

entry/ exit doors). Methodology for these routes will be discussed with the successful bidder, as and when they appear in the survey programme.

Vehicles where two surveyors are used normally form approximately 80% of all survey duties. An average route operated by vehicles with a separate entrance and exit door could be expected to contain 20 duties, requiring two surveyors each. The proportion of routes operated by two-door vehicles does vary from survey to survey.

The control schedules are worked out beforehand as part of the planning process, and contain details of the scheduled start/ finish times of the journey, vehicle running number and details of all the bus stops served, together with their unique identification codes. *All the preparation of control schedules and allocation of identification codes to bus stops will continue to be carried out by LBSL's survey planning staff.*

3.8 Survey Execution

A typical day will be controlled by supervisors from LBSL's survey planning team. The routine is well established although individual occurrences will vary from route to route. The early turn supervisor will arrive prior to the sign-on time of the first duty and will liaise with local officials from bus companies. He/she will establish if there are any operator staff cuts or other problems which may affect the running of the survey.

Most of the earliest starts will normally be at a bus garage, bus station or the first bus stop on the route, and the LBSL supervisor will try and locate all the buses planned for survey. Surveyors can then be matched with their bus before the first passengers board.

3.8.1 Contractors On-site Supervisors

Whilst the LBSL supervisor will be responsible for the running of the survey, bidders are to provide their own on-site supervisors. They will be required to be on site normally Monday to Friday. It is suggested that two would work an early turn between 07.00 and 15.00, and two a late turn between 14.30 and 22.30, although some working outside these turns will be required on occasions. These supervisors must be equipped with a mobile phone and tablet provided by the contractor so that they can be contacted at all times when on duty. These supervisors would be responsible for carrying out any disciplinary issues and resolving any pay queries relating from surveyors employed by the contractor. These supervisors will also liaise with the LBSL supervisor regarding the following days rostering of surveyors. It is envisaged that the allocation of surveyors to duties will be carried out jointly by these supervisors and those from LBSL. Additionally it is expected that the contractors supervisors will spend a large proportion of their working day

travelling on buses being surveyed, ensuring accuracy of the work being carried out by the surveyors. These supervisors would also carry out some initial listing duties (see 3.8.6) on site. The supervisors provided by the contractor will have no authority to be involved in operational matters and will defer to LBSL supervisors on these matters. LBSL is receptive to alternative proposals concerning the numbers of contractor supervisors and their duties, plus the measures provided to ensure collected is accurate.

3.8.2 Standby Duties

Surveyors are matched with their partners and then their bus as they report, and on most days stand-by surveyors cover any late or non arrivals. Bidders should indicate the numbers of standby surveyors they intend to have available on-site for a typical day containing 20 two person duties and at what periods of the day these staff will be available. The LBSL supervisor will note any changes to the planned survey coverage during the day; this sheet also forming the basis for verifying hours worked by surveyors.

3.8.3 Log Book & Disciplinary Procedures

The morning run-out of buses and surveyors is normally completed by around 07.30. The LBSL supervisor will keep a Log Book and any information relevant to the survey is entered, such as general running of the service, staff reports, incidents and weather. Bidders should provide full details on how they intend to deal with under performing staff and carry out disciplinary matters (i.e. persistent lateness). The responsibility for the discipline of staff will be firmly with the contractor.

3.8.4 Allocation of Surveyors to Duties

Another important task for the early turn LBSL supervisor will be in consultation with the contractors on-site supervisors to produce the following days' allocation of surveyors to duties. Even when the allocation has been produced some days in advance, it is likely to require adjustment. This task will be carried out in conjunction with the successful contractor. When allocating staff, supervisors must ensure that enough surveyors are available for the early buses from the garage. It will be the responsibility of the contractor to ensure that surveyors are properly briefed to ensure they arrive for work at the required time and place. The firm allocation for the following day must be completed before 12.00 (normal survey day) or before the first duty finishes, so that surveyors can be given their instructions for the next day.

3.8.5 Return of Completed Work

Normally surveyors will be required to return their completed work to the LBSL supervisor at the end of their duty unless instructed otherwise.

3.8.6 Listing

Some initial listing will also be carried out on site by a member of the bidders staff and details should be provided on who would carry out this task. The completed survey data will then be returned to LBSL's offices by LBSL staff to enable more thorough listing to take place. Final listing will be carried out by LBSL staff and is the provision of a complete route list of all trips surveyed showing variations from original intentions. This document is reviewed by the LBSL Survey Manager so that it can be determined whether a representative sample and minimum survey percentages has been achieved. If coverage is especially bad for one reason or another, it may be decided to re-survey part or all of the route again. Any such repeat work will then be made ready for encoding (see Lot 2 -Data processing, outside scope of this brief)

3.9 Issue of Equipment

To enable surveyors to carry out their duties, they will be provided by LBSL with a bag (to carry survey cards and equipment), pens (for passengers to use), a clipboard and elastic bands. In addition they will be provided with an ID Badge (provided by the contractor) and a Contractor Oyster Pass (provided by LBSL) which will validate the surveyor for travel whilst riding on the bus carrying out their duties. At present this pass may also be used for travel to/from home/work but this provision is not guaranteed for the length of the contract. Applications for these passes need to be submitted at least ten days prior to the surveyor commencing work, and applications require a passport sized photograph of the individual. Staff will be required to wear a hi-visibility waistcoat whilst on duty at all times and this will be provided by LBSL. LBSL will expect to be reimbursed by the successful contractor for any loss of this equipment by surveyors.

The current charges for loss of equipment are;-

Contractor Oyster	£10.00
Hi-Vis Waistcoat	£5.00
Survey Bag	£40.00
Clipboard	£3.00

Where surveyors complete survey trips but do not return the work to the LBSL supervisor, or where returned work is not of a useable quality, then LBSL will expect not to be charged for the hours/ minutes expended by the individual staff in collecting that data.

3.10 Quality Control

Bidders are asked to provide full and detailed accounts of the quality control measures that they plan to have in place to ensure that the information collected by surveyors is accurate and to a high standard. Bidders should provide details of how often quality control will take place and who will carry out the task. A report detailing the results of quality control and any measures taken to improve poor performance is to be provided to the LBSL Survey Manager on at least a weekly basis. LBSL will expect prompt action to be taken where surveyors fail to meet performance standards. Where a surveyor regularly fails to meet performance standards, LBSL will expect that surveyor to be removed from its BODS surveys. (The responsibility for advising/warning and correcting the surveyor will rest firmly with the contractor. It will also be the contractor's responsibility to ensure written records of these actions are recorded).

3.11 Surveyor Training

LBSL recognises the need for surveyors to have specific training on carrying out these Bus Origin & Destination Surveys. Currently a survey briefing is held before the survey starts and lasts for about four to five hours. LBSL staff currently carry out this training at its offices.

It is compulsory for all newly recruited surveyors to attend this briefing session at the start of each survey. It is also necessary for a representative from the successful bidder to attend the briefing, so as to be able to resolve any employment issues arising from surveyors. Staff ID badges must also be provided by the contractor to LBSL during the briefing. LBSL reserves the right to call the contractor's previously employed 'experienced' staff to the briefing if it deems this necessary (see below). The provision of survey manuals for staff and other related survey material is currently provided by LBSL. LBSL is keen to enhance the training it provides to new surveyors in association with the successful contractor, and bidders are invited to outline their current training methods and submit future proposals should they wish.

It is suggested that continuity of approximately 30% of staff from survey to survey is important to maintain reliability and accuracy on each survey. Bidders should submit proposals on how they would achieve this and what standards will be set. Additionally bidders should explain how they would ensure the maintenance of a team of surveyors so that staff turnover does not disrupt the survey process.

In addition to any spot checks carried out by the successful contractor, LBSL will also undertake unannounced spot checks and pre-arranged accompaniment of surveyors as deemed appropriate.

It is expected also that if serious problems are encountered during the fieldwork that these will be notified to the LBSL Survey Manager as quickly as possible and always within 24 hours of observation for immediate action where necessary.

3.12 Verification of Hours Worked

LBSL supervisors will record the hours and minutes worked by surveyors on a daily basis. LBSL will provide this information to the contractor via an Excel spreadsheet by 13.00 on the Monday of the following week. LBSL does not wish to become involved in signing or collecting timesheets of individual surveyors, especially as at times the surveyors are dispersed across a number of different bus routes and areas. Payment of wages will not be permitted to take place on site.

3.13 Terms & Conditions of Surveyors

Bidders should provide details of the Terms & Conditions their survey staff will be expected to adhere to (e.g. maximum time on duty, maximum time without meal break, time off between shifts etc). Bidders should remember that surveyors will be allocated to driving spells, which can result in a surveyor working on a bus for up to six hours continuously. Drivers also work duties where the duty can be spread over a number of hours (e.g. 07.00-12.30, break, 15.00-19.00). Bidders should also detail any time periods where staff are paid a higher rate (e.g. during unsocial hours) or where a bonus may be paid, especially if these result in differing charge rates to LBSL.

3.14 Health & Safety at Work/ Data Protection

Bidders should provide details of how they intend to comply with legislation relating to both Health & Safety and Data Protection. Particular references should be made to:

- The management of risk
- Assuring the competency of staff used on this project
- Training and supervision
- Communication techniques with staff and LBSL
- How any accidents will be investigated
- Whether any emergency plans exist.

Hi-Visibility Clothing – LBSL will provide all survey staff with hi-visibility clothing which it will require them to wear at all times whilst on duty. This

includes bus stations and garages and when surveying on buses. Staff are required to wear the hi-vis jacket as the outer garment.

Fire Alarms – Surveyors will visit many different bus garages during their employment. They should be advised that in the event of a fire alarm sounding, they should proceed to a safe point as directed by their supervisor, or garage officials. They should leave the premises even if other staff appear not to do so and be guided by any fire notices or stickers in the building. Fire doors should not be left open and the use of any lift is prohibited. Survey staff should not re-enter any building until they have been told it is safe to do so.

Garage Environment – walkways, roadways and yellow painted lines. All or some may be present in most bus garages. In some garages there will be clearly painted lines or roadways showing staff where to walk, and in some garages paved areas exist to enable staff to reach their destinations safely. In the 'yard' area, staff should be advised that buses will constantly be subject to shunting. Staff should never walk between or behind buses or any other vehicle that may be in this area. This area can also become very wet and slippery due to the presence of both the wash and fuel islands. Staff should always walk and never run. The pit/ dock area is particularly dangerous because it is in constant use with vehicles being driven onto pits. Tools and equipment are also present. However whilst staff are engaged on the survey, they will never have any need to enter this area and should be instructed accordingly.

On Buses – staff must not stand at the front of the bus and distract the drivers' attention by talking with them. Where possible, surveyors should carry out their duties from a seated position, however surveyors would be expected to give up their seat to passengers, should the bus become busy. In such circumstances surveyors should firmly hold the handrail when the bus is moving to prevent falling should the bus have to stop quickly. LBSL will provide gloves to surveyors to pick up discarded survey cards from the floors of vehicles and surveyors should be instructed to wear them for this purpose.

Alcohol/ Drugs – all staff working on this project will be expected to comply with the TfL Drugs and Alcohol policy.

4. DELIVERABLES / MILESTONES

The successful contractor, will be required to carry out three to four area based surveys per year as detailed by LBSL on the separate Call-Off contracts. No surveys usually take place during the school holiday periods and therefore the fieldwork does not usually take place at Easter, during late July and all of August, and at Christmas/ New Year. It should be noted that as more use is made of Oyster data for planning purposes, it is possible that the content of the BODS surveys may be altered during the length of the Framework, or scaled back.

5. SERVICE LEVEL AGREEMENTS (SLAS)/KEY PERFORMANCE INDICATORS (KPIs)

On receipt of a signed Call-Off contract from LBSL, the contractor would be expected to be ready to commence the fieldwork for the survey no more than four weeks later.

Each survey day has a precise surveyor requirement to enable a representative survey sample to be obtained. LBSL will therefore expect that there are sufficient surveyors made available to cover its requirement and will expect that 95% arrive for work each day.

It is essential to LBSL that surveyors arrive for their duties on time, since if surveyors miss their designated bus, they will destroy the continuity of the survey. Therefore LBSL will expect 90% of the surveyors to arrive on-time, subject to there being no external factors, such as travel disruption or bad weather etc.

LBSL will expect the contractor to vigorously follow up all instances of absenteeism and lateness with its staff. LBSL will request removal of persistent offenders from its surveys.

It must be emphasised that flexibility is the key requirement of this contract and actual quantities of work may differ from indicative quantities detailed in this specification.

The continuance of the contract will be subject to regular review. The overall workload and performance of the successful bidder will be determined on an ongoing basis at regular meetings, probably weekly during survey periods and monthly at other times.

6. PROJECT PLAN/TIMESCALES

LBSL will issue the contractor a detailed project plan for each survey detailing the survey duration, the dates, route/s, number of surveyor duties, main control points and the times of the first surveyor sign-on and last surveyor sign-off that each day.

The contractor will be expected to produce their own project plan to achieve the proposed first surveying day.

7. APPENDICES

Appendix 1 - Survey Card / Questionnaire

**Transport for London (TfL)
Passenger Survey - Side 1** +

↓

Office Use only

This survey is being carried out to help us provide a better, more tailored, bus network. Completion is voluntary and you may be surveyed on more than one bus. Please accept a card each time and complete both sides. Our surveyors can provide the use of a pen if necessary.

By submitting this form, you are authorising TfL, its subsidiaries and service providers, to use your personal details for research purposes only. These details will be properly safeguarded and processed in accordance with the requirements of the Data Protection Act 1998.

Please hand the card in as you leave the bus, even if the questionnaire is not completed.
(There is no need for Under 16s to answer questions 2, 5 and 9)

1 How did you get to where you boarded this bus?
(Please cross one box only)

Another Bus <input type="checkbox"/> 1	London Underground <input type="checkbox"/> 3	DLR/Tram <input type="checkbox"/> 5
National Rail / London Overground <input type="checkbox"/> 2	Walked <input type="checkbox"/> 4	Other <input type="checkbox"/> 6

If under 16 years old, please go straight to question 3

2 At what street/location did you start the journey you are making?

Street

Locality/Town

POST CODE

3 Thinking of the place where you started your journey, why were you there? *(Please cross one box only)*

Home <input type="checkbox"/> 1	Work <input type="checkbox"/> 5
Picking up/Dropping off Someone <input type="checkbox"/> 2	Shopping/Personal Business <input type="checkbox"/> 6
Your Hotel/Hostel <input type="checkbox"/> 3	Education <input type="checkbox"/> 7
Social/Recreation <input type="checkbox"/> 4	Other <input type="checkbox"/> 8

4 How will you continue your journey after leaving this bus?
(Please cross one box only)

Another Bus <input type="checkbox"/> 1	London Underground <input type="checkbox"/> 3	DLR/Tram <input type="checkbox"/> 5
National Rail / London Overground <input type="checkbox"/> 2	Walk <input type="checkbox"/> 4	Other <input type="checkbox"/> 6

Please turn over



Side 2



Please turn over and complete Side 1 first

+ If under 16 years old, please go straight to question 6

5 At what street/location will you finish the journey you are making?

Street

Locality/Town

POST CODE [][][][][][][][][][]

6 Thinking of the place where you will finish your journey, why are you going there? (Please cross ~~all~~ one box only)

- | | | | | | |
|---------------------------------|--------------------------|---|----------------------------|--------------------------|---|
| Home | <input type="checkbox"/> | 1 | Work | <input type="checkbox"/> | 5 |
| Picking up/Dropping off Someone | <input type="checkbox"/> | 2 | Shopping/Personal Business | <input type="checkbox"/> | 6 |
| Your Hotel/Hostel | <input type="checkbox"/> | 3 | Education | <input type="checkbox"/> | 7 |
| Social/Recreation | <input type="checkbox"/> | 4 | Other | <input type="checkbox"/> | 8 |

7 How did you pay your fare? (Please cross ~~all~~ one box only)

- | | | | | | |
|--|--------------------------|---|-------------------------------------|--------------------------|---|
| Oyster/Travelcard/ /Pay As You Go | <input type="checkbox"/> | 1 | Contactless Bank Card | <input type="checkbox"/> | 5 |
| Under 16 Free/16+ Zip/ /18+ Student Oyster | <input type="checkbox"/> | 2 | Freedom/National Concessionary Pass | <input type="checkbox"/> | 6 |
| Saver Ticket | <input type="checkbox"/> | 3 | Staff/Police Pass | <input type="checkbox"/> | 7 |
| Child Travelcard | <input type="checkbox"/> | 4 | | | |

8 Are you a United Kingdom resident?

Yes 1 | No 2

+ If under 16 years old, please go straight to question 10

9 What is your home post code?

[][][][][][][][][][]

10 How many cars/vans are owned by people in your household?

None 0 | One 1 | Two or more 2

11 Are you: Male 1 | Female 2

12 How old are you?

- | | | | | | |
|-----------------|--------------------------|---|---------------|--------------------------|---|
| Younger than 11 | <input type="checkbox"/> | 1 | 41-50 | <input type="checkbox"/> | 6 |
| 11-15 | <input type="checkbox"/> | 2 | 51-60 | <input type="checkbox"/> | 7 |
| 16-18 | <input type="checkbox"/> | 3 | 61-70 | <input type="checkbox"/> | 8 |
| 19-30 | <input type="checkbox"/> | 4 | Older than 70 | <input type="checkbox"/> | 9 |
| 31-40 | <input type="checkbox"/> | 5 | | | |



Thank you for your help.



Please hand this card in when you get off the bus

020 7546 1234

London Buses, 197 Blackfriars Road, Southwark, London SE1 8NJ

Appendix 2 – Surveyor Control Sheet

TRIP NO.	ROUTE NO.	DATE	SCHED DEPART TIME	ACTUAL DEPART TIME	SCHED ARRIVAL TIME	ACTUAL ARRIVAL TIME	D I R	RUNNING NO.	SHEET OF
	6 1 7	1 6					B		
HANDING OUT: ←			COLLECTING IN:		Curtailed? Tick if Yes →				
POSTCODE OF FIRST STOP – EN1 4NR					LAST CARD NO.	CHANGE OF PACKS	FIRST CARD NO.		
START HERE ↓		STOP	TOP CARD NO. ON ARRIVAL		CONTINUE HERE ↓		STOP	TOP CARD NO. ON ARRIVAL	
Turkey Street Station	UH12								
Enfield Crematorium	UH13								
Hoe Lane	UM0								
Carterhatch Lane	UJ01								
Cambridge Gardens	UJ02								
Southbury Road	UJ13								
Lincoln Road	UJ09								
Trinity Ave / Bush Hill Park	U101								
Bury Street	U002								
Church Street	U001								
Deansway	U507								
Westerham Avenue	U506								
Cambridge R/about / North Side	U504								
Cambridge R/about / South Side	U503								
Pasteur Gardens	U502								
Empire Parade	U501								
White Hart Lane	9C09								
Courtman Road	9C08								
Gospatrick Road	9C07								
Granville Road	9801								
Boundary Road	9803								
Westbury Ave Baptist	9811								
Turnpike Lane Bus Station	9903								

CONTINUE ON NEXT COLUMN →

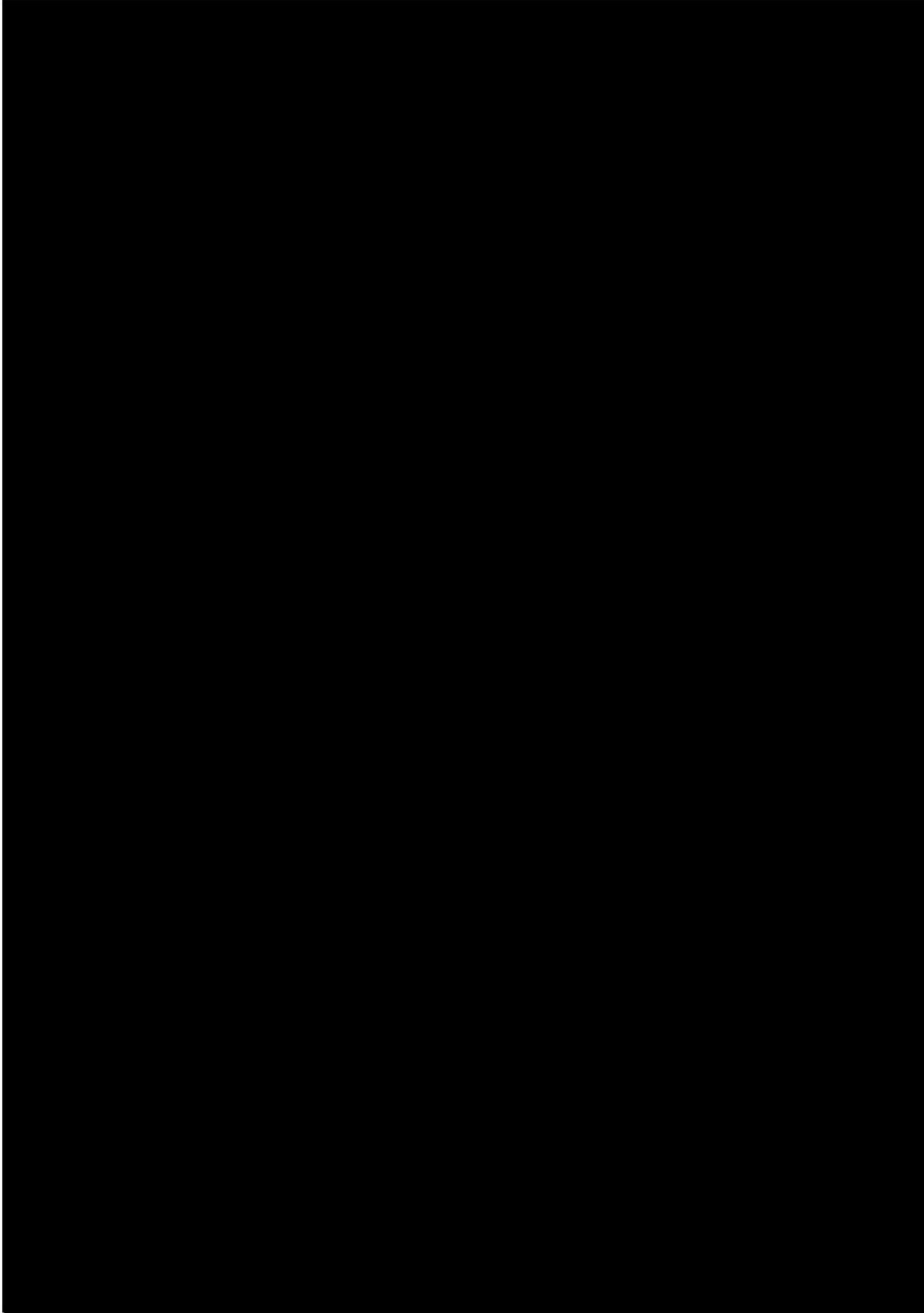
TRIP NO.	ROUTE NO.	DATE	SCHED DEPART TIME	ACTUAL DEPART TIME	SCHED ARRIVAL TIME	ACTUAL ARRIVAL TIME	D I R	RUNNING NO.	SHEET OF
	6 1 7	1 6					A		
							Curtailed? Tick if Yes →		

HANDING OUT:		COLLECTING IN:				LAST CARD NO.		CHANGE OF PACKS		FIRST CARD NO.	
←											
POSTCODE OF FIRST STOP – N15 3LA											
START HERE ↓	STOP NO.	TOP CARD NO. ON ARRIVAL				CONTINUE HERE ↓	STOP NO.	TOP CARD NO. ON ARRIVAL			
Turnpike Lane Bus Station	9903										
Westbury Ave Baptist Church	9811										
Lordship Lane	9803										
Granville Road	9801										
Gospatrick Road	9C07										
Courtman Road	9C08										
White Hart Lane	9C09										
Empire Parade	U501										
Pasteur Gardens	U502										
Cambridge R/about / South Side	U503										
Cambridge R/about / North Side	U504										
The Fairway	U506										
Deansway	U507										
Church Street	U001										
Bury Street	U002										
Trinity Ave / Bush Hill Park Stn	U101										
Lincoln Road	UJ09										
Southbury Road	UJ04										
Crown Road	UJ03										
Cambridge Gardens	UJ02										
Carterhatch Lane	UJ01										
Hoe Lane	UM01										
Enfield Crematorium	UH14										
Turkey Street Station	UH12										

CONTINUE ON NEXT COLUMN



SCHEDULE 4 - RATES



Attachment 2: Service Provider's Proposal

Attachment 3: Special Conditions for Call-Off

Draft Call-Off Contract

Attachment 1

[To be completed by the Authority]

1. Services to be provided and associated information

[Detail here all (a) Services and (b) deliverables with full descriptions of what is required.

Include a Project Plan that clearly identifies the project milestones against which payments are to be made. This may be as simple as a plan that contains dates for acceptance and completion. If no plan is available, or if the milestones cannot be specified at this stage, you must request the Service Provider to include a proposed plan and milestones in their response.

You should also define other requirements you wish the Service Provider to respond to such as:

- *details of any technical and/or functional specifications and/or any service levels (as applicable) of any Deliverable or Service required by the Authority to be delivered or achieved by the Service Provider;*
- *Working Hours;*
- *CVs of the Personnel to be working on the project;*
- *estimated time-lines for each of the milestones and for the overall project;*
- *the Service Provider's best price offer based on charges (subject to Schedule 4);*
- *the Service Provider's proposal for staged payments or whether pro-rata monthly payments will apply;*
- *any materials, equipment or goods required to provide the Services, including Service Provider IPR deliverables and Third Party IPR deliverables;*
- *any material assumptions or facts relied upon by the Authority in compiling it and any other material information which relates to the Services required to be provided and/or performed;*
- *Service levels, and measurement thereof;*
- *any warranties and/or representations required from the Service Provider.]*

2. Acceptance Criteria

[If the Authority requires any deliverable (whether in isolation or in combination with other deliverables (eg as a solution, package, or system)) and/or any Service to be subject to acceptance and/or service validation tests (as applicable), define the acceptance criteria which the Service Provider must ensure]

3. Timetable

Commencement Date [complete only if different from the date of the Call-Off Contract]:

Call-Off Term:

4. The Authority Account Details

Relevant account code and cost centre:

5. The Authority's Call-Off Co-ordinator

Name: Richard Jones

Address: Palestra, 197 Blackfriars Road, London, SE1 8NJ

Tel: [REDACTED]

Fax: [REDACTED]

Email: [REDACTED]

6. Additional insurance (if any) to be held by Service Provider:

[Delete as appropriate]

- a) Employer's liability insurance to be increased to £[X] million per incident;
- b) Public liability insurance to be increased to £[X] million per occurrence with financial loss extension;
- c) Professional indemnity insurance to be increased to £[X] million in the aggregate per annum for the duration of the Call-Off Contract/ Agreement and for 6 years after expiry or termination of the Call-Off Contract/Agreement; and
- d) Product liability insurance to be increased to £[X] million in the aggregate per annum with financial loss extension.

Attachment 2

Proposal

[To be completed by the Service Provider]

1. Proposed Solution

The Service Provider should detail how it proposes to deliver the Services set out in Attachment 1, including (where requested) a Project Plan (this may be as simple as a plan that contains dates for acceptance testing and completion depending on the particular project), details of any equipment and materials required and service levels.

2. Charges

The Service Provider should set out the charges for the Services required, their provision and the contract model as set out in Attachment 1, taking into account that the rates used to calculate the Charges shall not exceed the Rates set out in Schedule 4 of this Agreement.

3. Service Team and Personnel

Details of the Service Provider's Manager, and Personnel, including grades and areas of responsibility. Please attach copies of CVs.

4. Experience

An outline of relevant past work or projects including references;

5. Proposed sub-contractors (if any)

Name and contact details of proposed sub-contractor(s) and details of any proposed sub-contracted work:

6. Proposed completion date

[Complete only if different from duration/expiry date stated in Attachment 1]:

7. Insurance

The Service Provider should confirm that additional insurance cover has/will be arranged according to the requirements (if any) set out in Attachment 1.

8. Other Information

Attachment 3
Special Conditions for Call-Off

- 2.2 The Service Provider acknowledges that it has been supplied with sufficient information about the Agreement and the Services to be provided and that it has made all appropriate and necessary enquiries to enable it to perform the Services under this Call-Off Contract. The Service Provider shall neither be entitled to any additional payment nor excused from any obligation or liability under this Call-Off Contract or the Agreement due to any misinterpretation or misunderstanding by the Service Provider of any fact relating to the Services to be provided. The Service Provider shall promptly bring to the attention of the Call-Off Co-ordinator any matter that is not adequately specified or defined in the Call-Off Contract or any other relevant document.
- 2.3 The timetable for any Services to be provided by the Service Provider and the corresponding Milestones (if any) and Project Plan (if any) are set out in Attachment 1. The Service Provider must provide the Services in respect of this Call-Off Contract in accordance with such timing and the Service Provider must pay liquidated damages in accordance with the Agreement of such an amount as may be specified in Attachment 1. The Service Provider shall be liable for the ongoing costs of providing Services in order to meet a Milestone.
- 2.4 The Service Provider acknowledges and agrees that as at the commencement date of this Call-Off Contract it does not have an interest in any matter where there is or is reasonably likely to be a conflict of interest with the Services provided to the Authority under this Call-Off Contract.

3. CALL-OFF TERM

This Call-Off Contract commences on the date of this Call-Off Contract or such other date as may be specified in Attachment 1 and subject to Clause 4.2 of the Agreement, shall continue in force for the Call-Off Term stated in Attachment 1 unless terminated earlier in whole or in part in accordance with the Agreement.

4. CHARGES

Attachment 2 specifies the Charges payable in respect of the Services provided under this Call-Off Contract. The Charges shall not increase during the duration of this Call-Off Contract unless varied in accordance with the Agreement. The Service Provider shall submit invoices in accordance with the Agreement and the Charges shall be paid in accordance with the Agreement.

5. CALL-OFF CO-ORDINATOR AND KEY PERSONNEL

The Authority's Call-Off Co-ordinator in respect of this Call-Off Contract is named in Attachment 1 and the Service Provider's Key Personnel in respect of this Call-Off Contract are named in Attachment 2.

This Call-Off Contract has been signed by duly authorised representatives of each of the Parties.

SIGNED

For and on behalf of the Authority

Signature: _____

Name: _____

Title: _____

Date: _____

SIGNED

For and on behalf of the Service Provider

Signature: _____

Name: _____

Title: _____

Date: _____

8. Availability of Key Personnel

The Service Provider's Key Personnel shall be available at the following period of notice:

9. Other information or conditions

Specify any other information or special conditions relevant to provision of Services under this Call-Off Contract

Attachment 2

[To be completed by the Service Provider]

1. Charges

Charges to be specified on a time and materials or fixed fee basis. If time and materials fee, also specify maximum price for provision of the Services.

2. Key Personnel

The Service Provider's Key Personnel (include grades and areas of responsibility):

3. Proposed sub-contractors (if any)

Name and contact details of proposed sub-contractor(s) and details of any proposed sub-contracted work:

4. Proposed completion date

[COMPLETE ONLY IF DIFFERENT FROM DURATION/EXPIRY DATE STATED IN ATTACHMENT 1]

Attachment 3
Special Conditions for Call-Off

SCHEDULE 7 - FORM FOR VARIATION

Agreement Parties: *[to be inserted]*

Call-Off Contract Number: *[to be inserted]*

Variation Number: *[to be inserted]*

Authority Contact Telephone *[to be inserted]*

Fax *[to be inserted]*

Date: *[to be inserted]*

AUTHORITY FOR VARIATION TO AGREEMENT (AVC)

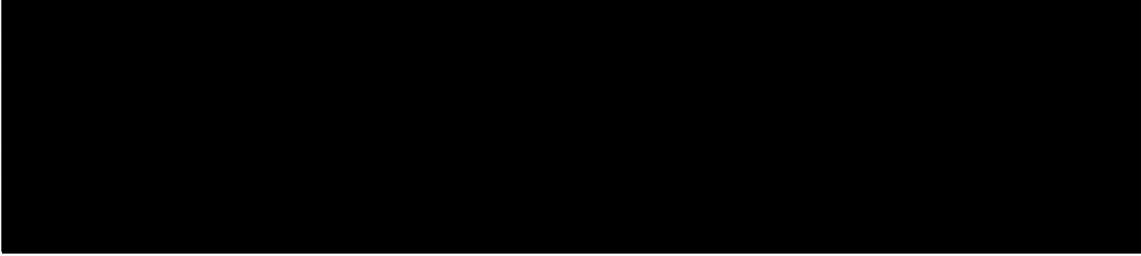
Pursuant to Clause 32 of this Agreement, authority is given for the variation to the Services and the Charges as detailed below. The duplicate copy of this form must be signed by or on behalf of the Service Provider and returned to the Call-Off Co-ordinator as an acceptance by the Service Provider of the variation shown below.

DETAILS OF VARIATION	AMOUNT (£)
ALLOWANCE TO THE AUTHORITY	
EXTRA COST TO THE AUTHORITY	
TOTAL	

.....
For the Authority

ACCEPTANCE BY THE SERVICE PROVIDER	
Date	Signed

SCHEDULE 8 – EQUALITY & DIVERSITY, HEALTH & SAFETY



SCHEDULE 9 – RE-TENDER COOPERATION

The Service Provider shall provide the following information to assist with the re-tendering of the Services:

Lot 1 Fieldwork

Transfer of Employees in accordance with the Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE)