager* identifies through inspection or audit, that an activity in the *Client's* instructions has not been completed in accordance with the Scope, payment for that activity will not be certified for payment.

1.3. Cyclic Maintenance

1.3.1. Cyclic maintenance activities are instructed and paid for as shown in **Figure 1**.

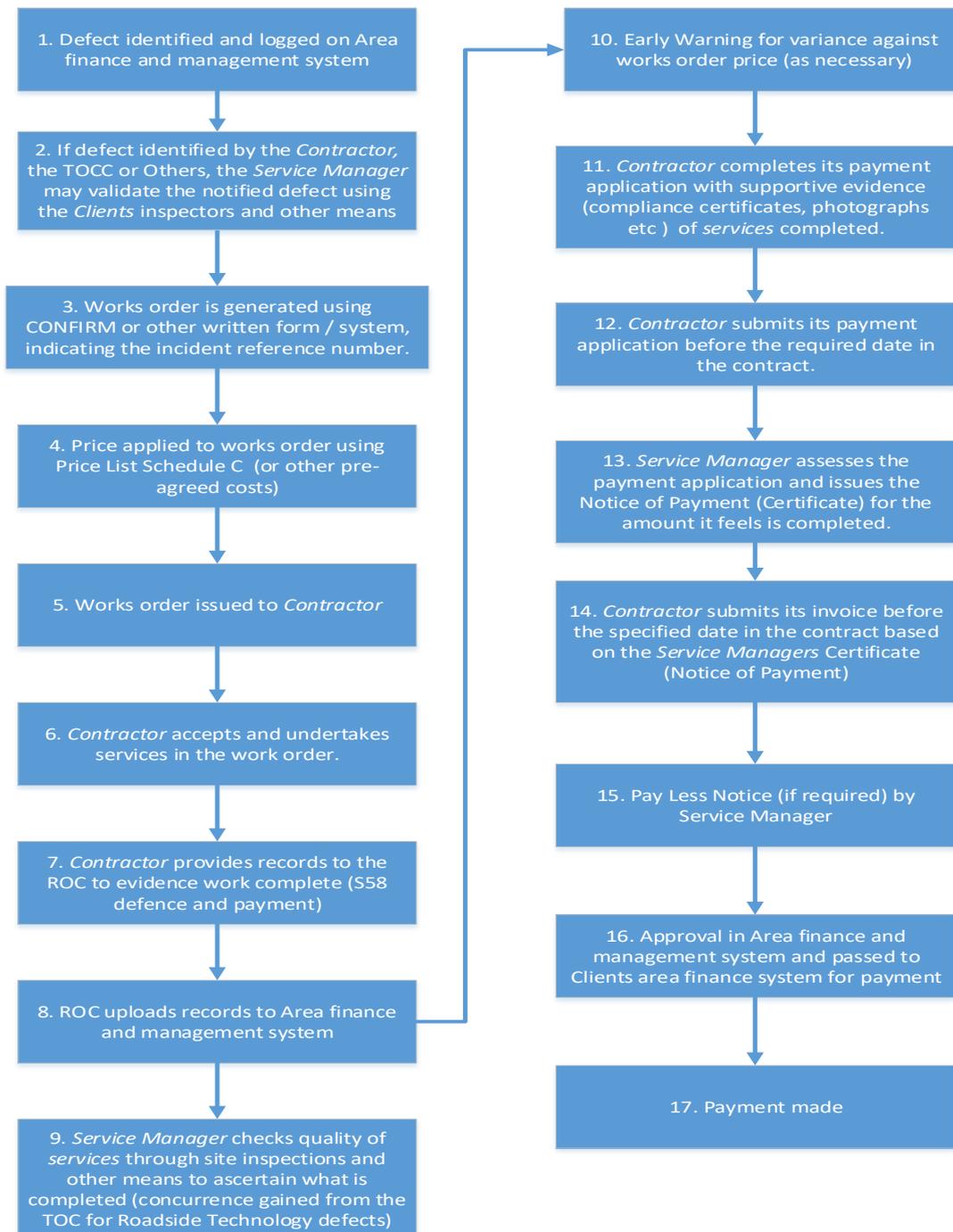
Figure 1: Cyclic Maintenance



1.4. Repairs of Defects

1.4.1. Repairs of defects are instructed and paid for as set out in **Figure 2**, except for repairs of defects resulting from incidents which are instructed and paid for as set out in Figure 3.

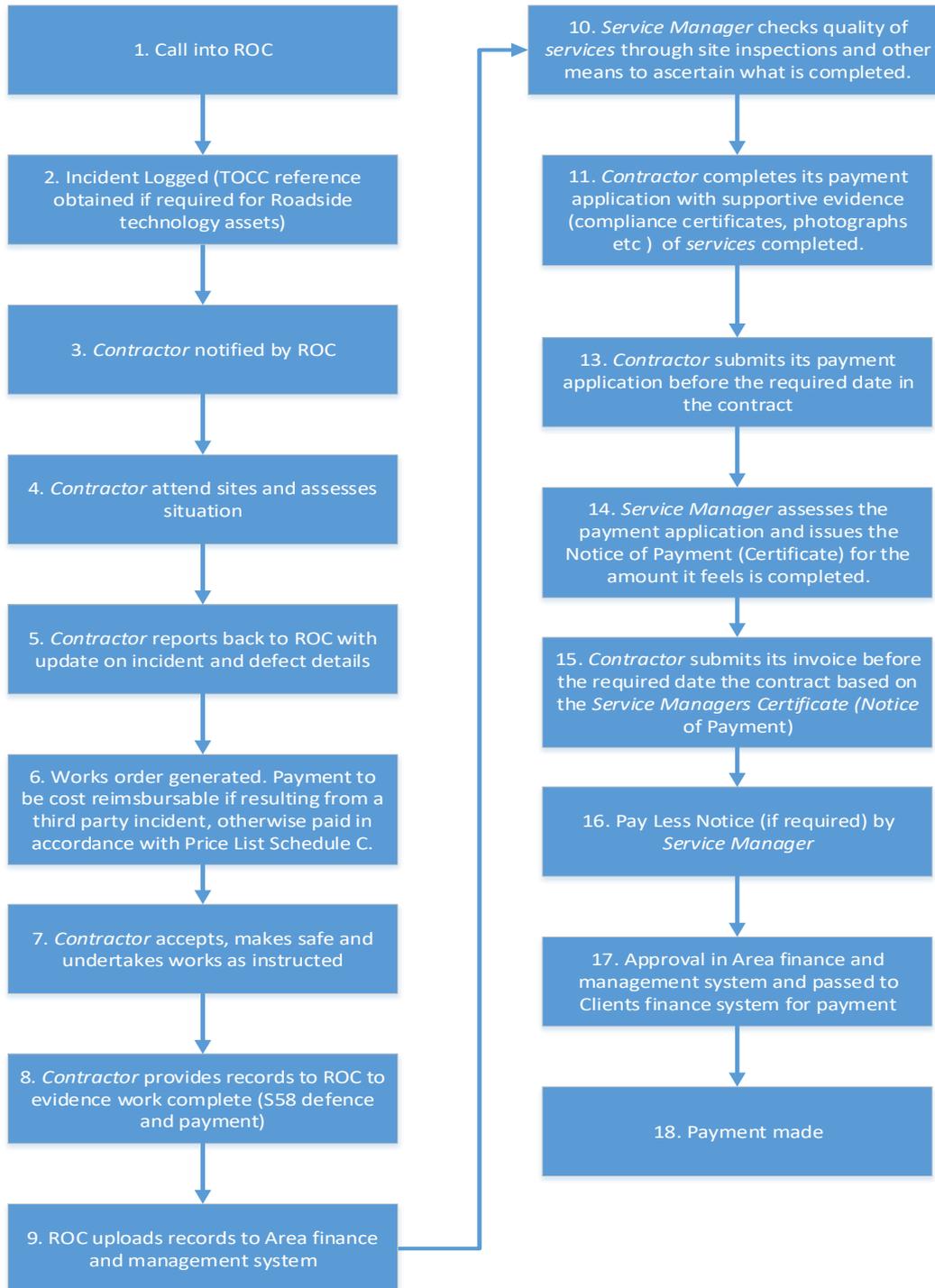
Figure 2: Repairs of Defects



1.5. Incident Response

1.5.1. Response to incidents are instructed and paid for as set out in **Figure 3**

Figure 3: Incident Response



1.6. Task Orders

1.6.1. Items to be paid for as an Option A Task Order, as defined in Section F of the Price List, are to be instructed and paid for in accordance with **Figure 4**.

Figure 4: Task Orders

