



Highways England Company Limited

Area 12

Maintenance and Response Contract

Scope

Annex 22

**Client's Vehicles and Severe Weather
Plan Stocks**

CONTENTS AMENDMENT SHEET

Amend. No.	Revision No.	Amendments	Initials	Date
0	0	Tender Issue	SOS	05/06/2020
1	1	<ul style="list-style-type: none"> • 1.2.1 – added SWIS, • 1.2.2 – deleted provision where Client Vehicles can be used for non-winter services, • 1.2.4 – added City and Guilds qualifications for drivers, • 2.8.2 – added SWIS, • 2.8.3 - inserted new warranty and maintenance form – attached via Appendix E, • 2.10.1 – added warranty and maintenance form, • Section 9 (Appendix F) – Deleted • Updated link to Appendix E • Minor updates to 3.1.1 and 6.1.1 	SOS	15/07/2020

LIST OF CONTENTS

1	PART 1 – CLIENT’S VEHICLES	4
1.1	Relevant Clauses	4
1.2	Use	4
2	MAINTENANCE	6
2.1	General	6
2.2	Maintenance activities	6
2.3	Calibration	7
2.4	Data Logging	7
2.5	Supply of spare parts and materials	8
2.6	Retention of defective components	8
2.7	Technical literature	8
2.8	Defect reporting	8
2.9	Pre-Winter checks	9
2.10	Vehicle maintenance records	9
2.11	Deployment of National Reserve	10
3	PART 2 - SEVERE WEATHER PLAN MATERIAL STOCKS	11
3.1	Salt Stocks and Other Materials	11
3.2	Storage	11
3.3	Strategic Salt Stock requirement	11
4	APPENDIX A – ACCIDENT AND DAMAGE REPORTING PROCEDURES	12
4.1	Accident and Damage Reporting Procedures	12
5	APPENDIX B – PLANNED PERIODIC MAINTENANCE	13
5.1	Planned Periodic Maintenance	13
6	APPENDIX C – TECHNICAL LITERATURE	15
6.1	Technical Literature	15
7	APPENDIX D – DRIVER OPERATOR TASKS	16
7.1	Driver Operator Tasks	16
8	APPENDIX E – MAINTENANCE FORMS AND RECORDS	19
8.1	Maintenance Forms and Records	19

1 PART 1 – CLIENT'S VEHICLES

1.1 Relevant Clauses

1.1.1 The following section sets out the relevant clauses that apply to the *Client's* Vehicles. Maintenance terms used in this document are defined in the relevant Winter Maintenance Support Publications listed in Appendix C to this annex.

1.2 Use

1.2.1 Vehicles

- The Area Operational Winter Service Vehicles (including the Operational Reserve) are the vehicles listed in the Network Information and summarised in the Severe Weather Plan at Appendix B.6, and updated in the Severe Weather Information System (SWIS) which the *Contractor* uses to Provide the Service.
- The number of National Reserve Winter Service Vehicles and snow blowers is confirmed in the Network Information and updated in SWIS, the use of which is in accordance with Section 5.3 and Appendix B.6 of the Severe Weather Plan.
- The *Service Manager* may substitute any vehicle with an equivalent vehicle at any time during the contract period.
- The *Client* provides excise licences for the *Client's* Vehicles.

1.2.2 Operation

- The de-icing material capacity and distribution patterns of the *Client's* Vehicles are designed for use on motorways and All-Purpose Trunk Roads. The *Contractor* only deploys the *Client's* Vehicles for winter and severe weather service delivery on the Affected Property, unless otherwise approved by the *Service Manager*.
- The *Contractor* does not use the *Client's* Vehicles for a purpose other than providing the winter services, for example carriageway spillages or other hazardous road surface clearance.
- The *Contractor* rotates the use of all *Client's* Vehicles (including operational and national reserve vehicles) to achieve equal individual vehicle mileage as far as is reasonably practicable.

1.2.3 Fuel

- The fuel to be used in the *Client's* Vehicles is winter grade Ultra Low Sulphur Diesel to BS EN590 standard. Fuel used in the *Client's* Vehicles

satisfies the requirements of the vehicle manufacturers specification at all times.

- The *Contractor* supplies fuel to be used in the *Client's* Vehicles.

1.2.4 Driver and Operatives

- The *Contractor* provides drivers and operatives for all available *Client's* Vehicles to Provide the Service.
- The *Contractor* complies with the statutory and special licensing requirements for drivers of the *Client's* Vehicles.
- Area Operational Winter Service Vehicles (including the Operational Reserve) and National Reserve Winter Service Vehicles are classified as Category C; Large Goods Vehicles (LGV). Snow Blowers are classified as Category C vehicles.
- Authorised drivers of the *Client's* Vehicles are required to hold a valid UK driving licence, or the equivalent recognised licence issued by a state of the European Economic Area for the relevant category of vehicle.
- All drivers must be trained and qualified to City & Guilds standard. Presentation of driver's qualifications must be available when requested.

1.2.5 Reporting of Vehicle Accidents and Damage

- The *Contractor* issues to all personnel employed by the *Contractor* to drive and operate the *Client's* Vehicles, copies of the *Client's* accident reporting procedures set out in Appendix A of this annex.
- The *Contractor* reports all accidents and damage in accordance with the requirements set out in Appendix A of this Annex.

1.2.6 Garaging

- The *Contractor* garages the *Client's* Vehicles and component parts such as snow ploughs, ensuring that they are suitably covered and protected. Highways England owned premises are used.

1.2.7 Joint inspections

- The *Contractor* inspects and assesses jointly with the *Service Manager* the condition of the *Client's* Vehicles in accordance with the inspection standards and procedures contained within the technical literature shown in Appendix C to this annex. The *Contractor* prepares an inspection report within fourteen days of the inspection.
- The inspections are carried out
 - within twenty eight days of the *access date*,

- within twenty eight days before the end of the Contract Period ,
- at any other time as required by the *Service Manager*.

2 MAINTENANCE

2.1 General

2.1.1 The *Contractor* appoints a Fleet Service Manager qualified to hold an 'O' Licence, and skilled mechanics with a recognised qualification for heavy vehicle maintenance in the vehicle repair trade and have had relevant experience. The *Contractor* maintains documentary evidence of qualifications and experience of his personnel.

2.2 Maintenance activities

2.2.2 The *Contractor* maintains the *Client's Vehicles*, and maintenance is to comprise the following categories of work:

- Driver/Operator tasks
 - These are set out in Appendix D to this annex.
- Planned periodic maintenance
 - The categories for planned periodic maintenance are highlighted in Appendix B and are described in detail in Appendix E to this annex.
 - The *Contractor* prepares and maintains an up to date maintenance schedule for all *Client's Vehicles*. The format is to be agreed by the *Service Manager* and must be made available to the *Service Manager* upon request.
 - On completion of any maintenance the *Contractor* conducts an inspection of the equipment to confirm that all works have been correctly completed. The *Contractor* signs and certifies the equipment's state of roadworthiness on individual WM11 forms. If he finds any *Client's Vehicle* is not roadworthy or unsafe to use, he notifies the *Service Manager*.
- Repairs and modification
 - The *Contractor* carries out repairs to *Client's Vehicles* as instructed by the *Service Manager*. For parts and materials information, as referred to in paragraph 2.5.
 - If the vehicle or any component part is still in warranty the *Contractor* arranges such repairs immediately and reports to the *Service Manager* as soon as possible.

- The *Contractor* does not make any modification to the *Client's* Vehicles or fit any equipment to them without the prior approval of the *Service Manager*.
 - Painting and preservation
 - The *Contractor* carries out repairs to paintwork or protective coatings to the *Client's* Vehicles to prevent deterioration of vehicle components as agreed with the *Service Manager*, following an assessment prior to any C services.
 - Breakdown and Recovery
 - The *Contractor* provides a suitably equipped and staffed specialised breakdown and recovery service, capable of undertaking all aspects of vehicle recovery and roadside repair for the *Client's* Vehicles, to be available at all times during the contract period.
- 2.2.3 In carrying out the maintenance work, the *Contractor* uses methods and standards prescribed by current legislation, the "*Client's* Winter Maintenance Support Publications" and manufacturers' Technical Literature as described in Appendix C to this annex.
- 2.2.4 The *Contractor* takes all reasonable steps to complete maintenance works to each of the *Client's* Vehicles and to return the vehicle ready for operation at its appointed location at the end of each working day.

2.3 Calibration

- 2.3.1 The *Contractor* undertakes spreader body calibration (either through the manufacturer or directly following suitable training) annually to comply with the manufacturer's requirements/ specification using a competent mechanic/technician. A dated and signed calibration certificate is produced and held by the *Contractor* in the vehicle record file and must be available on request. Details of tachograph calibration as described in Appendix B.

2.4 Data Logging

- 2.4.1 The *Contractor* ensures that the *Client's* Vehicles are reporting full and accurate information. The *Contractor* undertakes regular reviews of the vehicle data to ensure that the data logging system is reporting accurately. These checks should be conducted during planned maintenance activities (A Services) and during operational use of the *Client's* Vehicles.
- 2.4.2 The *Contractor*

- checks accuracy and availability of and report any errors or defects to the current data logging supplier.

2.5 Supply of spare parts and materials

- 2.5.1 The *Contractor* supplies and fits vehicle parts offering the best value for money, whilst meeting appropriate specification and performance requirements.
- 2.5.2 The *Service Manager's* authorisation is required for non-proprietary parts and for the supply of individual items greater than £1000.00.
- 2.5.3 The *Service Manager* may instruct the *Contractor* to establish a stock of spare parts to ensure that critical components are available immediately.

2.6 Retention of defective components

- 2.6.1 The *Contractor* retains for a period of one month for inspection by the *Service Manager* any components with a replacement value greater than £1000.00 removed from vehicles, plant or equipment and declared by the *Contractor* as beyond economic repair or beyond repair.
- 2.6.2 The *Contractor* also retains defective components where serious or repeated failure is apparent.

2.7 Technical literature

- 2.7.1 Prior to the *access date*, the *Client* issues to the *Contractor*, one copy of the technical documents listed in Appendix C to this annex. These include Winter Maintenance Support Publications (WM11 Series), which define details of the maintenance and repair of the *Client's* Romaquip, Schmidt and Rolba vehicles. The copies of technical support documents are to be returned to the *Client* at the end of the Service Period.

2.8 Defect reporting

- 2.8.1 Within one week of the *access date*, the *Contractor* prepares a vehicle state report covering all of the *Client's* Vehicles. Subsequently, the *Contractor* updates this report whenever the state of any of the *Client's* Vehicles changes. The *Contractor* makes this report available for inspection by the *Service Manager* at all times, and provides copies of the report when requested by the *Service Manager*. The format of the report is at the discretion of the *Service Manager*.
- 2.8.2 The *Contractor* monitors defects occurring to the *Client's* Vehicles, and raises vehicle and equipment defect reports where premature failure, excessive wear, unacceptable loss of performance or unreliability has occurred. The *Contractor* completes and maintains a daily register of individual vehicle defects, which includes confirmation of the number of 'vehicles off the road' (VORs). The VOR

definition covers those vehicles that are unusable through serious defect or malfunction for a period in excess of twenty four hours. The *Contractor* submits the defect reports to the *Service Manager* on daily or weekly basis as requested by the *Service Manager*. The format of the defect report is at the discretion of the *Service Manager*. VoR information should be updated on SWIS on a daily basis.

- 2.8.3 The *Contractor* submits details of all non-warranty defects and maintenance costs for Client's Vehicles for the previous calendar month by the 15th of each month using the Non-Warranty and VoR Defect and Maintenance report as detailed in Appendix E.

2.9 Pre-Winter checks

- 2.9.1 In September of each year, the *Contractor*
- checks and calibrates the *Client's* Vehicles for full operational use including rates of spread of de-icing materials and spread patterns in accordance with 2.3 and
 - fits and removes the plough to all the *Client's* Vehicles. The *Contractor* submits a written report to the *Service Manager* and within three days of this operation including details of time taken to fit the ploughs and any problems encountered.

2.10 Vehicle maintenance records

- 2.10.1 The *Contractor* maintains an individual service, inspection and maintenance record for each of the *Client's* Vehicles. The records are returned to the *Client* at the end of the Service Period. The *Service Manager* is entitled to examine the records and request copies at any time. The records contain the following documents generated during the Service Period
- Original
 - Completed WM11 forms,
 - Completed specific forms listed in Appendix E,
 - Tachograph Calibration Certificates,
 - Spreader Body Calibration Certificate,
 - Workshop Job Cards,
 - Spent copies of Vehicle Record Books WM31R (Rolba),
 - Re-call notices,
 - Manufacturers warranties and
 - Legal notices (GV9's etc.).

- Non-Warranty and VoR Defect and Maintenance report
- Copy
 - Invoices,
 - Accident Reports,
 - Damage Reports and
 - Defects Reports.

2.11 Deployment of National Reserve

- 2.11.1 The *Contractor* manages the deployment and recovery of the National Reserve Vehicles from and to any location within or outside the Area Network when instructed by the *Service Manager*, and in accordance with the Appendix B.6 of the Severe Weather Plan. The maximum response time from receipt of instruction from the *Service Manager* to the commencement of vehicle delivery is one hour.

3 PART 2 - SEVERE WEATHER PLAN MATERIAL STOCKS

3.1 Salt Stocks and Other Materials

- 3.1.1 The *Contractor* maintains and manages the Operational Requirement of the Salt Stocks set out in Appendix B.4 of the Severe Weather Plan comprising
- Operational Salt Stock and
 - Strategic Salt Stock Requirement (if specified in the Severe Weather Plan).
- 3.1.2 The Strategic Salt Stock Requirement is reserved for use as instructed by the *Service Manager*.
- 3.1.3 The *Contractor* maintains and manages the Operational Requirement of Brine set out in Section 5.2.1 and Appendix B.4 of the Severe Weather Plan. Requirements for the maintenance of the Brine Production Saturators is defined in annex 14.

3.2 Storage

- 3.2.1 Individual barn capacities have an indication of maximum salt storage. *The Contractor* must monitor availability of space within the barn prior to and during winter salt deliveries and advise the *Client* should maximum capacity be at risk.
- 3.2.2 The *Contractor* uses the *Client's* premises owned or leased for this purpose. Salt and other materials are normally stored in the locations identified by the *Client* for the *Client's* Vehicles and other vehicles required by the *Contractor* for the delivery of the Winter Service and Severe Weather Service.

3.3 Strategic Salt Stock requirement

- 3.3.1 The *Client* has strategic salt stocks at Sharpness, Ridham, Garston, Ellesmere Port and Killingholme to ensure national resilience. It is imperative that these stocks are accessible when all other reserves are depleted, therefore cross boundary agreements are in place.
- Killingholme strategic salt stock is situated within North Lincolnshire.
- The *Contractor* provides transport to collect Strategic Salt from the stocks location, when instructed by the *Service Manager*.

4 APPENDIX A – ACCIDENT AND DAMAGE REPORTING PROCEDURES

4.1 Accident and Damage Reporting Procedures

4.1.1 **The *Client's* accident and damage reporting procedures, and relevant forms, are as follows:**

The *Contractor* issues copies of the *Client's* accident reporting procedures to all personnel employed by the *Contractor* who drive and operate the *Client's* Vehicles.

4.1.2. The *Contractor* reports all accidents and damage involving the *Client's* Vehicles to the *Service Manager* in accordance with the requirements set out in Section 3.3.2 of the Severe Weather Plan. The driver of the vehicle involved in an accident, or incident causing damage, completes an Accident Report Form (Form HA 20001), a blank copy of which is kept in the cab of each vehicle. The form is to be completed so far as is possible at the scene of the accident and the driver prepares a signed written statement of the circumstances of the accident. The form, statement and any other signed statements that have been obtained from witnesses and any other relevant data are forwarded to the *Service Manager* soon as possible after the accident. The *Contractor* provides all information relevant to the accident, including an estimate of the cost of repairs.

5 APPENDIX B – PLANNED PERIODIC MAINTENANCE

5.1 Planned Periodic Maintenance

5.1.1 Table 1 lists the types of planned periodic maintenance of the *Client's* Vehicles. The annual frequency of servicing and inspections may be determined and amended by the *Service Manager* as operational and economic requirements dictate. Such changes are to be notified on submission of the maintenance schedule.

Table 1 – Planned Maintenance

Equipment Type	Task	Minimum Annual Frequency	Time for servicing/ inspection	Maintenance Form Ref	Maintenance Procedure
Romaquip and Schmidt vehicles	A Service	8 (Note 1)	3hrs Fixed Price	WM11/MAN-Volvo A	
	C Service	1 (Note 1)	14hrs Fixed Price	WM11/MAN-Volvo C	
	Full Inspection	1 (Note 1)	6hrs Fixed Price	WM11/MAN-Volvo Full	
	*Brake Test	1 (Note 1)	Fixed Price	Test Station Form	By qualified personnel at testing station
	Foundation Brake Full Inspection	1 (Note 3)	Fixed Price	WM11/FBIR	By qualified maintenance personnel
	Spreader Body Calibration	1	Fixed Price	Manufacturer or HA supplied form	By Manufacturer or suitably qualified maintenance personnel
	Tachograph Calibration	Every two years	Fixed Price	Test Station Form	By qualified personnel at testing station accredited by Vehicle Inspectorate
Snowplough Blade	Pre season Combined Service and Inspection	1 (Note 2)	1.5hrs Fixed Price	WM11/PL(S) and WM11/Rom-SP	
	Mid season Combined Service and Inspection	1 (Note 2)	1.5hrs Fixed Price	WM11/PL(S) and WM11/Rom-SP	
Rolba Snowblower	B Service	5	3hrs Fixed Price	WM11/Rolba-B/C	
	C Service	1	16hrs Fixed Price	WM11/Rolba-B/C	
	Brake Test	1	Fixed Price		

*1 roller brake test annually and a minimum of 3 other efficiency tests at regular intervals throughout the year.

Note 1. This service and inspection is applicable to all *Client's Vehicles* as described in 1.2.1, excluding snow blowers.

Note 2. The frequency of the service and inspection is dependent on the usage of the plough blade. The minimum requirement is two per year.

Note 3. The foundation brake full inspection includes the removal of road wheels, brake pads or brake shoes, an inspection of brake operating components and subsequent cleaning, protection and lubrication of components prior to re-assembly.

Replacement parts or additional work that may become necessary are excluded from the fixed price unit cost, and are agreed by the *Service Manager*.

Note 4. Details of periodic maintenance undertaken on the vehicle are to be recorded by the maintainer in the Vehicle Defect Record Book.

Note 5. Service sheets are specific to different vehicle suppliers.

6 APPENDIX C – TECHNICAL LITERATURE

6.1 Technical Literature

6.1.1 The technical documents to be issued by the *Client* for usage by the Contractor are listed below:

	Romaquip Operators manual
	Romaquip Maintenance manual
	Schmidt Operators manual
	Schmidt Maintenance manual
	Romaquip Spare Parts manual
	Schmidt Spare Parts manual
Un-referenced WM31R	ROLBA 400 Operator's Manual
	ROLBA 400 Operator Instructions
Un-referenced WM31R	ROLBA 1000 Operator's Manual
	ROLBA 1000 Operator Instructions
WM11 series	Maintenance Forms (On demand)
HA 20001	Traffic Accident Report Form (On demand)

6.1.2 The literature detailed above is available from the *Service Manager* for inspection on request.

7 APPENDIX D – DRIVER OPERATOR TASKS

7.1 Driver Operator Tasks

7.1.1 The following table lists the documents, which describe the Driver Operator tasks to be carried out when the *Contractor* operates the *Client's* Vehicles under instruction from the *Service Manager*.

Equipment	Reference Number	Title
Romaquip and Schmidt vehicles	Safety Inspection Service sheets WM11-D/OD	Operating Information Vehicle Record
ROLBA 400	No reference number provided WM31R	ROLBA 400 Operator's Manual ROLBA Operator Instructions
ROLBA 1000	No reference number provided WM31R	ROLBA 1000 Operator's Manual ROLBA Operator Instructions

7.1.2 A reference in the documents to Highways England Area Managers or Vehicle Inspectors means the *Service Manager*.

7.1.3 The *Contractor's* Driver/Operators are to:

- Inspect the Vehicle Defect Record Book prior to operating the vehicle or equipment, and only proceed if the vehicle is serviceable.
- Enter details of all journeys undertaken on public highways, together with any fault occurring during periods of operation into the Vehicle Defect Record Book.

7.1.4 The information in the table above is indicative and provided for tender purposes only. The *Contractor* operates and maintains equipment to instructions that may be amended from time to time. Tasks to be carried out on the Rolba machines are contained within the operator's manual.

WM11D/OD Driver/Operator Duties - CHECKS AND TASKS					
Item No	Check and report	Each Operation			
		Before	During	After	
1	Outstanding defects from the driver defect book.				
2	Engine oil, & coolant level, top up if required.				
3	Windscreen/ headlight wash bottle levels, top up if required.				
4	All lights, reflectors & mirrors (operation & condition)				
5	All wheels & tyres, condition, security (visual check) & inflation, including plough when fitted. Check plough wheel bearings for noise & excess side play when in raised position.				
6	Vehicle for accident damage, including reject screens & plough when fitted.				
7	Hydraulic oil level, top up if required.				
8	Presence of tax disc & in-cab fire extinguishers.				
9	All switches & warning devices (including gauges)				
10	Driving controls (steering, gear change, windscreen & wash wipe, etc.)				
11	Oil & coolant leaks.				
12	Body operation, conveyor, spinners, salt discharge door, pre-wet, chemical				
13	Security, operation & condition of plough (when fitted), ensure marker poles are present.				
14	Adjustment of plough (when fitted)				
15	Condition of plough rubbers (when fitted)				
16	Cab heater.				
17	Access ladders security in raised position				
18	Operation of all driving controls.				
19	Operation of body and Chemical spray equipment (if fitted)				
20	Operation of all gauges & warning devices.				
21	Visibility of all lights & reflective surfaces				
22	When fitted, adjustment & operation of plough				
23	Overheating of components (wheels, hubs brakes), including plough when fitted.				
24	Full wash down to remove all traces of salt, clean out cab, and carry out short road test to dry out brakes.				
25	Complete entry in vehicle record book, including defect book if required.				
26	Top up fuel tank and AdBlue tank (if fitted)				
Every Two Weeks					
1	Carry out 20km non-motorway maintenance run without the plough blade fitted, including full operation of body controls (including any data logging equipment), followed by a full detergent hot wash to remove all salt and road grime.				

	The maintenance run should be carried out in line with vehicle manufacturers guidelines and with the approval of the <i>Service Manager</i> . This will ensure, for example, that the engine is operated at the appropriate temperature. (The maintenance run is not required if the vehicle has been used within the two-week period and has covered more than 20km on a single run.)	
2	Clean out the vehicle cab.	
3	Complete entry in vehicle record book.	
Annually/End of Season		
1	Empty, clean & flush out brine tanks / Chemical tanks (if fitted) & system with clean water.	
2	Carry out full hot water wash down, including under vehicle	

8 APPENDIX E – MAINTENANCE FORMS AND RECORDS

8.1 Maintenance Forms and Records

8.1.1 The Table below lists WM11 forms to be used by the *Contractor*.

[Area 12 M&R Scope Annex 22 Appendix E Issue 7 Rev 1](#)

WM11 Form No	Equipment	Purpose
	General	Maintenance Programming
WM11/MAN-Volvo A	Romaquip and Schmidt vehicles	A Service
WM11/MAN-Volvo C		C Service
WM11/MAN-Volvo Full		Full Inspection
WM12/FBI	Man & Volvo vehicles	Foundation Brake Inspection WM11/FBIR
Calibration	Romaquip and Schmidt	Spreader Calibration Certificate
Brake test	General	Vehicle Brake Test Certificate
WM11/PL(S) WM11/Rom-SP	Snowplough	Pre season Combined Service and Inspection
WM11/PL(S) WM11/Rom-SP		Mid season Combined Service and Inspection
WM11/ROLBA-B/C	Rolba 400 and 1000	B Service
		C Service

8.1.2 Forms detailed above are available for inspection on request.