

HIGHWAYS ENGLAND
FRAMEWORK AGREEMENT
SCHEDULE 2
SERVICE REQUIREMENTS AND SERVICE PROVIDER SERVICES DESCRIPTIONS

PART A
SERVICE REQUIREMENTS

Highways England
SVD Service Requirements

April 2020

Stopped Vehicle Detection Retrofit
Lot 1
Service Requirements / Service Provider
Service Descriptions
Schedule 2
April 2020

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1. **Description of the service**

1.1 **Summary**

- 1.1.1 The Service Provider provides the service in accordance with the Service Requirements.
- 1.1.2 The Customer requires the Service Provider to supply, support installation of, commission and provide ongoing support and warranty for the service of Stopped Vehicle Detection ("**SVD**") using scanning radar. The Service Provider will supply and support installation under separate Task Orders.
- 1.1.3 The Service Provider will provide Support Services as requested up to March 2024 with a potential 12 month extension.
- 1.1.4 The Service Provider's System will be provided with a warranty for such period as specified in the Task Order, where the Customer or their agents will provide first line maintenance.
- 1.1.5 It is not intended that the Service Provider will be responsible for the installation of the Scanning Radar Outstations to enable SVD, but the Service Provider will support the Smart Motorway Alliance, who will be the Principal Contractor for the installation.

1.2 **Overall objectives**

- 1.2.1 This Framework Agreement provides the 'call-off' mechanism for the Customer to purchase and support the ability to detect stopped vehicles using Scanning Radar Outstations on sections of all lane running motorways, and will ensure a consistent and standardised approach to stopped vehicle detection across the all lane running network.
- 1.2.2 This will support the Customer's objective to improve customer confidence in the all lane running network. This approach will:
 - 1.2.2.1 install Scanning Radar Outstations to the all lane running network;
 - 1.2.2.2 send alerts to RCC / ROC operators when a stopped vehicle is detected;
 - 1.2.2.3 enable RCC / ROC operators to set signs and signals to alert drivers and despatch incident response resources to stopped vehicles;
 - 1.2.2.4 provide increased confidence from drivers in their safety in the event of a live lane breakdown on an all lane running section of the strategic road network.

1.3 **Identified and Defined Terms**

In this Part A of Schedule 2 (Service Requirements and Service Provider Service Descriptions), unless otherwise provided or the context otherwise requires, capitalised expressions shall have the meaning set out in the Framework Agreement. Within this document the scanning radar system provides Stopped Vehicle Detection, referred to as SVD.

1.4 Definitions

Term	Notes
"Annual Commercial Plan"	the Service Manager's forward financial planning for the coming financial year;
"CDM Regulations"	the Construction Design and Management Regulations 2015;
"CHARM"	Common Highways Agency Rijkswaterstaat Model;
"Co-Co"	Highways England Code of Connection;
"Detection Rate"	has the meaning given to it in Schedule 2 (Performance Levels);
"FAT"	Factory Acceptance Tests;
"Installation Work"	activities to install and commission SVD at a specified Site;
"Monthly Spend Forecast"	the expected invoicing by the Service Provider for the following month based on existing Task Orders issued by the Service Manager;
"NRTS"	National Roads Telecommunications Service;
"NTLC"	National Technology and Logistics Centre;
"Principal Contractor"	the supplier responsible for the installation of the Scanning Radar Outstations, and Principal Contractor for the installation as defined in the CDM Regulations;
"Quality Statement"	has the meaning given to it in paragraph 8.1.1 of this Schedule;
"RCC" / "ROC"	Regional Control Centre / Regional Operations Centre;
"RTM"	the 'Regional Technology Maintainer', being either the Customer or Other Service Provider;
"SAT"	Site Acceptance Tests;
"Scanning Radar Outstation"	the roadside element of the System, comprising one or more detectors, the SVD base unit, if required, and any interconnecting cables;
"Service Manager"	the manager of the Customer appointed as such in accordance with the relevant Task Order;
"Support Service"	the provision of installation support, calibration and Commissioning Services and a remote diagnostics and repair service, as further detailed in paragraph 2.1.10 of this Schedule;

"SVD Installation Programme"	the Customer's overall plan for the Scanning Radar Outstations to be installed across the all lane running network in up to twenty (20) Sites;
"TR 2642"	has the meaning given to it in paragraph 1.5.5 of this Schedule; and
"Traffic Management System"	has the meaning given to it in paragraph 3.1.2.

1.5 Overall objectives

- 1.5.1 The Customer is the Government company charged with operating, maintaining and improving England's motorways and major A roads, including modernising and maintaining the highways. The Customer also manages and helps prevent incidents on England's motorways. The Customer manages around 4,300 miles of carriageway and is made up of motorways and trunk roads. The Customer's key strategic and business priorities are to:
- 1.5.1.1 make our roads safer;
 - 1.5.1.2 improve the experience of all road users;
 - 1.5.1.3 deliver investments as set-out in the Government's Roads Investment Strategy.
- 1.5.2 The Customer works hard to make sure the strategic road network is:
- 1.5.2.1 free-flowing;
 - 1.5.2.2 safe and serviceable;
 - 1.5.2.3 accessible and integrated.
- 1.5.3 The objectives of this contract are providing a System based on Scanning Radar Outstations that:
- 1.5.3.1 detect stopped / stationary vehicles in live lanes and emergency areas on all lane running motorways;
 - 1.5.3.2 alert the Customer's RCCs / ROCs to the stopped vehicle;
 - 1.5.3.3 improve incident response;
 - 1.5.3.4 increase public confidence in the safety of all lane running motorways;
 - 1.5.3.5 will operate successfully with traffic volumes of 2000 vehicles per lane per hour;
 - 1.5.3.6 is proven and evidenced over an extended period, in an operational landscape;
 - 1.5.3.7 is proven and evidenced, to the performance requirements on 4-lane carriageways in each direction; and
 - 1.5.3.8 provides a solution that must be deployable safely to meet the programme schedules.
- 1.5.4 The Call-Off Contract will deliver Scanning Radar Outstations to be installed across the all lane running network, in up to twenty (20) Sites as per Appendix

A, to create the ability for the Customer to have an SVD system. The Scanning Radar Outstations will be installed by a third party: the Smart Motorway Alliance, who will be the Principal Contractor for the Installation Works. The Service Provider will support installation, working with the Smart Motorway Alliance, through on and off-site calibration, systems testing and training for the Customer's RCC / ROC operators and technology contractors.

- 1.5.5 The System must comply with the requirements set out in Schedule 3 (Standards), including Highways England Scanning Radar Stopped Vehicle Detection standard TR 2642.

2. Detailed description scope of service

2.1 Warranty, Support Services and Spares

- 2.1.1 The Customer or Other Service Providers will provide a first line maintenance service for the System throughout the maintenance support period, although the Service Provider will provide remote diagnostics and repair where possible.
- 2.1.2 The Service Provider will provide a remote diagnostics and repair service where possible for the System throughout the maintenance support period. Part of this service will be to identify actions required by the Customer's first line maintenance service to enable a single visit repair when remote repairs are not possible.
- 2.1.3 The Service Provider provides to the Customer a ten (10) year warranty (or such shorter period as may be specified in the Task Order) warranty for the Scanning Radar Outstations, calculated from the date of delivery by the Service Provider to the Customer of the relevant Scanning Radar Outstations in accordance with this Schedule.
- 2.1.4 The Service Provider will repair or replace any faulty parts or complete Scanning Radar Outstation at no additional cost to the Customer and return them to the Customer or Other Service Providers via the nominated spares holding stores within fifteen (15) Working Days from being received onto the Service Provider's premises. For the avoidance of doubt, any type or level of fault on a Scanning Radar Outstation or component thereof will be covered by the warranty. The performance of this service will be measured through the KPIs detailed in Schedule 2 (Performance Levels) of the Call-Off Terms.
- 2.1.5 If the fault is caused by damage due to impact or circumstances outside of the Service Provider's control, such as extreme weather events not covered by the Scanning Radar Outstation's specifications or requirements, the repair or replacement will be classed as chargeable. Such repairs or replacements will be identified by the Service Manager through a Task Order.
- 2.1.6 Any faulty components or units which are returned for repair which are faulty due to negligence, abuse, infestation or misuse by the Customer or Other Service Providers should be identified to the Service Manager with evidence to demonstrate this and will be treated as a Customer Cause.
- 2.1.7 The Service Provider will provide the number of spare Scanning Radar Outstations as specified in the Task Order, calculated based on Failure Mode Effects Analysis (FMEA) and Mean Time Between Failure (MTBF), to the Customer to support the Scanning Radar Outstations supplied for the full warranty period.
- 2.1.8 It will be the Service Provider's responsibility to ensure that sufficient spare Scanning Radar Outstations are available to ensure the supplied Scanning Radar Outstations can be kept operational at all times. Should the originally supplied quantity of spare Scanning Radar Outstations be insufficient the Service Provider

will supply further spare Scanning Radar Outstations at no additional cost, as requested by the Service Manager.

- 2.1.9 The Service Provider will provide a Support Service as requested to run up to March 2024. The Support Service will commence once the Scanning Radar Outstations are commissioned, which will be in batches, in line with the overall SVD installation programme.
- 2.1.10 The Support Service will consist of the provision, as requested, of any of the following activities:
 - 2.1.10.1 SVD Outstation Installation;
 - 2.1.10.2 Installation support;
 - 2.1.10.3 Calibration;
 - 2.1.10.4 Commissioning; or
 - 2.1.10.5 Remote diagnostics and repair.
- 2.1.11 The warranty shall cover any issues caused by obsolescence of components, and any software or firmware changes associated with obsolescence issues, inherent defects or security upgrades. If the Customer requires non-obsolescence or non-security related changes to upgrade or add additional functionality then this will not be covered by the warranty.
- 2.1.12 Following acceptance of the Scanning Radar Outstations by the Service Manager, at Site Acceptance Test 1, 2 and 3, the Other Service Providers will be responsible for swapping out faulty Scanning Radar Outstations until successful acceptance into operational maintenance (Stage E of GD182).
- 2.1.13 Upon final successful Site Acceptance Testing of the installed Scanning Radar Outstations by the Service Manager, the first line maintenance of all Systems will be carried out by the RTM.
- 2.1.14 Some of the responsibilities of the Service Manager may be delegated. Any delegation of the responsibilities of the Service Manager will be defined within the Task Order. Details of any delegation of responsibilities will be clearly defined in each Task Order issued.

2.2 Detailed description scope of service

The Service Provider is required to provide Scanning Radar Outstations that:

- 2.2.1 provide alerts directly into the RCCs / ROCs;
- 2.2.2 utilise and comply with NRTS and the Customer's communications protocols as appropriate;
- 2.2.3 meet the Co-Co requirements including provision of compliant modems;
- 2.2.4 meet the mandatory specified requirements.

2.3 Training

- 2.3.1 Following successful commissioning, the Scanning Radar Outstations provided through the service will have first line maintenance provided by the RTM. In order to ensure the RTM is capable of carrying out this function, training shall be made available by the Service Provider.

- 2.3.2 Training is to be expected for up to twenty-eight (28) persons per Customer region, of which there are seven (7).
- 2.3.3 Training may also be required to allow the Customer or Other Service Provider to carry out installation, calibration and commissioning; or to allow control room staff to effectively use the System.
- 2.3.4 The Service Provider shall ensure completion of all training requested (whether as part of an initial requirement specified in a Task Order or as an Optional Service specified in a Task Order) and shall provide all documentation for the RTM to the approval of the Service Manager, before the taking over certification can be issued. This requirement shall provide that the RTM is fully trained and has been issued with the required documentation prior to commencement of maintenance responsibilities.
- 2.3.5 Further training courses may be required during the service period. Any training requirement will be requested by the Service Manager through a Task Order.

2.4 **Fault Reporting**

- 2.4.1 The Service Provider shall issue to the Service Manager, a programme for any planned maintenance required to be undertaken by the RTM throughout the service. The programme shall detail the type and duration of operations required for maintenance. It is the Customer's aim to minimise roadside visits.
- 2.4.2 During the support period the Service Provider shall monitor the operation of the SVD through the provided remote monitoring system and notify the RTM of any faults identified.
- 2.4.3 The Service Provider shall inform the RTM of details of the fault and any relevant spares required to return the SVD to full operation in advance of their attendance to minimise roadside visits. Performance of this function will be monitored the KPIs detailed in Schedule 2 (Performance Levels) of the Call-Off Terms. In addition to identifying active faults, the Service Provider shall actively identify any potential pre-emptive maintenance activities which could prevent SVD failures. Any components showing degradation should be identified to the RTMs to be replaced at the next convenient time. This activity should reduce the number of unplanned visits to Scanning Radar Outstations due to component failures. This pre-emptive maintenance function will also be monitored by the KPIs detailed in Schedule 2 (Performance Levels) of the Call-Off Terms.
- 2.4.4 Once a faulty unit has been diagnosed, this will be returned to the Service Provider by the RTMs via the NTLC. The NTLC will return items, as and when they are received from the RTMs. The NTLC will log and dispatch the faulty units to the Service Provider.

2.5 **SVD Availability and Reliability**

Warranty Reporting

- 2.5.1 Once an SVD Outstation has been accepted by the Service Manager and the warranty period commences, reporting of SVD repairs shall commence.
- 2.5.2 Within five (5) Working Days of the start of the month the Service Provider shall provide electronically with supporting evidence to the Service Manager details of the previous month's SVD repairs for each item of the supplied SVD Outstation. The Service Provider shall also provide electronically, evidence of the remote monitoring and diagnostic activity carried out during the previous month.
- 2.5.3 The Service Provider shall maintain their own logs of all the faulty units dispatched to them and repaired by them, regardless of whether they are a

warranty repair or otherwise paid for under the Call-Off Contract, including but not limited to:

- 2.5.3.1 Date of arrival at the Service Provider's premises.
- 2.5.3.2 Item description, part number, serial number and Oracle code number.
- 2.5.3.3 Item hardware, firmware and software versions.
- 2.5.3.4 Details of the fault as reported by the RMC, the fault diagnosed to Line Replaceable Unit level by the Service Provider and the repair effected.
- 2.5.3.5 Details of any upgrades effected.
- 2.5.3.6 Date of return at the spares holding centre.
- 2.5.4 The logs shall be maintained within a database to enable:
 - 2.5.4.1 Failure rates to be monitored and referenced against predicted MTBF.
 - 2.5.4.2 The need for quality improvements to be considered.
 - 2.5.4.3 To track the number and nature of repairs per unit.

3. **General constraints on how the Service Provider Provides the Service**

3.1 **Highways England Transmission System**

- 3.1.1 The Service Provider shall comply with the Customer's installation practice for motorway communications equipment, and shall carry out all of their operations accordingly, where required at Sites. See Manual of Contract Documents for Highway Works - Specification for Highway Works (MCDHW), the Design Manual for Roads & Bridges (DMRB) and appropriate NRTS specifications.
- 3.1.2 The Service Provider shall at all times ensure that existing Traffic Management System facilities are not affected by the service. The Service Provider shall not cause any works affecting existing systems to be carried out without attendance of the TMS maintenance contractor and prior agreement of the Service Manager. It is the responsibility of the Service Provider to ensure the Service Manager is notified of any such activity sufficiently in advance to ensure suitable personnel are present. The Service Provider should be aware that during this period the Customer may be installing CHARM in the region which may cause disruption.
- 3.1.3 The Service Provider shall comply with MCH 1514 "TTD Code of Connection". It shall be the Service Provider's responsibility that all requirements of MCH 1514 are carried out and completed within the required deadlines for installation.

3.2 **Deliveries**

- 3.2.1 There may be a period of delay between completing manufacture and installation. During this period, the Service Provider shall be responsible for the safe storage, insurance and protection of the Scanning Radar Outstations at no additional cost to the Customer.
- 3.2.2 Prior to delivery to Site from storage, all Scanning Radar Outstations shall be checked by the Service Provider to ensure that they are in a good condition and fully functional including soak testing for a period not less than one (1) week.

Software and firmware shall be updated to the approved release current at that time.

- 3.2.3 The Customer reserves the right of access to the storage facility and to re-inspect the Scanning Radar Outstations after a period of storage prior to the delivery to Site. The Service Provider shall be given two (2) Working Days' notice of, and shall facilitate, these inspections.

3.3 Supply, installation and commissioning

- 3.3.1 The Service Provider will be responsible for supply and commissioning the Scanning Radar Outstations at locations nominated by the Customer. The Service Provider will not be responsible for installation, but will be responsible for assisting the Smart Motorway Alliance to successfully complete installation.
- 3.3.2 Details of Scanning Radar Outstation numbers and location of installation are provided in draft as part of Appendix A. Whilst not expected to change substantially, some amendments are expected when the Smart Motorway Alliance begin their commission in May 2020, as they will be the Principal Contractor for Scanning Radar Outstations. The total number of Scanning Radar Outstations to be procured by the Customer will be as specified in the Task Order. Final locations and numbers will be provided in Task Orders issued by the Service Manager.
- 3.3.3 The Service Provider shall be responsible for the design, self-certification, compatibility, correct integration and operation of all SVD of their supply with associated infrastructure and equipment as well as with the Customer's present and future (CHARM) control systems at no additional cost to the Customer.
- 3.3.4 The Service Provider shall be responsible for identifying the server capacity required to operate the new System, and undertake an impact assessment of the Customer's existing service capacity. Where capacity is insufficient, the Service Provider shall propose a remediation plan, at no additional cost to the Customer. The Service Provider will provide the capacity requirements in a timely manner so as to allow any remediation time to not impact the rollout of the solution. For the avoidance of doubt, implementation of the remediation to increase server capacity will be the responsibility of the Customer.
- 3.3.5 The location and arrangements of all Scanning Radar Outstations, cables and materials shall be to the approval of the Service Manager. The Service Provider shall implement the requirements of the Task Order and provide all plant, suitably qualified labour, materials, equipment and transport, not supplied by the Principal Contractor, to enable all aspects of commissioning, as well as support for the installation.
- 3.3.6 The Scanning Radar Outstations may be required to be installed during the daytime, night time, or weekends on the Customer's network, which may be open to traffic, as directed by the Service Manager and the Principal Contractor. The Service Provider is to note that on the approach to and over bank holidays traffic management may not be allowed on the network.
- 3.3.7 In order that the Service Manager may satisfy themselves that the work described in the Task Order is being properly carried out, the Service Provider shall make available without further charge, the full use of their vehicles, crew and other plant and labour as may be required by the Service Manager, to enable supervisory inspections to be made whilst work is in progress or immediately after completion of the said work.

4. Environmental requirements

4.1 Sustainable Solutions

The Customer has a strategic goal to 'Deliver Sustainable Solutions', and as such the Service Provider is required to use resources efficiently and mitigate the impact on the environment.

4.2 Maintenance Handover

4.2.1 The Service Provider shall comply with the requirements of MCH 1514 (referred to in paragraph 3.1.3, above) and provide the Service Manager or their delegated representative as detailed in the Task Order with all the necessary supporting documentation electronically to support successful handover of all SVD into maintenance prior to acceptance by the Service Manager.

4.2.2 The Service Provider shall prepare and agree with the Customer a plan for continuity of service (restoration of service after service loss), and contingency plans for single points of failure, and provide these to the Customer as part of the supporting handover documentation to be provided under paragraph 4.2.1, above.

4.3 Business Continuity and Disaster Recovery

The Service Provider will be responsible for preparing, maintaining and enacting business continuity procedures that will allow the service to continue as normal, in accordance with the Business Continuity Plan. If the Service Provider needs to enact a Business Continuity Plan or is required to do so in accordance with clause 7.23 of the Call-Off Terms, it will inform the Service Manager immediately, confirm the plan to resume business as usual in accordance with the Business Continuity Plan and otherwise comply with the requirements of clause 7.23 of the Call-Off Terms.

4.4 Rescheduled works when supporting installation

4.4.1 If the Service Manager provides notice to the Service Provider that Installation Work under a Task Order is being rescheduled with less than 48 hours' prior notice, then this shall be treated as a Customer Cause. Should notification be given with more than 48 hours' prior notice then this shall not be treated as a Customer Cause.

4.4.2 If the Police or a Customer Traffic Officer order all Installation Work to stop, and the offside lanes or hard shoulders re-opened to traffic, and the Service Manager confirms that there are no alternative areas of work available to the Service Provider then this shall be a Customer Cause.

4.4.3 During any stop of Installation Works under paragraph 4.4.2, the Service Provider shall remain on the relevant Site, available for a resumption of work through the remainder of the shifts of the relevant Service Provider Personnel, unless and until it is confirmed by the Customer or the Service Manager that no further Installation Works will be possible.

4.5 Abatement of Nuisance

In performing the Services, the Service Provider shall carry out any of its activities so as to cause the minimum of nuisance and inconvenience to the general public and to the owners and occupiers of property.

4.6 Energy Efficiency

4.6.1 The Service Provider shall comply with the Crown Commercial Service's Procurement Policy Note 7/24 entitled "Implementing Article 6 of the Energy Efficiency Directive", particularly:

4.6.1.1 in providing the Service; and

4.6.1.2 in the purchase of new product for use by Service Provider partially or wholly for the purpose of Providing the Services comply with the standard for products in Directive 2012/27/EU.

4.6.2 The Service Provider shall demonstrate to the Service Manager how, through providing the Services, any new products purchased by the Service Provider for use partially or wholly for the purpose of providing the Services complies with the requirements of Procurement Policy Note 7/14 entitled "Implementing Article 6 of the Energy Efficiency Directive". (<https://www.gov.uk/government/publications/procurement-policy-note-0714-implementing-energy-efficiency-directive-article-6>), prior to use of any such products under the Call-Off Contract or otherwise as part of the Services.

4.7 **Security and protection of the Affected Property**

In providing the Services the Service Provider must comply with the Customer's and Principal Contractor's security requirements for each Site, and for the avoidance of doubt, it is the Service Provider's responsibility to liaise with the Service Manager and Principal Contractor to identify the relevant security requirements for each Site.

4.8 **Protection of Existing Structures and Services**

The Service Provider is responsible to the Customer for any damage it may cause to any part of the existing motorway infrastructure and all costs or repairs and/or renewal thereof shall be the responsibility of the Service Provider.

4.9 **Security and identification of people**

The Service Provider shall carry out basic security checks on all Service Provider Personnel prior to their involvement in providing the Services and, in any event, in advance of any admission to the Customer Premises.

4.10 **Condition Survey**

The Scanning Radar Outstations are to be installed by the Principal Contractor on existing structures/gantries wherever possible. The Service Provider is responsible for providing information to the Customer and the Principal Contractor as necessary and as soon as reasonably practicable to enable the Principal Contractor to ensure that the product fits and all the required approvals are in place prior to installation.

4.11 **Control of Service Provider's Personnel**

The Service Provider shall be responsible for identifying, and complying with, any Site-specific requirements for the control of the Service Provider Personnel from the Service Manager or the Principal Contractor

4.12 **Cleanliness**

The Service Provider is responsible for identifying, and complying with, any Site-specific requirements from the Customer, the Service Manager and the Principal Contractor, for keeping work areas clean and tidy.

4.13 **Service Provider's Design**

4.13.1 Without prejudice to clause 6 (Hardware) of the Call-Off Terms and notwithstanding the Principal Contractor's overall responsibility for design of the installation, the Service Provider shall be responsible for the design, compatibility, correct integration and operation of all goods of their supply with associated infrastructure and equipment as well as with the Customer control systems.

- 4.13.2 Whilst the Service Provider is not the Principal Contractor for the installation of the scanning radar, it shall as soon as reasonably practicable provide supporting information as reasonably required by the Principal Contractor to the Customer and/or Principal Contractor in relation to the design of any modification to existing structure.

5. Customer's requirements

5.1 Contract Specification and Requirements

- 5.1.1 The Service Provider's design, implementation and operation of scanning radar for the purposes of Stopped Vehicle Detection must comply with the relevant standards listed in Schedule 3 (Standards) of the Framework Agreement.
- 5.1.2 The standards listed in Schedule 3 (Standards) of the Framework Agreement must be adhered to by the Service Provider throughout the deployment and commissioning of the Scanning Radar Outstations.
- 5.1.3 The Service Provider must support the installation and commissioning of the System compliant with the standards set out in Schedule 3 (Standards) of the Framework Agreement (noting that these standards invoke further requirements that exist in other standards, all of which must be complied with).
- 5.1.4 The Service Provider acknowledges and agrees that some of the referenced standards in Schedule 3 (Standards) of the Framework Agreement have been produced prior to the change of name of the Customer from the Highways Agency to Highways England. As such any reference within the relevant documents to the "Highways Agency" should be read as Highways England.
- 5.1.5 The Service Provider shall provide to the Customer detailed requirements traceability documentation detailing how each of the requirements of the standards listed is to be met by the System. This documentation will be kept updated during the Term to include all updates to the SVD, including but not limited to; any software updates, additional functionality or changes in components.

6. Requirements

The requirements for the supply, installation, commissioning and maintenance of the System, with which the Service Provider must comply at all times when providing the Services during the Term, are detailed below.

Operational requirements

6.1 Project Management and Delivery

The following 'Project Management and Delivery' mandatory requirements must be adhered to:

ID	Project Management and Delivery Mandatory Requirements
P01	The Service Provider will follow a recognised project management methodology. This must be approved in writing by the Customer and be used for Term, unless replaced with a comparable methodology approved in writing by the Customer prior to its use.
P02	Forecast the spend profile of the Charges and keep that forecast up-to-date throughout the Term.
P03	Provide a detailed programme of works to the Customer and the Principal Contractor for their review and approval, in accordance with the requirements and timescales set out in the Task Order. The programme will detail all activities and phases of work, including methodology for supporting installation of SVD, and commissioning, timescales for each elements and key milestones for delivery.
P04	The programme to be provided under P03 will also include proposed dates for commencement of the FAT and SAT and other key milestones, in accordance with the requirements and timescales set out in the Task Order.

6.2 Training

The following 'Training' mandatory requirements must be adhered to:

ID	Training Mandatory Requirements
T01	The Service Provider shall provide training on a per day basis (Plus expenses at cost) to take place at each ROC.
T02	Provide training within one week of SAT 3 for each of the Customer's technology maintainers.
T03	Training is expected to comprise of face-to-face tutorials to demonstrate front line maintenance activities and the safe swap-out of scanning radar.
T04	Answer any questions raised during the training or respond within one week of the training day.
T05	Provide all trained personnel with access to a quick help manual.
T06	The provision of training materials.

ID	Training Mandatory Requirements
T07	The language of all training materials must be in plain English and understandable by both technical and non-technical employees and be approved by the Customer before delivery.

6.3 Documentation

Without prejudice to clause 15 (Records and Audit Access) of the Framework Agreement, the following 'Documentation' mandatory requirements must be adhered to:

ID	Documentation Mandatory Requirements
D01	Provide a detailed programme of works to the Customer for review and approval. The programme will detail all activities and phases of work, including the methodology for delivery, timescales for each elements and key milestones for delivery, supporting installation, commissioning and calibration. Documentation will be provided throughout the programme to enable the Customer to monitor the programme and how it is being managed.
D02	Meet the documentation requirements in Highways England TR1100.
D03	Provide SAT and FAT documentation two weeks prior to testing for Customer agreement.
D04	To provide a document detailing the results of the FAT and SAT for review two weeks prior approval by the Customer or their representatives.
D05	Prior to on site commissioning the Service Provider shall provide a maintenance manual to guide Third Party maintainers key processes to set-up, maintain, resolve, and replace the Scanning Radar Outstations.
D06	Provide a training document for Third Party maintainers on how to use the System.

7. The Service Provider's Plan

7.1 Plan requirements

- 7.1.1 The Service Provider shall produce and maintain a Project Plan as specified in the Task Order, including to detail how the delivery dates for the scheme(s) shall be met and this shall be reviewed by the parties at Project Progress Committee meetings.
- 7.1.2 The Service Provider shall liaise and co-ordinate their work with the Service Manager and the Principal Contractor throughout the duration of the Task Order to ensure that the delivery plan is aligned with the overall SVD Installation Programme.
- 7.1.3 A table detailing SVD sites by area is set out in Appendix A. This table details the location of the SVD sites and draft installation programme. The Service Provider should note that the SVD Installation Programme is subject to change as the SVD Installation Programme is developed and confirmed. It should be referenced for pricing purposes but confirmed works will be detailed in individual Task Orders following contract award.

8. **Quality Management**

8.1 **Quality Statement**

- 8.1.1 The Service Provider shall provide a quality statement detailing the complete process from design through to installation support, commissioning and calibration ("**Quality Statement**"). This shall clearly demonstrate how the SVD and commissioning processes comply with this Schedule. In addition, it will demonstrate how the Service Provider does and shall quality check all aspects of the manufacture and installation of the products to ensure the products will remain safe and serviceable throughout the service life, which is estimated at 10 years.
- 8.1.2 The Service Provider shall keep a controlled copy of the Quality Statement available for inspection at all times by the Service Manager.

8.2 **Quality Management System**

- 8.2.1 The Service Provider shall provide the Customer, within one (1) month following the relevant Call-Off Effective Date (or such later date as may be specified in the Task Order), with a Quality Plan for acceptance. The Quality Plan provided by the Service Provider shall comply with the requirements stated in this Schedule.
- 8.2.2 The Service Provider shall comply with any instruction from the Customer to the Service Provider to correct a failure to comply with the Quality Plan.
- 8.2.3 The Service Provider shall provide the Services under a quality management system which:
- 8.2.3.1 complies with BS EN ISO 9001:2008 (as amended and/or updated from time to time);
 - 8.2.3.2 has third party certification from an accreditation body approved by the applicable national member of the European Co-operation on Accreditation or is operating in preparation for accreditation within 12 months of the Framework Effective Date;
 - 8.2.3.3 includes processes for delivering continual improvement following the guidance in ISO 9004 or any equivalent standard which is generally recognised as having replaced it; and
 - 8.2.3.4 complies with Good Industry Practice.
- 8.2.4 The Quality Plan incorporates the proposals in the Quality Statement and should be sufficiently detailed to demonstrate how the Service Provider will achieve each of the commitments in the Quality Statement and meet the Customer's objectives for this Framework Agreement and the requirements specified in this Schedule.
- 8.2.5 The Customer shall notify the Service Provider if they consider that the Quality Plan does not comply with the requirements of this Framework Agreement. Following such notification, the Service Provider shall as soon as reasonably practicable review the Quality Plan and reports to the Customer setting out the proposed changes. If the Customer accepts the proposals the Quality Plan is changed.
- 8.2.6 The Customer may carry out audits of the Service Provider's quality management system from time to time. The Service Provider allows access at any time within working hours to any place where he or any Subcontractor carries out any work that relates to this Framework Agreement for the Customer to carry out audits, to inspect work and materials and generally to investigate whether the Service Provider is performing his obligations under this contract.

The Service Provider shall provide all facilities necessary to allow such audits and inspections to be carried out.

8.2.7 Except where otherwise directed; all materials, workmanship, designs and assessments are to comply with the Customer's standards and procedures at the Framework Effective Date or, for Service Provider designed elements, the time the relevant design certificate is signed.

8.2.8 If a standard or procedure subsequently changes, the Service Provider shall comply with the revised standard or procedure if instructed to do so by the Service Manager.

8.3 **Permission to Operate**

8.3.1 Only products that have been granted Permission to Operate by Operational Technology Governance (OTG), as detailed by MCH1600, are allowed to be plugged into systems, power supplies, NRTS; or handed over into maintenance. This ensures the products will work, meet the national standards required for motorway equipment, legislation and security requirements; and are integrated such that they meet "ALARP" safety principles. It also ensures that the rest of the infrastructure caters for the products; Operations can use them, and that they can be maintained.

8.3.2 The Service Provider shall identify whether they have gone through the full validation process; and received 'permission to operate' for each Scanning Radar Outstation - for the specific hardware and software version.

8.3.3 Permission to operate is granted by the Operational Technology Governance function - part of IT Service Design; contactable by emailing the IT Business Services Team IT.BST@highwaysengland.co.uk.

8.3.4 If permission to operate has been granted previously; the Service Provider shall provide a statement as soon as reasonably practicable as to whether anything (or nothing) has changed since granted. I.e. have the software or hardware versions for the Service Provider changed in any way.

8.3.5 The Service Provider shall provide full details of the change identified, to enable OTG to assess level of revalidation required:

8.3.6 Submission by the Service Provider under paragraph 8.3.5 is to the Customer's Operational Technology Governance; who will then advise what testing. The Parties acknowledge that where NRTS / CHARM testing cannot be fully carried out (e.g. where systems are not yet available); this will not be factored into the decision to grant permission.

8.3.7 NRTS / Testing - prior to any connection to a NRTS service delivery, NRTS bandwidth utilisation for SVD shall be completed; with appropriate evidence provided to NRTS for their acceptance.

8.3.8 MCH1514 - Compliance with this process is a Service Provider requirement which the Service Provider shall comply with. Any supplier of new or upgraded equipment should firstly ensure they have consulted on potential inclusion of security requirements prior to the design / delivery. Any testing that may be required as part of the risk assurance process should be completed at the Service Providers expense.

8.4 **Management of tests and inspections**

The Service Provider shall be responsible for co-ordinating with the Customer and the Principal Contractor to schedule all testing and inspections in line with the SVD Installation Programme and Schedule 6 (Testing Procedures) to the Call-Off Contract. Any costs

incurred due to a failure of the Service Provider to carry out any arranged testing or inspection shall be borne in fully by the Service Provider.

9. **Communications**

9.1 **Inception meeting**

The Service Provider shall attend an inception meeting with the Service Manager and the Principal Contractor within one week of the Framework Effective Date at a mutually agreed location. At the inception meeting the programme of work shall be agreed by the parties in accordance with the Project Plan set out in the Task Order.

9.2 **Monthly Progress reports**

The Service Provider shall provide a monthly progress report in electronic format to the Service Manager three (3) Working Days prior to the end of each month during the Term. It shall contain as a minimum:

- 9.2.1 all activities undertaken by the Service Provider in the preceding month;
- 9.2.2 a summary of time and cost invoiced;
- 9.2.3 plan and progress against it;
- 9.2.4 a summary estimate of time and cost expected in the next month; and
- 9.2.5 any issue raised by the Customer.

10. **Payment provisions financial reporting**

10.1 **Service Manager's Annual Planning**

If requested the Service Provider shall promptly assist the Service Manager in preparing its Annual Commercial Plan for each financial year at no additional cost to the Customer.

10.2 **Monthly Spend Forecasting**

- 10.2.1 The Service Provider shall provide to the Service Manager:
 - 10.2.1.1 a Monthly Spend Forecast at least five (5) Working Days prior to the commencement of each calendar month during the Term; and
 - 10.2.1.2 additional forecasts or estimates and/or further information within fourteen (14) days of being requested to do so by the Service Manager.

10.3 **Cost Capture**

The Service Provider shall record cost and submits the records in a format and at intervals to be agreed with the Service Manager.

11. **Health and Safety**

11.1 **Overall Requirements**

The scanning radar supplied, installed, commissioned, and given ongoing support under this Schedule are to be installed on or adjacent to live all lane running motorways operated by Customer in accordance with the requirements of this Schedule.

11.2 **Responsibilities**

The Parties acknowledge that the Service Provider shall be working in a hazardous environment. The Service Provider should and is responsible for making themselves familiar with the safety guidance for working in this environment (as amended from time to time), from the Customer and/or the Principal Contractor.

11.3 **Health and Safety Requirement**

11.3.1 The Service Provider shall comply with the Customer's General Principles and Scheme Governance General information document; GG 128 Requirements for reporting incidents, events and undesirable circumstances: health, safety, wellbeing, structural and environmental (GG128), or its later update or replacement, including any time periods required by GG 128. If no time period is specified in GG 128 the period of reply applies unless agreed otherwise by the Service Manager.

11.3.2 If any incident occurs that the Service Provider reasonably considers (acting in good faith) is not within the remit of GG 128 then the Service Provider:

11.3.2.1 shall notify the Service Manager of the incident; and

11.3.2.2 shall report the incident as if the incident was in the remit of GG 128 if required by the Service Manager.

11.4 **Requirements**

11.4.1 In addition to the Service Provider complying with its obligations under clause 7.4.1.1 (Services) of the Call-Off Terms, the Service Provider will comply with:

11.4.1.1 the Customer's health and safety policy and requirements; and

11.4.1.2 all applicable requirements under the CDM 2015.

11.5 **Inspections**

The Customer reserves the right to inspect the Service Provider's Health and Safety Policy and documentation at any time. The Service Provider shall provide reasonable co-operation to the Customer in relation to any such inspection.

12. **Programme requirements**

Programme requirements shall be defined by the Service Manager within each Task Order. The Service Provider shall liaise with the Service Manager, Principal Contractor and other representatives of the Customer, including attending the SVD Retrofit project committee when required, by the Customer to understand overarching requirements such as works programming, Milestones and deadlines.

12.1 **Programme arrangement**

Each Task Order issued will define as a minimum the following:

12.1.1 number of Scanning Radar Outstations to be supplied;

12.1.2 location for the Scanning Radar Outstations to be delivered to;

12.1.3 installation requirements and schedule;

12.1.4 details of any delegation of the responsibilities of the Service Manager;

12.1.5 details of Delay Payments to be applied to the Task Order.



















Appendix A - Draft Programme

Scheme	Year											
	2020/21				2021/22				2022/23			
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Enabling												
M1 J39-42												
M1 J32-35a												
M1 J28-31												
M20 J3-5												
M23 J8-10												
M3 J9-14												
M27 J4-11												
M4 J3-8/9												
M4 J8/9-12												
M6 J21a-26												
M56 J6-8												
M6 J16-19												
M62 J18-20												
M62 J10-12												
M1 J23a-25												
M6 J13-15												
M1 J13-16 (L1)												
M1 J13-16 (L2+3)												
M6 J10a-13												
M5 J4a-6												
M1 J16-19												
M6 J2-4												
Draft schedule and subject to adjustment from internal HE divisions, suppliers and delivery partners.												

PART B

SERVICE PROVIDER SERVICE DESCRIPTIONS

The Service Provider Service Descriptions consist of those documents which were issued to the Service Provider via Bravo on 09.06.2020 on or around 16:10.

Question	Response	Supporting Documentation			
		A	B	C	D
Health and Safety	 NR-B1.2 Sect1_Health and Safety	 Health and Safety RAID.xlsx			
Customer & Stakeholder	 NR-B1.2 Section 2_Customer Stakeholder				
Production	 NR-B1.2 Sect 3_Production.pdf	 HE SVD Programme Plan v0.1.pdf	 NCR_Inspection_DM R Work Flow.pdf	 HE Build Planning.xlsx	 Production RAID.xlsx
Proposed Solution	 NR-B1.2 Section 4_Proposed Solution	 Annex A - SVD LOT 1 TR2642 Compliance	 Annex D - HE Topology Diagram.pdf		
Maintenance and Support	 NR-B1.2 Sect 5 Maintenance and Support	 Customer Journey - Contact methodology	 Customer Journey - Customer touch point	 HE SVD RAID Maintenance.xlsx	 Maint and Support RAID.xlsx
Environmental	 NR-B1.2 Section 6_Environmental v0.2	 HE SVD RAID Environmental.xlsx			

