| Re-Inspection Sign Off | |
|---|---|
| Print Name: | Signature: |
| Photos of Failures | |
| | |

## SCHEDULE 3 – The Specification

## SCOPE 11 – INSPECTION PLANNING & SUPPORT SERVICES

### 1. Description of the Works

1.1. The Supplier shall provide planned and reactive Services to the Company as detailed below. The Supplier shall ensure that all works are carried out in accordance with Standards which are current throughout the life of the Contract.

1.2. The Supplier shall research and identify best industry practise for methods of working for health, safety and environmental practices and contribute to the continual improvement of this scope. For example, reducing working at height or working in confined spaces i.e. with use of drones, or improvements to efficiency, i.e. use of motorised trolleys. The Supplier is encouraged to engage with the Company for any trial innovations.

1.3. The Supplier shall be responsible for arranging all access and delivering all the requirements of this scope, including but not limited to, the supply of all labour, overheads, consumables, equipment (excluding special equipment) and any plant necessary to undertake the required tasks. The Supplier shall hold adequate stock to meet Service's needs.

### 2. Scope of Services

2.1. The Company and the Supplier shall collectively identify the instances in which the Company requires the support of the Supplier in order to undertake the annual inspection programme.

2.2. For every shift the Supplier is responsible for the provision of:

2.2.1. Supplier approved Method Statements & Risk Assessments detailing Safe System of Work, and any site specific addendums or short notice changes required.
2.2.2. Plant (typical plant i.e. ladders, tower),
2.2.3. Equipment,
2.2.4. Tools,
2.2.5. Lighting,
2.2.6. Labour resources
2.2.7. Support services with ladder / combination ladder / Podium with safe access platform subject to individual site risk assessment;
2.2.8. Support services associated with works requiring track mounted scaffold for Assets such as covered ways and tunnels;
2.2.9. Support services with mobile scaffolds for works in a stations environment such as girdering or underline bridges which require large soffit area to be covered;
2.2.10. Support services with Confined Spaces equipment for access to areas such as shafts, manholes, platform inverts, culverts, etc;
2.2.11. Support services at station locations incorporating removal (and subsequent reinstatement) of cladding to enable visual inspection of all or part of the Asset (for example girdering);

2.3. The Supplier will obtain the necessary permits, licences and approvals to gain access for labour, plant and equipment at the location of the Inspection. The Company shall reimburse the Supplier for the cost of all such necessary permits, licences and approvals to gain access for labour, plant and equipment at the location of the Inspection.

## 3. Planned Services

3.1. The Company will issue the Inspection Work Bank that requires support services on the SSL and BCV networks. The Inspection Work Bank will identify the assets for civil inspection. After reviewing the Inspection Work bank the Contractor shall provide an inspection programme to the Company for the assets for which the Supplier is required to provide support services (labour plant and equipment).

3.2. For the avoidance of doubt the Company requires a minimum of full time support provided by one (1) Site Person in Charge (Protecting Workers on the Track Traffic Hours and Engineering Hours) qualified operative and three (3) number Operatives licenced to work on the track for this Scope 11 Support Services.

3.3. Any concerns that the Supplier has regarding proposed support (whether affecting safety or being outside of this scope) they are to inform the Company in writing and await instruction. The Risk Assessment must always be updated, sufficient and accurate. Any significant arrangements must be recorded in either the Method Statement, short notice change or site specific addendums by the Supplier.

3.4. The inspections comprise:

3.4.1. Principal Inspections;
3.4.2. General Inspections; and
3.4.3. Special Inspections.

3.5. Inspections will be carried out by the Company's Structural Maintenance Inspection Team.

3.6. At each weekly progress meeting, the Supplier and the Company's Inspection Manager shall complete joint checks and confirm the look-ahead programme for the following week. Every 2nd week in each accounting period, this meeting will also include a review and initial checking of the Companies proposed programme for the following period. Within this meeting the Company and Supplier is to confirm details such as: planned dates, access arrangements, permits, Safe System of Work and the Suppliers provision of labour, plant and equipment support services on-site.

3.7. The Supplier shall notify the Company when each inspection has been completed and shall provide the Company with the Day/Night sheet by no later than 11.00 hours on the day following the completion of the shift in which the inspection took place.

3.8. The Supplier shall notify the Company when a clash check is performed against the Operational Railway / Traffic Circular (EWSA) and reports no later than 1100 hours on Friday for all support visits in the week ahead.

3.9. The Supplier shall notify the Company when a clash check is performed against the latest Engineering Notices (including Late Notices) and reports no later than 22.00 hours on daily basis for the visits planned.

3.10. In the case of planned inspections being affected by the latest Engineering Notice the Company is to replace the affected asset/s 'like for like' with other suitable planned inspections. The Supplier is to be notified no later than 00.00 hours of the affected shift.

## 4. Reactive Services

4.1. In addition to the Planned Services set out in section 3 above, the Supplier shall provide support services, which shall be called off against a schedule of rates, when requested by the Company on an ad-hoc basis. The Supplier shall, on request, provide the full range of services set out in section 2.1 above.

## 5. Location of Works

5.1. The Company may order and request resources detailed above to work on all areas of infrastructure controlled by the Company, including track and areas where the infrastructure encroaches on to the public highway. This can include areas where Network Rail, Overground, TFL Rail, RfL, Cross-Rail and DLR rules apply. The Supplier will make all access arrangements for where Network Rail access rules apply and will assist in with required interfaces with the above companies.

5.2. In some cases access to Assets may be via third party areas and properties for which the Supplier is required to make local arrangements.

5.3. The locations of work are detailed in the Company's Asset Location Plans and the previous Inspection reports where exist.

## 6. Hours of Work

6.1. Access will be obtained in accordance with the arrangements set out in Schedule 5 [Access Arrangements]. Compliance with these arrangements is mandatory.

## 7. Standards and Specifications

7.1. The Supplier shall deliver the Services to meet the requirements of the Terms and Conditions of Contract – Clause 5.

## 8. Skills and Competencies

8.1. The Supplier's personnel shall be fully trained to meet the requirements of this Scope of Services. Such training, including any subsequent refresher training shall be at the Supplier's expense.

8.2. All Suppliers' Personnel shall be licensed to meet the requirements of this Scope of Services.

8.3. The Supplier's personnel shall be experienced, trained and competent in NRSWA – Chapter 8 Lighting, Signing and Guarding and shall be trained in carrying out works on public highways. The Supplier will arrange all traffic management requirements including liaison with local authorities, obtaining any permits/licences and the erection of any TM equipment that does not require EToN notices or the inclusion of a traffic lights system.

8.4. The Supplier's personnel shall be experienced, trained and competent in the precautions necessary to be able to work in 'Confined Spaces' in accordance with the Confined Spaces Regulations and the Health & safety Executive 'Safe work in Confined Spaces' guidance.

## 9. Plant and Equipment

9.1. The Supplier shall deliver the Services to meet the requirements of the Terms and Conditions of Contract – Clauses 8.1(D), 28.1, 28.3, 28.4 and 28.5

9.2. The Services Provision Programme will identify any additional equipment, licences and permits required and once so identified the Company shall be responsible for the cost of the special equipment, licences and permits. The Contractor is to submit periodic reports of the shifts used to the Client.

## SCHEDULE 3 – The Specification

## SCOPE 4 - ASSETS FOUR YEARLY INTERVENTIONS

### 1. Description of the Works

1.1 The Supplier shall deliver a programme of four-yearly planned maintenance interventions to Assets as identified in accordance with the work bank and the Bridges and Structures Principal Inspection programme. The Supplier shall ensure that all works are carried out in accordance with Standards which are current throughout the life of the Contract.

1.2 The Supplier shall research and identify innovative products, methods of working and overall health, safety and environmental practices to ensure the continual improvement of this scope. The Supplier is encouraged to engage with the Company to arrange trial innovations for any such improvements, and work in accordance with good industry practice.

1.3 The Supplier shall be responsible for arranging all access and delivering all the requirements of this scope, including but not limited to the supply of all labour, overheads, consumables, access equipment and any plant necessary to undertake the required tasks. The Supplier shall hold adequate stock to meet Planned Services needs.

1.4 Any proposed material must be registered and approved on the LUL Approved products register before application. Application of any product is to be in accordance with the manufacturer's instructions.

1.5 The Supplier is to ensure that this Scope 4 is read in conjunction with the Work Instructions and information provided in the Data Pack.

### 2. Scope of Services

2.1 The Supplier shall undertake a programme of planned maintenance to Assets identified by the Company in accordance with the work bank and the Bridges and Structures Principal Inspection programme. Assets to be subject to four-yearly interventions shall include but not be limited to viaducts, underline bridges, overbridges, footbridges, cable and pipe bridges, detraining platforms and cable draw pits. The Supplier shall complete all planned four-yearly interventions within the year determined by the Principal Inspection programme and prior to the planned inspection. The Supplier shall make arrangements for the Client to attend the last planned maintenance shift to allow a Company Representative to make use of access equipment and site set up, for example for an updated inspection, scope sign off and/or quality check.

2.2 The Supplier shall arrange to attend site with the company's representative to agree the extent of works to be undertaken to the Asset at least 3 months prior to Construction phase.

2.3 Planned maintenance interventions to viaducts shall not exceed 10 shifts for assets less than 100m in length, 15 shifts for assets between 100m and 200m in length, 20 Shifts for assets over 200m in length.

2.4 Planned maintenance interventions to underbridges and overbridges shall not exceed 5 shifts.

2.5 Planned maintenance interventions to footbridges, cable and pipe bridges, detraining platforms and cable draw pits shall not exceed 3 shifts.

2.6 The Supplier shall provide the Company with digital images (photographic evidence) of the asset before and after every element of the planned maintenance intervention is undertaken, containing date and time stamp as metadata and include in the Handover Document.

2.7 The Supplier will ensure any unused shifts will be reprogrammed for use on alternative assets within this scope to the maximum number of resources stated within the Appendix 6 pricing model. The Supplier will collaborate and agree with the Company as to where those shifts will be used.

## 3. Planned Services

### 3.1 Hammer Testing

3.1.1 The Supplier is to undertake hammer testing as part of planned work to assets with concrete elements; which have but are not limited to the below defects:

- Areas where concrete elements found to be loose
- Surrounding areas of missing concrete.
- Areas where the concrete is found to be cracked.
- Where the concrete is being affected by water ingress, in particular concrete encased steelwork.
- Areas where the concrete shows signs of previously being affected by water ingress, in particular concrete encased steelwork.
- Areas previously identified to be drummy (previous Principal Inspection Reports will be provided).

3.1.2 All loose concrete to be removed from site.

### 3.2 Concrete Testing

3.2.1 The Supplier is to undertake tests as part of planned work to assets with concrete elements. The tests required are:

- Carbonation,
- Cover thickness to the reinforcement bars,
- Chloride testing to structures spanning or supporting the Highway.

3.2.2 Results for all testing shall be submitted in a report no later than 28 days to the Company, including interpretation of results by Supplier.

### 3.3 Paint Condition Survey

3.3.1 The Supplier is to undertake tests and produce a report as part of planned work to assets with painted metal elements, reporting on condition of the existing paint system. The test will include:

- Presence and thickness of bitumen
- Toxicity Check For Hazardous Substances i.e. lead & chromium

- Dry Film thickness of existing coating system
- Adhesion Test
- Assessment of Blistering
- Assessment of cracking
- Assessment of Flaking/delamination
- Assessment of Mechanical Damage
- Assessment of Corrosion
- Establish Category of failure

3.3.2 Results for all testing shall be submitted in a report no later than 28 days to the company, including interpretation of results by Supplier.

3.3.3 All locations where a sample has been taken must be made good with the agreed steel protection system and location marked out on the sketch within the report.

3.3.4 The output of the report will be to provide a sketch illustrating all paintwork proposals for future maintenance which will result in an improvement on the condition score in the next Principal Inspection.

### 3.4 Installation of Viaduct Arch Number Plates

3.4.1 The Supplier as part of planned work to viaducts shall fix arch number plates to the parapet above each arch, both sides of the viaduct. The Supplier is to mount the plate in accordance with the numbering shown on the Asset Location Plans. If it is not shown on the Asset Location Plans then the Supplier shall agree the location with the company in advance.

3.4.2 Signage for operational use is to meet applicable LU Standards. The plates are to be fixed with 10mm diameter stainless steel bolts, nuts and washers. If it is not possible to bolt the arch number plate directly to the structure without it being weakened, or if it is not possible to locate the bolts, the Supplier shall agree the method of fixing with the company in advance. The specifications for the plates are:

- Plate design
- White background with black text
- Front- New Johnson Signing medium
- Material is to be section 12 approved.

### 3.5 Brickwork Repairs

3.5.1 The Supplier shall undertake brickwork repairs in accordance with LUL Standard T0005 Bridges and Structures, Materials and Workmanship. The Supplier shall remove defective brickwork, with the minimum of breakout to adjacent sound brickwork, but sufficient to form a key and shall re-build to the same profile, matching the adjacent brickwork. The Supplier shall ensure space between the old brickwork and the new facing is completely filled with mortar.

3.5.2 Areas shall be repaired with new brickwork prior to cutting out another area for repair. Defective mortar joints shall be raked out by the Supplier and the brickwork re-pointed to match the rest of the structure.

3.5.3 Where the brickwork repair has necessitated the removal of a protective coating, the Supplier shall re-apply a hydrophobic protective coating material in accordance with Schedule 3 [Specification] Scope 1 – Coatings.

### 3.6 Concrete Repairs

3.6.1 The Supplier shall undertake concrete preparation and repairs in accordance with LUL Standard T0005 Bridges and Structures, Materials and Workmanship. The Supplier shall repair spalled concrete areas using a suitable approved product in accordance with Standards and the manufacturer's instructions.

3.6.2 The Supplier shall repair damaged padstones to underline bridges.

3.6.3 Where the concrete repair has necessitated the removal of a protective coating, the Supplier shall re-apply a hydrophobic protective coating material in accordance with Schedule 3 [Specification] Scope 1 – Coatings.

### 3.7 Rust Inhibitor

3.7.1 The Supplier shall undertake minor preparation to steel structures and shall apply a patch coating of an approved rust inhibitor to corroded areas.

### 3.8 Drainage Hardware Repairs

The Supplier shall replace damaged or missing components and fixings to drainage hardware including but not limited to guttering systems, down pipes, fixings, weep holes, hopper mesh, joints and aco drains. The Supplier shall replace missing hardware to match the existing components.

### 3.9 Drainage Clearance

3.9.1 The Supplier shall clean gravity drainage systems on Assets including but not limited to guttering systems, weep holes, down pipes, fixings, hopper mesh, joints, aco drains, inspection chambers, fittings and all associated appliances.

3.9.2 The Supplier shall clean drainage pipe work of silt, grease, scale deposits, roots and debris. Inspection chambers, fittings and all associated appliances shall also be cleaned. The Supplier shall take precautions to avoid damage to the covers or their surrounds. Solid waste that is likely to settle in the drainage system shall physically removed from the drainage system and taken to an authorised disposal point.

### 3.10 Bridge Deck Cleaning

The Supplier shall clean the timber bridge deck assets identified by the Company on an annual basis. The Supplier shall clean the deck of all water, debris and solid waste. The Supplier is to plan these works twice yearly. The Supplier is to programme the works to be carried out during the months May-September and November-January of each accounting year.

### 3.11 Channels and Gully Cleaning

The Supplier shall lift gratings and covers, check the condition of channels and gullies is clear and clean as necessary. The gratings and covers must be

replaced level ensuring no trip hazards remain. Open channels shall be cleaned back to manhole or point of discharge. Silt and debris must be double-bagged up and removed from the site. Care must be taken not to contaminate the ballast

### 3.12 Deck Waterproofing

Where local break down has occurred, the Supplier shall repair the waterproofing in accordance with Standards and using an approved bituminous or similar LUL approved product. All proprietary materials shall be laid strictly in accordance with the manufacturer's recommendations.

### 3.13 Bearing Cleaning/Protection

The Supplier shall clean down all bearings, removing dirt, debris and old grease. Where the bearing is suffering from corrosion the rust is to be removed with hand tools. Once the bearing is clear from all foreign matter the bearing is to be lubricated with an approved lubricant in accordance with Standards.

### 3.14 Graffiti Removal

The Supplier shall remove graffiti from structures using an approved removal product in accordance with Standards and a low pressure water spray, ensuring that damage to the substrate is avoided.

### 3.15 Asset Identification Plates

Signage for operational use is to meet applicable LU Standards. The Supplier shall replace missing or damaged asset identification plates. Replacement asset identification plates and fixings shall comply with LUL Standards. The Supplier shall fix asset identification plates to structures with 10mm stainless steel bolts, nuts and washers. If it is not possible to bolt the asset identification plate directly to the structure without it being weakened, or if it is not possible to locate the bolts, the Supplier shall agree the method of fixing with the Company in advance. Replacement asset identification plates shall be robust, weather resistant and have the same life expectancy as the structure to which they are to be fixed.

### 3.16 Installation of Limited Clearance, Warning and Information Signs (on structures only)

The Supplier shall replace missing or damaged limited clearance, warning and information signs in accordance with LUL Standards. The Supplier is to ensure the replacement signs are clearly visible and not obscured.

### 3.17 Pest Control Measures

The Supplier shall inspect, undertake planned maintenance and repairs to bird mitigation and other physical deterrents to birds on Assets. Before undertaking repairs to bird mitigation, all flanges, bearing shelves and any other roosting perches shall be thoroughly cleaned down and all avian fouling removed using an approved ornithological disinfectant. All mitigation fixings shall be galvanized and shall be tightened to the correct torque. The Supplier shall not cut, drill or

grind any girders in undertaking this work, and the Supplier is to consider and choose materials which must not cause the issue of bimetallic corrosion.

**4. Location of Works**

4.1 The Company may order and request resources detailed above to work on all areas of infrastructure controlled by the Company, including track and areas where the infrastructure encroaches on to the public highway. This can include areas where Network Rail and DLR rules apply.

4.2 In some cases access to Assets may be via third party areas and properties for which the Supplier is required to make local arrangements.

4.3 The locations of work are detailed in the Company's Asset Locations Plan.

**5. Hours of Work**

Access will be obtained in accordance with the arrangements set out in Schedule 5 [Access Arrangements]. Compliance with these arrangements is mandatory.

**6. Standards and Specifications**

6.1 The Supplier shall deliver the Services to meet the requirements of the Terms and Conditions of Contract – Clause 5.

6.2 The Supplier must complete and submit a Cutting, Drilling and Fixing Log for all new fixings on all structures. The Cutting, Drilling, Fixing Log template will be supplied by the Company.

6.3 The Supplier has 28 days from completion of the scope to submit the Handover Document and complimentary report that shall include high level analysis by the Supplier on topics such as, but not limited to, trend analysis, lessons learnt and initiatives for continuous improvement based on the data collected.

**7. Skills and Competencies**

7.1 The Supplier's personnel shall be fully trained to meet the requirements of this Scope of Services. Such training, including any subsequent refresher training shall be at the Supplier's expense.

7.2 The Supplier's personnel shall be experienced, trained and competent in NRSWA – Chapter 8 Lighting, Signing and Guarding and shall be trained in carrying out works on public highways.

**8. Plant and Equipment**

The Supplier shall deliver the Services to meet the requirements of the Terms and Conditions of Contract – Clauses 8.1(D), 28.1, 28.3, 28.4 and 28.5.

**9. Quality Inspections**

The Company will carry out Planned Services Quality Inspections for Planned Services completed by the Supplier in accordance with Schedule 12 [Performance]. An indicative Planned Services Quality Inspection sheet is provided as Annex A of this scope. The maximum number of quality inspections will be 10% of the number

of assets with planned interventions in each Accounting Period defined by the planned services in this Scope 4. All assets within this scope are subject also to separate sign off by LU Engineer.

**Appendix A**
**Assets Four Yearly Interventions - Quality Inspection**

| | | |
|---|---|---|
| Work Order Number: | Structure Number: | |
| Line: | LCS Number: | |
| Description of Structure; | Date:<br>/ / | Time:<br>: |
| Conducted By;<br>Print Name: | Signature: | |
| Supplier: | Sub-Supplier: | |

| | Quality Inspection 1 | | Re-Inspection | |
|---|---|---|---|---|
| | PASS | FAIL | PASS | FAIL |
| Have the Four-Yearly Interventions repairs been completed in accordance with the agreed scope of works? | | | | |
| Have all products been used in accordance with the manufacturer's instructions? | | | | |
| Have approved materials/products been used? | | | | |
| Has the site area been left clean following site activities? | | | | |
| Was any damage to the substrate caused when carrying out repairs? | | | | |
| Are all new drainage hardware installations correctly secured? | | | | |
| Are all pipes/gullies clean from silt, debris etc, and free flowing? | | | | |
| Does the repaired brickwork match the existing? | | | | |
| Does the newly applied paint match the existing colour? | | | | |
| Has the area behind the mesh been left free of all | | | | |

| | | | | |
|---|---|---|---|---|
| birds? | | | | |
| Have roosting perches been cleaned of avian fouling before installation? | | | | |
| Are all spikes securely fixed? | | | | |
| Has the Cutting, Drilling, fixing Log been completed accordingly? | | | | |

| Re-Inspection Sign Off | |
|---|---|
| Print Name: | Signature: |
| Photos of Failures | |
| | |

## SCHEDULE 3 – The Specification

## SCOPE 5 – FAULTS AND REACTIVE MAINTENANCE

### 1. Description of the Works

1.1 The Supplier shall provide reactive services to the Company as detailed below. The Supplier shall ensure that all works are carried out in accordance with Standards which are current throughout the life of the Contract.

1.2 The Supplier shall research and identify innovative products, methods of working and overall health, safety and environmental practices to ensure the continual improvement in the delivery of reactive services. The Supplier is encouraged to engage with the Company for any such improvements, and work in accordance with good industry practice.

1.3 The Supplier shall be responsible for arranging all access and delivering all the requirements of this scope, including but not limited to the supply of all labour, overheads, consumables, access equipment and any plant necessary to undertake the required tasks. The Supplier shall hold adequate stock to meet Services needs.

1.4 The Supplier shall ensure that all FR02 category Faults are rectified within 6 days/144 hours of issue. Other Non-ECC Faults are to be rectified within 1 month, 3 months or 6 months according to priority and date of issue for the reactive maintenance work order.

1.5 Rectification and response times for Faults start when the Supplier receives Fault notification from London Underground.

### 2. Scope of Services

For the avoidance of doubt, the Supplier is to provide 3600 person shifts per annum for the faults and reactive maintenance scope, with 2484 person shifts per annum allocated to SSL and 1116 to BCV.

2.1 Fault and Reactive Services shall include but not be limited to:

- Seepage mitigation;
- Repairs, replacement or straightening of Cable Posts
- Repairs to and cleaning of drainage hardware;
- Brickwork repairs;
- Concrete repairs;
- Replacement of nuts and bolts;
- Installation, removal or replacement of signage
- Installation, repairs or replacement of asset plates;
- Repairs to Cable Stiles;
- Repairs to ramps;
- Timber repairs;
- Provision of access towers or scaffolding;
- Pigeon mitigation and pest control; and
- Response to emergencies.

2.2 The Supplier shall provide the Company with digital images (photographic evidence) of the asset at each stage of the activity before and after the Fault is rectified and include in the shift report. Photographs are to contain date and time stamp as metadata.

## 3. Reactive Services

3.1 Reactive Services are required 24 hours a day, 7 days a week, every day of the year.

3.2 All Faults shall be notified / passed by the Company to the Supplier. All Faults shall be rectified. The Supplier shall attend fault location prepared to resolve the fault on the first visit. Faults that cannot be rectified on the initial visit shall be left by the Supplier in a safe condition. The Supplier shall respond to and rectify Faults in accordance with paragraph 2.2 of Schedule 12.

3.3 If the Fault is estimated to either take more than 3 shifts to rectify (calculated as the total resource time taken to rectify the Fault) or the cost to rectify the Fault costs in excess of £3,000 (including the cost of labour, plant, equipment, consumables and access equipment) to complete, the Supplier shall notify the Company in writing within 24 hours, giving full accountability for the excess on the threshold, and shall agree with the Client which elements can be within provided within the shift allowance.

3.4 The Supplier must submit a detailed report for each shift attended in the resolution of a fault or reactive work order, including before and after digital images, asset number, location, method and type of repair, ensuring each report is issued to the appropriate Company Reactive Maintenance Manager upon the end of the shift. The Supplier is to maintain a register of all attended faults and reactive work orders, holding information as described and submit this to the Company on a quarterly basis.

3.5 The Supplier shall notify the Company of the date by which they plan to rectify Faults. In the case of Non-ECC Faults, the Supplier shall review the period activity plan and if the Fault can be rectified within the target timescale as part of the planned maintenance which appears on the Activity Plan, the Contract shall report this to the Company and rectify the Fault as planned maintenance.

## 4. Emergency Response

4.1 The Supplier shall respond to emergencies 24 hours a day, 7 days a week, every day of the year and is to provide a single, dedicated emergency response contact number, manned 24 hours a day, 7 days a week, every day of the year.

4.2 Where the Supplier is required to respond to an Emergency Fault, the Supplier is to attend site within 2 hours with appropriate resource, labour and equipment, and shall make safe the Fault which has prompted the call for emergency response, notifying the Company of the action taken.

4.3 Emergencies may include but shall not be limited to:

- Bridge strikes;
- Collapse of earth structures;

- Flooding; or
- Falling debris

4.4 All emergencies shall be notified as a Fault and passed by the Company to the Supplier. All emergencies shall be responded to in accordance with paragraph 2.2 of Schedule 12.

## 5. Location of Works

5.1 The Company may order and request resources detailed above to work on all areas of infrastructure controlled by the Company, including track and areas where the infrastructure encroaches on to the public highway. This can include areas where Network Rail and DLR rules apply.

5.2 In some cases access to Assets may be via third party areas and properties for which the Supplier is required to make local arrangements.

5.3 The locations of work are detailed in the Company's Asset Location Plans.

## 6. Hours of Work

Access will be obtained in accordance with the arrangements set out in Schedule 5 [Access Arrangements]. Compliance with these arrangements is mandatory.

## 7. Standards and Specifications

7.1 The Supplier shall deliver the Services to meet the requirements of the Terms and Conditions of Contract Clause 5.

7.2 The Supplier must complete a Cutting, Drilling and Fixing Log for each new fixing on all structures. The Cutting, Drilling, Fixing Log template will be provided for by the Company.

7.3 The Supplier shall record and summarise each Fault and Reactive Maintenance intervention at asset level and submit to the Company at the end of each financial year during the life of the Contract. The report is to include, information such as, but not limited to location, work order type, asset type, repetitive faults and trends.

## 8. Skills and Competencies

8.1 The Supplier's personnel shall be fully trained to meet the requirements of this Scope of Services. Such training, including any subsequent refresher training shall be at the Supplier's expense.

8.2 The Supplier's personnel shall be experienced, trained and competent in NRSWA – Chapter 8 Lighting, Signing and Guarding and shall be trained in carrying out works on public highways.

## 9. Plant and Equipment

The Supplier shall deliver the Services to meet the requirements of the Terms and Conditions of Contract – Clauses 8.1(D), 28.1, 28.3, 28.4 and 28.5.

## 10. Quality Inspections

The Company will carry out quality inspections of Reactive Services completed by the Supplier in accordance with Schedule 12 [Performance]. An indicative quality inspection sheet is provided as Annex A of this scope. A maximum number of 20 Fault and Reactive Services Quality Inspections will be undertaken in each Accounting Period in respect of all Faults and reactive services as set out in all Scopes of Schedule 3 [Specification].

**Annex A**
**Faults - Quality Inspection**

| | | |
|---|---|---|
| Contract Number: | Structure Number: | |
| Line: | LSC Number: | |
| Description of Structure; | Date:<br>/ / | Time:<br>: |
| Conducted By;<br>Print Name: | Signature: | |
| Supplier: | Sub-Supplier: | |

| | Quality Inspection 1 | | Re-Inspection | |
|---|---|---|---|---|
| | PASS | FAIL | PASS | FAIL |
| Have all Faults been completed in accordance with the agreed scope of work? | | | | |
| Has the site area been left clean and tidy following completion of site activities? | | | | |

| Re-Inspection Sign Off | |
|---|---|
| Print Name: | Signature: |

| Photos of Failures |
|---|
| |

## SCHEDULE 4: PROGRAMME

Assuming a Contract Commencement Date of 1st April 2017 the Programme is on the disc appended within Schedule 1 – Appendix 2 Annex 1:

## SCHEDULE 5: ACCESS

**CONTENTS**


1. Definitions
2. General Obligations
3. Access Plan
4. Booking and Arranging Access
5. Clash Checking
6. Types of Access
7. Closure Requests Process
8. Timescales for Booking Access
9. Utilising Existing Closures
10. Protection
11. Equipment Rooms


**APPENDICES**


1. Access Plan Template
2. Application to Work Form
3. Indicative Timescales for the Publication of Notices
4. Access Subcategories
5. Network Rail Interface Locations
6. Cancelled or Delayed/Curtailed Access Form