**Pre-Market Engagement**

Lone Workers July 2024

High level information

**National Highways – who we are**

National Highways is a government owned company, that plans, designs, builds, operates and maintains England’s motorways and major A roads, known as the strategic road network (SRN)​

​Our priorities are safety, customer and delivery.​

​Safety​

We want everyone who uses and works on our roads to get home safe and well. We achieve this by planning and designing roads that meet the highest levels of safety, so that we reduce the number of fatal or serious injuries. Safety is our prime imperative.​

​Customer​

With more than four million journeys taking place daily, our roads play a vital part in many people's lives.  We listen to our customers, through various surveys and by working closely with Transport Focus to share information and collaborate on research.​

​Delivery​

Since 2015 we’ve invested billions in new routes and extra capacity. We aim to deliver best value for the taxpayer, without compromising on quality.​

**National Highways – what we do**

Lone working is essential part of Highways Inspectors weekly duties. Currently, the support mechanism for lone workers varies greatly. This proposal aims to ensure that National Highways consistently meets its duty of care to lone workers, fulfilling its moral and legal obligations to protect employees from injury and harm across the entire network.

The lone worker proposal directly aligns with National Highways “Home, Safe and Well”, which ensures no one should be harmed travelling or working on the strategic road network. The health and safety requirements for lone working are detailed in “HSP/HSS 028 Lone working”. This stipulates that there must be the ability to monitor lone workers welfare and arrangements in place to ensure contact can be made in emergencies. At present these requirements are not being met in a consistent or satisfactory way across the 7 Regions.

Inspectors often leave their vehicles to walk considerable distances, sometimes out of sight of the road, and navigate up and down verges to access parts of the network. Managers conduct individual risk assessments with staff to determine their suitability for working alone, ensuring there are not relevant medical issues, and staff routinely receive NH safety critical medical examinations.

Reasonably foreseeable risks:

* Sudden onset of illness – Heart attack, Stroke, Exhaustion collapse
* Injury – Slip, tip, fall, risks associated with accessing assets like boundary fences up and down verges, using steps, crossing barriers. Contact with animals, adjacent cattle or injurious or biting.
* Abusive behaviour – attack or approach from a landowner or member of the public while undertaking role.

**What is a Lone Worker:**

A lone worker is an employee who performs an activity in isolation from other workers and without close or direct supervision. They may be exposed to risk because there is no one to help or support them if things go wrong.

**What is Lone Working:**

Lone working is when an individual works in isolation and without close or direct supervision. While working alone is generally safe, it can become high risk if an emergency occurs due to the lack of readily available help; and this is where appropriate measures need to be planned.

**High Level Requirements:**

* Lone worker device with
  + GPS enabled,
  + 4G / 3G connection as a minimum,
  + Ability to have 2 way communication with user,
  + Man down / fall detection,
  + No movement detection,
  + Emergency services dispatch,
  + Dedicated SOS button,
  + Scheduled check in / out including schedule welfare check up’s.
  + Min 12 hour batter life,
  + Cyber Essentials + ,
  + Provide Single Sign On (via Azure Directory) to desk top web portal (if provided),
  + Compliant with or adhering to BS8484, ISO270001,
  + Waterproof and impact-resistant
  + Supported by phone app and support centre manned 24/7.

**Questions:**

**Functionality**

1. Does your device meet the high levels requirements? If not please provide details
2. Does your device support voice/text/video as methods of communication?

**Compatibility**

1. Is the app compatible with IOS and Android?
2. Is there specific training required?

**Reliability**

1. What coverage does your device cover in the UK?
2. What Network does your device use?
3. Do you offer roaming connectivity? If so which networks do you utilise?
4. Does your device meet the minimum battery life requirements?
5. Is the reliability or connectivity of your device effected by environmental conditions?

**Support**

1. What is your response rate when an alarm/alert, fall or man down alert etc is raised?
2. Response rate to check in / check out requests,
3. Are there different level of support, if so please can you detail?
4. Are your devices and service interlinked?
5. Please clarify whether your devices exclusively use one service desk provider and if the service support is inhouse or outsourced.
6. Provide details on how this arrangement ensures seamless support and accountability for our organisation's needs.

**General**

1. What are the charging requirements of your device, i.e. USB-C etc,
2. Does your device require a docking station (if so what configuration options are there?).
3. Can reporting or management information can be obtained from your devices system?

**Other**

1. Are you on any public sector frameworks?
2. Are there any upfront costs such as licences, subscriptions, levels of support costs?
3. Are there any on-going support, services, or maintenance costs? If so please provide details.
4. Are you able to meet and comply with Cyber Essentials + and the ISO and BS standards relating to lone working?

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| **Estimated** invitation to tender date | 06/09/2024\* |
| **Estimated** tender period end date | 07/10/2024\* |
| **Estimated** evaluation completion date | 22/11/2024\* |
| **Estimated** contract award date | 21/01/2025\* |

**\*These dates are provisional and subject to change.**

**Actions now required:**

1. Please advise if you are / are not interested in tendering for this opportunity by 02/08/2024 – 12pm (UK time)
2. Please respond to the above questions and return these via e-mail to the below address:

[*IT\_Infrastructure\_Procurement@nationalhighways.co.uk*](mailto:IT_Infrastructure_Procurement@nationalhighways.co.uk)