



# **Tunnels Outstation Maintenance Services Agreement**

## **Schedule 2**

### **Statement of Requirements**

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## STATEMENT OF REQUIREMENTS

This Schedule, including its appendices, sets out the Requirements that the Supplier must meet.

This document should be read in conjunction with other component documents of the Agreement as these play an integral part in understanding the Requirements.

Definitions of terms used in this document are contained in Schedule 1 (*Definitions*).

In meeting the Requirements set out in this Schedule the Service Provider shall at all times ensure that the Requirements are delivered in accordance with Clause 4 (*TfL Objectives*) of this Agreement.

The structure and layout of this document is ordered into sections. Each section has a heading with an introductory statement. This is followed by sub-headings containing Requirements. Each Requirement has two rows containing the following information (see example of layout of Statement of Requirements):

- *Requirement number;*
- *Mandatory, For Information Only or Request For Information (RFI); and*
- *Requirement detail.*

### Example of Layout of Statement of Requirements

LS1.1.1		Mandatory
Individual Requirements are located from here onwards.		

The Requirement number indicates the number of the individual Requirement and is made up of two (2) letters and three (3) numbers. The letters indicate the Statement of Requirements to which this Requirement relates to (e.g. LS = Tunnel Outstation Maintenance Service). The first number relates to the section number, the second number relates to the sub-section and the third number relates to the Requirement number within that sub-section.

Mandatory, For Information Only or RFI (Request For Information) denotes the type of Requirement. The Service Provider shall ensure that a mandatory Requirement is met. RFI denotes information requested by TfL from the Service Provider which shall be provided to TfL in due course.

<b>1. General</b>	
1.1 General Requirements	
This section covers the generic requirements applicable to the Service Provider.	

LS1.1.1		Mandatory
The Service Provider shall comply with all standards, policies, processes, procedures, and measures requested by TfL during the Term and in accordance with Schedule 9 ( <i>Change Control Request Procedure</i> ).		

LS1.1.2		Mandatory
The Service Provider shall maintain the Compliance Matrix throughout the Term.		

LS1.1.3		Mandatory
The Service Provider shall perform its obligations in accordance with this Agreement.		

LS1.1.4		Mandatory
The Service Provider shall provide a facility that will enable TfL, Other Service Providers, and Third Parties to submit any communication in relation to the Services with the Service Provider twenty four (24) hours a day, seven (7) days a week, including public holidays.		

LS1.1.5		Mandatory
The Service Provider shall ensure that the Minimum Operating Requirements (MOR) for any Site shall not be breached due to activities being carried out by the Service Provider unless otherwise agreed with the Engineer (e.g. in the case of planned works or events).		

LS1.1.6		Mandatory
<p>The Service Provider shall comply with all applicable Laws, regulations and standards in accordance with this Agreement, during the Term.</p>		

LS1.1.7		Mandatory
<p>The Service Provider shall be responsible for obtaining all Permits, consents, licences, and agreements necessary in order to carry out Services at the Sites within sufficient timescales prior to carrying out any Services under this Agreement.</p>		

LS1.1.8		Mandatory
<p>The Service Provider shall ensure that the provision of all Services are supervised and managed by Service Provider Personnel who are constantly available to receive directions or instructions from the Engineer.</p>		

LS1.1.9		Mandatory
<p>The Service Provider shall complete and maintain the IPR Summary Table in accordance with Clause 29.9 (<i>General Provisions relating to Intellectual Property Rights</i>) throughout the Term.</p>		

<b>2. Standards, Working Practices &amp; Principles</b>	
2.1 Standards, Working Practices & Principles	
This section covers requirements relating to the standards, working practices and principles to which the Service Provider shall adhere in providing the Services.	

LS2.1.1		Mandatory
The Service Provider shall comply with all obligations in relation to the Environmental Information Regulations 2004, as may be amended or superseded by equivalent legislation from time to time.		

LS2.1.2		Mandatory
The Service Provider shall ensure that it uses SFM as its Equipment management system for all Installed Equipment as per Appendix 4 ( <i>Site and Fault Management (SFM)</i> ) to this Schedule.		

LS2.1.3		Mandatory
The Service Provider shall provide operational processes and procedural documentation for all tasks to be undertaken by the Service Provider or its Sub-Contractors or agents from the Operational Commencement Date.		

LS2.1.4		Mandatory
The Service Provider shall manage the Equipment and Services to meet availability requirements, performance requirements and all other Service Level Indicators contained in this Agreement in accordance with Schedule 5 ( <i>Service Level Agreement</i> ).		

LS2.1.5		Mandatory
<p>The Service Provider shall conform to the standards and working practices set out in Appendix 5 (<i>Standards and Working Practices</i>) to this Schedule, as such standards may be amended or superseded by equivalent standards from time to time.</p>		
LS2.1.6		Mandatory
<p>The Service Provider shall ensure that all Equipment to perform the Services is manufactured in accordance with the International Electrotechnical Commission (IEC) standards and any applicable codes of practice of the IEC or British Standards Institute.</p>		
LS2.1.7		Mandatory
<p>The Service Provider shall ensure that the Service Provider and all Service Provider Personnel are compliant with the Construction (Design and Management) Regulations 2007 and any legislation or regulations that may amend or supersede the same from time to time.</p>		
LS2.1.8		Mandatory
<p>The Service Provider shall conform to the standards and working practices for the disposal of electrical and electronic Equipment in accordance with WEEE Regulations.</p>		

<b>3. Information Governance</b>
<b>3.1 Information Governance</b>
This section covers the generic requirements applicable to the Service Provider in relation to information governance.

LS3.1.1		Mandatory
<p>The Service Provider shall comply with all of its obligations under the Data Protection Act 1998 (and any legislation or regulations that may amend or supersede the same from time to time) and, if Processing Personal Data (as such terms are defined in section 1(1) of that Act) on behalf of TfL, shall only carry out such Processing for the purposes of providing the Services in accordance with the Agreement and shall act in accordance with instructions from TfL.</p>		

LS3.1.2		Mandatory
<p>The Service Provider shall in the performance of its obligations under this Agreement, comply with all obligations in relation to Privacy Legislation, as may be amended or superseded by equivalent legislation from time to time.</p>		

LS3.1.3		Mandatory
<p>The Service Provider shall in the performance of its obligations under this Agreement, support TfL in complying with its obligations in relation to FOI Legislation, as may be amended or superseded by equivalent legislation from time to time.</p>		

<b>4. Preventative Maintenance</b>	
4.1 General	
This section covers the requirements applicable to the Service Provider in relation to Preventative Maintenance.	

LS4.1.1		Mandatory
The Service Provider shall develop and comply with processes and management tools for Preventive Maintenance for the Services in accordance with Appendix 2 ( <i>Preventative Maintenance Specification</i> ) to this Schedule and Schedule 5 ( <i>Service Level Agreement</i> ) and submit such processes and management tools to TfL for Approval before the Operational Commencement Date and operate such processes for the Operational Phase of this Agreement.		

LS4.1.2		Mandatory
The Service Provider shall ensure the processes and management tools for Preventative Maintenance are updated from time to time as required, provided that such processes and management tools (and updated thereto) are submitted to TfL for Approval prior to implementation and in accordance with Schedule 9 ( <i>Change Control Request Procedure</i> ).		

LS4.1.3		Mandatory
The Service Provider shall submit any proposed changes to the Approved processes and management tools for Preventative Maintenance in accordance with Schedule 9 ( <i>Change Control Request Procedure</i> ).		

LS4.1.4		Mandatory
The Service Provider shall develop and submit to TfL for Approval, and when Approved comply with, the Check-list in accordance with Appendix 2 ( <i>Preventative</i>		

*Maintenance Specification*) to this Schedule.

LS4.1.5		Mandatory
<p>The Service Provider shall use the regular Tunnel closures to carry out:</p> <ul style="list-style-type: none"><li>(a) Preventive Maintenance on the Equipment located at the Sites in Tunnels;</li><li>(b) Capital Works on the Equipment located at the Sites in Tunnels;</li><li>(c) Fault Management where the Fault priority allows time to wait for the next scheduled Tunnel closure.</li></ul>		

LS4.1.6		Mandatory
<p>The Service Provider shall provide TfL with any requested information on the progress or conduct of Services at the Sites.</p>		

LS4.1.7		Mandatory
<p>The Service Provider shall produce and submit method statements and risk assessments explaining the proposed Service activities, prior to any work being carried out.</p>		

## 4.2 Scheduling

LS4.2.1		Mandatory
<p>The Service Provider shall produce and comply with the Preventative Maintenance Schedule in accordance with Appendix 2 (<i>Preventative Maintenance Specification</i>) to this Schedule.</p>		

LS4.2.2		Mandatory
<p>The Service Provider shall ensure that the Preventative Maintenance Schedule and the Capital Works Programme are aligned and updated to prevent scheduling</p>		

conflicts.

#### 4.3 Cleaning and Clearing

LS4.3.1

Mandatory

The Service Provider shall clean the Equipment in accordance with Appendix 2 (*Preventative Maintenance Specification*) to this Schedule.

LS4.3.2

Mandatory

The Service Provider shall be responsible for the removal of vegetation at each Site in accordance with Appendix 2 (*Preventative Maintenance Specification*) to this Schedule.

LS4.3.3

Mandatory

The Service Provider shall be responsible for notifying TfL of any vermin infestation found at each Site in accordance with Appendix 2 (*Preventative Maintenance Specification*) to this Schedule.

LS4.3.4

Mandatory

The Service Provider shall be responsible for notifying TfL of graffiti, fly posting and similar defacement of roadside Equipment including poles in accordance with Appendix 2 (*Preventative Maintenance Specification*) to this Schedule.

#### 4.4 Electrical Periodic Inspections (Electrical PIs)

LS4.4.1

Mandatory

The Service Provider shall ensure that Electrical Periodic Inspections (Electrical

PIs) are carried out in accordance with Appendix 2 (*Preventative Maintenance Specification*) to this Schedule.

LS4.4.2		Mandatory
The Service Provider shall ensure that any Fault or Defect identified during an Electrical PI is immediately reported to TfL.		

LS4.4.3		Mandatory
The Service Provider shall ensure that Faults or Defects identified during an Electrical PI are dealt with at that time, wherever practicable, in accordance with Appendix 3 ( <i>Fault Management Process</i> ) to this Schedule.		

<b>5. Capital Works</b>	
5.1 Scoping and Executing Capital Works	
This section covers the requirements the Service Provider shall adhere to in relation to Capital Works.	

LS5.1.1		Mandatory
The Service Provider shall be responsible for the scoping and executing of Capital Works as instructed by TfL in accordance with Schedule 8 ( <i>Capital Works</i> ).		

LS5.1.2		Mandatory
The Service Provider shall develop a Capital Works Programme for this Service in accordance with Schedule 8 ( <i>Capital Works</i> ) and submit such programme to TfL for Approval.		

LS5.1.3		Mandatory
The Service Provider shall maintain and manage the Capital Works Programme.		

<b>6. Fault Management</b>	
6.1 General	
This section covers the generic requirements applicable to the Service Provider in relation to Fault Management.	

LS6.1.1		Mandatory
The Service Provider shall develop and align its Fault Management process with the requirements of this Schedule and Appendix 3 ( <i>Fault Management Process</i> ) to this Schedule and shall then comply with this Fault Management process for the Term of this Agreement.		

LS6.1.2		Mandatory
The Service Provider shall submit its Fault Management process to TfL for Assurance before the Operational Commencement Date in accordance with Schedule 3 ( <i>Milestones and Deliverables</i> ).		

LS6.1.3		Mandatory
The Service Provider shall ensure that its Fault Management system is able to receive SFM alerts in accordance with Appendix 3 ( <i>Fault Management Process</i> ) to this Schedule and Appendix 4 ( <i>Site and Fault Management (SFM)</i> ) to this Schedule. TfL will enable SFM to send alerts to the Service Provider's Fault Management system.		

LS6.1.4		Mandatory
The Service Provider shall ensure that the processes for Fault Management include but are not limited to all repairs and failure replacements to the Equipment.		

LS6.1.5		Mandatory
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The Service Provider shall manage and rectify all Faults and Defects in accordance with Appendix 3 (*Fault Management Process*) to this Schedule.

LS6.1.6

Mandatory

The Service Provider shall ensure that any Emergency Fault is rectified in accordance with Appendix 3 (*Fault Management Process*) to this Schedule.

LS6.1.7

Mandatory

The Service Provider shall be responsible for managing and coordinating all Fault and Defect Resolutions. For the avoidance of doubt this includes the Resolution of all TfL, Other Service Providers' and Third Parties' Faults and Defects associated with the Services.

LS6.1.8

Mandatory

The Service Provider shall adhere to the Fault Service Level (FSL) Response Time and Resolution Time targets as listed in Table 1 (*Fault Service Levels*) in Appendix 3 (*Fault Management Process*) to this Schedule.

LS6.1.9

Mandatory

The Service Provider shall be responsible for any specialist work that may be required to deal with any Faults as part of the Fault Management Process.

LS6.1.10

Mandatory

The Service Provider shall develop and comply with escalation procedures for Resolution of Faults and Defects in accordance with Appendix 3 (*Fault Management Process*) to this Schedule and Schedule 10 (*Contract Management and Reporting*).

## 6.2 Site Safety

LS6.2.1		Mandatory
The Service Provider shall ensure that any activities carried out by the Service Provider have no impact on the ability to operate the Sites safely on a 24/7 basis.		
LS6.2.2		Mandatory
The Service Provider shall ensure that Emergency Faults which pose a safety hazard are made safe in accordance with the requirements of Appendix 3 ( <i>Fault Management Process</i> ) to this Schedule and in accordance with Good Industry Practice and Health and Safety standards.		
LS6.2.3		Mandatory
The Service Provider shall ensure that during a visit for Services activities, in the event that it considers the Site to be unsafe, this must be escalated to TfL immediately.		
LS6.2.4		Mandatory
The Service Provider shall ensure that when attending to a Fault and/or Defect if it considers the Site is unsafe, the Service Provider has the right to:  (a) electrically isolate the Equipment;  (b) dismantle or secure mechanical hazards; and  (c) isolate structural hazards.		
LS6.2.5		Mandatory
The Service Provider shall ensure that the disconnection and/or "lock off" of Equipment is appropriately labelled and recorded in SFM and the Site Log Book.		

### 6.3 Vermin and Vegetation

LS6.3.1		Mandatory
<p>The Service Provider shall raise a Fault immediately upon becoming aware of a vermin infestation that requires remedial action and provide details of the corrective actions to be undertaken to deal with the vermin infestation in accordance with Appendix 2 (<i>Preventative Maintenance Specification</i>) to this Schedule.</p>		

LS6.3.2		Mandatory
<p>The Service Provider shall not be eligible for any Exception on Faults caused as a result of the vermin infestation, if the Service Provider has not complied with Requirement LS6.3.1 above.</p>		

LS6.3.3		Mandatory
<p>The Service Provider shall continue to update the Fault action on SFM on a weekly basis until the vermin infestation has been eradicated.</p>		

LS6.3.4		Mandatory
<p>The Service Provider shall manage the removal of vegetation overgrowth in accordance with Appendix 2 (<i>Preventative Maintenance Specification</i>) to this Schedule.</p>		

LS6.3.5		Mandatory
<p>The Service Provider shall raise a Fault immediately upon becoming aware of potential issues with Exceptional Vegetation and provide details of the corrective actions to be undertaken to deal with the Exceptional vegetation in accordance with Appendix 2 (<i>Preventative Maintenance Specification</i>) to this Schedule.</p>		

LS6.3.6		Mandatory
<p>The Service Provider shall not be eligible for an Exception on Faults caused as a result of Exceptional Vegetation, if the Service Provider has not complied with Requirement LS6.3.5 above.</p>		

LS6.3.7		Mandatory
<p>The Service Provider shall continue to update the Fault action on SFM on a weekly basis until the Exceptional Vegetation has been dealt with appropriately.</p>		

#### 6.4 Fault Analysis

LS6.4.1		Mandatory
<p>The Service Provider shall analyse SFM to identify common recurring Faults and Defects affecting Response Time and Resolution Time Fault Service Levels, and take such action as has been agreed with TfL to prevent their re-occurrence.</p>		

LS6.4.2		Mandatory
<p>The Service Provider shall report on the number of Faults by Fault Service Level as defined in Appendix 3 (<i>Fault Management Process</i>) to this Schedule.</p>		

<b>7. Equipment</b>		
7.1 Supply of Equipment		

LS7.1.1		Mandatory
<p>The Service Provider shall ensure that all Equipment supplied is in accordance with TfL's standards detailed in Appendix 5 (<i>Standards and Working Practices</i>) to this Schedule.</p>		

LS7.1.2		Mandatory
<p>The Service Provider shall ensure that all Installed Equipment used on a Site is compatible with the rest of the LSTOC Instation System.</p>		

LS7.1.3		Mandatory
<p>The Service Provider shall be responsible for the delivery of all Equipment, other equipment and machinery to Sites for the provision of Services.</p>		

LS7.1.4		Mandatory
<p>The Service Provider shall be responsible for procuring and supplying all Equipment required for the delivery of Capital Works under this Agreement.</p>		

LS7.1.5		Mandatory
<p>The Service Provider shall be responsible for the timely delivery of Equipment to the relevant Site in order to meet the completion date for Capital Works as set out in the relevant Works Instruction.</p>		

LS7.1.6		Mandatory
<p>The Service Provider shall ensure that at Commissioning the Installed Equipment</p>		

shall meet any requirements TfL has stated in the relevant Works Instruction.

LS7.1.7

Mandatory

The Service Provider shall ensure that for all new Installations of Equipment, the Equipment supplied will be of New Condition unless stated otherwise by TfL, in the Works Instruction.

LS7.1.8

For Information Only

TfL reserves the right to state specific Equipment requirements in the Works Instruction.

LS7.1.9

For Information Only

The Service Provider shall note that the replacement of UPS batteries which are found to be life-expired shall be requested by TfL as Capital Works in accordance with Schedule 8 (*Capital Works*).

LS7.1.10

Mandatory

The Service Provider shall maintain, and if necessary replace, the Equipment such that all Response Time and Resolution Time Fault Service Levels are met in accordance with Appendix 3 (*Fault Management Process*) to this Schedule and Schedule 5 (*Service Level Agreement*).

LS7.1.11

Mandatory

The Service Provider shall use its best endeavours to re-use Equipment where such re-use is:

- (a) cost effective; and
- (b) has the effect of reducing the quantity of Spares to be purchased and subsequently disposed of by the Service Provider.

LS7.1.12		Mandatory
<p>The Service Provider acknowledges and agrees that TfL may, from time to time, make changes to the Equipment specifications to reflect the latest industry standards in accordance with Schedule 9 (<i>Change Control Request Procedure</i>).</p>		

LS7.1.13		Mandatory
<p>The Service Provider shall under TfL's instruction integrate additional Equipment into the Services. Any such work shall be requested by TfL as Capital Works in accordance with Schedule 8 (<i>Capital Works</i>).</p>		

## 7.2 Spares Management

LS7.2.1		Mandatory
<p>The Service Provider shall ensure that any Equipment removed from a Site is repaired and returned to service or held in stock as Spares.</p>		

LS7.2.2		Mandatory
<p>The Service Provider shall be responsible for keeping records of Equipment sent back for repair and the Site location from which such Equipment to be repaired was taken.</p>		

LS7.2.3		Mandatory
<p>For items of Equipment not subject to warranty, the Service Provider shall either repair faulty Equipment itself or return the faulty Equipment to the relevant manufacturer / supplier for repair.</p>		

LS7.2.4		Mandatory
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The Service Provider shall, when sending any Equipment away from Sites, TfL's Premises or Service Provider's Premises for repair or moving Equipment within Sites, TfL's Premises or Service Provider's Premises, be responsible for the packing, carriage and insurance of the Equipment plus all costs associated with the despatch, repair, return and reinstallation of the Equipment.

LS7.2.5

Mandatory

Where the Service Provider is required to replace:

(a) a Whole Unit of Equipment as part of Preventative Maintenance and/or Fault Management; or

(b) an Assembly (not being a Whole Unit) or a Sub-Assembly of Equipment, as part of Preventative Maintenance and/or Fault Management,

then, in each case, the Service Provider shall replace such Whole Unit, Assembly or Sub-Assembly (as applicable) with a Whole Unit, Assembly or Sub-Assembly (as applicable) of Equipment of New Condition or a Spare no more than twelve (12) months older than the age of the Whole Unit, Assembly or Sub-Assembly that it replaces.

LS7.2.6

Mandatory

The Service Provider shall, before removing any Equipment (or any part thereof) for repair or replacement, supply at the Service Provider's own expense or from store, temporary or replacement Equipment of the same or similar specification to the Equipment removed, unless instructed otherwise by TfL.

LS7.2.7

Mandatory

The Service Provider shall ensure that any Equipment used to replace another item of Equipment as part of repairing Third Party Damage will be of New Condition.

LS7.2.8

Mandatory

When returning a Whole Unit, Assembly or Sub-Assembly for repair, the Service Provider shall ask the repairer to report on the reasons for the failure. The Service Provider will provide this information upon TfL's request in the next Periodic Review Meeting.

LS7.2.9		Mandatory
<p>If the Service Provider believes that any Equipment is in need of more frequent repairs than could be reasonably expected (i.e. they frequently need to be returned for repair) the Service Provider will raise the matter with TfL at the next Periodic Review Meeting. TfL will consider the information provided by the Service Provider and advise on how to resolve the matter.</p>		

LS7.2.10		Mandatory
<p>The Service Provider shall be responsible for procuring and supplying all Spares required for the provision of Services under this Agreement.</p>		

LS7.2.11		Mandatory
<p>It is the responsibility of the Service Provider to ensure Spares are available to the members of its Personnel who are field operatives to fulfil its obligations under the Agreement. For the avoidance of doubt, the Service Provider will not be due an Exception for a shortage of supplies unless agreed by the Engineer.</p>		

LS7.2.12		Mandatory
<p>It is the responsibility of the Service Provider to monitor the level of stock and procure additional Spares as appropriate.</p>		

**7.3 Disposal of Equipment**

LS7.3.1		Mandatory
<p>The Service Provider shall not dispose of an item of Equipment until a written authorisation is received from TfL.</p>		

LS7.3.2		Mandatory
<p>The Service Provider shall dispose of Equipment in the correct manner and in accordance with any relevant Health and Safety Legislation and the WEEE Regulations. The Service Provider shall ensure that proof of disposal is available upon the request of TfL.</p>		

#### 7.4 Obsolete Equipment

LS7.4.1		Mandatory
<p>The Service Provider shall, on a twelve (12) monthly basis, provide TfL with an obsolescence status report on the Equipment which the Service Provider believes has become Obsolete detailing the predicted lifespan in terms of supplier support, age, and ability to support known advances in technology, in accordance with Appendix 7 (<i>Obsolescence Factor Table</i>) to this Schedule.</p>		

LS7.4.2		Mandatory
<p>The Service Provider shall raise obsolescence issues in the Annual Report, but in specific cases where such issues result in a Fault, the Service Provider shall alert TfL and raise an Exception against the Fault. The validity of this Exception claim will then be verified by TfL and any necessary remedial action discussed and agreed with the Service Provider.</p>		

LS7.4.3		Mandatory
<p>When replacing Obsolete Equipment with Equipment or Spares of New Condition,</p>		

the Service Provider shall recover any and all Whole Units, Assembly and Sub-Assembly of the Obsolete Equipment which may be retained by the Service Provider and used to service other Obsolete Equipment of that type.

## 7.5 Redundant Equipment

LS7.5.1		Mandatory
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The Service Provider shall, upon the completion of any Services, ensure any redundant Equipment on the Site shall be dismantled and returned to the Service Provider's store unless otherwise specified by TfL.

LS7.5.2		Mandatory
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The Service Provider shall note that redundant Equipment returned to the Service Provider's store from Sites remains the property of TfL.

## 7.6 Equipment Beyond Economical Repair

LS7.6.1		Mandatory
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The Service Provider shall ensure that any Beyond Economical Repair Equipment is replaced with Equipment of New Condition in accordance with the Fault Management Process. For the avoidance of doubt this does not include Equipment classified as Obsolete or damaged, which shall be replaced as Capital Works in accordance with Schedule 8 (Capital Works).

## 7.7 List of Spares

LS7.7.1		Mandatory
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During the Mobilisation Phase, the Service Provider shall provide TfL with a complete list of the Spares that the Service Provider wishes to supply for

maintenance purposes that meet the applicable standards set forth in Appendix 5 (*Standards and Working Practices*) to this Schedule and such list will once Approved by TfL will be the “Spares List”.

LS7.7.2		Mandatory
<p>The Service Provider shall be responsible for seeking Approval from TfL in order to add to or replace Spares set out in the Spares List from time to time.</p>		

LS7.7.3		Mandatory
<p>TfL reserves the right to reject any Spares proposed by the Service Provider to add to or replace Equipment on the Spares List, should the proposed Equipment be of inferior quality to the Equipment previously supplied by the Service Provider.</p>		

LS7.7.4		Mandatory
<p>TfL reserves the right to audit the Spares against the Spares List, from time to time. If any of the Spares do not meet the criteria set out in this Schedule or any related Appendixes or Annexes of this Agreement, TfL reserves the right to request the Service Provider to remove such Spares from the Spares List and the Service Provider shall provide replacement Spares.</p>		

LS7.7.5		Mandatory
<p>The Service Provider shall provide TfL with predicted or actual Mean Time Between Failures (MTBFs) for all relevant Spares the Service Provider proposes to supply as well as predicted or actual MTBFs for the Assemblies and Sub-Assemblies that make up the Spares.</p>		

**7.8 Insurance and Warranty**

LS7.8.1		Mandatory
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The Service Provider shall be responsible for all Equipment supplied, until such time as the successful Commissioning of any Equipment Installation. The ownership of any Equipment supplied by the Service Provider will pass to TfL upon the successful Commissioning and acceptance into maintenance of such Installed Equipment.

LS7.8.2		Mandatory
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The Service Provider shall ensure (and shall ensure that any Sub-Contractors ensure) that all Equipment (whether a Whole Unit, an Assembly or a Sub-Assembly) of New Condition which is supplied as part of Capital Works shall be maintained such that it can continue to work in material accordance with its documentation and/or its expected functionality for a minimum of 15 (fifteen) years from the date of Installation at the relevant Site.

The Service Provider shall ensure (and shall ensure that any Sub-Contractors ensure) that all Spares (whether a Whole Unit, an Assembly or a Sub-Assembly) shall be capable of being maintained such that they can continue to work in material accordance with their documentation and/or their expected functionality for the remainder of the 15 (fifteen) year period from the date of original Installation at the relevant Site or manufacture (whichever is the later) of the Equipment it is replacing.

This Requirement shall survive termination or expiry of this Agreement.

LS7.8.3		Mandatory
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The Service Provider shall ensure that the benefit of any warranty provided by a manufacturer of Equipment is provided to TfL and any Third Party nominated by TfL upon request by TfL.

LS7.8.4		Mandatory
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The Service Provider shall arrange for units of Equipment which are subject to warranty repair to be sent back to the manufacturer for repair and shall advise and

regularly update TfL of the expected return date.

## 7.9 Equipment Quality Assurance

LS7.9.1

Mandatory

The Service Provider shall be responsible for ensuring that all Equipment and/or Spares supplied have been subjected to the relevant manufacturer's quality assurance procedures which shall be no less rigorous than the requirements of BS:EN ISO 9001 including final rigorous inspection and certification prior to the commencement of Installation.

LS7.9.2

Mandatory

The Service Provider shall make the aforementioned copies of inspection documentation and certificates in respect of any item of Equipment available to TfL upon request.

LS7.9.3

Mandatory

The Service Provider shall provide TfL with a copy of the scope of the BS:EN ISO 9001 approval or its equivalent together with a copy of its current registration certificate in relation to any item of Equipment immediately on request by TfL.

## 7.10 New Technologies

LS7.10.1

Mandatory

The Service Provider shall, provide TfL with information on known advances in the technologies which could be used to support the Equipment and Services.

LS7.10.2

Mandatory

The Service Provider shall carry out, participate in, or support, trials of new or alternative technologies to determine the feasibility and suitability of such technologies for use on the Equipment, and the impact this would have on the infrastructure in place at the time. Any such work shall be requested by TfL in accordance with Schedule 8 (*Capital Works*).

<b>8. Co-operation with Other Service Providers and Third Parties</b>	
8.1 General	
This section covers the generic requirements applicable to the Service Provider in relation to co-operating with Other Service Providers and Third Parties.	

LS8.1.1		Mandatory
<p>The Service Provider shall liaise and co-ordinate its Services with the following bodies (as appropriate) to perform this Agreement:</p> <ul style="list-style-type: none"> <li>(a) TfL</li> <li>(b) The London Streets Tunnel Operations Centre (LSTOC);</li> <li>(c) LOHAC contractors and TfL's LOHAC contract managers;</li> <li>(d) Other Service Providers (e.g. LSTOC Instation Maintenance Service Provider, CCTV Instation Maintenance Service Provider, IP Network Maintenance Service Provider);</li> <li>(e) The Police (Metropolitan Police Service and City of London Police), London Fire Brigade and London Ambulance Service;</li> <li>(f) The Boroughs and City of London authorities;</li> <li>(g) the relevant Highways Agency area office or Highways Agency agents;</li> <li>(h) other contractors working in the area; and</li> <li>(i) other parties as notified by TfL from time to time</li> </ul>		

LS8.1.2		Mandatory
<p>In performing the Services, the Service Provider shall (and shall procure that all Sub-Contractors shall) take all necessary steps to avoid prejudicing TfL's relationship with any Other Service Provider or Third Party.</p>		

LS8.1.3		Mandatory
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The Service Provider may be required to co-ordinate their Services with that of Other Service Providers and/or Third Parties and shall assist TfL including, the Engineer, in planning and co-ordinating Services to minimise disruption to the traffic flow and the general public.

LS8.1.4		Mandatory
<p>The Service Provider shall aim to take advantage of TfL's Roads Directorate cyclical road closures such as those operated by LOHAC contractors on the network.</p>		

LS8.1.5		Mandatory
<p>The Service Provider shall liaise with the local boroughs and residents regarding completing testing of Loudspeaker Public Address (LPA) systems during Tunnel closures.</p>		

LS8.1.6		Mandatory
<p>The Service Provider shall develop and submit to TfL for Approval an escalation process procedure to enable the resolution of any breakdowns in liaison between the Service Provider, TfL, any Other Service Providers and Third Parties during the Term of the Agreement.</p>		

LS8.1.7		Mandatory
<p>The Service Provider shall seek to facilitate good working relationships with Other Service Providers and Third Parties associated with this Agreement (such as the IP Network Maintenance Service Provider, the LSTOC Instation Maintenance Service Provider and the CCTV Instation Maintenance Service Provider) in order to facilitate the delivery of the Services. The Service Provider shall make every reasonable effort to ensure that these relationships are not compromised in any way.</p>		

## 8.2 Fault Management involving Third Parties

LS8.2.1		Mandatory
<p>The Service Provider shall manage the progression of TfL, Other Service Providers, and Third Parties reported Faults and Defects to restoration of service and function in accordance with Appendix 3 (<i>Fault Management Process</i>) to this Schedule.</p>		
LS8.2.2		Mandatory
<p>The Service Provider shall ensure that where a Fault or Defect is considered by the Service Provider to result from an act or omission of TfL, Other Service Providers, and/or Third Parties, the Service Provider shall still manage such Fault or Defect in accordance with Appendix 3 (<i>Fault Management Process</i>) to this Schedule.</p>		
LS8.2.3		Mandatory
<p>The Service Provider shall be responsible for working with TfL, Other Service Providers, and Third Parties, to resolve Faults and/or Defects where the Fault and/or Defect may lie outside the scope of this Agreement as described in Appendix 1 (<i>Description of the LSTOC System and the Equipment</i>) to this Schedule or may impact upon TfL's, Other Service Providers', and/or Third Parties' operations.</p>		
LS8.2.4		Mandatory
<p>The Service Provider shall be responsible for determining the nature of the Fault and/or Defect and contacting the relevant party(ies) (such as TfL, Other Service Providers, and/or Third Parties) to rectify the Fault and/or Defect.</p>		

LS8.2.5		Mandatory
<p>The Service Provider shall maintain Fault and Defect management contact details for TfL, Other Service Providers, and Third Parties during the Term of the Agreement.</p>		

LS8.2.6		Mandatory
<p>The Service Provider shall bear the cost of any work undertaken by TfL, an Other Service Provider or Third Party in order to resolve a Fault and/or Defect within the scope of this Agreement as described in Appendix 1 (<i>Description of the LSTOC System and the Equipment</i>) to this Schedule, where the Service Provider has failed to perform this work successfully in accordance with Appendix 3 (<i>Fault Management Process</i>) to this Schedule.</p>		

### 8.3 Third Party Damage

LS8.3.1		Mandatory
<p>The Service Provider shall notify TfL of any instance of Third Party Damage resulting from road traffic incidents (RTIs) or Vandalism, providing all known details to TfL, via SFM, including, where possible, the cause of such Third Party Damage, in accordance with Appendix 2 (<i>Preventative Maintenance Specification</i>) to this Schedule.</p>		

LS8.3.2		Mandatory
<p>The Service Provider shall obtain photographic evidence of each incident of Vandalism of which the Service Provider is aware and submit this to TfL via SFM prior to leaving the affected Site.</p>		

LS8.3.3		Mandatory
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The Service Provider shall immediately escalate and report all stolen Equipment to TfL and undertake the following activities:

- (a) report the theft to the Police and obtain a Police incident number;
- (b) assess for any safety implications;
- (c) take digital photographs of the Site and send by email to TfL;
- (d) assist TfL with any insurance claims;
- (e) take all necessary steps to make the Site safe;
- (f) report the nature of the theft, any damage, Fault or Defect to be repaired via SFM; and
- (g) rectify the Fault or Defect in accordance with Schedule 8 (*Capital Works*).

LS8.3.4		Mandatory
<p>The Service Provider shall, at its own cost, provide Sufficient Evidence to TfL in any pursuant claim or prosecution brought against a Third Party in relation to Third Party Damage resulting from Vandalism.</p>		

**8.4 Permitting, Traffic Management and Lane Rental**

LS8.4.1		Mandatory
<p>The Service Provider shall comply with processes for permitting, Traffic Management and Lane Rental in accordance with Schedule 18 (<i>Permitting, Traffic Management and Lane Rental</i>).</p>		

**8.5 Meetings**

LS8.5.1		Mandatory
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The Service Provider shall give TfL at least one (1) Business Day's prior notice of all meetings it has with any Other Service Provider(s) and TfL shall be entitled to attend all such meetings.

LS8.5.2		Mandatory
<p>The Service Provider shall be required to liaise with any Other Service provider working on the Refurbishment Project including attending meetings and facilitating handover and handbacks in support of the works detailed in Appendix 11 (<i>TfL's Surface Transport Investment Programme (STIP)</i>) to this Schedule.</p>		

LS8.5.3		Mandatory
<p>The Service Provider shall attend regular meetings with TfL, Other Service Providers and Third Parties upon request from TfL.</p>		

## 9. Permit to Enter and Planned Events

This section lists the requirements related to the Service Provider being granted the rights to a Permit to Enter and Planned Events.

### 9.1 General

LS9.1.1

Mandatory

The Service Provider shall manage and control the Permit to Enter system which manages access to Sites and the Equipment for Other Service Providers and Third Parties. All planned activities undertaken on Site by Other Service Providers or Third Parties, whether or not they are Service-affecting, shall be subject to the Permit to Enter system

LS9.1.2

Mandatory

The Service Provider shall ensure that each Other Service Provider and/or Third Party completes a Permit to Enter form as detailed in Appendix 10 (*Permit to Enter Template*) to this Schedule for each planned activity and the Service Provider shall submit the completed Permit to Enter form to TfL for Approval.

LS9.1.3

Mandatory

The Service Provider shall, upon Approval of the Permit to Enter by TfL, raise a Planned Event for the works on SFM, followed up by an email to the relevant parties, detailing the date, time, scope and impact of the activities and the Equipment affected.

LS9.1.4

Mandatory

The Service Provider shall not allow Other Service Providers or Third Parties to commence any planned works on Site without:

- (a) a valid Permit to Enter which has been Approved by TfL;
- (b) a Planned Event raised on SFM; and

(c) the agreement of the LSTOC Supervisor at the time that the works are due to commence.

LS9.1.5		Mandatory
<p>The Service Provider shall inform TfL and any Other Service Providers and/or Third Parties of any planned works which are Service-affecting, by raising a Planned Event on SFM, followed up by an email to the relevant parties containing the date, time, scope and impact of the activities on the Equipment affected.</p> <p>Such Service-affecting activities include, but are not limited to, the following:</p> <ul style="list-style-type: none"><li>(a) Electrical Periodic Inspections (Electrical PIs);</li><li>(b) cable replacement work; and</li><li>(c) Capital Works.</li></ul>		

LS9.1.6		Mandatory
<p>The Service Provider shall raise the Planned Event on SFM at least five (5) Business Days in advance of the planned Service-affecting works.</p>		

LS9.1.7		Mandatory
<p>The Service Provider shall not commence any planned Service-affecting activities on Site without a Planned Event being raised on SFM; and the Approval of the LSTOC Supervisor at the time that the works are due to commence.</p>		

LS9.1.8		Mandatory
<p>The Service Provider shall ensure that the Planned Event only covers the period for which the Service will be affected.</p>		

LS9.1.9		Mandatory
<p>The Service Provider shall ensure that, upon completion of the activities covered by the Planned Event, the Planned Event is closed on SFM.</p>		

## 10. Facilities, Personnel and Training

This section lists the requirements related to the provision of facilities and Personnel.

### 10.1 Facilities

LS10.1.1

Mandatory

The Service Provider shall provide a Service Centre with suitable facilities for carrying out the Requirements of this Agreement.

LS10.1.2

Mandatory

The Service Provider shall ensure the Service Centre is provided from the Effective Date until the termination or expiry of the Agreement.

LS10.1.3

Mandatory

The Service Provider shall ensure the Service Centre is located within a suitable location to meet the Performance Measures in accordance with Schedule 5 (*Service Level Agreement*).

LS10.1.4

Mandatory

The Service Provider shall provide a store with suitable facilities for carrying out the Requirements of this Agreement.

LS10.1.5

Mandatory

The Service Provider shall be responsible for providing any Specialised Vehicles as may be required for the Services.

## 10.2 Site Rules and Regulations

LS10.2.1		Mandatory
<p>The Service Provider shall ensure all of the Service Provider's Personnel undertake a Tunnel Health and Safety induction for all Tunnels (carried out by LOHAC) so that access can be granted during Tunnel closures.</p>		
LS10.2.2		Mandatory
<p>The Service Provider shall comply with all reasonable working practices and instructions (e.g. notification, communication, Health and Safety, Construction (Design and Management) Regulations 2007) required by the Engineer or TfL or any other Highway Authority.</p>		
LS10.2.3		Mandatory
<p>The Service Provider shall ensure all of the Service Provider's Personnel receive training on the Site rules and regulations at induction and receive on-going training on a regular basis.</p>		
LS10.2.4		Mandatory
<p>The Service Provider shall ensure that the Site rules and regulations manuals are readily available in soft and hard copy to all of the Service Provider's Personnel on all Sites.</p>		
LS10.2.5		Mandatory
<p>The Service Provider shall conduct Site rules and regulations audits on a quarterly basis to ensure adherence to any such rules and regulations by the Service Provider's Personnel and all other visitors to the Sites.</p>		

LS10.2.6		Mandatory
<p>The Service Provider shall ensure that all of the Service Provider's Personnel and visitors must adhere to Site rules and regulations and that they comply with the security policies, processes and procedures in force at the Sites.</p>		

LS10.2.7		Mandatory
<p>The Service Provider shall ensure that TfL's Personnel are allowed to monitor the Service Provider's compliance and obligations under this Agreement. This shall include allowing authorised TfL Personnel to access the Site in order to inspect the operation, maintenance and Equipment used in the provision of the Services.</p>		

LS10.2.8		Mandatory
<p>The Service Provider shall ensure that all facilities, plant and Equipment used to provide the Services and all work carried out at the Site shall be fully compliant with all relevant Health and Safety Legislation.</p>		

**10.3 Health & Safety**

LS10.3.1		Mandatory
<p>The Service Provider shall develop Health and Safety procedures in response to TfL's Pre Construction Information (PCI) requirements.</p>		

LS10.3.2		Mandatory
<p>The Service Provider shall develop and maintain Health and Safety processes and procedures for all Service Provider's Premises and any other locations or facilities used to provide the Services.</p>		

LS10.3.3		Mandatory
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The Service Provider shall maintain Health and Safety procedures in accordance with Good Industry Practice, all Health and Safety Executive guidelines, and all applicable regulations.

LS10.3.4

Mandatory

The Service Provider shall ensure all of the Service Provider's Personnel receive training in the Health and Safety processes and procedures at induction and receive on-going training on an annual basis.

LS10.3.5

Mandatory

The Service Provider shall undertake regular Site inspections and conduct annual Health and Safety audits of their management system to ensure Health & Safety processes and procedures are adhered to. TfL reserves the right to inspect copies of the annual Health and Safety audit reports.

LS10.3.6

For Information Only

TfL will undertake regular audits of Sites and Service Provider's Premises to ensure that the Service Provider's Personnel are adhering to all Health and Safety processes and procedures and copies of the Site and Service Provider's Premises audit forms will be forwarded to the Service Provider.

LS10.3.7

Mandatory

The Service Provider shall ensure that the Health and Safety procedure manuals are readily available in soft and hard copy to all Personnel on all Service Provider's Premises.

LS10.3.8

Mandatory

The Service Provider shall ensure that all facilities and equipment used to provide the Services and all work related to the provision of the Services that is carried out

within the Service Provider's Premises shall be fully compliant with all relevant Health and Safety Legislation.

LS10.3.9		Mandatory
The Service Provider shall maintain lists of the members of its Personnel that are trained first aiders and fire marshals.		

LS10.3.10		Mandatory
The Service Provider shall develop and maintain emergency incident processes and procedures for working on Sites.		

LS10.3.11		Mandatory
The Service Provider shall ensure all of the Service Provider's Personnel receive training in the emergency incident processes and procedures for working on Sites at induction and receive on-going training on a regular basis.		

LS10.3.12		Mandatory
The Service Provider shall, within two (2) months of the Effective Date, submit to TfL the risk assessments and method statements for all Services activities to be carried out under the Agreement. Such risks may include, but are not necessarily limited to the following:		
a) fire and smoke;		
b) explosive atmospheres;		
c) working in confined spaces, suffocation;		
d) inhalation of dust, particulates, airborne contaminants;		
e) electric shock;		
f) exposure to electromagnetic radiation;		
g) exposure to laser radiation;		
h) impact with equipment or moving vehicles;		

- i) falling from heights;
- j) trip and slip hazards;
- k) abrasion, cuts and infections;
- l) noise; and
- m) exposure to substances hazardous to health

LS10.3.13		Mandatory
<p>The Service Provider shall ensure that specific risk assessments and method statements are submitted for each activity and Site. Only if the activity and risks are truly identical at each location will TfL accept generic risk assessments and method statements.</p>		

LS10.3.14		Mandatory
<p>The Service Provider shall ensure that any changes to the Site Hazard Registers shall be uploaded to SFM and TfL will audit these Hazard Registers in an ongoing programme.</p>		

LS10.3.15		Mandatory
<p>The Service Provider shall, during the Mobilisation Phase, submit to TfL its Safety Policy Statement and Construction Phase Plan, in each case in accordance with Schedule 3 (<i>Milestones and Deliverables</i>).</p>		

LS10.3.16		Mandatory
<p>The Service Provider shall comply with their Safety Policy Statement and Construction Phase Plan throughout the Term of the Agreement. The Safety Policy Statement shall be maintained and kept up to date with a periodic review.</p>		

LS10.3.17		Mandatory
<p>The Service Provider shall comply with any Health and Safety code of practice issued by TfL as is, for the time being, in force (which code may be amended at</p>		

TfL's sole discretion).

LS10.3.18

Mandatory

The Service Provider shall notify TfL immediately should there be an incident relating to Health and Safety involving any of the Service Provider's Personnel whether or not it resulted in an accident or injury. Details shall then be submitted in the next Periodic Report. This does not release the Service Provider from its legal obligation to inform the HSE in the event of a serious or notifiable incident occurring.

#### 10.4 Personnel and Recruitment

LS10.4.1

Mandatory

The Service Provider shall provide, during the Mobilisation Phase, job descriptions for those roles identified by the Service Provider to be necessary for the delivery of the Services to TfL for Approval. At a minimum, this shall include job descriptions for those Key Personnel outlined in Schedule 11 (*Employees and Key Personnel*).

LS10.4.2

Mandatory

The Service Provider shall ensure that in the case of a change in Key Personnel there is a minimum handover of such Key Personnel with their replacement of one (1) month.

LS10.4.3

Mandatory

The Service Provider shall ensure that the replacement Key Personnel are on a one (1) month probation period from the date of their appointment.

LS10.4.4

Mandatory

The Service Provider's Personnel shall be suitably qualified and competent to fulfil

the Requirements and the Service Provider's obligations in this Agreement.

LS10.4.5		Mandatory
<p>The Service Provider shall ensure that members of the Service Provider's Personnel are nominated to be responsible for the delivery of the Services and the operation of the Equipment and are contactable by TfL and Other Service Providers at all times.</p>		

LS10.4.6		Mandatory
<p>The Service Provider shall ensure that TfL is advised on a rolling weekly basis of the name(s) and contact details of the members of the Service Provider's Personnel who are responsible for the delivery of the Services and operation of the Equipment and shall ensure that they are available for contact by TfL at all times.</p>		

LS10.4.7		Mandatory
<p>The Service Provider shall ensure that there is a nominated member of the Service Provider's Personnel responsible at all times for ensuring that the Service Provider is complying with its obligations under Privacy Legislation and FOI Legislation (or under its contractual obligations in the Agreement relating to such legislation).</p>		

## 10.5 Training

LS10.5.1		Mandatory
<p>The Service Provider shall ensure all members of the Service Provider's Personnel that use SFM receive training from TfL on SFM in accordance with Appendix 3 (<i>Site and Fault Management (SFM)</i>) to this Schedule.</p>		

LS10.5.2		Mandatory
<p>The Service Provider shall ensure all members of the Service Provider's Personnel</p>		

that use SFM receive maintenance engineer training, including Configuration Update training, from the LSTOC Instation Maintenance Service Provider and the CCTV Instation Maintenance Service Provider.

LS10.5.3		Mandatory
<p>The Service Provider shall provide, at TfL's request and for TfL's consideration, proposals for installation and maintenance training courses on the Equipment and Spares the Service Provider proposes to supply to TfL as part of this Agreement. These courses shall be held at either TfL's Premises or the Service Provider's Premises. The courses shall provide TfL and any Third Party engineers with sufficient instructions supported by full documentation to enable them to become reasonably familiar, as users, with the construction, programming, Installation, Commissioning and maintenance of the Equipment and Spares proposed. The Service Provider shall provide the materials for such courses.</p>		

**10.6 Drivers and Vehicular Upkeep**

LS10.6.1		Mandatory
<p>The Service Provider shall ensure that all Service Provider's Personnel that drive vehicles in connection with the Services are in possession of an up-to-date United Kingdom driving licence, and that such driving licences are checked a minimum of twice (2) per year (and more often if the driver has six (6) or more points on their driving licence). Such checks should be done through the DVLA or an accredited agency, and not just by looking at a driving paper licence and/or a photocard licence.</p>		

LS10.6.2		Mandatory
<p>The Service Provider shall ensure that all vehicles and drivers must have the correct driving licence for that vehicle, and that all vehicles are taxed, insured, maintained and have a valid MOT, where necessary.</p>		

LS10.6.3		Mandatory
<p>The Service Provider shall ensure that all Service Provider's Personnel that drive vehicles in connection with the Services operate vehicles in a safe and legal manner.</p>		

## 11. Contract Management and Reporting

### 11.1 General

This section lists the requirements related to the management of this Agreement and any reporting requirements.

LS11.1.1

Mandatory

The Service Provider shall attend and actively contribute in all meetings as listed in Schedule 10 (*Contract Management and Reporting*).

<b>12. Business Continuity</b>
12.1 General
This section lists the requirements related to Business Continuity.

LS12.1.1		Mandatory
The Service Provider shall create and adhere to a policy of backing-up programs and data crucial to the delivery of all Services in accordance with Schedule 16 ( <i>Business Continuity</i> ).		

LS12.1.2		Mandatory
The Service Provider shall create a Business Continuity Plan and Business Continuity Test Specification in accordance with Schedule 16 ( <i>Business Continuity</i> ).		

<b>13. Quality Assurance</b>	
13.1 General	
This section lists the requirements related to Quality Assurance.	

LS13.1.1		Mandatory
The Service Provider shall develop and comply with a Quality Assurance process and shall submit such a process to TfL for Assurance.		

LS13.1.2		Mandatory
The Service Provider shall ensure continuity in the management of Quality Assurance during the Term.		

## 14. Interfaces

### 14.1 System Interfaces

This section lists the requirements related to system interfaces.

LS14.1.1

Mandatory

The Service Provider shall be responsible for entering any Configuration Updates which may be required as a result of adding, removing or changing items of Equipment, whether planned or unplanned, on to the LSTOC Instation System.

LS14.1.2

For Information Only

TfL will provide appropriate training on the LSTOC Instation System interface to enable the Service Provider to make Configuration Updates. TfL will arrange for the installation of a Maintenance Workstation at the Service Provider's Premises for use by the Service Provider for the Term of this Agreement.

LS14.1.3

Mandatory

The Service Provider shall be responsible for maintaining the Maintenance Workstation under this Agreement.

LS14.1.4

For Information Only

Any software modifications required on the LSTOC Instation System, with the exception of Configuration Updates made under the provision of LS14.1.1, shall be undertaken by TfL.

<b>15. Testing</b>	
15.1 General	
This section lists the requirements related to Testing.	

LS15.1.1		Mandatory
The Service Provider shall carry out Testing in accordance with Schedule 4 ( <i>Testing</i> ).		

LS15.1.2		Mandatory
The Service Provider shall be responsible for providing the test Equipment required when Acceptance Testing the Equipment.		

LS15.1.3		Mandatory
The Service Provider shall be responsible for Testing interface(s) in accordance with Appendix 9 ( <i>Interface Catalogue</i> ) to this Schedule.		

## 16. Security

### 16.1 General

This section sets out certain requirements relating to the security of the Sites and security during the provision of the Services.

LS16.1.1		Mandatory
The Service Provider shall operate the Equipment and perform the Services consistent with the security measures in accordance with Schedule 14 ( <i>Security</i> ).		

LS16.1.2		Mandatory
The Service Provider shall ensure that access to the Maintenance Workstation is in accordance with Schedule 14 ( <i>Security</i> ).		

LS16.1.3		Mandatory
The Service Provider shall ensure that security measures at the Service Provider's Premises associated with this Agreement are deemed appropriate by TfL prior to the Operational Commencement Date and for the Term of the Agreement.		

<b>17. Documentation</b>	
17.1 General	
This section covers those requirements relating to documentation. This section should be read in conjunction with Schedule 3 ( <i>Milestones and Deliverables</i> ).	

LS17.1.1		Mandatory
The Service Provider shall provide operational process and procedure documentation for all tasks to be undertaken by the Service Provider or its Sub-Contractors or agents from the Operational Commencement Date.		

LS17.1.2		Mandatory
The Service Provider shall share with TfL all design and technical documentation relating to interfaces with Other Service Providers and Third Parties as specified by TfL.		

LS17.1.3		Mandatory
The Service Provider shall ensure that the Design Documentation shall be sufficient for a Third Party with the requisite technical background to reconstruct the Equipment.		

LS17.1.4		Mandatory
The Service Provider shall ensure all documentation described in Schedule 3 ( <i>Milestones and Deliverables</i> ) and Schedule 4 ( <i>Testing</i> ) and all other documentation requested by TfL, is provided to TfL for review as and when required and/or modified during the Term.		

LS17.1.5		Mandatory
The Service Provider shall identify all documents, including procedures, impacted by planned and agreed changes, and notify TfL of such impacted documents before the change is agreed with TfL.		

LS17.1.6		Mandatory
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The Service Provider shall ensure that the physical presentation of documentation shall be fit for use in the intended environment. For example, documentation to be referenced at the roadside shall be fit for reasonable use and be able to withstand wear and tear in that environment.

LS17.1.7

Mandatory

The Service Provider shall be responsible for updating (i.e. marking-up or red-lining) drawings, Documentation or manuals to reflect any changes which may be required as a result of adding, removing or changing items of Equipment, whether planned or unplanned, and shall forward any such amended drawings, Documentation or manuals to TfL.

<b>18. Exit Planning</b>
<b>18.1 General</b>
This section covers those requirements relating to the Exit Plan. Additional requirements regarding the Service Provider's Exit Strategy, Exit Plan and Service and Equipment Transfer/Cessation Plan are contained within Schedule 13 ( <i>Exit Plan</i> ).

LS18.1.1		Mandatory
The Service Provider shall produce the Exit Plan and Service and Equipment Transfer/Cessation Plan for the Approval of TfL in accordance with Schedule 3 ( <i>Milestones and Deliverables</i> ) and Schedule 13 ( <i>Exit Plan</i> ).		

## 19. Crime and Disorder

### 19.1 General

This section describes the requirements to help prevent or mitigate crime and disorder.

LS19.1.1

Mandatory

The Service Provider shall ensure that when Installation works involve lone working arrangements, Site specific risk assessments are carried out and that sufficient steps are taken to ensure appropriate security arrangements are in place.

LS19.1.2

Mandatory

The Service Provider shall ensure that when Services are carried out, all Equipment and plant equipment on Site are adequately secured throughout the duration of Services.

LS19.1.3

Mandatory

The Service Provider shall ensure that adequate and audited security precautions are employed to prevent the theft or misuse of any recyclable Equipment or saleable scrap recovered during the delivery of the Services.

LS19.1.4

Mandatory

The Service Provider shall ensure any Services around cabling incorporates measures to reduce cable and metal theft.

LS19.1.5

Mandatory

The Service Provider shall, during the Mobilisation Phase, submit to TfL for Assurance and comply with a Crime Prevention Policy.