Area 10
Asset Delivery
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	19/02/18
1	1.0	Deletion of reference to Annex 7 and insertion of ADMM	AN	20/04/18

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1. INSTRUCTION AND PAYMENT REQUIREMENTS

1.1. Instructions

1.1.1. Before the start of each month, the *Service Manager* will issue an instruction to the *Contractor* confirming what cyclic maintenance activities are programmed to be undertaken.

1.1.2. Repairs of defects will be instructed by the *Service Manager* throughout the period as required.

1.1.3. All works orders will primarily be issued electronically from the Area finance and 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.

1.1.4. The *Client's* Regional Operations Centre (ROC) operates 24 hours a day. The *Client's* staff operating the ROC will have delegated powers to issues instructions on behalf of the *Service Manager* in respect of any urgent or emergency works.

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 compliance with the Service Information and Employer's 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 and Annex 19 and the Asset Data Management Manual (ADMM).

1.2.2. The *Service Manager* undertakes an on-going programme of inspection and audit to check that the *service* has been delivered in compliance with the Service Information and Employer's Plans.

1.2.3. Where the *Service Manager* identifies through inspection or audit, that an activity in the *Client's* instruction (from 1.1.1) has not been completed, payment for that activity will not be made.

1.3. Cyclic Maintenance

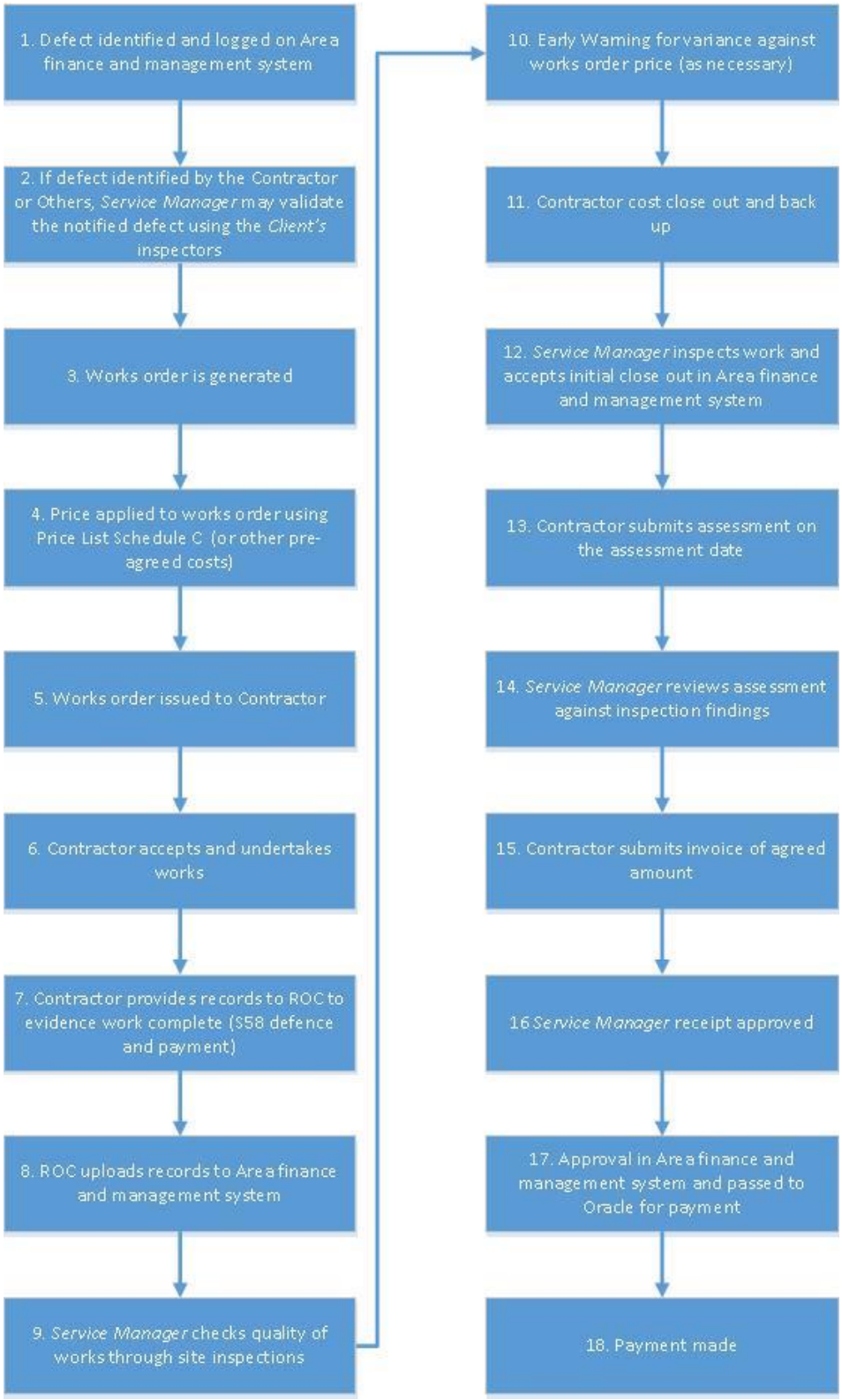
1.3.1. Cyclic maintenance activities are instructed and paid for as shown in Figure 1.

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, with the exception of repairs of defects resulting from incidents which are instructed and paid for as set out in Figure 3.

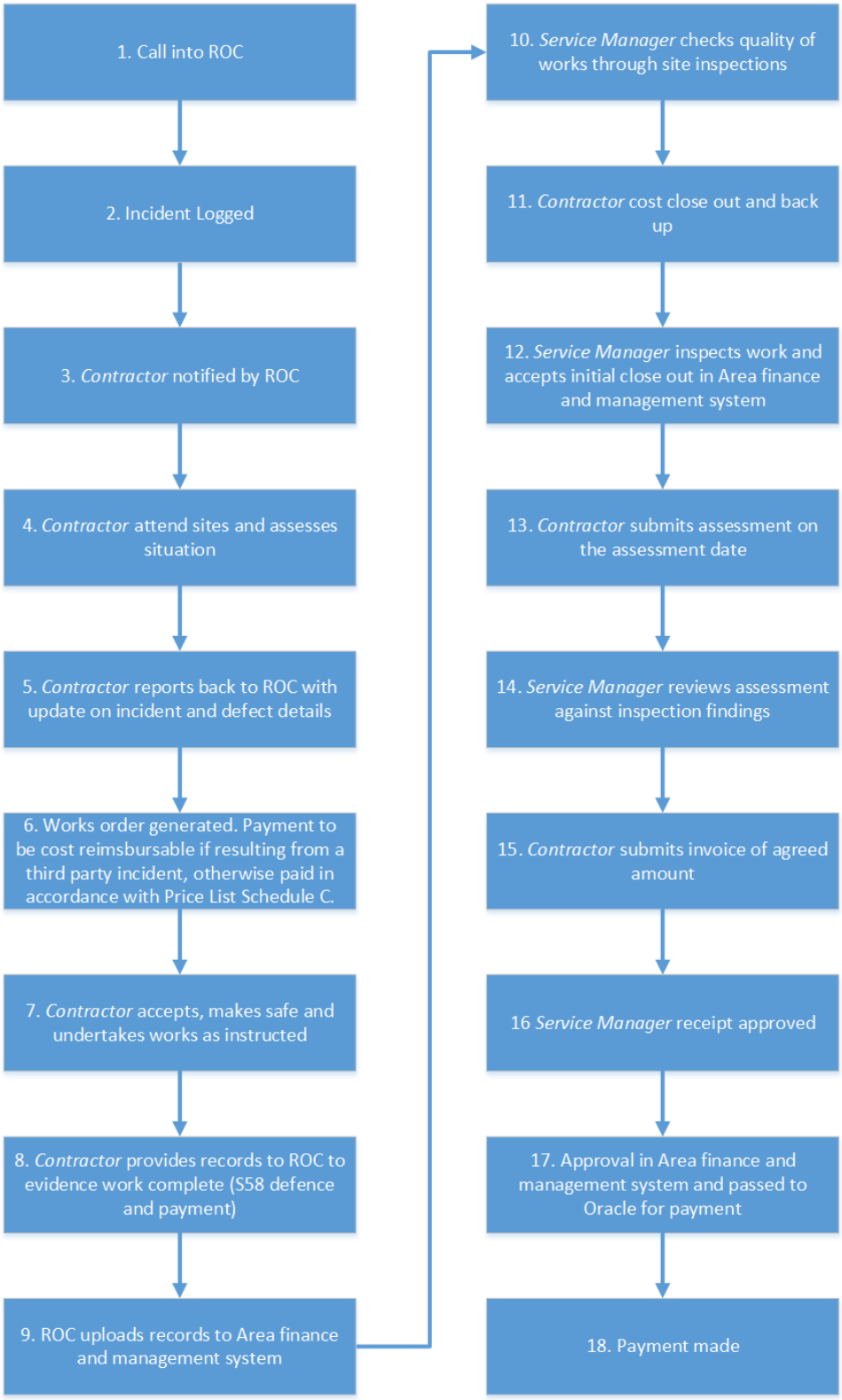
Figure 2: Repairs of Defects



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 detailed in Section F of the Price List, are to be instructed and paid for in accordance with Figure 4.

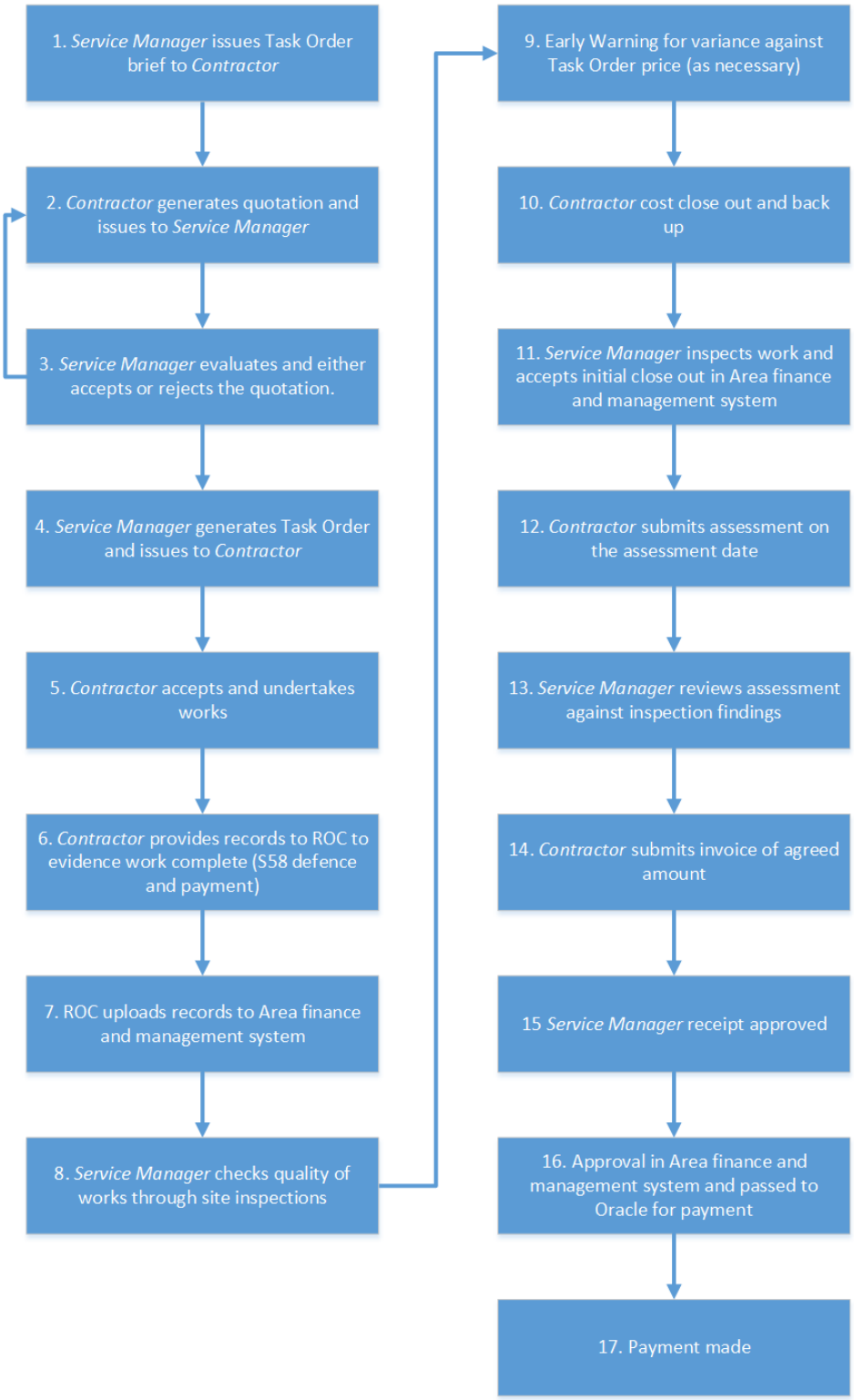



Figure 4: Task Orders