

NEC4

Term Maintenance Contract

Scope S 2200 *Client's* service specification and drawings DN581359

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S 2205 Client's service specification

The Works Specification shall be the Specification for Highway Works, published as Volume 1 of the Manual of Contract Documents for Highway Works, as modified and extended by the *Client* in Series 000.

Where products are explicitly specified the *Service Manager* may consider alternative products, processes etc.

Fencing

Objectives

To repair, replace, maintain, and improve the *Client's* fences on the Highway Network, so as to effectively prevent vehicles leaving the road, protect pedestrians from hazards, and generally ensure that the Highway Network remains fit for purpose.

Reduce the amount of carbon produced by highway maintenance activities.

Required Outcome

Fences provide the intended protection for vehicle users, pedestrians and users of adjoining land and property.

Reduce the amount of carbon produced by highway maintenance activities.

Achieve targets defined within this contract.

Road Restraint System (Vehicle)

Objectives

To repair, replace, maintain, and improve the *Client's* Road restraints systems (Vehicle) on the Highway Network, so as to effectively prevent vehicles leaving the road, protect pedestrians from hazards, and generally ensure that the Highway Network remains fit for purpose.

Reduce the amount of carbon produced by highway maintenance activities.

Required Outcome

Road restraint systems (vehicle) provide the intended protection for vehicle users, pedestrians and users of adjoining land and property.

Reduce the amount of carbon produced by highway maintenance activities.

Achieve targets defined within this contract.

Road Restraint System (Pedestrian)

Objectives

To repair, replace, maintain, and improve the *Client's* road restraints systems (pedestrian) on the Highway Network, so as to effectively prevent vehicles leaving the road, protect pedestrians from hazards, and generally ensure that the Highway Network remains fit for purpose.

Reduce the amount of carbon produced by highway maintenance activities.

Required Outcome

Road restraint systems (pedestrian) provide the intended protection for vehicle users, pedestrians and users of adjoining land and property.

Reduce the amount of carbon produced by highway maintenance activities.

Achieve targets defined within this contract.

Drainage Systems

Objectives

To improve and develop the drainage system for which the *Client* is responsible. To install new drainage systems and replace, improve and repair existing drainage systems so that they are capable of efficiently removing water from the surface of the Highway Network, prevent the ingress of water into the pavement structure and provide safe passage for all traffic.

This includes all Highway Network drainage systems including, but not limited to, pipes, drainage channels, linear drainage channels with gratings, gullies, catchpits, access chambers, culverts, Highway Network ditches, outfalls, soakaways, kerb offlets, drainage

grips, trash screens, silt traps, the replacement and realignment of kerbs for drainage purposes, and culverts less than 0.9 metres in diameter.

Reduce the amount of carbon produced by highway maintenance activities.

Required Outcome

Drainage problems are eliminated or minimised by construction of drainage systems which:-

- remove water from the surface of the Highway Network effectively and efficiently,
- prevent ingress of water into the pavement structure,
- accommodate other improvements to the Highway Network,
- minimise inconvenience to road users and owners/users of adjoining properties,
- ensure ironwork is set at the correct levels and
- allow maintenance of the systems to be carried out effectively and efficiently.

Achieve targets defined within this contract.

Cattle Grids

Objectives

To repair, replace, improve and ensure cattle grids are lawful and to maintain cattle grids that are on the Area Network.

Reduce the amount of carbon produced by highway maintenance activities.

Required Outcome

Ensure that all cattle grids are safe and fit for purpose.

Ensure the cattle grid is free from overhanging or encroaching vegetation.

Ensure the ground in and around the cattle grid is free from standing water and firm.

Ensure the main posts are secure.

Ensure the outfall drainage from the cattle grid is maintained to free water from the pit of the cattle grid.

Ensure the cattle grid surround is stockproof and fit for purpose.

Ensure any gates are free to be opened and closed without having to be lifted or dragged.

Reduce the amount of carbon produced by highway maintenance activities.

Achieve targets defined within this contract.

Remedial Earthworks

Objectives

To repair or prevent earth slips, including the provision of any necessary associated drainage, and new retaining systems to stabilise cuttings and embankment slopes, ground anchors, gabion walls, soil stabilisation, shoring/tinning and similar *services*.

Reduce the amount of carbon produced by highway maintenance activities.

Required Outcome

Cuttings, embankment slopes and Highway Network edges are made safe and stabilised in the long term.

Reduce the amount of carbon produced by highway maintenance activities.

Achieve targets defined within this contract.

Carriageway

Objectives

To maintain the Area Network in a safe condition for users.

To increase the structural strength of the carriageway and to arrest deterioration of the carriageway through the reconstruction of defective pavement, use of structural layers, use of non-structural layers, use of surface treatments, patching, and other minor repairs.

Achievement of the relevant Somerset's Future Transport Plan targets and compliance with service standards.

Reduce the amount of carbon produced by highway maintenance activities.

Definitions

- Reconstruction is the removal of some or all of the structural layers of the pavement and their replacement with new material, including the surfacing. As a minimum, this will involve removal of surface course, binder course and some or all of the road base material to restore the structural integrity of those pavements that have reached, or are approaching, a zero projected life. For concrete roads it is the full or partial replacement of the slab. Reconstruction is carried out where levels cannot be raised and on small weak areas and haunches. Assessment is from 'objective' data recorded by survey machines and visual surveys.
- An overlay is the application of an additional layer(s) of material, to a depth of more than 50mm, onto the existing road surface to increase or restore the structural integrity of roads that have reached, or are approaching, a zero projected life. Overlays to concrete surfaces can be in concrete or asphalt (NOT INCLUDED IN THIS CONTRACT).
- Resurfacing is the renewal of the surface course to restore the profile of the road, improve ride quality, improve drainage, provide surface integrity and improve skidding resistance. Resurfacing includes overlays up to 50mm and thin surface course materials (NOT INCLUDED IN THIS CONTRACT).
- Surface Dressing is the application of bitumen and chippings to the road surface and is an effective and low cost treatment for sealing and restoration of the running surface of the carriageway. The treatment does not strengthen the existing pavement but prevents the ingress of water, halts the oxidation of binder, and restores skid resistance (NOT INCLUDED IN THIS CONTRACT).
- Thin overlays and microasphalts – Thin surface courses usually involving polymer modified binders laid in a 15mm thick layer to re-establish the original ride profile (NOT INCLUDED IN THIS CONTRACT).
- Slurry Seal – The application of cementitious bound slurry to, seal the road surface, restore skid resistance, and improve surface quality.
- Carriageway Recycling – deep in-situ cold recycling of failing carriageways finished with an asphalt surface course where there is known contaminant within the pavement.
- Carriageway Regen – shallow in-situ cold recycling of failing carriageways finished with a surface dressing surface course where there is a known contaminant within the pavement.

- Surface retexturing – effective solution for increasing macro and micro texture to restore skid resistance and extend asset life of asphalt and concrete surfaces.
- Crack Sealing and Joint Repair – crack sealing and joint repair treatment services are to provide to arrest the deterioration of the surface. Early intervention will stabilise the surface and extend its functional life.
- High Friction Surfacing – is implemented to be hot or cold laid to reduce braking distances at critical locations, especially in wet conditions.
- Planned patching - is the repair to potholes, localised defective areas of surfacing and road edge deterioration, where one or more layers of the surface have been removed by traffic or weather, to ensure Highway Network structure is maintained. This process restores/improves the structural strength of the surface and locally halts the deterioration of the surface.

Required Outcome

Effective management of the *Client's* carriageway network in accordance with the *Client's* service standards, and the available budgets to:-

- arrest deterioration and extend the life of the Area Network,
- provide surface waterproofing and prevent ingress of water to lower layers and adjoining structures,
- strengthen and add life to the carriageway structure,
- restore the surface profile of the road for ride quality and drainage purposes,
- improve skidding resistance,
- achieve a reduction in noise levels,
- allow surface water to be effectively channelled to the drainage systems,
- reduce the amount of carbon produced by highway maintenance activities and
- achieve targets defined within this contract.

Footways, Cycleways and Kerbing

Objectives

To repair, replace, improve and develop kerbing in order to provide clear definition between carriageway, footway and cycleway, to provide structural edge support to carriageways, footways and cycleways and to channel surface water to the appropriate drainage system.

To repair, improve and develop footways in order to provide safe ways for pedestrians that

are segregated from traffic and to guide pedestrians across vehicle accesses and cycleways.

To repair, improve and develop cycleways to provide safe ways for cyclists segregated as much as possible from other users of the Highway Network.

Reduce the amount of carbon produced by highway maintenance activities.

Required Outcome

Arrest deterioration of kerbing, footways and cycleways.

Provide surface waterproofing and prevent ingress of water to lower layers and adjoining structures.

Strengthen and add life to footway and cycleway structures.

Improve skidding resistance.

Allow surface water to be effectively channelled to the drainage systems.

Reduce the amount of carbon produced by highway maintenance activities.

Achieve targets defined within this contract.

Road Signs & Bollards (Non-Illuminated)

Objectives

To maintain non-illuminated road signs and bollards.

Ensure safety for Highway Network users through the provision, replacement, repair and maintenance of advance warning, regulatory and information signs and bollards.

Reduce the amount of carbon produced by highway maintenance activities.

Required Outcome

All signs and bollards (excluding illuminated signs and bollards) are legible and visible so that they are effective and fit for purpose.

The amenity value of the Highway Network is protected as much as possible subject to the achievement of a coherent and appropriate signing regime.

Signs provide accurate warnings and information and promote the free flow of traffic.

Reflectivity of signs is appropriate to class of road and traffic speeds.

Theft of signs is reduced to a minimum through, for example, judicious selection of plate materials.

Signing complies with Traffic Signs and General Directions 2016 or subsequent updates.

Non-illuminated road signs and bollards are maintained so that they are effective and fit for purpose.

Non-illuminated road signs and bollards are cleaned and maintained to enhance the amenity value of the Highway Network.

Reduce the amount of carbon produced by highway maintenance activities.

Achieve targets defined within this contract.

Road Markings and Studs

Objectives

Ensure safety for Highway Network users through the provision and maintenance of legible, visible and appropriately reflective road markings and road studs, which define lanes, edges, junctions etc, and provide warnings and other information.

To facilitate the free flow of traffic through warnings, vehicle parking, and other information.

Reduce the amount of carbon produced by highway maintenance activities.

Required Outcome

Markings and studs are visible/legible and comply with the reflectivity requirements of the *service* specification.

Markings and studs accurately define lanes, edges, junctions etc.

Markings and studs detract as little as possible from the amenity value of the Highway Network.

Markings and studs facilitate the free flow of traffic.

Waiting and parking information is clear to vehicle users.

There is clear distinction between carriageways, footways and cycleways where appropriate.

Markings and studs comply with Traffic Signs and General Directions 2016 or subsequent updates.

Reduce the amount of carbon produced by highway maintenance activities.

Achieve targets defined within this contract.

Walls

Objectives

To repair, replace, maintain, and improve the *Client's* retaining/sustaining walls on the Highway Network, so as to effectively prevent vehicles leaving the road, protect pedestrians from hazards, and generally ensure that the Highway Network remains fit for purpose.

Reduce the amount of carbon produced by highway maintenance activities.

Required Outcome

Walls provide the intended protection for vehicle users, pedestrians and users of adjoining land and property.

Highway Network retaining/sustaining walls provide adequate protection and support to the Highway Network, in order to prevent deterioration, or potential deterioration of the Highway Network structure.

Reduce the amount of carbon produced by highway maintenance activities.

Achieve targets defined within this contract.

Bridges and Culverts

Objectives

To repair, replace, maintain, and improve the *Client's* bridges and culverts on the Highway Network, so as to effectively support vehicular and pedestrian traffic passing over them and that parapets and associated structures prevent vehicles leaving the road, protect pedestrians from hazards, and generally ensure that the Highway Network remains fit for

purpose.

In event of damage to bridges and culverts, such as that caused by road traffic collisions, flooding etc, emergency action is taken to make the local area safe and to carry out emergency repairs.

Reduce the amount of carbon produced by highway maintenance activities.

Required Outcome

Bridges and culverts provide the intended support for vehicular and pedestrian traffic passing over them and that parapets and associated structures prevent vehicles from leaving the road and protect pedestrians from hazards.

Highway Network bridges and culverts provide adequate protection and support to the Highway Network, in order to prevent deterioration, or potential deterioration of the Highway Network structure.

Reduce the amount of carbon produced by highway maintenance activities.

Achieve targets defined within this contract.

Highway Verge Maintenance

Objectives

To provide an effective environmental maintenance service on Highway Network verges, embankments and cuttings.

Reduce the amount of carbon produced by highway maintenance activities.

Required Outcome

Effective management, within the available budget, of roadside vegetation, in relation but not limited to, grass cutting, hedge trimming, weed treatment, on verges, embankments and cuttings.

Prevent vegetation becoming a hazard to Highway Network users.

Preserve and enhance the amenity and biodiversity value of the Highway Network.

Maximise the nature conservation value of Highway Network land.

Allow access to ditches, field entrances and underground services and generally facilitate other services conducted on or in the vicinity of the Highway Network.

Vegetation on verges is controlled in order to provide adequate visibility for all Highway Network users, to provide a refuge for pedestrians in the absence of a footway, and to reduce fire risk.

Vegetation growth is controlled in order to preserve visibility of traffic signs, to prevent hazards on or adjacent to carriageways, footways and cycleways, and to protect the structure and amenity value of the Highway Network.

Carriageways, footways and cycleways are kept free from the build-up of detritus.

The control the spread of noxious and invasive weeds to comply with current legislation.

Hedge growth is controlled to prevent obstruction on Highway Networks and footways.

Use of chemical sprays is kept to a minimum in order to help to protect the environment.

Sites of Special Scientific Interest (SSSI's), county wildlife sites, wildflower sites and other designated sites are suitably protected.

Reduce the amount of carbon produced by highway maintenance activities.

Achieve targets defined within this contract.

Drainage Cleansing

Objectives

To allow all Highway Network drainage systems including, but not limited to, pipes, drainage channels, linear drainage channels with gratings, gullies, catchpits, access chambers, culverts, Highway Network ditches, outfalls, soakaways, silt traps, kerb offlets, and drainage grips to work effectively so that surface water is efficiently captured and channelled to its appropriate outfall.

Reduce the amount of carbon produced by highway maintenance activities.

Required Outcome

Flooding and standing water hazards in the Highway Network are minimised.

Water is drained quickly and efficiently through the drainage systems.

Self-cleansing flows are maintained.

Underlying Highway Network structure is kept as dry as possible.

Reliable records relating to the location and condition of Highway Network drainage systems are maintained.

Gully and catchpit captured silt and solids are not allowed to enter pipe systems or other watercourses.

Reduce the amount of carbon produced by highway maintenance activities.

Achieve targets defined within this contract.

Safety Defect Repairs

Objectives

To remedy hazards resulting from deterioration of the fabric of the Area Highway Network.

Reduce the amount of carbon produced by highway maintenance activities.

Required Outcome

Maintain a clear and unobstructed-Area Highway Network.

Maintain Highway Network safety and capacity for all Highway Network users.

Minimise hazard and inconvenience to adjoining land and property users.

Reduce the amount of carbon produced by highway maintenance activities.

Achieve targets defined within this contract.

Winter Service

Objectives

To prevent ice forming on the Operational Routes.

To maintain availability of the Highway Network for users.

To minimise damage to running surfaces created by the formation of ice.

To reduce accidents and minimise delays caused by ice and snow.

Review events and modify policies and procedures, if required.

Reduce the amount of carbon produced by highway maintenance activities.

Required Outcome

There is compliance with the "Highways & Traffic Emergency & Adverse Weather Plan" published by the *Client*, with the assistance of the *Contractor*, each year.

Appropriate management responses are made to prevailing or predicted winter weather conditions taking into account the weather forecast and information available from ice detection equipment, thermal maps and road inspections.

The completion of precautionary de-icing treatment from the start of the Winter Service Response Time to the completion of the Treatment Time should not exceed 3 hours and 30 minutes.

Operations should be complete, wherever possible, prior to the forecasted time for the formation of ice (or settlement of snow). For the sake of clarity, the treatment time, being the time between vehicles commencing and completing of treatment (not depot gate to depot gate) on all pre salting network routes, should not exceed 2½ hours, unless routes are in urban areas, where temperatures will be higher, the route will not exceed 3 hours in line with the South West Region Winter Services Group (minimum standards).

Ice or snow on the Highway Networks that are not included in the Operational Routes is only treated or cleared when availability of resources allow and after completion of precautionary de-icing treatment of the Operational Routes and starting at the highest network hierarchy. In addition, ice formed on the non-priority network is only treated when road surface temperatures are forecast not to rise above zero over a period of 24 hours or when otherwise instructed by the *Service Manager*.

Sufficient resources including Sub*contractors* can be mobilised at short notice and sufficient resources can be made available to deal with periods of exceptional snowfall or prolonged winter weather conditions.

Delays, accidents and damage to road surfaces resulting from snow and ice (including associated flooding) are all minimised.

Techniques and materials used to provide Winter Service are efficient, effective and

environmentally friendly.

Pollution caused by the use and storage of De-Icing Materials is minimised.

Without prejudice to the generality of the Contract conditions concerning continuous improvement, there is continuous improvement of Winter Service in response to changing conditions and network incidents and the development of dynamic and interactive “Highways & Traffic Emergency & Adverse Weather Plan”.

Highway Network users (including public and school transport operators), emergency service, motoring organisations, the media and other key stakeholders are informed appropriately of prevailing ice and snow conditions on the Highway Network and have realistic expectations of Winter Service.

Review events and modify policies and procedures, if required.

Best Value is derived from available budgets in the achievement of these outcomes.

Reduce the amount of carbon produced by highway maintenance activities.

Achieve targets defined within this contract.

Contractor's Role

In conjunction with the *Service Manager*, develop the *Client's* “Highways & Traffic Emergency & Adverse Weather Plan”, including provision of:-

- proposed method of managing the *service*,
- staff and other resource plans,
- communication, weather forecasting, control and call out systems,
- feedback procedures and
- a storage and stock management plan for de-icing materials.

Programme Operational Routes, taking into account the *Service Manager's* definition of the parts of the network to be treated.

Programme the *Client's* Winter Fleet's onboard telemetry, guidance and spread management system before each winter period, and adjust as necessary during each season.

Ensure that wherever possible, treatment is completed prior to the forecasted time for the formation of ice (or settlement of snow).

Where the *Service Manager* identifies critical areas on the Highway Network, arrange appropriate action such as filling of salt bins and placement of salt bags.

Plan and manage pre-season preparedness, including but not exclusively:-

- carry out vehicle checking, testing and calibration,
- fit and test communication systems for vehicles,
- ensure availability of equipment such as generators, vehicle washers and floodlights,
- check that salt storage facilities are sound and drainage is functional,
- plan and organise standby rotas,
- carry out operator and supervisor training and familiarisation,
- carry out trial familiarisation runs,
- ensure contracts are in place for snow clearance *Sub-Contractors*,
- ensure contracts are in place for supply of De-Icing Materials and
- ensure every aspect of Winter Service is tried and tested.

Train operators and support staff in plans and policies and particularly in safety issues associated with the *services*.

Train operators and support staff on the use of any new vehicle or equipment that may be required for use on the Winter Service.

Provide a Winter Weather Forecasting Service, in accordance with clause 7810AR.

Operate, inspect, maintain and develop the *Client's* system of sensor stations on the Highway Network, in accordance with clause 7810AR.

Maintain access to weather forecasts and systems for *Client's* staff.

Provide, manage and operate a communication facility.

Obtain and operate contracts for independent weather forecasts, in accordance with clause 7810AR.

Maintain stocks of De-Icing Materials to agreed plan.

Determine and execute appropriate responses to winter weather conditions, in accordance with the Precautionary Treatment Decision Guide in the *Client's "Highways & Traffic Emergency & Adverse Weather Plan"*.

When winter operations are required, ensure agreed resources are deployed exclusively on treatment of the Highway Network and not diverted on to winter (or other) services for other parties.

Provide all necessary resources to implement and supervise Winter Service throughout the Operational Winter Period.

Manage and maintain the *Client's* Winter Fleet.

Maintain comprehensive and accurate records of all Winter Service (including timing, nature and basis of decisions and timing and nature of treatment, records of weight of de-icing materials loaded to each vehicle for each treatment and temperature predictions compared with actual) especially for insurance purposes.

Provide information and assist the *Service Manager* to inform Highway Network users, emergency services and motoring organisations etc. of the Highway Network condition, and assist the *Service Manager* to provide general publicity about Winter Service.

Carry out post safety inspection to identify snow and ice related hazards.

Monitor effectiveness of De-Icing Materials and make reports, recommendations to the *Service Manager*.

Investigate new operating methods and technologies to achieve continuous improvement in the *service*.

Implement new operating methods, systems and technologies where these have been agreed with or instructed by the *Service Manager*.

Provide and maintain GPS equipment (where appropriate) for use on the *Client's* Winter Fleet.

Participate in and supply information for, reviews of events and modify policies and procedures, if required.

Comply also with the requirements of the preamble to the Scope.

Service Manager's Role

Develop, with the assistance of the *Contractor*, the "Highways & Traffic Emergency & Adverse Weather Plan", including, if appropriate, liaison, with emergency services, Education Authority, schools, operators of school bus routes, and other key stakeholders.

Define the network hierarchy.

Develop criteria used for the selection of roads to be treated and set response and treatment times, all in liaison with adjoining Authorities.

Consider alternative De-Icing Materials recommended by the *Contractor* or others.

Receive enquiries by telephone or other means from the public and others concerning Winter Service.

Arrange independent inspections of the *Client's* Winter Fleet at the start and completion of this contract as part of the handover procedure.

Provide information and publicity via local press, local radio and other broadcast media to

ensure that Highway Network users and the general community are informed of current network condition and their expectations of the Winter Service are realistic.

Provide information on the Winter Service and Highway Network condition direct to the emergency services, public transport operators, motoring organisations and other key stakeholders.

Participate in and supply information for, reviews of events and modify policies and procedures, if required.

Fulfil general activities as described in the preamble to the Scope.

Winter Service 2022/2023

For maps showing the Full Resilient Network, the Interim Resilient Network and the Minimum Resilient Network, refer to Appendix 78/1.

Provision of Winter Weather Forecasts

General Requirements

The *Contractor* shall make all necessary arrangements to receive winter weather forecasts at appropriate times in order to assist in the determination of responses to expected winter weather conditions.

Winter weather forecasts shall be based upon scientific and evidential information from appropriately qualified and accredited bodies delivered in due time to ensure adequate resources can be mobilised where action is required.

The system for reporting of weather forecasts shall be web based. It shall: -

- report projected and actual weather conditions on a 24/7 basis throughout the Operational Winter Period,
- give forecasts on a domain basis based on the location of weather stations,
- keep records of both projected and actual conditions for twelve months and
- keep records of actions, forecasts and actuals for twelve months.

The *Client's* staff shall be allowed access to the *Contractor's* web site in order to monitor and verify the systems and procedures in place for making operational decisions.

The system for weather forecasts shall include for a detailed 24 hour forecast and a subsequent daily forward forecast up to and including 5 days from the forecast date throughout the Operational Winter Period.

Weather forecasts and reports shall include information about actual and projected air and road surface temperatures, likelihood of ice forming, dew point, wind speed, likelihood of rain and other information that may assist the assessment of likely operational action.

In addition, the system of forecasting shall make provision for recording and storing decisions made each day of the Operational Winter Period.

The format of weather forecasts shall be in accordance with the requirements of the *Service Manager* and shall be agreed before commencement of the first Operational Winter Period.

The weather forecast provider chosen by the *Contractor* shall make available a 24/7 duty forecaster who is available for telephone consultations and will alert the *Contractor* in the event of any unexpected change in the weather forecast occurring at any time.

At the end of each twelve-month period, records shall be handed over to the *Service Manager* in an electronic format prescribed by the *Service Manager*. In addition, a dedicated report is to be produced by the *Contractor* which provides information comparing forecast against actuals and other information about winter conditions compared to other winters.

At the end of the *Service Period* the *Contractor* shall hand back to the *Service Manager* in an electronic format prescribed by the *Service Manager* any records of weather and actions that have not been previously handed back, as stated in Scope S 1000.

Client's Weather Stations

In order to assist the *Contractor* to make the optimum decisions about responses to winter weather the *Client* owns a number of sensor stations where certain information about current weather conditions on or adjacent to the carriageway surface is recorded. These stations are connected to the telephone system and through this system the readings can be made available to a bureau.

Sensor stations are owned by the *Client*. However, maintenance and repair of them is to be arranged by the *Contractor*. Pre-winter and mid-winter inspection and calibration shall be arranged by and paid for by the *Contractor*. The reasonable cost of repairs carried out by a specialist company that arise from inspections and calibrations, system monitoring, and upgrades agreed with the *Service Manager* shall be initially met by the *Contractor* and then charged to the *Client*.

The *Contractor* shall make all necessary arrangements and pay all costs of accessing the information held by a bureau. However, the cost of telephone calls and line rental in respect of the telephones contained in the sensor stations is paid direct by the *Client*.

Information about these sensors is provided in the Table of Sensors in Scope S 1000.

Information from other sensors on the road networks of National Highways or other neighbouring Highway Authorities may be available to the *Contractor* and the *Contractor* shall make its own enquiries about this and pay all costs.

Emergency Service

Objectives

To minimise or eliminate danger to users of the Highway Network, users of the Public Rights of Way Network, users of land owned by the *Client* and users of land or property adjoining the Highway Network, Public Rights of Way Network and land owned by the *Client*, caused by unpredictable events and incidents, including removal/disposal of body parts and fluids, hazards, obstructions and detritus.

To minimise or eliminate deterioration of the Highway Network caused by unpredictable events and incidents, including removal of hazards, obstructions and detritus.

To effectively manage the Highway Network, Public Rights of Way Network and land owned by the *Client* in the event of an emergency.

To meet the *Client's* obligations under the Highway Act 1980.

Reduce the amount of carbon produced by highway maintenance activities.

Definitions

For definitions see clause 7901AR.

Emergencies caused by winter conditions of ice or snow shall be managed under the requirements of, but not restricted to, Scope S 2200 and clauses 7801AR to 7812AR.

Safety defects that require immediate response during Normal Working Hours shall be managed under the requirements of, but not restricted to, Scope S 2200 and clause 7301AR

to 7308AR.

Emergencies arising from the declaration of a Civil Emergency shall be managed under the requirements of Scope S 2200 and clauses 7951AR to 7961AR.

Required Outcome

Adequate and appropriate response to Emergencies reported to the *Contractor* through the normal procedure or declared by the *Service Manager* or other authorised persons in order to restore safe passage for users of the Highway Network, users of the Public Rights of Way Network, users of land owned by the *Client* and users of land or property adjoining the Highway Network, Public Rights of Way Network and land owned by the *Client* or to prevent deterioration of the Area Network.

To minimise the disruption to all Highway Network users.

Reduce the amount of carbon produced by highway maintenance activities.

Achieve targets defined within this contract.

Contractor's Role

Prepare operational plans to deal with Emergencies in compliance with the requirements of Works Specification Clause 7906AR in consultation with the *Service Manager*.

Provide and maintain a 24 hour, 7 days per week call handling service able to receive reports of emergencies and to communicate effectively with the *Service Manager*, the emergency services and relevant authorities.

Respond to call outs in respect of Emergencies from the *Service Manager*, or other staff of the *Client* who have authority to give such a notification, or officers of Avon and Somerset Constabulary.

Arrange a 24 hour, 7 days per week standby of Emergency Service manager(s) and five Emergency Service Teams to cover the Highway Network Area and have systems in place to deploy other resources where required.

The *Contractor* shall assess all reports received by the 24-hour call-handling service, to determine the nature of the response required for the reported situation.

Deploy resources within the Emergency Response Times.

Co-ordinate Emergency Service Operations with the emergency services.

Provide management attendance, where required, at sites of emergencies and instigate remedial action.

Minimise hazard and inconvenience to adjoining land and property users.

Keep the *Service Manager* informed of any major incidents.

Have systems, procedures and contracts in place so that specialist services and equipment, such as those listed in Works Specification Clause 7905AR, can be mobilised quickly and effectively.

Maintain comprehensive and accurate records of incidents and hazards encountered and all Emergency Service activity and feedback to the *Service Manager*.

Assist with the development of the *Client's* "Highways & Traffic Emergency & Adverse Weather Plan" (including provision of method statements, Health and Safety plan, resource plans and communications, control and call-out procedures).

For *services* arising from Emergencies and for *services* required after the making safe of the Emergency, see other clauses of this specification.

Take date stamped photographs of all hazard sites before and after clearance *services*.

Record the location of incidents attended by Emergency Service Teams and *Subcontractors* using global positioning systems (GPS).

Within one month of a completion of *services* arising from the incident or event, provide information to the *Service Manager* to assist in the recovery from third parties of the cost of activities, wherever possible, in accordance with the Highways Act 1980.

Comply also with the requirements of the preamble to the Scope.

Service Manager's Role

Develop policy, plans and associated operational procedures and deal with emergencies in consultation with the *Contractor*, other Local Authorities, Environment Agency and emergency services.

During Normal Working Hours classify situations, where appropriate, as emergencies and instruct the *Contractor* accordingly.

Identify and prioritise hazards requiring remedial action and provide details to the *Contractor*.

Recover the cost of activities from third parties, wherever possible, in accordance with the Highways Act 1980.

Fulfil general activities as described in the preamble to the Scope.

Civil Emergencies Service

Objectives

To minimise danger caused by a circumstance for which the *Client* is empowered to act in accordance with the Civil Contingencies Act 2004 and to assist with remedial action that may result from a Civil Emergency.

Response may need to be undertaken on any part of the land that comprises the Somerset Unitary Authority.

Mutual support may be required to be given to other authorities, when requested.

Review events and modify policies and procedures, if required.

Reduce the amount of carbon produced by highway maintenance activities.

Definitions

For definitions see clause 7951AR.

Required Outcome

Adequate and appropriate response to all Civil Emergencies declared by the *Client* and assist in the achievement of objectives set by the *Client's* Civil Contingencies Officer.

Review events and modify policies and procedures, if required.

Reduce the amount of carbon produced by highway maintenance activities.

Achieve targets defined within this contract.

Contractor's Role

The *Contractor* shall, when a Task Order is issued, make available the resources already required to be available under clauses 7901AR to 7907AR.

Where these resources are found to be insufficient then additional resources shall be made available or procured in accordance with clauses contained within clauses 7951AR to 7961AR.

Participate in and supply information for, reviews of events and modify policies and procedures, if required.

Comply also with the requirements of the preamble to the Scope.

Service Manager's Role

Provide instruction to the *Contractor* as to the nature of the action that is required.

Participate in and supply information for, reviews of events and modify policies and procedures, if required.

Fulfil general activities as described in the preamble to the Scope.

S 2210 Drawings

The standard drawings are:-

- SD-STR-1200-01 – Information Board – Roadworks Start Here Refer to Annex 27
- SD-STR-1200-02 – Information Board – This Road will be Closed Refer to Annex 28
- SD-STR-1200-03 – Information Board – Many Thanks for your Patience Refer to Annex 29
- SD-STR-1200-04 – Information Board – Investing in your Highways Refer to Annex 30
- SD-STR-1200-05 – Information Board – Non Generic Text Refer to Annex 31
- F110 – Gully Set in Verge Refer to Annex 32
- F120 – Walled Soakaway Chamber Refer to Annex 33
- F130 – Small Head Wall (Drainage) Refer to Annex 34
- F140 – Insitu Concrete Drainage Grip to Verge Refer to Annex 35
- F150 – Somerset Concrete Haunch Refer to Annex 36
- SS1 – Road Edge Shoring Refer to Annex 37