

**Highways England Company Limited**

## **Asset Delivery (AD)**

### **Scope**

### **Annex 30**

## **Client Requirements**

### **Maintenance and Operational (Response) Requirements**

## CONTENTS AMENDMENT SHEET

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## 1 Introduction

### 1.1 Scope of Service

1.1.1 The Maintenance and Response (M&R) *Contractor* Provides the Service comprising:

#### Maintenance

- Cyclic Maintenance,
- Repair Maintenance
- Minor Renewals and Improvements

#### Operational (Response)

- Network Occupancy
- Severe Weather
- Incident Management

### 1.2 Purpose and Objectives

1.2.1 The purpose and objectives of **Annex 30** are to:

- specify the *Client's* requirements for both the maintenance and operational (response) service and
- assign responsibility for the activities described in the *Client's* Requirements aligned to the Parties for the contract.

### 1.3 The *Clients* Requirements

1.3.1 The *Client's* Requirements comprise the following documents as listed in **Annex 03**:

#### Maintenance

- GM 701 - Asset delivery asset maintenance requirements (ADAMr),
- Required Level of Service (RLoS),
- GS 801 - Asset delivery asset inspection requirements,

#### Operational (Response)

- GM 702 - Operational requirements for network occupancy,
- GM 703 - Operational requirements for incident management,
- GM 704 - Operational requirements for severe weather,
- Severe Weather Plan (AD Appendices),
- Severe Weather Plan.

### 1.4 Responsibilities Tables

1.4.1 The responsibilities for each activity in the *Client's* Requirements are assigned to the Parties using the “responsibilities tables” in the appendices.

## 2 Maintenance Requirements

### 2.1 Scope of Service

2.1.1 The *Contractor* complies with the requirements in GM 701 - Asset delivery asset maintenance requirements and the Required Level of Service (RLoS).

- 2.1.2 GM701, Appendix E/A details the baseline maintenance requirements for motorways and all-purpose trunk roads for the *Client's* assets and sub-assets within the Affected Property, as defined in the Network Information.
- 2.1.3 GM701, Appendix E/B details the Roadside Technology baseline defect categories.
- 2.1.4 The Maintenance Requirements Plan (MRP) is developed, implemented and issued to the *Contractor* by the *Client* and contains the justification for intelligence led maintenance.
- 2.1.5 The Required Level of Service (RLoS) specifies the actual required level of service for the assets and sub-assets in the Affected Property, based on physical sections of the network (chart sections) as detailed in section 1.1.6 of the Network Information.

### 3 Operational Requirements - Network Occupancy

#### 3.1 Scope of Service

- 3.1.1 The *Contractor* complies with the requirements in GM 702 - Operational requirements for network occupancy.
- 3.1.2 GM702 specifies the planning and delivery requirements to achieve the required outcomes including the development of the network occupancy plan.
- 3.1.3 GM702, Appendix E/A contains the managing network occupancy requirements relaxation application form, where the *Client's* acceptance is required for relaxations to occupancy requirements.

#### 3.2 Responsibilities Tables

- 3.2.1 The activities for the delivery of the network occupancy operational service for the Parties are detailed in **Appendix 1**. The table identifies which party is responsible for each activity, together with those requirements which require a joint and collaborative approach by both Parties.

### 4 Operational Requirements - Incident Management

#### 4.1 Scope of Service

- 4.1.1 The *Contractor* complies with the requirements in GM 703 - Operational requirements for incident management.
- 4.1.2 GM703 contributes to facilitating a coordinated multi-agency approach to incident management.
- 4.1.3 GM703 includes the planning and delivery requirements to achieve the required outcomes including the development of the incident response plan. Appendix E/A details the essential requirements for the incident response plan.

#### 4.2 Responsibilities Tables

- 4.2.1 The activities for the delivery of the incident management operational service for the Parties are detailed in **Appendix 2**. The table identifies which party is responsible for

each activity, together with those requirements which require a joint and collaborative approach by both Parties.

## 5 Operational Requirements - Severe Weather

### 5.1 Scope of Service

- 5.1.1. The *Contractor* complies with the requirements in GM 704 - Operational requirements for severe weather.
- 5.1.2. GM704 contributes to facilitating a coordinated multi-agency approach to mitigate the impact of severe weather.
- 5.1.1 GM704 includes the planning and delivery requirements to achieve the required outcomes including the development of a severe weather plan. GM704, Appendix A details the requirements of the severe weather plan and Appendix B details the operational assessment report structure.

### 5.2 Responsibilities Tables

- 5.2.1 The activities for the delivery of the severe weather operational service for the Parties are detailed in **Appendix 3**. The table identifies which party is responsible for each activity, together with those requirements which require a joint and collaborative approach by both Parties.

## 6 Inspection Requirements

### 6.1 Scope of Service

- 6.1.1 The requirements are defined in the GS 801 - Asset delivery asset inspection requirements.
- 6.1.2 The *Client* undertakes all the inspection activities defined in GS 801.
- 6.1.3 If required, the *Service Manager* may instruct the *Contractor* to provide inspection services to support the *Client*.

Appendix 1: Network Occupancy Responsibilities		
GM Headings and Requirement Number	Responsibility	
	<i>Client</i>	<i>Contractor</i>
<b>Core Document</b>		
<b>Introduction</b>		
<b>Background / Assumptions</b>	✓	✓
<b>1 Scope</b>		
<b>Aspects covered / Implementation / Use of GG 101</b>	✓	✓
<b>England National Application Annex</b>		
<b>Introduction</b>		
<b>Background / Assumptions</b>	✓	✓
<b>Abbreviation</b>		
<b>Table</b>	✓	✓
<b>Terms and Definitions</b>		
<b>Table</b>	✓	✓
<b>E/1 Legislative compliance</b>		
E/1.1 – E/1.3	✓	✓
<b>E/2 Outcomes</b>		
E/2.1 – E/2.3	✓	✓
<b>E/3 Planning</b>		
<b>General</b>		
E/3.1	✓	✓
E/3.2 – E/3.3	✓	
E/3.4		✓
E/3.5	✓	✓
E/3.6	✓	
E/3.7 – E/3.8	✓	✓
E/3.9	✓	

E/3.10 – E/3.11	✓	✓
E/3.12		✓
E/3.13	✓	✓
<b>Network Occupancy Plan</b>		
E/3.14 – E/3.18	✓	
<b>E/4 Delivery</b>		
<b>Network occupancy management system</b>		
E/4.1 – E/4.2	✓	
E/4.3 – E/4.7		✓
E/4.8	✓	
E/4.9	✓	✓
E/4.10		✓
<b>Confirmation of work</b>		
E/4.11 – E/4.15		✓
E/4.16	✓	✓
E/4.17 – E/4.20	✓	
E/4.21	✓	
<b>Programmes</b>		
E/4.22 – E/4.25		✓
E/4.26 – E/4.28	✓	✓
E/4.29		✓
<b>Additional Delay</b>		
E/4.30 – E/4.33		✓
E/4.34	✓	✓
<b>Escalation</b>		
E/4.35	✓	✓
<b>Relaxations</b>		

E/4.36 – E/4.37		✓
E/4.38	✓	
<b>Design Requirements</b>		
E/4.39		✓
E/4.39.1	✓	✓
E/4.40		✓
E/4.41		✓
E/4.42		✓
E/4.42.1		✓
E/4.43		✓
E/4.44		✓
<b>Works Delivery</b>		
E/4.45	✓	✓
E/4.46 – E/4.47	✓	
E/4.48 – E/4.53		✓
E/4.54	✓	✓
<b>Abnormal indivisible loads</b>		
E/4.55	✓	
<b>Management of planned events</b>		
E/4.56 – E/4.59	✓	
<b>Appendix E/A Managing network occupancy requirements relaxation application form</b>		
E/A1 – Application form	✓	✓

Appendix 2: Incident Response Responsibilities		
GM Headings and Requirement Number	Responsibility	
	Client	Contractor
<b>Core Document</b>		
<b>Introduction</b>		
<b>Background / Assumptions</b>	✓	✓
<b>1 Scope</b>		
<b>Aspects covered / Implementation / Use of GG 101</b>	✓	✓
<b>England National Application Annex</b>		
<b>Introduction</b>		
<b>Background / Assumptions</b>	✓	✓
<b>Abbreviation</b>		
<b>Table</b>	✓	✓
<b>Terms and Definitions</b>		
<b>Table</b>	✓	✓
<b>E/1 Outcomes</b>		
E/1.1	✓	✓
<b>E/2 Planning</b>		
<b>General</b>		
E/2.1 – E/2.3	✓	✓
<b>Incident Response Plan</b>		
E/2.4 - E/2.7	✓	✓
E/2.8 – E/2.9	✓	
<b>Resource</b>		
E/2.10 – E/2.11		✓
E/2.12 – E/2.14	✓	✓
<b>Communication</b>		
E/2.15 – E/2.16	✓	✓
<b>E/3 Delivery</b>		

<b>Incident management timeline</b>		
E/3.1	✓	✓
<b>Actions</b>		
E/3.2	✓	✓
<b>Virtual patrolling</b>		
E/3.3	✓	
<b>Initial response</b>		
E/3.4 – E/3.5	✓	✓
E/3.6 – E/3.7	✓	
E/3.8 – E/3.9	✓	✓
E/3.10	✓	
<b>Scene management</b>		
E/3.11 – E/3.21	✓	✓
<b>Recovery to normality</b>		
E/3.22	✓	✓
E/3.23		✓
E/3.24	✓	
E/3.25		✓
<b>Escalation</b>		
E/3.26	✓	✓
<b>Liaison</b>		
E/3.27	✓	
<b>Reporting</b>		
E/3.28 – E/2.29	✓	✓
<b>Performance requirements</b>		
E/3.30	✓	✓
<b>Appendix E/A Incident response plan</b>		
E/A1 - Compiling the Incident response plan	✓	✓

Appendix 3: Severe Weather Responsibilities		
GM Headings and Requirement Number	Responsibility	
	Client	Contractor
<b>Core Document</b>		
<b>Introduction</b>		
<b>Background / Assumptions</b>	✓	✓
<b>Terms and Definitions</b>		
<b>Table</b>	✓	✓
<b>1 Scope</b>		
<b>Aspects covered / Implementation / Use of GG 101</b>	✓	✓
<b>2 General Service</b>		
<b>Planning</b>		
2.1 – 2.2	✓	
2.3	✓	
<b>Vulnerable locations</b>		
2.4 – 2.5	✓	
<b>Strategic locations</b>		
2.6 – 2.7	✓	
<b>Cross boundary agreements</b>		
2.8	✓	
2.9	✓	✓
<b>Resources</b>		
2.10	✓	✓
2.11	✓	
<b>Delivery</b>		
2.12 – 2.13	✓	
2.14 – 2.16	✓	✓
<b>Communication</b>		
2.17	✓	✓

<b>Record keeping</b>		
2.18 – 2.19	✓	
2.20	✓	✓
2.21		✓
<b>England National Application Annex</b>		
<b>Introduction</b>		
<b>Background / Assumptions</b>	✓	✓
<b>Abbreviation</b>		
<b>Table</b>	✓	✓
<b>Terms and Definitions</b>		
<b>Table</b>	✓	✓
<b>E/1 Outcomes</b>		
E/1.1	✓	✓
<b>E/2 Planning</b>		
<b>Severe weather plan</b>		
E/2.1 – E/2.2		✓
E/2.3 – E/2.4	✓	
<b>Resource</b>		
<b>Labour</b>		
E/2.5	✓	✓
E/2.6	✓	
<b>Vehicles, plant and equipment</b>		
E/2.7 – E/2.9		✓
<b>Anti/de-icing material</b>		
E/2.10 – E/2.12	✓	
<b>Communication</b>		
E/2.13	✓	
E/2.14 – E/2.15	✓	✓
<b>E/3 Delivery</b>		
E/3.1	✓	✓

<b>Actions for severe weather conditions</b>		
E/3.2	✓	✓
E/3.3	✓	
E/3.4	✓	✓
E/3.5		✓
E/3.6	✓	✓
E/3.7 – E/3.8		✓
E/3.8	✓	✓
E/3.9	✓	
<b>Escalation</b>		
E/3.10	✓	✓
<b>Reporting</b>		
E/3.11 – E/3.12	✓	
E/3.13 – E/3.15	✓	✓
E/3.16	✓	
<b>Appendix E/A Severe weather plan structure</b>		
Table	✓	✓
<b>Appendix E/B Operational assessment report structure</b>		
Table	✓	✓