



## SECTION 6: GENERAL SPECIFICATION

### 6.1 CONTRACTORS ORGANISATION MAINTENANCE TEAM

#### Management Staff

- 6.1.1 The Contractor shall appoint a Contract Manager who will be responsible for the co-ordination and planning of all the Works detailed in the Contract.
- 6.1.2 The Contract Manager shall be suitably qualified and have a minimum of five years' experience as an engineer and in addition have held a supervisory position in an Engineering Maintenance Team for a minimum of three years.
- 6.1.3 The Contract Manager shall have a broad knowledge of all the types of equipment specified in the Contract and shall have had suitable training in the current editions of the documents detailed in clause 6.7 and where applicable, copies of which shall be available at the Contractor's Depot.
- 6.1.4 The Contract Manager shall have received formal training and have working experience of Yunex (formerly Siemens) systems:
- (i) Urban Traffic Control (UTC-X) PC SCOOT;
  - (ii) Remote Monitoring (RMS),
  - (iii) Microprocessor Optimised Vehicle Actuation (MOVA),
  - (iv) Vehicle Activated Signs (VAS),
  - (v) Variable Message Signs (VMS) including car parking guidance,
  - (vi) Real Time CCTV, UTMC,
- including any other highway electronic system currently maintained under this contract.
- 6.1.5 The Contract Manager shall be qualified to Supervisor level of the City and Guilds Street Works Qualifications Register and maintain that qualification throughout the length of the Contract.
- 6.1.6 The Contract Manager shall have accredited competencies in the Sector Scheme covering the requirements of this Contract and shall maintain those competencies throughout the life of the Contract.
- 6.1.7 The Contractor shall also appoint a suitably qualified person to deputise for the Contract Manager as necessary, from amongst the maintenance team. The Contract Manager and his deputy should not be absent simultaneously. The details of Deputy Contract Manager shall be made known to the Service Manager as soon as the appointment is confirmed and all subsequent changes shall also be notified to the Service Manager.

#### Engineering Staff

- 6.1.8 The Contractor shall appoint an appropriate number of engineers to carry out the Works detailed in the Contract. Experience has demonstrated that the Contractor



will not be able to fulfil his obligations under the Contract with less than three engineers.

- 6.1.9 The Contractor's staff will be suitably trained and competent as well as being conversant with the requirements of BS 7671:2019 and the Electricity at Work Regulations 1989. All such staff and sub-contractors shall carry the appropriate Sector 8 Scheme Card and shall have accredited competencies pertinent to the work they are carrying out. The accredited competencies covering the requirements of this Contract shall be maintained throughout the life of the Contract.
- 6.1.10 The Contractor's Engineering Staff shall be able to demonstrate appropriate relevant competence in traffic signal installation and maintenance and have received formal training on all of the Clients control equipment. The Contractor's staff shall be competent to maintain and repair a variety of controllers and other equipment in the Contract Asset List provided for both authorities.
- 6.1.11 Where the Contractor takes on staff under TUPE regulations and they have not benefited from formal training as detailed above then the Contractor is to undertake their formal training to fully comply with the requirements within the first year of the contract. There shall be no reduction of the level of service whilst this training is taking place.

#### **Installers/Field Technicians**

- 6.1.12 The Contractor shall appoint an appropriate number of Installers/Field Technicians to assist the Contractor's Engineering Staff and carry out other appropriate functions commensurate to their skills and experience.
- 6.1.13 Field Technicians will be suitably trained and competent as well as being conversant with the requirements of BS 7671:2019 and the Electricity at Work Regulations 1989. All such staff and sub-contractors shall carry the appropriate Sector 8 Scheme Card and shall have accredited competencies pertinent to the work they are carrying out. The accredited competencies covering the requirements of this Contract shall be maintained throughout the life of the Contract.
- 6.1.14 The nominated deputy will have the above but also in addition they shall be qualified to Supervisor level of City and Guilds Street Works Qualifications Register and maintain that qualification throughout the length of the Contract.
- 6.1.15 Where the Contractor takes on staff under TUPE regulations and they have not benefited from formal training as detailed above the Contractor is to undertake their formal training to fully comply with the requirements within the first year of the contract. There shall be no reduction of the level of service whilst this training is taking place.
- 6.1.16 The Contractor shall state in their Draft Method Statement whether these operatives are dedicated wholly to this Contract or are part-time. Should the operatives be part-time to this Contract the Contractor shall state in their Draft Method Statement, in Contract Hours, how much of this operative's time is dedicated to this Contract. The



Contractor shall state how they would respond to the demands of the Contract Conditions given the time constraints on both maintenance and other chargeable works required with this Contract.

- 6.1.17 The Contractor shall set out in detail how they propose to cover peaks of work for all areas of the Contract.

**Optical Operative/Sub Contractor**

- 6.1.18 The Contractor shall appoint a suitably trained Operative to carry out the optical maintenance programme which is a feature of this Contract.
- 6.1.19 The Contractor's staff will be suitably trained and competent as well as being conversant with the requirements of BS 7671:2019 and the Electricity at Work Regulations 1989. All such staff and sub-contractors shall carry the appropriate Sector 8 Scheme Card and shall have accredited competencies pertinent to the work they are carrying out. The accredited competencies covering the requirements of this Contract shall be maintained throughout the life of the Contract.
- 6.1.20 The Contractor's Optical Operative/Sub-Contractor shall have accredited competencies in the Sector Scheme covering the requirements of this Contract and shall maintain those competencies throughout the life of the Contract.
- 6.1.21 Where the Contractor elects to use the services of a Sub-Contractor to carry out the functions of the optical maintenance requirements of the Contract the Contractor shall set out in the Draft Method Statement how this will operate.

**Civil Engineering Sub-Contractor**

- 6.1.22 The Contractor shall appoint a suitably qualified and experienced Civil Engineering Sub-Contractor to carry out minor civil engineering works as required by the Service Manager and to meet the needs of the Contract including slot-cutting, joint and loop repairs, pole replacement and minor ducting changes.
- 6.1.23 This Sub-Contractor shall be available to carry out inspections on behalf of the Service Manager in respect to third party civil works particularly where traffic signal equipment or plant has been damaged and provide written reports on same, if requested to do so. They shall be suitably trained and competent as well as being conversant with the requirements of BS 7671:2019 and the Electricity at Work Regulations 1989. All such staff and sub-contractors shall carry the appropriate Sector 8 Scheme Card and shall have accredited competencies pertinent to the work they are carrying out. The accredited competencies covering the requirements of this Contract shall be maintained throughout the life of the Contract



## 6.2 GENERAL REQUIREMENTS

- 6.2.1 The Contractor shall provide suitable cover for the necessary absence of staff within the maintenance team due to statutory holidays, sickness or training. Such cover must be of appropriate training and experience.
- 6.2.2 Contractor's staff shall be fully equipped with all necessary tools, handsets, PC's, tablets and associated software to communicate with traffic signal controllers, UTMC units, OMCU's, MOVA, Broadband Routers and testing equipment according to the type of work they will be undertaking. The PC shall have sufficient memory to allow any task to be carried out quickly on site.
- 6.2.3 Such equipment is to be serviced, maintained and calibrated according to the manufacturer's instructions.
- 6.2.4 Contractor's staff shall have suitable communication devices that permit them to speak with the Contractor's and Service Manager's Office as well as to other engineers if necessary.
- 6.2.5 The Contractor shall arrange to keep sufficient sets of keys and other tools for all traffic signal and ancillary equipment that has locked cabinets. The Contractor arranges to attend sites to allow access to these cabinets as required by utilities such as, but not limited to, communication or electricity providers in order to effect repairs and maintenance generally in connection with works being provided under this contract.
- 6.2.6 The Contractor shall submit full details of the proposed management and operational structure to be committed to the Contract with the tender documents.
- 6.2.7 This structure shall be termed the maintenance team and is assumed to be the minimum requirement for the duration of the Contract and may only be reduced with the agreement of the Service Manager. The Contractor shall set out when additional staff resources shall be recruited to the Contract to cover growth or complexity of equipment.
- 6.2.8 The Contractor shall set out in a Draft Method Statement, as part of the Quality Assessment, how he intends to control the maintenance team where and how they shall operate and where they shall be based, also the numbers of engineers, installers/technicians, optical operatives, Civil Engineering sub-contractor or operatives and all other staff not listed to be assigned to this contract.
- 6.2.9 Whilst it is not for the Employer to judge whether or not it is necessary for the Maintenance team to be resident in the geographical county of Dorset, it is felt that it will be difficult for the Contractor to fulfil their obligations under this Contract if they are not. Therefore, the Contractor shall set out their views on this matter in their Draft Method Statement. The Employer expects travel time not to be included as part of engineers' contract working hours, engineer to be available to attend faults during contract hours.



- 6.2.10 All Contractor's Engineering Staff and Installers/Field Technicians shall be electrically competent in respect to the Electrical Association Engineering Recommendations G39/1 and be competent to undertake tests and inspections as required under BS7671: 2018 and any new amendments also conforming with the Requirements for Electricity Installation; IEE Wiring Regulations 18<sup>th</sup> edition and any new amendments.
- 6.2.11 The Contractor shall provide details of technical, administrative, and engineering organisations supporting the maintenance team. Experience has shown that it is unacceptable for the Contract Manager or his Deputy to be wholly responsible for the administration of the day to day requirements of the Contract.

### **6.3 CONTRACT PROGRAMME**

- 6.3.1 The Contract Manager appointed by the Contractor shall, with the Service Manager, agree a programme of all planned maintenance, such as Annual Inspections, Bulk Lamp Changes, High Mast inspections, and any other such programme required by the Contract; for each year of the Contract one month prior to its commencement and again one month prior to the commencement of each subsequent Contract year.
- 6.3.2 This work should be spaced over the year. To ensure continuity from the previous contract the Contractor shall be given by the Service Manager, after the award of the Contract, the current programme showing the anniversary of each equipment, this will form the starting point of the Contractor's programme.
- 6.3.3 To ensure continuity from the previous contract the Contractor shall be given by the Service Manager, after the award of the Contract, the current programme showing the anniversary of each equipment, this will form the starting point of the Contractor's programme.
- 6.3.4 Approval by the Service Manager of the programme will not relieve the Contractor of any of his obligations under the Contract.
- 6.3.5 The Contractor shall not, without the Service Manager's consent, make any alterations to the approved programme.
- 6.3.6 Approximately 1/12 of the total Traffic Control Installations will be inspected in each calendar month of the life of the Contract. All Traffic Control Installations will be inspected within the first twelve months of the Contract Period and thereafter at intervals of twelve months.
- 6.3.7 Where such Inspections and Bulk Lamp Change and Clean operations as defined are not carried out at each Traffic Control Installation within an annual time period of -1 week + 1 week a service credit will be levied in accordance with the stated scale.
- 6.3.8 Should the Contractor fail to meet the approved programme or parts thereof then demerits and service credits will be aggregated against the appropriate scales accordingly.



- 6.3.9 The Contract Manager shall attend progress meetings with the Service Manager to agree works associated with and generated by the Contract. Initially these are anticipated to be every two weeks. The interval between meetings may be increased as and when the need for more frequent contract meetings is removed. In general meetings will be held every month once performance and progress have stabilised.
- 6.3.10 Interim performance evaluations (Performance Indicators (PI)) will be prepared monthly. More interim performance evaluations may be needed if the Contractor's performance is marginal or unsatisfactory. The Contract Manager and an appropriate level member of the management support team shall attend quarterly Contract Liaison meetings with the Service Manager, at which the interim performance evaluations and Contract account will be discussed. Service credits against the Contract shall be deducted from the Contract Account the month following the award of the service credit. The Contractor shall submit the performance evaluation reports for the Employers information and action.
- 6.3.11 Cumulative performance evaluations or Key Performance Indicators (KPI) shall be prepared annually by the Contractor. The Contract Manager and an appropriate level member of the management support team shall attend Annual Contract Review meetings with the Service Manager in March of each Contract year at which the cumulative performance evaluations and progress of the Contract shall be discussed.
- 6.3.12 The Service Manager and Contractor will work together to set-up meaningful KPI's and PI's for this Contract. The Contractor shall submit suggested KPI's and PI's for consideration during the Tender evaluation of this Contract.
- 6.3.13 The Contractor shall present a written Report at the Annual Contract Review meeting which will summarise the essential elements of the year's progress of the Contract. The format and content of the Annual Report shall follow those detailed in Appendix 5 – Annual Report. The Contractor shall provide two copies of this report for the Service Manager.

6.3.14 Management Information

The Contractor shall report Management Information (MI) on a quarterly basis by email to the Council's Service Manager. MI Reports will present data for the most recent completed quarter where Q1 is 1 April to 30 June; Q2 is 1 July to 30 September; Q3 is 1 October to 31 December and Q4 is 1 January to 31 March.

MI Reports will present data for last quarter including but not limited to:

- Commitments (£) for each participating contracting authorities (split by BCP and DC)
- Line level breakdown of demand for products / parts by quantity
- Line level breakdown of new product / part failures / faults

- 6.3.15 The Service Manager shall determine the format, venue and agenda of these meetings.



6.3.16 The Service Manager may vary the frequency, format, venue and agenda of the meetings.

#### **6.4 RESPONSE TIME FROM DEPOT(S)**

6.4.1 The Contractor shall provide at his own expense and to the satisfaction of the Service Manager one or more local Depot's that will enable on-site attendance within a response time of ninety (90) minutes to any Traffic Control Installation within the geographical county of Dorset consists of BCP Council and the Rural County of Dorset incorporating Weymouth. These premises must be in operation one month prior to the commencement of the Contract and will remain in operation for the duration of this Contract.

6.4.2 The Depot shall be for the exclusive use of this Contract and no other unless agreed by the Service Manager.

6.4.3 The Service Manager shall have unhindered access to the Depot at all times and if unmanned shall have a key for the purpose of gaining access.

6.4.4 The Service Manager may purchase materials and equipment for use by the contractor in executing new works. The Contractor shall reserve space for the storage of the employers existing owned equipment and/or materials, along with any new equipment/materials.

6.4.5 The Contractor will provide secure and appropriate storage within the Contractor's Depot, free of charge, for materials and equipment procured in this manner. The storage arrangements include for clear labelling of the materials and equipment indicating it is the property of the Council and it's proposed use . Any materials or equipment remaining at the end of the contract period are transferred to the new Contractor with the Service Managers approval.

6.4.6 The Depot will be provided with adequate, secure internal stores to facilitate the safe keeping of replacement traffic control equipment, supplied to and used by the Contractor, for which he will be held responsible.

6.4.7 An inventory shall be made and updated on a regular basis for asset management purposes. This inventory will be accessible to the Service Manager either in the Fault Management System or on Imtrac.

6.4.8 The Contractor shall provide and maintain at his expense the following minimum communications equipment at the Depot

- (i) One telephone line with answer phone facility. This shall incorporate a mechanism that automatically diverts incoming calls to the answer service/machine in the event that the line is engaged.
- (ii) One Fault Management System or such equivalent system agreed by the Service Manager with a separate telephone line and or IP based communications for this system if required.

6.4.9 The Contract Manager shall have direct access to the fault database or equivalent from the Contractor's office and/ or Depot.



### **Contractor's Maintenance Depot**

- 6.4.10 The Contractor shall make provision for the receiving and dispatching of goods owned by the contract. The dispatching of goods shall be only with the agreement of the Service Manager. The Contractor on the Service Manager's behalf shall maintain a record of all store transactions.
- 6.4.11 The Service Manager shall, with the assistance of the Contract Manager, carry out a quarterly inventory of equipment stored therein or at intervals to suit the Service Manager in documenting equipment held.
- 6.4.12 The Contractor shall store and maintain in their offices and/ or Depot, sufficient spares, test equipment, tools and materials for the proper execution of the Contract requirements.
- 6.4.13 The Contractor shall list the equipment, spares, test equipment, tools and materials available to this Contract as part of the Quality Assessment and Draft Method Statement and where they will be held.
- 6.4.14 The offices and/or Depot shall be accredited to ISO 9001 by a recognised accreditation body at commencement of the Contract and details forwarded to the Service Manager.
- 6.4.15 The Contractor shall make provision for receiving and dispatching of goods owned by the employer. The dispatching of goods shall be only with the agreement of the Service Manager. The Contractor on the Service Managers behalf shall maintain a record of all store transactions.
- 6.4.16 The Contractor shall set out in their Draft Method Statement how they intend to operate their office and Depot and how they intend to provide cover during Normal office hours for their offices and Depot. The Contractor shall set out the offices hours they intend to keep. The Employer's offices core times are between 08:45 to 17:15 Monday to Thursday and 08:45 to 16:00 Friday.
- 6.4.17 The Contractor shall, during Normal Working Hours, afford access to his premises to the Service Manager to consult with his nominated staff on matters relating to the satisfactory execution of the Contract and any records relating thereto.
- 6.4.18 In order that the Service Manager may satisfy himself that the Services are being properly provided in accordance with the terms of the Contract, the employer will be entitled to the full and free use of the Contractor's Equipment, plant and labour as maybe required by the Service Manager while work is in progress, or if the Service Manager considers this is not practicable, then immediately after completion of the said work. (The Contractor's insurance will cover the Service Manager using the Contractor's Equipment and plant.)
- 6.4.19 In addition to 6.4.15 the Service Manager will carry out random tests and audits of the Contractor's operations and procedures in order to monitor the Contractor performance.

## **6.5 COMMUNICATIONS**



- 6.5.1 The Contractor shall provide and bear all costs of smart phones or other forms of telecommunication devices such as laptops or Personal Digital Assistant (PDA), that shall be provided to all individual members of the Maintenance Team.
- 6.5.2 The Contractor shall provide each of the Contractor's engineering staff on the maintenance team with a suitable configured laptop computer or tablet and interface equipment to enable their use in conjunction with the telephones detailed in 6.5.1 above to communicate with the UTC and RMS. The laptop computers / PDA's shall also be configured with all necessary MOVA software and supplied with all necessary communication leads, secure WIFI / Bluetooth to facilitate connection to, and interrogation of MOVA equipment, the Findlay Irvine Ice Alert equipment and all other equipment currently listed in the Contract Inventory requiring such interface.
- 6.5.3 The Contractor shall provide the Maintenance Team with suitable vehicles for the execution of the Contract, with agreement of the Service Manager and bear all costs associated with it. No cost shall be levied against the employee for the provision of a suitable vehicle, other than those required by relevant taxation laws. These vehicles shall be furnished with sufficient and relevant spares to enable Priority 1 and 2 faults to be rectified during initial visit as is practicable.

**6.6 SAFETY AT ROADWORKS AND TRAFFIC MANAGEMENT**

- 6.6.1 During the execution of works on the highway the Contractor shall be responsible for and adhere strictly to the requirements of Chapter 8 of the Traffic Signs Manual 2009, the Health and Safety at Work etc, Act 1974, the Construction (Design and Management) Regulations 2015 and the Electricity at Work Regulations 1989.
- 6.6.2 The Contractor shall ensure that the Maintenance Team are provided with and must wear at all times whilst working on the highway, high-visibility garments complying with EN471 2003 and be provided with Personal Protection Equipment as required. PPE can include but is not limited to items such as safety helmets, gloves, eye protection, high-visibility clothing (long sleeved jackets and trousers), safety footwear, safety harnesses, ear plugs and ear defenders.
- 6.6.3 All traffic management and the provision of specialised plant used for the safe and proper execution of the Works shall be the Contractor's responsibility. It should be noted that some installations are sited on high-speed roads and feature tall pole and mast-arm signals.
- 6.6.4 No obstruction of continuous two-way traffic flow on Principal Roads, Protected Streets or Traffic Sensitive Streets as defined by the New Roads and Street Works Act 1991 is permitted during the following times except by prior agreement of the Service Manager.

Monday- Friday  
0730 - 0930 hours  
1630 - 1830 hours  
Any Bank Holiday or local special occasions



- 6.6.5 No work outside normal contract hours shall be permitted without the agreement of the Service Manager except as required by Section 2 of this Specification.
- 6.6.6 Any attendance requiring the signal lamps to be switched off must be notified to the Service Manager beforehand and the Traffic Control Installation appropriately signed by the Contractor, in accordance with Chapter 8 of the Traffic Signs Manual 2009.
- 6.6.7 If the Contractor is unable to restore inoperative traffic signal Installations, then he must arrange for the placing of the prescribed 'signals not working' signs and other traffic management measures to be agreed with the Service Manager or Standby Personnel if not agreed previously for this site within 3 actual hours of the original notification and be responsible for its removal on restoration.
- 6.6.8 The exception to the above is where there is a temporary loss of power to the site whereby the supply company estimate power will be restored within 3 hours then the site is to be unsigned. If the site is such that it is considered unsafe to leave the site unsigned then the 'lamps off' switch must be turned off and the Contractor shall then adhere to the conditions of 6.6.7. The Contractor and Service Manager will draw up a list of those sites that shall be 'signed' immediately upon arrival.
- 6.6.9 As part of the Contractors Draft Method Statement for the execution of these Works the Contractor shall set out the actual equipment to be carried by each operative, their individual training requirements to meet the requirements of this Contract, the equipment to be available at the Contractors Dorset Depot, the equipment available at short notice at the Contractors offices, the Contractors proposals for High Speed and extensive Traffic Management, names of Sub-Contractors to provide and manage major works outside the scope of the normal day to day operations of the Contractor.
- 6.6.10 The Contractor will be the subject of random inspections of the conditions and equipment required in 6.6.7.

**6.7 BRITISH STANDARD SPECIFICATIONS, CODES OF PRACTICE AND REGULATIONS**

Copies of the current edition of the following shall be 'maintained' in the Depot:

- 6.7.1 Traffic Signs Manual Chapter 8 2009, Traffic Safety Measures and Signs for Road Works and Temporary Situations.
- 6.7.2 BS7671: 2018 Requirements for Electrical Installations, IEE Wiring Regulations Eighteenth Edition, or later editions.
- 6.7.3 New Roads and Street Works Act 1991.
- 6.7.4 Environmental Protection Act 1990.
- 6.7.5 Specification for the Reinstatement of Openings in Highways: A Code of Practice: Fourth Edition.
- 6.7.6 Manual of Contract Documents for Highway Works. (MCHW)
- 6.7.7 Construction (Design and Management) Regulations 2015.
- 6.7.8 Health and Safety Etc, At Work Act 1974.
- 6.7.9 IHE GUIDANCE NOTE Traffic Control and Information Systems



- 6.7.10 Traffsig1F.
- 6.7.11 Traffic signs Manual: Chapter 6
- 6.7.12 This Contract.

## **6.8 TALL POLES AND HIGH MAST SIGNALS**

- 6.8.1 The inventory of traffic signal equipment includes in each of the areas is:  
  
BCP Council 18 no tall poles and 10 mast arms  
Dorset Council 8 tall poles
- 6.8.2 The Contractor shall have access to an appropriate Sapa lowering tool and hydraulic lift or similar plant to allow the requirements of the Contract to be met in respect to the maintenance of traffic signal equipment associated with hinged tall poles.
- 6.8.3 The Contractor shall provide such specialised equipment as is necessary to maintain high-mast signals together with appropriate traffic management as may be necessary. The Contractor shall by the commencement of the contract provide details of the traffic management, including drawings to at least 1:500 scale, showing how they intend to operate during works. The Service Manager prior to commencement of any mast arm or high mast work must approve these Draft Method Statements. Any work on this equipment must be with the approval and advance knowledge of the Service Manager within the Programme of agreed works.
- 6.8.4 During the optical maintenance visit each year the structure of the high-mast signal shall be inspected (see Section 8, 8.12 – 8.16). The specialised equipment and traffic management detailed above shall be used for this purpose.

## **6.9 RECORDS**

- 6.9.1 The Contractor shall maintain records of all inspections, tests, repairs and all other work operations associated with the Contract and input such onto each of the authorities Asset Management System.
- 6.9.2 The Contractor shall forward all records of all inspections, tests, repairs and all other work operations associated with the Contract to the Service Manager along with recommendations on remedial, planned or urgent works required.
- 6.9.3 Records relating to the Contract shall be readily retrievable and available for the inspection of the Service Manager at any time.
- 6.9.4 Records shall be maintained for the duration of the Contract and subsequently by the Service Manager for the life of the site.
- 6.9.5 The layout and content of the inspection forms, test sheets, take-over, and electrical test certificates, shall be submitted by the Contractor for the agreement of the Service Manager prior to commencement of the Contract. Any additions shall also be submitted as required during the Contract. The Service Manager shall approve any other and all such records.



## **6.10 HANDLING, TRANSPORTATION AND DISPOSAL OF WASTE**

- 6.10.1 Waste material shall be designated as such, handled, transported and disposed of in accordance with the Environmental Protection Act 1990 as amended by the Environment Act 1995 and the regulations made under it and the Code of Practice for the Duty of Care in Waste Management published by the Department of Transport and the Regions.
- 6.10.2 Waste material to be disposed of at licensed sites only.
- 6.10.3 The Contractor shall agree with the Service Manager the locations of the licensed tips he intends to use. No materials may be tipped at locations other than those agreed. Any change in the location is to be subject to the Employer's approval.
- 6.10.4 The Contractor shall, 1 month prior to commencement of the Contract, inform the Service Manager of the proposed system for the disposal of damaged or life-expired equipment and materials.
- 6.10.5 The Contractor shall seek to recycle any waste materials where practicable and should submit his proposals for the Service Manager's approval.
- 6.10.6 The Contractor shall comply with all current and relevant legislation in respect to waste disposal including the provisions of the Environmental Protection Act 1990 and as amended and the Duty of Care Regulations. Any disposal of material to landfill incurs Landfill Tax and this shall be the responsibility of the Contractor and be included in the Contract price. In addition the Contractor shall supply a Draft Method Statement, which will form part of the Quality Assessment on their outline proposals as required by the above clause.

## **6.11 FAULT MANAGEMENT SYSTEM**

- 6.11.1 The two authorities currently own and operate an Electronic Fault Management System (FMS) InView, supplied by Yunex Traffic formerly Siemens Mobility, that is capable of accepting faults automatically from the UTC and RMS Systems.
- 6.11.2 The Contractor shall if practicable adopt this system in its entirety or provide at his own expense an equivalent or better system fully compliant to 6.11.1 and in addition be linked to the Employer's System from the Depot or offices. The reporting of faults and clearances shall be direct to the Contractor who shall be responsible for the system architecture and its reliability and fitness for purpose.
- 6.11.3 If the FMS system, suggested and supplied by the Contractor, is proven to supply a less than adequate level of service, reliability and fitness for purpose than the current InView system then the Contractor shall replace it with another Fault Management System as directed by the Service Manager at the Contractors expense.
- 6.11.4 The FMS shall be capable of displaying minor chargeable bills for approval derived from the Schedule of Rates



- 6.11.5 The Contractor shall provide at their own expense the Contractor's computer equipment in its entirety in order to accept faults, report clearances and any other requirement of the Fault Management System. The Contractor shall submit a list of and specification of equipment they propose using for this Contract for the approval of the Service Manager.
- 6.11.6 The Contractor shall assess the Employer's computer equipment and confirm, or otherwise its suitability and compatibility with the Contractor's proposed equipment.
- 6.11.7 No other Contract but this shall be connected to the Employer's system. It shall be a standalone system, that is to say, the Contractor shall not be permitted to have another maintenance contract reporting or being managed from the same machine, except with the express approval of the Service Manager in writing.
- 6.11.8 The Contractor shall maintain the existing FMS system, or if accepted by the Service Manager an equivalent system at his expense with all new issues of software and ensure compatibility with the Employer's system at all times throughout the length of the Contract.
- 6.11.9 The Contractor shall maintain a software support contract for the FMS system, if adopted, with Yunex formerly Siemens Mobility. The cost of this should be declared in the Schedule of Rates but shall be at the Contractors expense and not added to the Contract Price.
- 6.11.10 Should the Contractor propose their own FMS system then the Contractor shall provide software support free to the Employer for the first year and then be supported at a cost no greater than the Employer would expect to pay for software support for their current FMS. The cost of this shall be declared in the Schedule of Rates but shall be at the Contractors expense and not added to the Contract Price in the first year.
- 6.11.11 The Contractor shall be responsible for all communication costs, for any adopted FMS system, or if accepted by the Service Manager equivalent system, not maintained within a local telephone call charge of the Employer's offices and will accept all call charges to the Contractors Depot or office. The Contractor shall also be responsible for all telephone calls including calls to mobile telephones and or facsimile or modem connected printers including the line rental charges associated with the fault management of this Contract.
- 6.11.12 The Contractor and Service Manager shall agree together fault and clearance codes to be used on the system. The codes to assist in determining the performance of equipment and its reliability and fitness for purpose. The codes shall also be used to formulate PI's and KPI's and manage the built environment.
- 6.11.13 Whatever the FMS systems are they are to be in place and operating in all respects by the commencement of the Contract.

## **6.12 RELATIONSHIP WITH PUBLIC UTILITIES**

- 6.12.1 The Contractor shall liaise directly with Public Utilities as necessary to meet the requirements of the Contract.



- 6.12.2 In particular, faults arising as a consequence of electricity supply company mains power failure or interruption shall be dealt with directly by the Contractor. The Contractor shall report the fault to the relevant electricity supply company and liaise with them until the fault is rectified at no expense to the Service Manager. This shall include meeting the company on site to allow access to rectify the fault. The Contractor shall keep the Service Manager informed on the fault progress.
- 6.12.3 Faults with communications to sites (e.g. telephone lines) shall be dealt with directly by the Contractor. The Contractor shall report the fault to the relevant communications company and liaise with them until the fault is rectified at no expense to the Employer. This shall include meeting the company on site to allow access to rectify the fault. The Contractor shall keep the Service Manager informed on the fault progress.
- 6.12.4 The Contractor shall provide the Service Manager with the contact reference information for the individual faults if required to do so.

### **6.13 QUALITY ASSURANCE**

- 6.13.1 The Contractor shall provide with the tender documents a copy of Certification to ISO 9001 Series. A Quality Plan detailing the Contractor's proposed methodology for carrying out the requirements of the Contract prior to commencement of the contract.
- 6.13.2 Quality Plans should include or refer to:
- Health and Safety policy
  - Management structure of the company
  - CVs of maintenance team committed to Contract including training record
  - The details of Sub-Contractors to be used on this Contract
  - Lines of communication
  - Responsibilities of key staff
  - Programme of works required
  - Systems for review(s) of project/quality plans and agreement of changes as appropriate
  - Identification of hold points in the Works where works may not proceed until for example works have been inspected and passed by the Service Manager
  - Standards to be applied
  - Draft Method Statements for specific areas of work (where no standards are available)
  - Site safety plan (particularly applicable to High-Mast sites and slot-cutting)
  - Any special requirements
  - Resources and stock control
  - Quality purchasing procedure.
  - In service training programme for staff for new products, legislation, etc
  - Identification and description of technical support organisation
  - Description of plant to be committed