

NEC4

Term Maintenance Contract

Scope S 1800 Information modelling (Option X10)

DN581359

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S 1800 Information modelling (Option X10)

S 1805 Information Model Requirements

Operation of ICT Systems

Introduction

1. This Scope describes the information systems used by the *Client* and the *Service Manager* at present, including some details of software applications and data sets employed, and sets out how the systems are intended to operate between the *Client* and the *Contractor* under this Contract.
2. Where appropriate, 'open' information systems shall be employed in this Contract. This allows all parties access to one master set of information, where necessary, avoiding problems due to the duplication of information or use of outdated information, and encourages the spirit of partnership and 'open book' working practices.
3. The Shared Information, as set out in paragraphs 6 - 11, will be stored within the *Client's* Shared Area and *Client's* Highways Asset Management System (CHAMS) and the *Contractor* will be required to establish links into these in order to use these systems, unless alternative technology has been agreed to be used, for example, collaborative hubs. The *Contractor* shall meet all the costs of establishing these links. It is the *Contractor's* duty to agree with the *Client* the method of communication between the *Contractor's* Office(s) and the *Client's* Shared Area, which could be for example ISDN or private lines.
4. For security reasons the *Contractor* will be required to satisfy the *Service Manager* that access to the *Client's* Shared Area and CHAMS is properly restricted to identified, authorised users and does not compromise the *Client's* systems.
5. The *Client* has targets to meet for e-government and Best Value that will affect the use of information technology during the course of the Contract. The *Client* would wish to take advantage of any benefits to be gained through more effective use of technology so the systems described should not be regarded as sacrosanct. Systems may be reviewed, changed or enhanced through the lifespan of the Contract. Local Government Review, the formation of Somerset Unitary Authority from Somerset

County Council, Mendip District Council, Sedgemoor District Council, Somerset West and Taunton Council and South Somerset District Council on 1st April 2023, may mean that there will be more change than usual due to the merger of functions and the rationalisation of systems.

Shared Information

6. The table of current *Client's* systems, shown in Scope S 800, sets out the systems that the *Client* currently employs, together with the category for Shared Information.
7. Shared Information falls into four categories.

Shared Information Category	Description
<i>Client's</i> Records	Where the <i>Client</i> makes available <i>Client</i> Records for use by the <i>Contractor</i> subject to the limitations in Scope S 1800.
Shared files	Where it is required, documents and files in electronic format to be viewed and updated by both <i>Service Manager</i> and the <i>Contractor</i> .
Maintained	Where data in the <i>Client's</i> Shared Area and CHAMS is required to be maintained by the <i>Contractor</i> and <i>Client</i> .
Internet	Email and information shared via internet browser.

8. Shared Information shall be supplied in a format as set out in Scope S 1800.
9. Access to files to be maintained by the *Contractor* shall be managed through limited access to the *Client's* Shared Area and CHAMS. The *Contractor* shall obtain approval from the *Service Manager* for the appropriate access to each of the necessary systems.
10. Files transferred by the *Contractor* to the *Client's* Shared Area and CHAMS shall be in the appropriate standard saved format used by the software described in the table in Scope S 800 and to a compatible version as described below.
11. Details of the relevant standard formats and systems used by the *Client* are included in the table for information.

Licence Agreements

12. Under the terms of the *Client's* software licensing agreements, the *Contractor* will not have access to *Client's* versions of the described software, unless explicitly stated otherwise elsewhere in this contract (i.e. CHAMS), and shall arrange its own licensing agreements with the software suppliers. Data employed/produced by these applications will be shared between the *Client* and the *Contractor* where appropriate.

Software Version Numbers

13. Where practicable, the *Contractor* shall ensure that the version numbers of software applications will be kept in line with those used by the *Client* and *Service Manager*. Where this is not practicable, and differing version numbers of the same software package are to be used, the *Contractor* shall ensure that all data pertaining to that application is readily interchangeable between the two version numbers with the minimum amount of re-working possible.

Ordnance Survey and other mapping suppliers

14. On commencement of the Contract, the *Contractor* is to sign the Ordnance Survey Standard Form Contractor Contract and return to the *Service Manager*. A template licence is available in Annex 25.
15. The *Contractor* shall in connection with maps or data supplied by Ordnance Survey and other mapping suppliers observe the following terms:-
 - The maps or data provided by the *Client* are only for use in connection with contracts for the *Client*.
 - Any copies made by the *Contractor* in connection with contracts for the *Client* must carry the *Client's* acknowledgements, copyright statements and watermarks.
 - The maps or data must not be copied, loaned or sold to any third party and that they must not be used by, or for, any other part of the *Contractor's* business.
 - Any computer systems holding the data must be password protected and only authorised staff should have access to the data. Any original or back-up media and any hard copies must be kept in a secure environment.
 - The *Contractor* to provide certificates of destruction of hard discs at the end of the Contract.

- When the *Client* provides updates, all previous versions shall be deleted from the *Contractor's* systems and security devices, and the original discs/tapes returned to the *Client*.
- The *Contractor* may use its own mapping or data in connection with the Contract provided the *Client* has the same mapping or data to avoid any potential copyright infringements. If the *Client* does not have comparable mapping, then the *Contractor* must not provide the *Client* with any copies. The *Contractor* may however provide the *Client* with a hard copy annotated "Reference Copy" to show completed work.
- If the *Contractor* sub-contracts, the above same terms will apply, whereby the Subcontractor will also need to obtain its own Subcontractor's licence and approval from the *Client*.
- If any loss, misuse of maps or data, or any copyright infringement that results in the withdrawal of any mapping *Services* agreement is attributable to the *Contractor*, the *Contractor* shall be responsible for reinstating the agreement with the mapping supplier including any other costs or penalties as a result.

Management and Use of Records, Data and Information

Definitions

1. For the purposes of this section of the Scope, the following terms mean:-
2. **Records** - means design data, construction records, as-built drawings, design certificates and other relevant certificates, consents or approvals, photographic records, testing and monitoring records, on-site construction records (including instructions issued, other site correspondence and other relevant records); list of suppliers, location of plant and materials supplied, other associated records, information and the like.
3. **Manage Records, or similar** - means store, access, update, maintain, share, exchange and archive of Records and the like.
4. **Shared Area** - means a collaborative platform, provided by the *Client*, with current technology, such as SharePoint, or similar, where the *Service Manager* and *Contractor* can create and manage electronic Records that are to be shared in accordance with the Scope.

Objectives

1. Records referred to throughout the Contract are contemporary and managed in accordance with the *Service Manager's* requirements.
2. Records are kept secure for the requisite period of a minimum of 22 years and used only for the purposes of delivering the *Service* unless otherwise agreed in writing.
3. Records to be maintained to a standard which, would in accordance with Best Practice, be expected to be maintained.
4. Records to be derived from a robust source which will pass audit process.
5. Records to be created and managed to make the most of technology to improve robustness, effectiveness and efficiency of delivering the service.

Required Outcome

1. Without prejudice to any other provision of the Contract containing obligations concerning the collection and management of Records, all Records are collected and managed in accordance with this section of the Scope.
2. All Records are kept secure.
3. Records pertaining to the delivery of the *Service* are made available in a suitable format to the *Client*.
4. Without prejudice to any other provision of the Contract, all Records are available for audit.
5. All new Records are created in the appropriate format taking into account the requirement to manage the Records in an effective and efficient way.
6. For locational references, all coordinate data will be to an accuracy of six-figure easting and six-figure northing Ordnance Survey National Grid (OSGR) Coordinate format.
7. All Records are stored in a format that allows for effective and efficient updating, that is secure and allows appropriate access.
8. Use 'open' information systems, as set out in the Scope – Operation of ICT Systems, to allow access by the *Service Manager* and the *Contractor* to one master set of information.

9. Records encouraging the spirit of partnership and 'open book' working practices and additionally avoiding duplication and use of outdated Records.
10. Transfer and exchange Records between the *Contractor* and *Service Manager* by a secure, effective and efficient method.

Contractor's Role

Records

1. Without prejudice to any other provision of the Contract containing obligations concerning the collection and management of Records, all Records are created, collected and managed in accordance with this section of the Scope.
2. Agrees with the *Service Manager* the format, accuracy (where appropriate), method and responsibilities of updating, maintaining, storage arrangements and the archiving of the Records being collected and collated.
3. Provides the Records that illustrate in a suitable format and scale the works undertaken, for example location drawings, so that the *Service Manager* can update the *Client's* inventory.
4. Records kept within the *Contractor's* systems to be kept safe and secure and electronic Records are backed-up through a process to be agreed with the *Service Manager*, all at the *Contractor's* cost.
5. Regularly restores back-up data to a test area to demonstrate to the *Service Manager's* satisfaction, that the *Contractor's* back-up process is adequate.
6. Keeps Records, as both explicitly set out in this Contract and those implied, that robustly record and demonstrate that the *Service* has been provided.
7. Allows full and unrestricted access for the *Service Manager* and internal and external auditors to all Records held by the *Contractor*, in connection with providing the *Service*, in accordance with this Contract.
8. Supplies all co-ordinate data to the *Service Manager* to an agreed accuracy in six-figure easting and six-figure northing Ordnance Survey National Grid (OSGR) Coordinate format unless otherwise specified in writing by the *Service Manager*.

Shared Records

9. Provides and updates shared Records in a format suitable for use with the *Client's* established systems, as set out in Scope – Operation of ICT Systems.
10. Exchanges shared Records with the *Service Manager* and the *Client* by means of the Shared Area, or as otherwise agreed with the *Service Manager*.

Software, Hardware and ICT Networks and Connections

11. Provides and maintains, at the *Contractor's* cost, all necessary software and hardware to a standard that will allow the efficient and effective running of the *Service*.
12. Provides communication links and connections, at the *Contractor's* cost, to the Shared Area and to the other systems of the *Client*, as appropriate, in accordance with Scope – Operation of ICT Systems.

Transfer and the Exchange of Records

13. Implements and maintains the secure transfer of Records between the *Contractor's* and *Client's* premises in any form required (voice, plans, paper, portable electronic data storage devices, or computer based) when requested by the *Service Manager*.
14. Transfers in a format compatible with the *Client's* computer systems, all computer-based Records together with full details of the file structure.
15. Transfers in suitable containers or filing systems, all paper-based Records, correctly labelled and indexed, to a location identified by the *Service Manager*.

Use of the *Client's* Records

16. Signs a Subcontractor's Licence under the Mapping Services Agreement, or equivalent (the agreement may change from time to time), in order to use the *Client* created data sets and mapping.
17. Receives annually from the *Service Manager*, if required, map backgrounds and regular data sets in a format to be chosen by the *Service Manager* in hard-disc or other suitable bulk transfer methodology.
18. Accepts that the *Client* cannot be held liable for any inaccuracies and or omissions in relation to the maps and Records provided by the *Client* and that

the *Contractor* cannot recover from the *Client* any costs incurred by them for any reason in relation to the use of the maps and Records provided.

19. Uses the *Client's* Records only for the purposes of delivering the *Service*, unless agreed otherwise in writing by the *Service Manager*.

At Termination of this Contract

20. Transfers all Records held by the *Contractor* on behalf of the *Client* to the *Client*, in formats and by methods agreed with the *Service Manager*, at the termination of the *Service*, or as otherwise agreed within the Contract Demobilisation Plan.
21. Transfers all Records contained on the *Contractor's* system, that are pertinent to providing the *Service*, to the *Client* in formats and by methods agreed with the *Service Manager* at the termination of the *Service*.
22. The *Contractor* retains copies of the Records and other documents which record the *Service* for twenty-two years from the end of the *Service* period. The copies are retained in the format required by this contract or as otherwise agreed with the *Service Manager*.

General

23. Complies also with the requirements of the Scope.

Service Manager's Role

Records

1. Agrees with the *Contractor* the format, accuracy where appropriate, the method and responsibilities of updating and maintaining, the storage arrangements and the archiving of the Records and information being collected and collated.
2. Agrees with the *Contractor* methods of storing and exchanging shared Records and information.
3. Creates and manages Records, as required, to ensure the effective and efficient provision of the *Service*.

4. Advises the *Contractor* of additions, amendments or deletions to the *Client's* established systems set out in Scope – Operation of ICT Systems.

Shared Records

5. Provides and manages a secure Shared Area at the *Client's* cost, allowing only the *Service Manager* and *Contractor* controlled access.

Transfer and Exchange of Records

6. Informs the *Contractor* when Records pertaining to delivering the *Service* are to be transferred to the *Service Manager*.
7. Agrees with the *Contractor* a method for the secure transfer of Records.
8. Providing the *Contractor* has signed a SubContractor's licence under the Mapping Services Agreement, or equivalent (the agreement may change from time to time), the *Service Manager* creates data sets from systems of the *Client* and issues onto the Shared Area. The *Service Manager* provides annually to the *Contractor*, if required, map backgrounds in a format to be chosen by the *Service Manager*, in hard-disc or other suitable bulk transfer methodology.

At Termination of this Contract

9. Receives the appropriate Records during and at the termination of this contract in an efficient manner.

General

10. Undertakes audits and monitors performance.
11. Fulfils general activities as described in the Scope.

Record Format

1. The format of the records is as specified by the *Service Manager*.
2. The *Contractor* is required to keep current and accurate records pertinent to the performance of the *Service* in accordance with Good Industry Practice or otherwise as reasonably required by the *Service Manager*.

3. The *Contractor* is required to keep numerous records in order to comply with this Contract. Some examples of records required by the *Service Manager* are listed in the table below – it is not an exhaustive or comprehensive list but intended as an illustration of the *Service Manager's* requirements in areas which are subject to change and development, through consultation between *Service Manager* and *Contractor*.

Record Type	Comments
Financial Information	The <i>Contractor</i> shall provide to the <i>Service Manager</i> in a timely manner, as requested, financial information required by the <i>Service Manager's</i> Finance Team for the purposes of allowing the <i>Service Manager</i> to monitor the <i>Client's</i> budgets. Such financial information shall be supplied in a format and to timescales stipulated by the <i>Service Manager</i> .
Photographs	Whenever the <i>Contractor</i> is required to obtain photographs, including progress photographs, graphic electronic image in compressed (.jpg) format to be agreed with the <i>Service Manager</i> .
Details of all maintenance actions taken, including temporary protective measures and repairs.	Erection and removal of temporary signing. Daily record forms (including temperature and weather data) and daily resource sheets. Records of gullies requiring extraordinary maintenance regimes. Jetting records including 'proving' of outfall system and location plan
Details of Inspections, findings and actions taken.	Pre-site scheme design inspections.
Drawings	Design Data (including as-built drawings) for services provided under a Task Order.
Design Information	Design assumptions, calculations, (including loading and other parameters), design and other relevant certificates, consents or approvals

Construction Information	Details of construction methods employed, product data sheets, Maintenance Manuals and specifications, list of suppliers and location of plant and materials supplied.
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Client's Highway Asset Management System (CHAMS)

Introduction and Objectives

1. To ensure the effective and efficient use of resources, the *Client* currently uses an electronic highway asset management system provided by Brightly Software called Confirm OnDemand. For the purposes of the Contract this system is known as the *Client's* Highway Asset Management System (CHAMS).
2. An element of the highway inventory is held on CHAMS but the majority of the detail is held externally.

Required Outcomes

1. Customer enquiries are dealt with in a timely and efficient manner in accordance with the provisions of the Contract.
2. The *Client's* highway asset information is recorded and subsequently maintained in accordance with this contract.
3. Works Orders in respect to Task Orders are created, maintained and processed on CHAMS in accordance with the Contract.
4. Process the Application for Payment (AfP) process.
5. All other processes, procedures and instructions detailed within the Contract in relation to CHAMS are complied with in accordance with the provisions of the Contract.

Contractor's Role

1. Unless otherwise specified in the Contract, the *Contractor* pays for all costs in connection with its use of CHAMS (which includes, without limitation, all necessary hardware, software (other than the five licences as detailed below),

network links, line rental and training). The *Contractor* incorporates these costs within its rates and Prices within the Price List.

2. Responds to and manages through to resolution, all customer enquiries allocated to the *Contractor* unless agreed otherwise by *Service Manager*.
3. Unless otherwise stated in the Contract, creates CHAMS Task Orders and Jobs on CHAMS and updates the information in accordance with this Contract.
4. Receives information where specified in the Contract and creates CHAMS Task Orders on CHAMS.
5. Ensures that the information entered onto CHAMS is in accordance with the Contract.
6. Complies with the requirements as specified below.
7. Complies also with the requirements of the Contract Scope.

Service Manager's Role

1. Provides the Contractor with access to the Confirm OnDemand SAAS (Software as Service) environment. This allows a maximum of five users from the *Contractor* to access specific parts of CHAMS at any one time at the *Client's* cost. Additional users from the *Contractor* are to be at the *Contractor's* cost.
2. Receives customer enquiries logged into CHAMS and allocates them to the appropriate action officer.
3. Uses CHAMS to assist with audit.
4. Fulfils general activities as described in the Contract Scope.

Software Supplier

1. The address and contact details of the *Client's* software provider in respect to CHAMS are: -

2. Brightly Software

Address: Central House Unit C,
Compass Centre North,

Chatham Maritime,
Chatham,
Kent,
ME4 4YG

Email: [Contact Sales | Brightly \(brightlysoftware.com\)](mailto:Contact Sales | Brightly (brightlysoftware.com))

Web site address: [Homepage | Brightly \(brightlysoftware.com\)](http://Homepage | Brightly (brightlysoftware.com))

Requirements

1. CHAMS is deployed within a managed SAAS environment. The *Contractor* appraises itself of the hardware, accessibility and software requirements. Unless otherwise specified in the Contract, the *Contractor* pays for all costs in connection with its use of CHAMS (including, without limitation, all necessary hardware, software other than the five licences as detailed above, network links, line rental and training). The *Contractor* incorporates these costs within its rates and Prices within the Price List.

Modules

1. CHAMS has several Modules that integrate highway asset management and maintenance requirements. Table 2 provides details regarding Modules found within CHAMS:-

Table 2

Module	Sub-Module	Contract or access	Comment
customer enquiries	not applicable	read & write access	Enquiries are assigned to sites (highway maintenance link and sections) and allocated to an Action Officer for investigation and resolution, or re-allocation.
condition survey	highway inspections and defects	read only access	Defects are found during inspections, some of which are found as a result of (and linked to) customer enquiries, some are from pre-planned safety inspections recorded in real time through a personal digital assistant (PDA). Defects are fixed by creating Jobs. This also allows access to

			view the linked photographs stored against the defect.
maintenance management	jobs, Task Orders and variation orders	read & write access	Execution of jobs through to completion.
payment processing	bulk finalisation of jobs to achieve status	read access	Submission of jobs for payment.
finance and budgets	finance reporting	read only access	
inspections	not applicable	read only access	

Data input

1. The *Contractor* ensures at all times that the information is entered onto CHAMS in accordance with the requirements of the Contract.
2. Unless otherwise stated in the Contract, the *Contractor* creates CHAMS Task Orders and Jobs on CHAMS and updates the information in accordance with the Contract.
3. The *Contractor* may wish to populate CHAMS with data using its own software system, by way of an interface. The *Contractor* first seeks approval from the *Service Manager* prior to pursuing this option.
4. On the basis that the *Contractor's* proposals to input information onto CHAMS complies with the requirements and timescales of the Contract and the *Service Manager* considers that the *Contractor's* proposals are an acceptable alternative, the *Service Manager* approves the *Contractor's* proposals.
5. For the avoidance of doubt, the *Service Manager* will not approve an alternative which transfers updated data into CHAMS any later than one Day.
6. The *Contractor* pays all costs in connection with the provision of an alternative system to enter information onto CHAMS.
7. All records contained on the *Contractor's* system that are pertinent to the Contract, are made available to the *Service Manager* in an accessible format

agreed with the *Service Manager*. If licences are required, then the *Contractor* will provide the *Service Manager* with five licences at the Contractor's cost.

Access and Reliability

1. Table 3 shows periods when CHAMS may be unavailable for use. The *Contractor* takes into account the periods where CHAMS may be unavailable when calculating its rates and Prices within the Price List.

Table 3

Ref	Title	Period	Time
1	System back-up	Occurs on a daily basis	The majority of back-ups are undertaken outside Normal Working Hours, generally between 22:00hrs and 03:00hrs. The <i>Contractor</i> allows for two days where back-ups may be performed during Normal Working Hours.
2	Software up-grade	A maximum of 12 times per annum during Normal Working Hours.	The <i>Contractor</i> allows 3 Normal Working Hours per upgrade. The <i>Service Manager</i> endeavours to provide the <i>Contractor</i> with 24hrs notice.
3	Unplanned downtime of CHAMS	A maximum of 6 times per annum during Normal Working Hours	<i>Contractor</i> allows 8 Normal Working Hours per occasion.

2. The *Contractor* allows for all other system back-ups, up-grades and unplanned downtime of CHAMS to occur outside of Normal Working Hours.

Features

1. In most cases works are recorded against the "Highways" Features.
2. There are two other Features available and they are used to order discrete elements of the *Service* where the Features stated above are not considered appropriate, they are as follows:-

- Whole Area Feature (aligned to the pre-1st April 2023 District Council boundaries. They are Mendip, Sedgemoor, Somerset West and Taunton and West Somerset) and
 - Whole County Feature.
3. The Whole Area and Whole County Features are only used subject to the approval of the *Service Manager*.
 4. There are other Features, which are non-asset Features. These are used for internal purposes and do not have Jobs raised against them.
 5. The *Service Manager* may from time to time add, amend or delete Features from CHAMS and the *Contractor* creates and updates information on CHAMS accordingly. The *Service Manager* adding, amending and deleting Features is not a compensation event.

CHAMS Task Orders and Jobs

1. Unless otherwise stated in the Contract, the *Contractor* creates and subsequently updates CHAMS Task Orders and Jobs on CHAMS. Table 4, detailed below, describes some of the data entry points within CHAMS which the *Contractor* uses when creating and updating a CHAMS Task Order. Table 5 refers to Jobs.
2. The *Contractor* creates CHAMS Task Orders on CHAMS for Task Orders and Schemes within two Days of receipt.
3. The column entitled "Usage Ref" indicates whether the data entry point is a mandatory (M) requirement to be completed and/or if the data entry point is automatically system generated by CHAMS (Sys).

Table 4 (Confirm Order Header Table)

Data entry point	Description	Usage Ref
Contract Code	Contract Year/calendar.	M
<i>Contractor</i>	Name of the <i>Contractor</i> selected.	M
Order number	Unique reference number for the order.	M, Sys
Notes	Notes that are relevant to the order.	
Committed Field	Field stating if the order is Committed or 'Uncommitted'.	M, Sys
Date fields	Date the order was entered, Estimated completion due date.	M, part Sys

Contract Area	Type of contract i.e. Somerset Highways.	M
Work Type	Type of work i.e. Safety Defect Repairs.	M
Order Value	The value of the order.	M, Sys

Table 5

Data entry point	Description	Usage Ref
Job Number	Unique reference number for the job.	M, Sys
CHAMS Task Order Number	CHAMS Task Order number the jobs are assigned to. Also states if the order is 'Committed/Uncommitted'.	M – Post Committed, Sys
Street Name	Street the Job is on.	M
Feature Id/Number	Details the Feature the Job relates, for example, Highways.	M
Area	Parish the Job is located.	M, Sys
Electoral Division	Parish the Job is located.	M, Sys
Work Location	Details of the location of the Job.	M
Description	Descriptive details of the Job, i.e. size of the pothole etc.	M
Job Type	The type of Job – Job Type fields have not yet been populated for use.	M
Estimated Value	Estimated value of the Job using rates and prices within the Price List.	M, Sys
Priority	Time period in which works are required to be completed by.	M
Price Factor	Used to apply discount adjustments to the value of works prior to the CHAMS Task Order being Committed.	M
Cost Code	Cost code, the sub budget code.	M
Customer	Select the correct network/year (used for fixing fees to the Job).	M
Customer Reference	Reference number unique to the customer.	
Preferred Contract	Contract Year/calendar.	M
Status	Current status of the Job. There are a number of status with include but are not limited to the following: -	M

	New, Programmed, Works in Progress, Works Complete, Temporary Repair Complete, Permanent Repair Complete, Finalised and payment processes.	
Officer	Current name of officer assigned to the Job.	M
Estimated Start Date	The estimated start date of the Job.	M
Actual Start Date	The actual start date of the Job.	M
Est. Completion Due	The estimated completion date of the Job.	M
Target Completion	The target completion date of the Job.	M
Actual Completion	The actual completion date of the Job.	M
SOR Items	Details a list of the rates and Prices multiplied by the quantities of work ordered and upon completion details the re-measured quantities of work completed against a list of rates and Prices.	M
Status Log	Shows an audit trail of when statuses have been changed and who changed them. CHAMS automatically records the time and date of the occurrence. The <i>Contractor</i> enters the effective date and time of the actual occurrence in the event that the actual occurrence differs from the date and time automatically recorded.	M

4. Unless otherwise specified in this contract, the *Contractor* creates Jobs on CHAMS. The *Contractor* then allocates the Jobs to a CHAMS Task Order. The *Contractor* then Commits the CHAMS Task Order subsequently providing the *Contractor* with an order to undertake the works.
5. Upon Task Completion, the *Contractor* updates CHAMS, populating the data input fields as defined within Tables 4 and 5 and submits the CHAMS Task Order, with attached Jobs for payment approval.
6. Where works affect several Features, a CHAMS Task Order will incorporate an equivalent number of Jobs. One Job is created per Feature. For example, a Scheme may consist of work which is spread over two geographical locations and is work relating to two different types of work at both locations. In this instance, the *Contractor* would raise four Jobs against the one CHAMS Task Order. Each Job has its own NRSWA/Traffic Management Act permit, where required. Note, in many cases USRN's are not equivalent to features.

7. If an additional Feature is identified after a CHAMS Task Order had been created, a new Job is created against a new CHAMS Task Order.
8. Ordered and re-measured quantities of work are measured against each Job. Subject to the approval of the *Service Manager*, the *Contractor* may spread the total ordered and re-measured quantities of work equally across Jobs relating to a specific CHAMS Works Order.

Variation Orders

1. When required, the *Contractor* creates the variation order on CHAMS.
2. For the avoidance of doubt, a Variation Order will consist of sufficiently detailed information to enable the *Service Manager* to identify, without limitation, the originally ordered and subsequently varied amounts of work, together with their associated prices

Updating CHAMS

1. The *Contractor* ensures that CHAMS is updated, in accordance with the Contract. The *Contractor* updates CHAMS of a known change in status of any Job or CHAMS Task Order within one Day.

Customer Enquiries

1. The *Service Manager* enters highway related enquiries into the Customer Enquiries Module. The enquiry may be from:-
 - a telephone call to the Somerset Contact Centre,
 - customer visit to a *Client* office,
 - letters or e-mails received by the Client
 - third party "Report It" websites,
 - via the Travel Somerset online reporting tool,
 - raised internally by the *Client* and *Service Manager*.
2. The enquiry can be:-
 - to report a potential Safety Defect Repair,
 - to report a problem to be handled under a program scheme of works,

- to request a licence under the Highways Act,
 - to report a potential street works/road closure issue, linked to a job being dealt with by the *Contractor*
 - to request information regarding the *Service*,
 - to register a praise or complaint.
3. The *Client* records the appropriate details on CHAMS and the enquiry is assigned to the most appropriate Action Officer.

Safety Defect Repair Service

1. The *Service Manager* transfers the information onto Personal Digital Assistants (PDAs). The *Service Manager* inspects the site. In the event that the *Service Manager* identifies a Safety Defect, the *Service Manager* details the work required using the rates and Prices within the Price List on the PDA and a Job is created on CHAMS. This in turn automatically creates a CHAMS Task Order and subsequently Commits the CHAMS Task Order.

Praise and Complaints

1. The *Client* forwards the relevant information to the appropriate Action Officer.

Requests for Information

1. The *Client* forwards the relevant information to the appropriate Action Officer.
2. The *Service Manager* responds to policy matters. The *Contractor* responds to operational matters. An example operational matter would be where a member of the public requires access to their property during construction works.

Reports

1. Provision exists within CHAMS to provide reports. The *Contractor* is permitted access to existing reports available within CHAMS which the *Service Manager* permits.
2. Reports are produced in CHAMS in three ways:-
 - **Pre-built lists** – These are reports that are pre-installed on CHAMS.

- **Written SQL Reports** – CHAMS has the functionality to use SQL to construct custom reports beyond what is pre-installed in CHAMS. The *Contractor* does not have access to this function.
 - **Dashboards** – CHAMS has the functionality to take completed SQL reports and output their result into a visual dashboard for analysis. The *Contractor* will have access to the dashboards as approved by the *Service Manager*.
3. In the event that the *Contractor* requires a bespoke report to be written, it will make a request to the *Service Manager*, whereby the *Service Manager* approves or rejects the request. The *Contractor* pays all costs in connection with the production of reports it requests which the *Service Manager* has approved.

Shared Information Requirements

Type	Source	Format	Before and After Photos	Comments	Location
Road Restraint System - Pedestrian	<i>Contractor</i>	PDF	Yes	Design drawings with any amendments highlighted for all elements of works. Scheme Completion Form	Shared Area
Road Restraint System - Vehicular	<i>Contractor</i>	PDF	Yes	Design drawings with any amendments highlighted for all elements of works. Scheme Completion Form	Shared Area
Drainage Schemes	<i>Contractor</i>	PDF	Yes	Design drawings with any amendments highlighted for all elements of works. Scheme Completion Form	Shared Area
Local Drainage Schemes	<i>Contractor</i>	PDF	Yes	Design drawings with any amendments highlighted for all elements of works. Scheme Completion Form	Shared Area

Cattle Grids	<i>Contractor</i>	PDF	Yes	Design drawings with any amendments highlighted for all elements of works. Scheme Completion Form	Shared Area
Remedial Earthworks	<i>Contractor</i>	PDF	Yes	Design drawings with any amendments highlighted for all elements of works. Scheme Completion Form	Shared Area
Verge Edge Loss	<i>Contractor</i>	Report	Yes	Scheme Completion Form	Shared Area
Patching	<i>Contractor</i>	Report	Yes	Measure sheet with onsite measures completed	Shared Area
Spray Injection Patching	<i>Contractor</i>	Report	Yes	Daily Report	Shared Area
Footways, Cycleways, Kerbing and Paved Areas	<i>Contractor</i>	PDF	Yes	Design drawings with any amendments highlighted for all elements of works. Scheme Completion Form	Shared Area
Local Footways	<i>Contractor</i>	PDF	Yes	Design drawings with any amendments highlighted for all elements of works. Scheme Completion Form	Shared Area
Walls	<i>Contractor</i>	PDF	Yes	Design drawings with any amendments highlighted for all elements of works. Scheme Completion Form	Shared Area
Grass Cutting – Planned Programme	<i>Contractor</i>	Report	No	Task Orders to be recorded as Complete, with dates	CHAMS

Hedge Trimming – Planned Programme	<i>Contractor</i>	Report	No	Task Orders to be recorded as Complete, with dates	CHAMS
Hedge Trimming – Reactive	<i>Contractor</i>	Report	No	Task Orders to be recorded as Complete, with dates	CHAMS
Weed Control	<i>Contractor</i>	Report	No	Task Orders to be recorded as Complete, with date of application, method, product data information, certificates, consents and approvals	CHAMS
Gully Cleansing – Planned Programme	<i>Contractor</i>	Report	Yes	Task Orders to be recorded as Complete, with dates. Receipt of digital data outputs to include:- complete round details, locational data, list of defects for investigation and action (to include gully blocked – requires jetting, gully blocked – requires dig out, gully seized – lid release / replace, broken / missing cover, not able to access – parked cars/Under Hedge). Asset condition data to also be recorded (Silt level within the gully on arrival).	CHAMS Shared Area
Gully Cleansing – Planned Programme	<i>Contractor</i>	Report	Yes	Task Orders to be recorded as Complete, with dates. Receipt of digital data outputs to include:-	CHAMS

				complete round details, locational data, list of defects for investigation and action (to include gully blocked – requires jetting, gully blocked – requires dig out, gully seized – lid release / replace, broken / missing cover, not able to access – parked cars/Under Hedge). Asset condition data to also be recorded (Silt level within the gully on arrival).	Shared Area
Drain Jetting and CCTV	<i>Contractor</i>	Report	Yes	Task Orders to be recorded as Complete, with dates. Jetting records including 'proving' of outfall system and location plan.	CHAMS Shared Area
Trash Screen Clearance	<i>Contractor</i>	N/A	No	Task Orders to be recorded as Complete, with dates.	CHAMS
Silt Trap Emptying	<i>Contractor</i>	N/A	No	Task Orders to be recorded as Complete, with dates.	CHAMS
Ploughing (Siding)	<i>Contractor</i>	N/A	No	Task Orders to be recorded as Complete, with dates.	CHAMS
Ditches, Grips and Outfalls	<i>Contractor</i>	N/A	No	Task Orders to be recorded as Complete, with dates	CHAMS
Safety Defects	<i>Contractor</i>	N/A	Yes	Relevant Job Status to be updated to include Work In Progress, Work	CHAMS

				Complete and Temporary Repair	
Signing and Guarding of Hazards	<i>Contractor</i>	Report	Yes	Records of routine inspections, including nature of hazard, locations, dates, times, names and vehicles.	Shared Area
Winter Service (during the Operational Winter Period, unless otherwise instructed by the <i>Service Manager</i>)	<i>Contractor</i>	PDF	No	Daily 24-hour weather forecast, Daily 2-5-day weather forecast, Daily morning summary, Daily treatment decision	Shared Area
Out-of-Hours Emergency	<i>Contractor</i>	Excel spread sheet	Yes	Record of attendance to all Out of Hours emergency calls and incidents. Data to include but not limited to, date, call received time, time on site, time off site, callout type, location, parish, crew	Shared Area

Street Manager

Background

1. From the 1st July 2020, all Highway Authorities are required to use the national Department for Transport (DfT) Street Manager system to send, receive, permit notifications and to coordinate works on the highway network. Somerset Council has the option to use either Street Manager as a standalone system or to use a combination of the DfT Street Manager system and a third-party system via an API to both receive and send works notifications and responses.

Introduction & Objectives

2. The *Contractor*, working and raising notifications on behalf of the *Client*, will be given access to the DfT Street Manager system and will have the ability to both send and receive works permit notifications (which will include the ability to be able to receive inspection and works comments relating to permit notifications).
3. Somerset Council uses the DfT Street Manager system to record and register all works in line with the requirements of the New Roads and Street Works Act (NRSWA) 1991, the Traffic Management Act (TMA) and Somerset Council Permit Scheme. Somerset Council may also use a third-party system via an API to receive or send notifications to the DfT Street Manager system.

Required Outcomes

4. NRSWA notifications are raised in accordance with the provisions of the Contract via the Street Manager system.
5. Somerset Council's Street Works register is kept updated in line with the statutory requirements placed on it under NRSWA 1991, TMA and the requirements of the Somerset Council Permit Scheme.

Contractor's Role

6. The *Contractor* is responsible for notification of all activities defined as specified works, in accordance with NRSWA, TMA and the Somerset Council Permit Scheme. This takes place electronically within the *Contractor's* permit system and is transferred to the Somerset Council permit system via the DfT's digital service for planning and managing roadworks. This helps ensure that full Permit Scheme, TMA and NRSWA notification requirements are complied with. This includes the notification of all future long-term work programmes.
7. Notification requirements follow the guidance and direction given in the Somerset Permit Scheme, the DfT Statutory Guidance for Highway Authority Permit Schemes, NRSWA and associated Codes of Practice, as amended by the TMA.

8. Work notifications are sent within the required validity periods as per NRSWA and in line with the current Street Manager Business rules, TMA and the requirements of the Somerset Council Permit Scheme.
9. Work notifications received are acted up on in line with NRSWA, the current Street Manager Business rules, TMA and the requirements of the Somerset Council Permit Scheme.

Service Manager's Role

10. Provides the *Contractor* access to the DfT Street Manager system so as to access specific parts of the DfT Street Manager system at the *Client's* cost.

Requirements

11. The *Contractor* appraises itself of the hardware, accessibility and software requirements. Training will be provided by the *Client* in the use of Street Manager. However the *Contractor* should also identify any training needs in the use of the DfT Street Manager system to the *Client* as they arise.
12. The *Contractor's* system fully complies with the Somerset Council Permit Scheme, TMA and NRSWA notification procedures. The *Contractor* undertakes trials, at its own cost, in co-operation with the *Service Manager* to ensure the suitability of the proposed system.
13. The *Contractor* makes suitable provision for a support system for issuing Permits and notification in accordance with the Somerset Council Permit Scheme, in the event that their primary system fails.

Data Input

14. The *Contractor* ensures at all times that the information is entered onto Street Manager is in accordance with the requirements of the Contract and the requirements of NRSWA and the Somerset Council Permit Scheme.
15. Unless otherwise stated in the Contract, the *Contractor* creates works notifications as requirements of NRSWA and the Somerset Council Permit Scheme and updates the information in accordance with the Contract, using Street Manager.

16. The *Contractor* may wish to populate Street Manager with data using its own software system by way of an interface. The *Contractor* first seeks approval from the *Service Manager* prior to pursuing this option.

Access and Reliability

17. In the event of system failure, this will be dealt with under the Current Street Manager Business rules.

Updating Street Manager

18. Work notifications are sent within the required validity periods in line with the current Street Manager Business rules.

Request for Information

19. The *Service Manager* forwards the relevant information to the appropriate Action Officer.

Reports

20. Street Manager allows for data to be exported via CSV format which the *Contractor* can choose to use for its own internal reporting purposes, if required.

Clarification of the Defined Term “Notification”

21. Notification is any form of electronically transferred information required to comply with the requirements of the Somerset Council Permit Scheme, New Roads and Street Works Act (NRSWA) 1991, the Traffic Management Act (TMA) and any associated regulations, statutory guidance and codes of practice.