Transport for London

SCOPE

APPENDIX N1
Asset Management Information System

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The Asset Management Information System (AMIS)

Contents

1. Introduction 3
   1.1. Glossary 3
   1.2. TfL's Asset Management Information System 4
2. General System Requirements 4
   2.1. General Use of AMIS 4
   2.2. System and Interface Requirements 4
   2.3. Mobilisation and Ongoing Operational Requirements 5
   2.4. System and Data Management Training 6
   2.5. IT Support 6
   2.6. Data Management Processes 6
3. Business Processes Supported by AMIS 7
   3.1. Maintain Highway Network Records 7
   3.2. Maintain Asset Inventory Records 7
   3.3. Traffic Management Act (TMA) Notifications 9
   3.4. Core Services 10
   3.5. Inspections and Surveys 11
   3.6. Emergency Call Outs and other Enquiries 14
   3.7. Reactive Works 15
   3.8. Manage Task Order Approval and Payment 17
   3.9. Third Party Claims 18
   3.10. Quality and Service Audits 18

1. Introduction

This document specifies the requirements for the *Contractor* to use the TfL Asset Management Information System (AMIS) to record the delivery of works or services under the Contract. TfL's primary AMIS will be IBM Maximo with first go live scheduled for 1 April 2021. This document is subject to review and revision as that system is implemented.

1.1. Glossary

The following terms are used throughout this document with the following meanings:

AMIS	The *Client*'s Asset Management Information Solution which may consist of multiple systems.
Asset Inventory	A list of the *Client*'s infrastructure assets including structured information about their attributes.
Asset Record	The set of information about an individual asset, including attributes that are specific to that asset type.
Attribute	A specific data item for example related to a specific characteristic of an asset.
Enquiry	A communication relating to the condition of, or conditions affecting the *Client's* property that requires action or warrants further investigation.
Global Position	The spatial position relative to the surface of Earth rather than to a particular projection.
Highway Authority Boundary	The geographical limit of the *Client*'s responsibility as a highway authority.
Inspection File	Data file, mastered in AMIS, containing the results of visual inspections that are loaded into AMIS.
Interface	A managed service which enables the exchange of data between two or more defined systems
Interface Specification	A documented specification set by TfL to enable a remote system to interact with the AMIS system.
Network Section	A defined length of the TfL Road Network
Network Change	A change to the physical extents of the TfL Road Network or Highway Authority Boundary.
Ordnance Survey MasterMap	Ordnance Survey mapping containing a variety of geographic features with different layers (Imagery Layer, Highways Network Layer and Topography layer.)
TfL Road Network	A logical representation of the lengths of road, used to reference data and manage maintenance activity.
Work Order	An electronic file, mastered in AMIS, containing details of work required and the associated budget. For the purposes of the AMIS, a Work Order may relate to a Core Service, part of a Core Service, a Task Order work order, a Call-Off Contract or other instruction.
Work Order Lines	A Work Order may comprise a number of Work Order Lines each corresponding to a particular activity.
Works Completion File	An electronic file, mastered in AMIS, submitted by the *Contractor* containing details of the date and completed status of each Task Order or Call-Off Contract.
Works Invoice File	An electronic file, mastered in AMIS, submitted by the *Contractor* to the *Client* requesting interim or final payment for a Task Order or Call-Off Contract.

1.2. TfL's Asset Management Information System

a) TfL operate an AMIS designed to support the management of highway and related assets for which TfL is responsible.

b) The data held within AMIS is used to assess asset condition and inform the allocation of funds for asset renewal and maintenance activities. TfL also use the data to settle electrical energy accounts, to analyse trends in the condition of the asset base, to measure the performance of assets and contractors, as well as to defend against any allegation of failure to maintain.

c) AMIS broadly supports cyclic and reactive maintenance activities through the following functionality:

i) Inventory and highway network recording

ii) Recording of inspections

iii) Recording and management of hazards and defects

iv) Raising Task Orders

v) Recording of work status

vi) Traffic Management Act duties including noticing and permitting

vii) Enquiry management

viii) Reporting / Auditing

ix) Managing payments

2. General System Requirements

2.1. General Use of AMIS

a) Both the *Client* and the *Contractor* shall use AMIS as the primary source of asset information, the processing of Task Orders and their related payments, assessment of condition, defending of claims and recovering costs.

b) The *Contractor* shall use AMIS in accordance with the latest version of the AMIS Inventory Data Update Rules, the AMIS Survey Rules and the AMIS Operating Guide.

c) The *Contractor* shall use the latest versions of any applicable forms and templates provided by the *Client*.

2.2. System and Interface Requirements

a) The *Contractor* shall comply with the latest AMIS System Requirements.

b) Subject to the *Client*'s approval, the Contractor shall use one of the following methods, but not both, to access the AMIS and confirm this to TfL as part of the bid response.

i. TfL's preferred option is to provide contractors with controlled levels of direct access to AMIS (via desktop or mobile devices).

ii. An alternative acceptable option would be an integration between the Contractor's own system and AMIS which shall allow a two-way exchange of specified data between the systems using the interface specification provided by TfL. It will be the Contractor's responsibility to ensure AMIS data remains in sync.

c) In order to support the *Client*'s business processes, AMIS has been designed to allow multiple uplifts to be applied to Pricing Schedule items.

d) Where appropriate, the *Contractor* shall ensure that its own systems are capable of supporting multiple uplifts.

2.3. Mobilisation and Ongoing Operational Requirements

Named Users

a) The *Contractor* shall provide the *Client* with the names of individuals who will be AMIS users and their role.

b) The *Contractor* shall provide details of suitable named individuals who will act as AMIS Champion for the *Contractor*, and their deputy. The responsibilities of the AMIS Champion, and deputy, shall include but not be limited to:

i) Ensuring that AMIS is used in accordance with the AMIS Operating Guide within their organisation;

ii) Promoting best practice in the use of AMIS within their organisation;

iii) Act as a single point of contact between their organisation and the *Client* or the *Client*'s AMIS service provider;

iv) Representing their colleagues at monthly AMIS user group meetings including raising any issues;

v) Providing internal communication to colleagues on the efficient use of AMIS and on any planned changes; and

vi) Resolve issues and provide ongoing training to colleagues in the use of AMIS.

c) Any changes to the roles of AMIS Champion, or deputy, will be agreed in advance with the *Client* who will not unreasonably withhold agreement.

d) The *Contractor* shall provide details of a suitable named individual who will act as the AMIS Inventory Data Manager, and a deputy, who will be responsible for the management of inventory data in AMIS.

e) The Inventory Data Manager and the deputy shall be suitably experienced in highway data collection and management.

f) The Inventory Data Manager, or deputy, will attend meetings with the *Client* to review and discuss the results of data audits (see 3.10 Quality and Service Audits).

g) Any changes to the roles of AMIS Inventory Data Manager, or deputy, will be agreed in advance with the *Client* who will not unreasonably withhold agreement.

2.4. System and Data Management Training

a) The *Client* will provide training in the use of AMIS. The *Contractor* shall ensure that nominated staff completes this training.

b) Specific training in data management will be provided as part of the mobilisation process. The *Client* will provide the *Contractor* with a list of trial sites. The *Contractor* shall inspect these sites and update the inventory data in accordance with the requirements of the Contract and provide the data to the *Client*. The *Client* will audit this data and provide the results to the *Contractor*. The *Contractor* shall ensure that any necessary improvements to their processes or procedures highlighted in the audit are fully implemented prior to the commencement of the Works or Services.

c) It is the intention of the *Client* to provide additional training in the use of AMIS to all AMIS Champions, AMIS Inventory Data Managers, and their respective deputies, in the form of an annual training event. The *Contractor* shall ensure that all nominated AMIS Users complete this training.

d) In general, where training is provided on TfL premises, the *Contractor* shall ensure that nominated staff are able to attend this training.

e) The *Contractor* shall be responsible for the ongoing delivery of any additional AMIS-related training to their organisation necessary for the delivery of the Works or Services.

2.5. IT Support

a) The *Contractor* shall establish connectivity between AMIS Users and the AMIS application, and shall demonstrate to the *Client* that all necessary interfaces are fully operational at least six-weeks prior to the *starting date*.

b) The *Contractor* shall provide appropriate IT support to support the successful implementation of AMIS including a named single point of contact throughout the mobilisation process.

2.6. Data Management Processes

The *Contractor* shall provide detailed information about their data management processes to the *Client* for review and approval no later than eight-weeks prior to the starting date.

3. Business Processes Supported by AMIS

3.1. Maintain Highway Network Records

General Requirements

a) All asset data is stored in AMIS, referenced against the TfL Road Network or other appropriate reference network.

b) The TfL Road Network will be maintained and when appropriate updated in AMIS by the *Client*. Changes to the network may arise from, but not limited to, corrections of errors, the creation or adoption of new Road Network Sections, or removal of Road Network Sections. In addition, the *Client* will use AMIS to store the Highway Authority (HA) Boundary.

c) The *Contractor* shall use a Network Change Request Form, as managed outside of the AMIS system, to alert the *Client* of the potential need for any changes to the record of either the TfL Road Network or the HA Boundary within 7 calendar days of becoming aware of the potential need.

d) Once any changes have been made to either the TfL Road Network or the Highway Authority Boundary, the *Client* will inform the *Contractor* via email of the changes that have been made and any impacts on the asset inventory as a result. The contractor will update the asset inventory within 14 calendar days to reflect these changes. using the TfL AMIS / GIS system, irrespective of the means the Contractor chooses for accessing AMIS for other functionality as described in section 2.2 a.

3.2. Maintain Asset Inventory Records

3.2.1. General Requirements

a) AMIS is the *Client*'s primary source of information about asset inventory. Where there is change to any asset owned and/or maintained by the Client as well as any asset already recorded in the AMIS inventory, the *Contractor* shall update the AMIS inventory with the latest information.

b) Inventory updates shall follow activities including the repair of defects, the Completion of Task Orders, Core Service activities or Call-Off Contracts. There are three types of update that can be made to the asset inventory:

   i) Additions – e.g. new assets created as a result of works

   ii) End-Dates – e.g. if an asset is removed from the network as a result of works

   iii) Modifications – e.g. changes to existing assets as a result of works or correcting errors or omissions in the data

c) The *Contractor* shall update the inventory whenever they carry out any works or services that affect assets or their attributes.

d) The *Contractor* shall review and / or update the inventory in accordance with the AMIS Inventory Data Update Rules after works or services have been completed.

e) The *Contractor* shall ensure that any changes made to the inventory are recorded accurately within the system. The *Client* will carry out routine audits of the quality of asset inventory within AMIS to ensure that it meets TfL's performance requirements with respect to completeness, timeliness and accuracy.

3.2.2. Data Requirements

The scope of the data provided by the *Contractor,* in relation to asset inventory records, will include the following as a minimum:

Asset Record	a) Unique Asset ID b) Item Code c) Asset Type d) Global Position e) Network Section f) Borough g) Installation Date h) Project ID (under which the asset was installed, modified or removed) i) Task Order ID (under which the asset was installed, modified or removed) j) Update Type (reason for change – Project, maintenance or data cleanse) k) Asset specific attributes l) Spatial representation

The *Contractor* will provide data in the format defined in TfL's Asset Data Requirements standards and guidance.

3.2.3. Business Requirements

a) All assets shall be referenced to the TfL Road Network or other appropriate reference network.

b) Assets shall be positioned such that they are within ±1m of their true position and shape when overlaid on an Ordnance Survey MasterMap data set unless the Project or works requires a subsequent change to the Ordnance Survey data, in which case the asset shall be referenced to ±1m from its Global position.

c) The AMIS Survey Rules shall be adhered to when updating the asset inventory.

d) The *Contractor* shall provide Asset Inventory data using the interface specification provided by TfL to enable it to be loaded directly into AMIS if the Contractor is not using the AMIS system directly.

e) The *Contractor* shall correct any errors in the asset inventory within 7 calendar days of identifying errors or of receiving notification of the errors from the *Client*.

f) The *Contractor* shall update Asset Record(s) in AMIS within 14 calendar days of completion of any works or services that result in a change to the inventory data.

g) The Contractor shall update Asset Record(s) for CMS controlled lighting within 2 days of installation (regardless of the state of completion of any works which it forms a part)

3.3. Traffic Management Act (TMA) Notifications

3.3.1. General Requirements

a) AMIS shall be used to process the *Contractor*'s and *Client*'s noticing obligations imposed by the New Roads and Street Works Act (NRSWA) 1991, as amended by the TMA 2004.

b) The following process details the procedure for issuing Notices for works carried out on the Transport for London Road Network. The *Client* has an obligation under the NRSWA, as amended by the TMA, to raise Notices and /or apply for Permits for works carried out on the TLRN.

c) The *Contractor* shall use AMIS to raise Notices and/or apply for Permits for all works and/or services as required.

d) If there are conflicts, interested parties will respond back to the *Contractor* via AMIS so that works can be rescheduled, and the Notice updated by the *Contractor* in AMIS before being reissued.

3.3.2. Data Requirements

The data provided by the *Contractor*, will include the following as a minimum:

TMA Notice	The TMA Notice includes, but is not limited to, the following information: a) USRN b) Network Section c) Global Position (if appropriate) d) Date and time of notice e) Date and time of proposed work f) Description of work g) Works reference h) Works category (e.g. major, minor) i) Works promoter j) Status of Notice k) Comment (reason for rejection, etc.)

The *Contractor* will provide data in the format defined in TfL's Asset Data Requirements standards and associated guidance.

3.3.3. Business Requirements

The *Contractor* shall raise appropriate Notices in AMIS within the relevant notice periods defined in the Scope or the New Roads and Street Works Act (1991) as amended by the Traffic Management Act (2004).

3.4. Core Services

3.4.1. General Requirements

a) The *Contractor* shall provide the Accepted Plan, either as per the TfL interface specification or create and maintain it directly in AMIS.

b) Once Core Services activities have been completed, the *Contractor* shall update AMIS with the results of the activities and any associated data, including photographs, reports, condition scores and electrical test certificates.

c) Whilst undertaking Core Services, the *Contractor* shall check and, if appropriate, update or correct the asset inventory data in accordance with the AMIS Inventory Data Update Rules

3.4.2. Data Requirements

The data provided by the *Contractor* will include the following as a minimum:

Accepted Plan	The *Accepted Plan* shall provide a thirteen-period breakdown of Core Services (Services 1, 2, 3, 9, 10, 13, 15, 16 and 17) showing for each period: a) Network Section(s) to be maintained b) Asset(s) to be maintained c) Activity to be carried out d) Quantities planned for e) Planned dates f) Planned Task Price to Date
Maintenance Record	The Maintenance Record shall include the following information for each activity undertaken: a) Network Section(s) maintained b) Asset(s) maintained c) Activity carried out d) Quantity undertaken e) Date of works f) Comments g) Photograph(s) (if appropriate) g) Other information (if appropriate) h) Reason not done (if appropriate) i) Contractors name

Specific data requirements are provided in Appendix N1 to the Scope.

The *Contractor* will provide data in the format defined in TfL's Asset Data Requirements standards and associated guidance.

3.4.3. Business Requirements

a) The *Contractor* shall load into, or create and maintain within, AMIS the Accepted Plan for each Core Service activity.

b) The *Contractor* shall load into, or create and update within, AMIS the Accepted Plan within 7 days of its definition or update and prior to the next cycle of that particular maintenance activity starting.

c) The *Contractor* shall record maintenance activities against an asset as defined in the AMIS Survey Rules and the Cyclic Asset Updates by Service documents. An asset can have multiple maintenance activities associated to it.

d) The *Contractor* shall record any defects identified as part of the Core Service activity as described in the Scope.

e) The *Contractor* shall record if it has not been possible to fulfil the maintenance activity e.g. if a gulley was not accessible due to a parked car.

3.5. Inspections and Surveys

3.5.1. General Requirements

a) The Inspections and Surveys required of the *Contractor* are specified at Series 3350 of the specification. The *Contractor* shall use AMIS to record the accepted plan, the dates and times that inspections were undertaken and to record the Network Defects and hazards identified during those inspections together with the *Contractor*'s response to them.

b) The following shall be provided by the *Contractor*:

   i) Accepted Plan

   ii) Inspection Records

c) The general data requirements for inspections apply to all asset types covered by this contract.

3.5.2. Data Requirements (General)

The data provided by the *Contractor* will include the following as a minimum:

Accepted Plan	The Accepted Plan shall provide a thirteen-period breakdown of Core Services (Services 1, 2, 3, 9, 10, 13, 15, 16 and 17) showing for each period: a) Type of inspection due to be performed (e.g. night scout / safety inspection) b) The Network Sections or assets to be inspected c) Due date for inspection d) Date of previous inspection e) Planned Task Price to date
Inspection Record	The Inspection Record shall consist of the following information: a) Type of inspection performed b) The Network Section or asset inspected, c) Date and Time of inspection d) Name of inspector e) Weather conditions f) Defect location (Global position) g) Defect type - selected from a list of standard types associated with the selected activity h) Defect Category (1(ECO), 1, 2H, 2M, 2L) i) Non-defective (if relevant) j) Recommended treatment k) Defect responsibility (asset owner) l) Schedule of Rate items – (the items to undertake the repair). m) Repair Type (temporary, permanent, make safe) n) Comments o) Other documents (if appropriate) p) Reason for missed inspection (if appropriate)
Digital Photographs	Clear, focussed, colour digital photographs, associated to the defect and showing both the defect and its location: a) Date and time stamp b) Defect or damage before repair has been carried out c) Repaired defect d) General context and location of defect (in the case of lighting this should include its asset code)

The *Contractor* will provide data in the format defined in TfL's Asset Data Requirements standards and associated guidance.

3.5.3. Business Requirements (General)

a) AMIS shall be used to monitor compliance with the inspection frequencies prescribed within the contract. The *Contractor* shall load or create and maintain Inspection Schedules in AMIS. All inspection records shall be provided either as per the TfL interface specification, or created and maintained within the AMIS system.

b) The *Contractor* shall load, create or update an Inspection Schedule in AMIS no less than 7 calendar days prior to the inspection.

c) The *Contractor* shall record new Defects and or re-record pre-existing Defects in AMIS within 24 hours of being identified.

d) The *Contractor* shall record individual Defects identified as part of an inspection against an individual asset.

e) If a Category 1(ECO) Defect is recorded, the *Contractor* shall log an Emergency Call Out (ECO) and ensure that it is reconciled with the appropriate Network Defects in AMIS from within the system. Note that an ECO may have a number of Defects associated with it.

f) The *Contractor* shall ensure that each Defect is recorded against an asset and, where the asset is represented as a line or polygon in AMIS, the XY co-ordinate of the Defects within/along that asset shall be recorded to within an accuracy of ±1m in accordance with the AMIS Survey Rules.

g) If an asset is missing from the inventory, the *Contractor* shall create the asset record in line with the Maintain Asset Inventory Records process detailed in sub- Section 3.2.

h) The *Contractor* shall upload digital photographs illustrating the Defect and its location from before and after the work has been undertaken. 'Before' photographs shall be loaded into AMIS within 12 hours of identifying the defect. 'After' photographs and other documents shall be loaded within 24 hours of the works being completed.

i) When a Network Section or asset has been inspected and no defects or hazards are identified the *Contractor* shall record this in AMIS.

j) The *Contractor* shall upload any additional documents produced as a result of an inspection into AMIS and associate the documents to the relevant Network Section and/or asset and/or defect and/or Task Order.

k) The *Contractor* shall enter all Inspection Records into AMIS within 12 hours of collection.

3.5.3.1. Specific Business Requirements for Lighting and Electrical

a) The *Contractor* shall define night scouting and routine maintenance schedules on a TfL Road Network Section basis.

b) The *Contractor* shall ensure that Network Defects are associated with a single asset or asset component level – for example two defective lamps on a single lighting column shall be recorded as two separate Network Defects.

c) The *Contractor* shall enter any Network Defects identified by night scouting into AMIS within 12 hours of being identified.

d) The *Contractor* shall upload any documents and/or certificates containing the results from electrical and structural inspections into AMIS within 72 hours following inspection.

3.5.3.2. Specific Business Requirements for Road Markings

a) The *Contractor* shall record any defects on Road Markings associated with traffic regulation and enforcement (e.g. Congestion Charging Zone or Low Emission Zone, or TLRN and Red Route Control Road Markings) on an individual asset basis.

b) Where multiple Network Defects are identified on a single Road Network Section for non-regulatory markings (lane markings / arrows) then the *Contractor* shall record them as a single Network Defect.

c) The *Contractor* shall upload any documents containing the results from specialist surveys, such as road markings, into AMIS and associate them with the relevant AMIS Network Section within 72 hours of provision.

3.6. Emergency Call Outs and other Enquiries

3.6.1. General Requirements

a) The Emergency Service is specified at Series 3250.

b) Notification Sources to the Contractor are specified at Clause 3251AR.

c) The *Contractor* shall record all notifications and enquiries in AMIS and shall update the status of enquiries until complete. All notifications and enquiries shall be linked to relevant defects and or Task Orders. All notifications and enquiries shall be associated with the relevant defect and or Network Section and or asset and shall have corresponding spatial co-ordinates.

3.6.2. Data Requirements

The data provided by the *Contractor* will include the following as a minimum:

Enquiry Record	An Enquiry Record includes, but is not limited to, the following information: a) Enquiry Source (Client / Public / Police / Inspector) b) Enquiry media (Phone / email / correspondence etc) c) Enquirer details (inc name, address, contact phone numbers, email) d) Date/time received e) Enquiry description f) Defect location (Network Section / Global Position) g) Network Section IDs h) Associated Asset IDs i) Associated defect IDs j) Associated Task Order IDs k) Response actioned

The *Contractor* will provide data in the format defined in TfL's Asset Data Requirements standards and associated guidance.

3.6.3. Business Requirements

a) The *Contractor* shall electronically record hazards or defects at the time of identification or notification and transfer that record into AMIS within 24 hours.

b) All other Enquiries shall be logged in AMIS within 24 hours of receipt. Once the site has been made safe, the *Contractor* shall update the Enquiry Record in AMIS within 24 hours. If further maintenance is required, the Reactive Works process is invoked (see Section 3.7).

3.7. Reactive Works

3.7.1. General Requirements

a) Reactive works are as described as Core Service 10 in the Scope.

b) Works orders created in AMIS are used to instruct the *Contractor* to execute individual reactive activities. If an interface between AMIS and the Contractor's system(s) is being used for managing works, then the works order files shall be dispatched to the Contractor's system(s); as per the interface specification.

3.7.2. Data Requirements

The data provided by the *Contractor* will include the following as a minimum:

Activity Task Order	The Activity Task Order shall contain the following information: a) *Contractor* b) Date and Time raised c) Task Order Type d) Task Order Reference e) Defect Categorisation f) Duration of Task Order g) Task Order Status (e.g. "draft awaiting instruction") h) Additional information (associated enquiries, defects, assets etc.) i) Task Order Line(s) Task Order Lines correspond to a particular repair activity and shall include the following information: j) Task Order Line Reference k) Defect Reference l) Location (Network Section, Global Position) m) Type of work (Core Service, Ordered Cyclic, Ordered Reactive) n) Price List(s) o) Percentage Uplift(s) p) Activity Type q) Defect (associated with activity) r) Estimated cost (associated with activity) s) Additional ad hoc items that are not listed in the SOR t) Due Date
Works Completion File	A Works Completed File records that the work instructed on a Task Order have been completed and contains: a) Task Order Reference b) Task Order Line c) Contract Area d) Task Order Status e) Date Raised f) Due Date g) Date Complete h) Task Order Status (e.g. Closed) i) Dated Digital Photograph showing completed work

Final Measures File	A Final Measures File contains: a) Task Order Reference b) Measures on the Price(s) associated to each Task Order line

The *Contractor* will provide data in the format defined in TfL's Asset Data Requirements standards and associated guidance.

3.7.3. Business Requirements

a) In addition to those identified during inspections, the *Contractor* shall create records in AMIS as a result of, for example, damage caused by third parties or faults reported by the *Contractor*'s staff, the *Client*, the Police, members of the public and other public or private bodies.

b) On receipt of a report the *Contractor* shall check if the record of a defect already exists in AMIS and shall not duplicate records.

c) The *Contractor* shall ensure that all defects identified as a result of enquiries are associated to the enquiry records in the case of multiple enquiries being raised for the same incident.

d) The *Contractor* shall electronically record hazards or defects at the time of identification or notification and transfer that record to AMIS within 24 hours

e) The *Contractor* shall create Task Orders in AMIS within 24 hours of becoming aware of the defect describing the work required to repair together with the associated cost estimate derived from the Schedule of Rates. The types of Task Orders shall include but not be limited to:

<u>For Reactive Works</u>

i. Each repair shall be on a separate Task Order

ii. The Price required for the repair shall be assigned to the Task Order

iii. Work shall be assigned to an asset if possible, otherwise to a Network Section

<u>For Compensation Events</u>

iv. Task Order associated with an event for which compensation is being sought

f) The format of, and process for raising and instructing, Task Orders shall be as described in the AMIS Operating Guide.

g) If the Task Order relates to a Core Service, the *Contractor* shall instruct it directly.

h) If the Task Order does not relate to a Core Service it will be reviewed by the *Client* before modification or instruction as appropriate.

i) *Contractor*s shall update the status of Task Orders within 24 hours of any status change.

j) Where an element of work does not have an SoR item to cover it, the *Contractor* builds up their Price in accordance with the Method of Measurement and describes what SoR uplifts may be applied for.

k) The *Contractor* shall update AMIS with the Works Completion File data, and associated photographs, within 24 hours of the work being completed.

l) Once work has been completed and final measures have been agreed between the *Contractor* and the *Client*, the *Contractor* shall update AMIS with the Final Measures File data.

3.8. Manage Task Order Approval and Payment

3.8.1. General Requirements

AMIS will be used by the *Client* to assess the valuation for each period based on the Task Orders held within the system which have had either an Interim or Final Works Invoice (WI) file submitted and or approved. The Works Invoice will be submitted electronically either by manually uploading into AMIS or using the TfL Interface Specification.

3.8.2. Data Requirements

The data provided by the *Contractor* will include the following as a minimum:

Task Order	See Section 3.7.2
Works Invoice (Interim)	Interim payments for works can be requested by the *Contractor*. The Works Invoice (WI) (interim) electronic file contains an interim request for payment for part of the Task Ordered.
Works Invoice (Final)	The electronic file that contains the final request for any outstanding payment for the Task Order.
Works Completion File	The electronic file, mastered in AMIS, that contains details of the date and completed status of each Task Order line.

The *Contractor* will provide data in the format defined in TfL's Asset Data Requirements standards and associated guidance.

3.8.3. Business Requirements

a) The *Contractor* shall use AMIS, either directly or via the interface, to raise all Task Orders.

b) The *Contractor* shall update all Task Orders with accurate pricing information within 24 hours of being created

c) The *Contractor* shall self-instruct all Task Orders for Core Service reactive maintenance.

d) The *Contractor* shall ensure that sufficient evidence is in AMIS prior to the WI being submitted.

e) The *Contractor* shall update the Task Order in AMIS as work progresses by submitting Works Invoices and Works Completion File.

f) The *Contractor* shall submit into AMIS interim Works Invoices if required.

g) The *Contractor* shall use AMIS to record that the works have been completed and to submit the final Works Invoices.

3.9. Third Party Claims

3.9.1. General Requirements

a) From time to time, the *Client* will receive claims for damages related to the condition of the *Client*'s assets.

b) The *Client* will manage these claims in AMIS

c) The *Contractor* shall ensure that Inspections, Defects, Task Orders or Call-Off Contracts associated with the relevant claim in AMIS are updated as the claim progresses.

3.10. Quality and Service Audits

3.10.1. General Requirements

a) From time to time, the *Client* will carry out audits to monitor the *Contractor's* compliance with this Appendix. The *Client* will provide reports of audits to the *Contractor* and advise of the improvements required,

b) The *Contractor* shall respond with a proposed Improvement Plan to remedy deficiencies or non-compliance within 28 calendar days of an issue being identified.

3.11. – End -