

OPERATIONAL REQUIREMENTS – STAND-BY SERVICE

1. The Contractor shall provide a “stand-by” service to deal with incidents on or about the highway occurring at any time of day and on any day of the year. Most of these incidents will be traffic accidents, requiring the removal of debris or damaged street furniture and/or the placing of cones, tapes, barriers, and lamps to warn and protect the public.
2. In addition the Contractor may be called upon to assist with major emergencies (eg burst water mains, storm flooding, clearance of bomb debris), but the Contractor’s operatives will not be asked to carry out tasks needing specialist training or capabilities that they do not possess.
3. The Contractor may request the Authorised Officer temporarily to suspend the Contractor’s obligations in respect of other scheduled services in order to facilitate the diversion of the Contractor’s staff to deal with incidents and emergencies, and such a request shall not be unreasonably refused.
4. Details of any work done by this service must be reported in writing to the Authorised Officer by the start of the following working day.
5. The Contractor shall ensure that the following staff are available at all times to provide the stand-by service:
 - 1 Duty Manager (key holder)
 - 1 HGV Driver/Loader
 - 1 Driver/Loader
6. The Contractor shall ensure that the Authorised Officer and the Council’s out-of-hours control room are informed at all times of the name and telephone number of the Duty Manager.
7. The Contractor may during the period 1st December – 16th April integrate the function of the Standby Duty Manager with the role of the Duty Manager specified in the service specification dealing with winter emergencies.
8. The Contractor shall ensure that all staff on stand-by duty are fully qualified and capable of using any equipment, vehicles, or plant that may be required to provide the service; that they all have exclusive use of a telephone at their homes; and that they all have exclusive use of a mobile telephone during journeys to and from work and while at work.
9. The Contractor shall call out the stand-by staff immediately on becoming aware of any incident requiring the deployment of this service. If the

stand-by staff find that they cannot deal adequately with any incident they must immediately contact the Council officer nominated for that purpose by the Authorised Officer. Any subsequent instructions from the Council's officer to the Duty Manager must be complied with immediately.

10. The Contractor shall provide and maintain in good working order at all times the following equipment:
 - Chain saws
 - Bolt cutters
 - Cutting shears
 - Axes
 - Reflective tapes
 - Rope
 - Aluminium wheelbarrows
 - Trestles
 - 200 sandbags and an adequate supply of sand to fill them
 - Cones and lamps
11. The Contractor shall supply and replace all lamps. The Council estimates that around 1,200 lamps are written-off annually and the Contractor shall arrange the procurement of replacements as necessary.
12. Payment for any additional labour, plant, etc, used to enable the Contractor to comply with such instructions will be in accordance with the rates in the Schedule of Rates. Following any incident dealt with in this way the Contractor shall submit a record of work undertaken including details of the labour, plant and any materials used, which must then be certified by the Authorised Officer.
13. The Council will monitor from time to time condition and availability of the equipment listed above, and will seek evidence relating to the training and capabilities of the personnel deployed on this service.