

NEC4

Term Maintenance Contract

Scope S2200 Client's service specification and drawings

**Series 7900 – Emergency Service
DN581359**

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7901AR: Emergency Service: Definitions

1. Emergency Service is defined as the establishment of resources and systems that enable the *Contractor* to respond to Emergencies within the Emergency Response Times and to perform the Emergency Service Operations on the Affected Property.
2. Emergency is defined as any circumstance notified to the *Contractor* by the *Service Manager*, other staff of the *Client* who have authority to give such a notification, or officers of Avon and Somerset Constabulary, where there is danger, or imminent danger, to persons or property or impediment to the flow of traffic on the Area Network, which requires the attendance of an Emergency Service Team or Teams within the Emergency Response Time.
3. Emergency Service Operations are those operations required to make safe the Emergency. They exclude follow up work (after the making safe) which will be classified under other Series of this Specification. Emergency Service Operations may typically include: -
 - setting up traffic safety and control measures including warning signs, temporary road closures and diversions,
 - clearing debris following a road traffic accident,
 - dealing with fuel and other spillages,
 - attending to flooding of the highway,
 - attending to unsafe carriageway ironwork, potholes, and the like,
 - making safe hazardous trees, equipment, and structures,
 - clearing fallen trees from the highway,
 - clearing landslips from the highway,
 - dealing with deposits of hazardous materials or blockages on the highway,
 - removing animal carcasses causing an obstruction to the carriageway, for subsequent disposal by others,
 - assisting the emergency services in highway related matters and
 - performing other highway related operations as required by the *Service Manager*, from time to time.
4. Emergency Response Time is defined as the maximum period between details of the incident being relayed to the *Contractor* and an Emergency Service Team arriving at the site of the incident. Emergency Response Times should always be as short as practicable but in any event shall not exceed one and a half hours.
5. Emergency Service Team is defined as a team of operatives, together with appropriate transport and equipment defined in Clause 7904AR, who are available to undertake Emergency Service Operations, within the Emergency Response

Times, on a 24-hour basis, on every day of the year, in accordance with the requirements of this Series.

6. Emergency Service Managers are managers employed by the *Contractor* who are trained and equipped to manage the response to Emergencies and supervise Emergency Service Operations, in accordance with the requirements of this Series.
7. *Client's* Emergency Operational Plans and Procedures shall be those plans and procedures in place from time to time for dealing with Emergencies.

7902AR: Emergency Service: General Requirements

1. The *Contractor* shall provide on a 24-hour basis, on every day of the year: -
 - a dedicated call handling service able to receive and transmit reports of Emergencies,
 - Emergency Service Managers on call to respond to and manage the appropriate response to Emergencies,
 - five Emergency Service Teams shall be made available to deal with Emergencies. Additional Emergency Response Teams will be instructed by the *Service Manager* when required and
 - additional resources to deal with the type of incident which cannot be dealt with by Emergency Service Teams.
2. Emergencies caused by winter conditions of ice or snow shall be managed under the requirements of Series 7800 – Winter Service.
3. Safety Defects that require immediate response during Normal Working Hours shall be managed under the requirements of Series 7300 - Safety Defect Repairs.
4. Emergencies arising from the declaration of a Civil Emergency shall be managed under the requirements of Series 7950 - Civil Emergencies.

7903AR: Emergency Service: Management and Communications

1. The *Contractor* shall provide trained Emergency Service Managers to be on call, 24 hours every day of the year, to receive information, reports, and instructions, arrange the appropriate emergency action and to attend site if necessary.
2. The *Contractor* shall provide an effective means of communication by telephone to receive emergency and defect reports and instructions and to communicate with

the *Service Manager*, Emergency Services, and relevant authorities. Electronic and e-mail communications may only be used to support the telephone communication system.

3. Contractor's staff, able to receive reports and communicate with the Contractor's Emergency Service Manager and workforce, shall operate the communications system on a 24-hour basis, on every day of the year.
4. 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. All requests from the Emergency Services, the *Contractor's*, or the *Client's* personnel for emergency assistance, shall be provided within the Emergency Response Time. The *Contractor* shall establish if reports from other sources require an emergency response and, if necessary, an Emergency Service Team will be dispatched to meet the Emergency Response Time at the reported incident site.

7904AR: Emergency Service: Emergency Service Teams

1. Five Emergency Service Teams shall be made available to deal with Emergencies. Additional Emergency Response Teams will be instructed by the *Service Manager* when required.
2. Each Emergency Service Team shall contain the following resources: -
 - two trained operatives,
 - a tipper lorry up to 3.5 tonnes GVW, equipped with a crane attachment, with a minimum lifting capacity of 0.5 tonnes and
 - hand tools, signs and consumable materials for dealing with the type of incident detailed in Clause 7901AR.
3. During Normal Working Hours the *Service Manager* will normally agree for Emergency Service Teams to be formed by operatives redeployed from other works.
4. Temporary repairs to potholes are to be undertaken in accordance with clause 7307AR.
5. Where the available Emergency Service Team(s) are engaged on an Emergency and must be supplemented with additional resources, then the Emergency Response Times will not apply to the additional resources, but the *Contractor* is required to respond as quickly as is practicable. Other resources may be: -
 - one or more of the other Emergency Service Team,
 - other resources at the disposal of the *Contractor* and

- specialist services and equipment as detailed in Clause 7905AR.

7905AR: Emergency Service: Specialist Service and Equipment

1. Specialist services and items of plant and equipment may sometimes be required to tackle an emergency incident. These may include, but not limited to: -
 - the removal and disposal of hazardous waste,
 - the removal and disposal of trees,
 - the removal and disposal of body parts and fluids,
 - temporary traffic signals,
 - fencing/guarding/barriers/signage,
 - gully emptiers,
 - drain jetters,
 - mechanical suction sweepers,
 - loading shovels,
 - tipper lorries,
 - cranes,
 - pumps,
 - generators.
 - heaters,
 - lighting,
 - cutting equipment,
 - kerb saws and chainsaws,
 - access platforms,
 - gritting and spreading equipment,
 - ploughs and mechanical movers/diggers
 - the *Contractor* shall also maintain a small stock of sand/ballast, sandbags, temporary fencing/barriers.
2. Where the *Contractor* is unable to provide such services, plant, and equipment from its own resources, it shall enter into agreements with operators who can do so at short notice, on a 24-hour basis. The *Contractor* shall be able to demonstrate to the *Service Manager* that such agreements are in place and include for competitive market rates.

7906AR: Emergency Service: Information to be Supplied

1. The *Contractor* shall prepare, update annually and supply to the *Service Manager*, not later than 1 August each year, the following information for inclusion in the *Client's* "Highways & Traffic Emergency & Adverse Weather Plan": -

- an operational statement detailing the proposed method of managing and carrying out Emergency Service Operations,
 - a staff resource plan, including an organisational chart with designations of all personnel available, including duty managers/supervisors and operatives and
 - communications, control, and call-out procedures.
2. The *Contractor* shall maintain records of all calls received, actions taken, work completed, and resources employed. The records shall be in a format to be agreed with the *Service Manager* and shall include the time that each call is received and, if appropriate, the time that the Emergency Service Team leaves the depot, arrives on site, departs from site and arrives back at the depot. Such records shall be submitted to the *Service Manager* on a weekly basis.
 3. The *Service Manager* shall be kept informed of any major Emergencies in progress, in accordance with a protocol to be agreed with the *Contractor* prior to the commencement of this contract.
 4. Each year, and at monthly meetings of project managers, the *Contractor* shall produce summary reports, in a format to be approved by the *Service Manager*, compatible with the *Service Manager's* requirement for Performance Indicators.

7907AR: Emergency Service: Emergency Store

1. The *Contractor* shall provide and maintain a stock of emergency equipment, as specified in section I of the *Client's* "Highways & Traffic Emergency & Adverse Weather Plan". The equipment shall be provided at each highway depot operated by the *Contractor*.