

# Highways England Vehicle Recovery Contract

## Scope 3: Scheme Removal

Highways England undertake road maintenance and building works across the Strategic Road Network. There are occasions when Highways England chooses to provide a recovery service to customers at no charge (Free Recovery). Free Recovery is traditionally a permanently pre-positioned resource, however this Scope details requirements for a responsive service.

This service will use all established processes, systems and procedures relating to Scope 1 Statutory Vehicle Removal, but will not include any element of applying a charge to the road user or storage of vehicles or loads

The *Contractor* will work closely with the *Client* on a scheme-by-scheme basis to install the Scheme Removal Service when requested.

This service will be paid for using the rates within Part 3 of the Price List within the Commercial Workbook

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# Document Control

Description	Version	Date
Tender Issue	1	19/7/19

# Introduction

## Purpose

This Scope document sets out the Objectives that must be achieved together with the *Client's* Minimum Requirements for a Scheme Removal Service. The *Contractor* defines exactly how the Objectives will be realised within the Quality Plan, incorporating all Promise Statements made within the Quality Submission at tender.

## Identified and Defined Terms

In this Scope, terms identified in the Contract Data are in italics and defined terms have capital initials. Other terms used with capital letters have the meaning given within Annex 4 Defined Terms & Abbreviations.

## Framework and *Contractor* obligations

This Scope details the *Contractor* obligations essential to meet the *Contractor* Outcome in Part 1 below

## Health and Safety

The *Contractor* ensures that the Scheme Removal Service complies with all guidance contained in Chapter 8 of the Traffic Signs Manual.

Since the Scheme Removal Service will be provided for road works operating as part of the construction phase of a project it is paramount that the *Contractor* understands the part they will play looking after their own health and safety and improving the construction industry's health and safety record. In particular all *Contractor* employees will need a site health & safety induction.

A Principal Contractor will have overall responsibility for the construction phase of the project to fulfil the specific responsibilities prescribed within The Construction, Design and Management (CDM) Regulations. The *Contractor*, acting as a *Contractor* under the CDM Regulations, has a number of duties to fulfil including that of co-operating with the Principal Contractor in planning and managing works. Other duties are summarised on the Health & Safety Executive's web site. Unless notified otherwise the *Contractor* must assume the *Client* to be the Principal Contractor.

# Part 1: Scheme Removal

## Required *Contractor* Outcomes

ID	Scheme Removal Outcomes
SRO1	An operational Scheme Removal Service within scheme roadworks boundaries
SRO2	Vehicle, Load, Shed Load and Occupants removed quickly, safely, and to an agreed setting-down point once requested
SRO3	Customers and the Traffic Officers have a positive experience of using the service
SRO4	Client has access to information on all Scheme Removals.

## Plans Required

ID	Scheme Removal Plans	Performance Metric	Performance Level
SRP1	<p>Produce, maintain and implement a Scheme Removal Plan to define all <i>Contractor</i> Processes in accordance with, but not exclusive to, the interfaces detailed in Scope 1 Statutory Vehicle Removal Appendix 4.</p> <p>To be submitted to the <i>Client</i> within ■■■ of the starting date, reflecting any relevant Promise Statements and / or issues clarified during the tender process</p>	Compliance with the accepted Scheme Removal Plan.	100%
SRP2	<p>Produce, maintain and implement a Scheme Removal Contingency Plan.</p> <p>To be submitted to the <i>Client</i> within ■■■ of the starting date, reflecting any relevant Promise Statements and / or issues clarified during the tender process</p>	Compliance with the accepted Scheme Removal Contingency Plan.	100%

## Minimum Requirements

ID	Scheme Removal Minimum Requirements	Performance Metric	Performance Level
SRR1	For every individual road works Scheme within which this service is used, produce, maintain and implement a tailored Scheme Recovery Service Plan	Compliance with the accepted Scheme Removal Service Plan.	100%
SRR2	For every individual road works Scheme within which this service is used, produce, maintain, test and implement as required a Scheme Removal Service Contingency Plan.	Compliance with the accepted Scheme Removal Service Contingency Plan.	100%
SRR3	Carry out Scheme Removal, as requested by the Client, of Vehicles, Occupants, Load and Shed Loads in a safe manner.	<p>Compliance with Health and Safety Standards - PAS (Publicly Available Standard) 43, National Highway Sector Scheme (NHSS) 17B certification.</p> <p>Compliance with IAN 128/12: Health &amp; Safety Incident Reporting</p> <p>Disclosure &amp; Barring Service (DBS) check or Client-agreed Non-Police Personnel Vetting (NPPV) Police Check of all employees and subcontractors before they are involved in providing the Service.</p> <p>All accident, incident, high potential near-miss, and undesired circumstance occurrences appropriately recorded upon the Highways England AIRSweb system</p>	100%
SRR4	Ensure Setting-Down Locations with appropriate Welfare Facilities.	No complaints due to lack of access to Welfare Facilities.	100%

ID	Scheme Removal Minimum Requirements	Performance Metric	Performance Level
SRR5	Remove, as requested by the <i>Client</i> occupied Vehicles, Load and Occupants from the road works scheme to a safe and secure Setting-Down location.	Measure and report on the Performance Metrics in accordance with Appendix 1.	100%
SRR5	Remove, as requested by the <i>Client</i> un-occupied Vehicles, Load and Shed Loads from the road works schemes to a secure location.	Measure and report on the Performance Metrics in accordance with Appendix 1.	100%
SRR6	Make Vehicles, Load and property available for collection from the location by appropriate authorised parties.	Release accuracy Vehicles, Load and property [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]	100%
SRR7	Use photography, appropriate record keeping, video and other tools deemed necessary to prove appropriate stewardship of Vehicles and their contents.	Appropriate documentation and actions used to report, record and resolve damage claims.	100%
SRR8	Animal welfare (where Load includes animals) considered as part of all recovery operations.	Compliance with animal welfare best practice as defined in Council Regulation (EC) No. 1/2005 on the protection of animals during transport and related operations	100%
SRR9	Work co-operatively with the <i>Client</i> to identify the location and protection of any necessary Setting-Down Location, Compound and Recovery Base.	No instances of lack of cooperation	100%
SRR10	Access to specialist carriers to transport animals to a place of safety or store them until the vehicle owner arranges onward movement.	No removals involving animals refused	100%
SRR11	When the <i>Contractor</i> recovers abandoned vehicles to a safe location, update the <i>Client</i> with the Vehicle location via the ROC.	No instances of detail not provided	100%
SRR12	Access to specialist recovery providers / equipment in order to respond to recoveries outside of the scope of the Home Office Statutory Vehicle removal tariff definitions, such as >44tn vehicles	<i>Best Endeavours</i>	

ID	Scheme Removal Minimum Requirements	Performance Metric	Performance Level
SRR13	Provide case-by-case VRO estimated incident attendance time and / or location of departure when deployed	No instances of detail not provided	100%
SRR14	Provide Management Information in accordance with Appendix 1	Performance Metrics measured and reported in accordance with Appendix 1.	100%

Where a Vehicle has shed a Load the *Contractor* is responsible for removing the Vehicle and associated Load (both on the Vehicle and shed onto the ground). Any additional costs over and above the recovery charges associated with the removal of the Shed Load are recovered from the registered owner / insurance industry by the *Contractor*. If the registered owner / registered owner's insurance company refuses to pay the costs, then the *Contractor* obtains such refusal in writing. On the production of such written refusal the *Client* may at its sole discretion agree to be responsible for the reasonable costs incurred. The *Client* will not accept responsibility for such charges unless the *Contractor* produces evidence that they have used all reasonable endeavours to obtain payment from the registered owner and/or insurance company, including (but not limited to), if necessary, by way of issuing court proceedings prior to claiming payment from the *Client*. Such evidence must be submitted to and agreed by the *Client* prior to any invoices being submitted to the *Client* for payment. Each instance will be examined on a case by case basis by the *Client*.



# **Highways England Vehicle Recovery Contract**

Scope 3:  
Scheme Removal

## **Appendix 1: Performance Metrics and Minimum Performance Requirements**

At the end of each calendar month the *Contractor* reports performance against the metrics below. *Contractor* performance will be measured against Average Clearance Time (ACT), split by Vehicle Class and Time Period.

Vehicle Class		

The methodology by which the monthly ACT will be measured is as per below:

1. ACT will be calculated separately by class of vehicle - Light (SO1 - SO4) and Heavy (SO5 - SO22).
2. ACT will be measured from the *Client* Requested Time to the *Contractor* confirming Scene Clearance.
3. The *Contractor* will request Exceptions when applicable (detailed on 'Appendix 5 ACT Reporting Exceptions' worksheet within the Commercial Workbook), and if agreed by the *Client* these incidents will be either removed or adjusted from the monthly ACT calculation as appropriate.