

Street Lighting Procurement Pack – Model Documentation

Please read the note below before using this Model Documentation

Output Specification

This model Output Specification, developed for the use on Local Authority street lighting projects, is not intended to be a word-for-word template (i.e., ready for use). The model will need to be refined by each Authority having direct input into selected sections (highlighted by footnotes) and completion of the highlighted appendices.

This model Output Specification is based on Performance Standards that link through to the model Payment Mechanism in this Street Lighting Procurement Pack.

Method Statements

This model Output Specification refers throughout to Method Statements. The Method Statement questions included in the model Invitation to Submit Detailed Solutions (ISDS) should be developed and modified by each Local Authority to reflect the project specific needs of each individual Street Lighting PFI.

It should be noted that it not intended for Method Statements to be incorporated into the Output Specification. They should form part of schedule 5 (Method Statements).

This Model Documentation has been produced by the 4ps, in consultation with Addleshaw Goddard (legal advisers), WSP Group (technical Advisors) and PricewaterhouseCoopers (financial advisers) to provide assistance to Local Authorities in the procurement of street lighting projects through a public private partnership or through the Private Finance Initiative. The Model Documentation has been published in good faith by the 4ps with the help of its Advisers, and neither the 4ps nor its Advisers shall incur any liability for any action or omission arising out of any reliance being placed on the Model Documentation by any Local Authority or organisation or other person. Any Local Authority or organisation or other person in receipt of this Model Documentation should take their own legal, financial and other relevant professional advice when considering what action (if any) to take in respect of any initiative, proposal, or other involvement with any public private partnership, or before placing any reliance on anything contained therein.

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Schedule 2

Output Specification

This Output Specification Schedule consists of the following Parts:

- Part One – Definitions
- Part Two – The Services
- Part Three – Lighting-Up Periods
- Part Four – Data Sets
- Part Five – Other Requirements

Schedule 2

Output Specification

Part 1 - Definitions

1 Definitions

1.1 In each part of this Output Specification the following expressions (in addition to those specified in Schedule 1 (Definitions, Interpretation and Construction)) shall, save where the context or the express provisions of the Contract otherwise require or admits, be deemed to have the meanings set out in this paragraph.

Anti-Climbing Measures means measures taken to protect the security of premises from persons who may wish to gain illegal access to those premises by climbing on adjacent Apparatus and including, without limitation, anti-climbing spikes and anti-climbing paint.

Best Value Duty has the meaning given to it in paragraph 1 of Schedule 11 (Best Value and Continuing Value for Money)

Best Value Performance Indicator has the meaning given to it in paragraph 1 of Schedule 11 (Best Value and Continuing Value for Money)

Best Value Review has the meaning given to it in paragraph 1 of Schedule 11 (Best Value and Continuing Value for Money)

Codes of Practice means all codes of practice, regulations, guidance, directions, British and European Standards including, without limitation, those listed in Appendix M (Codes of Practice) of this Output Specification but excluding Legislation and Guidance.

Connections means direct connection, disconnection and transfer of electricity service cables and ancillary equipment between Apparatus and the DNO's low voltage distribution system.

Control Gear means the Apparatus that starts the Lamp and maintains the correct current flow through the Lamp.

Customer Care System means a system made available by the Service Provider to the public, the Authority, and all interested third parties for interacting with the Service Provider in accordance with this Output Specification.

Customer Satisfaction Survey means a survey of members of the public (including residents) in accordance with paragraph 8.7 of PS5 this Output Specification.

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Designated Areas means the areas detailed in Appendix J (Designated Areas) of this Output Specification.

Emergency Fault means any incident or failure in the Service which:

- (a) gives rise to the involvement of the emergency services;
- (b) creates an immediate risk to public health and/or safety;
- (c) causes a risk of electric shock;
- (d) involves attendance at and making safe of a damaged Apparatus.

Fault means an Emergency Fault, an Urgent Fault, a Non-Emergency Fault and Snagging Items.

Festive Lighting means lighting, illumination, decorations, bunting used or intended for the celebration or enjoyment of religious festivities; or annual or regular displays as detailed in Appendix O (Festive Lighting Details) of this Output Specification.

Flood Lighting of Monuments and Buildings means floodlights at specified locations listed in Appendix R (Flood Lighting of Monuments and Buildings Lighting Details) of this Output Specification including Luminaires, Lamps, electrical circuits, control devices, wiring, mounting, brackets and switchgear.

Geographical Information System and GIS means an accurate geographical mapping system which shows the provision of all Apparatus with a link to the relevant Data Sets.

Illuminated Bollards means bollards lit by base mounted lighting units, carrying one or more diagrams from the Traffic Signs Regulations & General Directions (2002), or occasionally the same type of unit with all plain aspect including base, flexible body shell, lighting units, Luminaires, Lamps, electrical circuits and component, control devices, wiring and components, cut-out and electricity connection and numbering.

Illuminated Traffic Signs and Beacons means whether freestanding or attached to any Lighting Points:

- (a) illuminated signs (whether externally or internally illuminated) (including direction signs and any sign required by the Traffic Signs Regulations & General Directions 2002) (whether externally or internally illuminated);
- (b) variable message signs carrying more than one diagram or legend as required by the Traffic Signs Regulations & General Directions (2002);

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- (c) belisha and illuminated centre island beacons;
- (d) school crossing patrol warning lights used to warn of children crossing the road ahead.

including sign plates, sign faces, galleries, flexi-globes, posts/mounting, brackets, Luminaires, Lamps, electrical circuits, control devices and switches (local or remotely operated), wiring, components, cut out and electricity connection and numbering.

[Independent Certifier's Checklist means the list described as such set out in Appendix P (Independent Certifiers Checklist) to this Output Specification]¹.

In Light means any illuminated item of Apparatus shall be considered to be In Light when it is operating:

- (a) at the required light output as set out in PS1 of this Output Specification in relation to Lighting Points and in relation to other illuminated Apparatus, the Relevant Standards set out in PS2 of this Output Specification;
- (b) operating in accordance within the manufacturers specified operating parameters;
- (c) at the correct time as set out in the Lighting Up Periods.

Lamp means the light-emitting component of the Luminaire.

Lighting Points means such of the Apparatus incorporating an internal or external Luminaire which for the avoidance of doubt may include but shall not be limited to:

- (a) lighting that illuminates streets;
- (b) surface level car park lights;
- (c) public park lights;
- (d) high mast Lighting;
- (e) Flood Lighting of Monuments and Buildings;
- (f) Subway Lighting;
- (g) Illuminated Traffic Signs and Beacons;

¹ Authority, Note clause 13.1(d) of the Contract which states the Independent Certifier will certify once he is satisfied that all relevant CIP Apparatus has been removed and Replacement in accordance with the Output Specification. This general criteria could be replaced with a project specific checklist in Appendix P.

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(h) Illuminated Bollards.

Lighting Up Periods means the periods during which all Lighting Points must be In Light as set out in Appendix T (Lighting Up Periods) of this Output Specification.

Logo has the meaning given to it in paragraph 9.13 of PS6 (Monitoring and Reporting).

Luminaire means the lantern, Control Gear and Lamp.

Monitoring Meeting shall have the meaning given to it in Schedule 17 (Monitoring and Reporting).

Monthly Service Reports means a report produced by the Service Provider containing the information set out in Appendix Q (Service Report Content) of this Output Specification in respect of the relevant Month.

Non-Emergency Fault means any of the following:

- (a) any failure of any Apparatus (or part thereof) to comply with the Relevant Standards expect in relation to Specific Lighting Design Standards;
- (b) any graffiti on any Apparatus;
- (c) any unauthorised Attachments on any Apparatus;
- (d) failure to replace any Anti-Climbing Measures on any Apparatus;
- (e) the orientation of a Luminaire or bracket on any Apparatus is not vertically and horizontally aligned in as intended when designed and installed;
- (f) failure to re-site an Authority Attachment in accordance with Schedule 4 (Attachments and Advertising);
- (g) the Lamp forming any part of a Lighting Points is not operating in accordance within the manufacturers specified operating parameters;
- (h) a Snagging Item that has not been rectified within the time specified by the Independent Certifier;
- (i) any Apparatus more than five degrees out of the intended vertical alignment any twisted attachments, including sign plates and lighting units;
- (j) any material damage to Apparatus;

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- (k) missing or incorrect numbering; or
- (l) any other failure in the Service identified as a Non-Emergency Fault by the Authority and as agreed between the parties.

except to the extent it constitutes an Emergency Fault or an Urgent Fault.

Outage Detection Cycle means an inspection that identifies any Lighting Points that are not In Light during the specified Lighting-Up Periods.

Performance Targets means all or any of the performance targets set out in this Output Specification {and Part 2 of the Payment Mechanism.}

Private Cable Network means underground cable not owed by the DNO, carrying electric current and used to distribute the mains supply to any Apparatus and consisting of, inter alia, cable, ducts, trenches, joints, terminations, inspection chambers, feeder pillars, identification labelling and reinstatement.

Project Specific Design Parameters means the standards set out in Appendix D (Project Specific Design Parameters) of this Output Specification.

Relevant Standards means the standards the Service and/or the Apparatus have to achieve as is detailed under the paragraphs headed Service Delivery within this Output Specification (including for the avoidance of doubt, the Specific Lighting Design Standards).

Relevant Standard (Deemed to Comply) means the standards set out in this Output Specification (including for the avoidance of doubt the lighting standards set out in paragraphs [5.6, 5.7, 5.9, 5.10 and 5.11 to 5.13] of this Output Specification but excluding the Specific Lighting Design Standards.

Schedule of Service Failures means a schedule agreed or determined pursuant to paragraph 9.17 of PS6 of this Output Specification.

Service Failure means any failure to comply with the Relevant Standards set out in paragraph 9 of PS6 of this Output Specification which shall be categorised as an Urgent Service Failure or a Serious Service Failure or a Routine Service Failure.

Specific Lighting Design Standards means the standards set out in Appendix C (Specific Lighting Design Standards) of this Output Specification.

Structural and Mechanical Inspection means an inspection and testing to evaluate the mechanical and structural integrity of the Apparatus in accordance with the requirements of paragraph 2 of PS2 of this Output Specification

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Subway Lighting means a lighting system attached to the wall or soffit of an underground pedestrian subway.

System Boundary means the Authority boundary as set out in the drawings set out in Appendix L (System Boundary Map) to this Output Specification.

Urgent Fault means a Non-Emergency Fault which fits the criteria set out in paragraph 3 of PS3 of this Output Specification.

Schedule 2

Output Specification

Part 2 - The Service

1 Introduction

This Output Specification defines the Authority's requirements for the Service which the Service Provider shall provide pursuant to the Contract.

Performance Standards

1.1 Subject to all the express provisions of the Contract, the Service Provider shall perform the Service in accordance with the following Performance Standards:

- (a) PS1 - Investment Programmes;
- (b) PS2 - Planned Maintenance, Inspection and Testing
- (c) PS3 - Operational Responsiveness and Reactive Maintenance;
- (d) PS4 - Contract Management and Customer Interface;
- (e) PS5 - Strategic Assistance and Reporting;
- (f) PS6 - Working Practices;
- (g) PS7 – Reporting to the Authority.

1.2 The Performance Standards specify the required outcome, service delivery, performance requirements and measurement criteria in respect of each part of the Service.

1.3 The performance requirements and measurement criteria specific to each Performance Standard shall be read in conjunction with the Payment Mechanism.

Method Statements

1.4 This Output Specification makes reference to a number of Method Statements. These Method Statements are contained in Schedule 5 (Method Statements) and set out the Service Provider's arrangements for the delivery of the Service. Failure to comply with the Method Statements may, in accordance with the Payment Mechanism, lead to the Adjustment of the Unitary Charge where relevant.

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Payment Mechanism

- 1.5 The Service Provider's compliance or failure to comply with the requirements set out within the Performance Standards within this Output Specification shall lead to financial adjustments in accordance with the requirements of the Payment Mechanism. For each Performance Standard set out in this Output Specification there is an equivalent Performance Standard in the Payment Mechanism.

2 Aims and Objectives of the Project

- 2.1 The Project aims to deliver the following significant benefits arising from improvements in the lighting infrastructure:
- (a) *[improved lighting levels;*
 - (b) *improved road safety;*
 - (c) *crime reduction;*
 - (d) *maximum energy efficiency;*
 - (e) *improved maintenance standards; and*
 - (f) *improve structural integrity.]*
- 2.2 The Project seeks to deliver the following key strategic aims of the Authority:
- (a) *[to secure and maintain the most efficient, effective and appropriate public lighting on the highway;*
 - (b) *to improve road safety for drivers, passengers, cyclists and pedestrians;*
 - (c) *to reduce street crime and the fear of crime;*
 - (d) *to enhance the local environment and enable communities and businesses to develop and flourish in a sustainable manner; and*
 - (e) *to reduce the adverse effect of the lighting infrastructure on the environment.]*
- 2.3 The Service Provider shall support the Authority, and co-operate with and participate in contract reviews aimed at determining the success of the Project in achieving the aims and objectives set out in paragraphs 2.1 and 2.2.

² Authority, the content of this section should be redrafted to reflect the benefits specific to each project.

³ Authority, the content of this section should be redrafted to reflect the aims and objectives specific to each project.

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3 Scope of the Project

3.1 The scope of the Project is for the provision of street lighting services to the Performance Standards set out in this Output Specification over the Contract Period, and more particularly involving the design, Installation, operation (including the provision of energy) maintenance and financing of new, and existing Apparatus.

3.2 The Project includes:

- (a) [⁴street lighting, including high mast installations;
- (b) Internally Illuminated Traffic Signs and Illuminated Bollards;
- (c) externally illuminated traffic signs, including the sign plate;
- (d) surface level car park lighting;
- (e) floodlighting of monuments/buildings;
- (f) off highway lighting;
- (g) subways lighting;
- (h) under bridge lighting;
- (i) private cable networks, to all lighting and sign units including feeder pillars;
- (j) bus shelter lighting to shelters owned by the Authority;
- (k) festive lighting;
- (l) non-illuminated sign plates attached to street lighting furniture;
- (m) street name plates attached to street lighting furniture;
- (n) DNO supplies; and
- (o) energy procurement.]

3.3 The Project excludes:

- (a) [⁵illuminated street advertising units;
- (b) automatic public conveniences;

⁴ Authority, the content of this section should be redrafted to reflect the scope specific to each Contract.

⁵ Authority, the content of this section should be redrafted to reflect the scope specific to each Contract.

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- (c) closed circuit television and video surveillance equipment;
- (d) traffic signals;
- (e) pay and display ticket dispensing machines;
- (f) illuminated bus shelters not owned by the Authority;
- (g) boundary signs or street clocks;
- (h) non-illuminated signs other than those fitted to street lighting furniture;
- (i) multi storey car park lighting;
- (j) maintenance of straight posts to which Existing Attachments are re-sited and new Attachments are affixed pursuant to paragraph 2 of Schedule 4 (Attachments and Advertising) after installation].

3.4 The following appendices included within this Output Specification contains drawings and information which indicate:

Appendix	Description
A	(Unlit Back Streets, Roads, Footpaths and Other Areas)
B	(Project Specific Apparatus Upgrades and Modifications)
C	(Specific Lighting Design Standards)
D	(Project Specific Design Parameters)
E	(Private Cable Network Requirements)
F	(Tree Preservation Orders)
G	(Deemed to Comply Apparatus, Bulk Change and Clean Frequency)
H	(Apparatus Data Sets)
I	(Performance Indicators)
J	(Designated Areas)
K	(Authority Policies)
L	(System Boundary Map)
M	(Codes of Practice)
N	(Inventory)
O	(Festive Lighting Details)
P	(Independent Certifiers Checklist)
Q	(Service Report Content)

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R	(Flood Lighting of Monuments and Buildings Lighting Details)
S	(Lighting Up Periods)

3.5 ⁶Appendix N (Inventory) includes the Inventory.

⁶ The Authority should extend Section 3.5 of this section 3 (Scope of the Project) to include a description of the inventory content ie, Deemed to Comply details, Age profile, etc.

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4 Performance Standard 1 (PS1) - Investment Programmes

Required Outcome

4.1 General

- (a) The Service Provider shall design and install the Apparatus during the relevant Investment Programmes in accordance with this PS1.

4.2 Not Deemed to Comply Apparatus

- (a) By the end of the Core Investment Programme Period the Service Provider shall ensure that all Apparatus that has not been identified by the Authority as Deemed to Comply is replaced in accordance with the Core Investment Programme.

4.3 Deemed to Comply Apparatus

- (a) The Service Provider shall ensure that Deemed to Comply Apparatus that ceases to comply with the Relevant Standards (Deemed to Comply) during the Contract Period is replaced as part of an Annual Investment Programme.

4.4 Unlit Streets / Roads, Footpaths and Other Areas

- (a) By the end of the Core Investment Programme Period the Service Provider shall ensure that all unlit back streets, roads, footpaths and other areas listed in Appendix A (Unlit Back Streets, Roads, Footpaths and Other Areas) of this Output Specification are lit to the Specific Lighting Design Standard in accordance with the Core Investment Programme.

4.5 Project Specific Apparatus Upgrades and Modifications

- (a) By the end of the Core Investment Programme Period the Service Provider shall ensure that the Apparatus listed in Appendix B (Project Specific Apparatus Upgrades and Modifications) of this Output Specification is upgraded /modified to the requirements of Appendix C (Specific Lighting Design Standards) of this Output Specification in accordance with the Core Investment Programme.

Service Delivery

4.6 General

The Service Provider shall ensure that:

- (a) where Apparatus is replaced as part of an Investment Programme, All Apparatus including Private Cable Networks, within the whole of the

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street or area in which the relevant Apparatus is replaced shall be brought up to the Relevant Standards;

- (b) all lighting design, installation and commissioning are fully compliant with the provisions of this PS1 and, in particular to ensure that PS1 Performance Target A is satisfied during the Core Investment Programme;
- (c) Deemed to Comply Apparatus shall comply with the Relevant Standards (Deemed to Comply) from the Service Commencement Date and all other Apparatus forming part of the Core Investment Programme which shall comply with the Relevant Standards from the date of Certification;
- (d) Within PS1 the Service Provider shall comply with:
 - (i) paragraph 4.7 of this PS1 (Investment Programmes);
 - (ii) paragraph 4.8 of this PS1 (Design);
 - (iii) paragraph 4.9 of this PS1 (Installation);
 - (iv) paragraph 4.10 of this PS1 (Materials).

4.7 Investment Programmes

The Service Provider shall comply with the requirements of clause 12 (Investment Programmes) in the Contract in respect of the Core Investment Programme.

4.8 Design

- (a) General, The Service Provider shall comply with the following:
 - (i) Pursuant to Schedule 7 (Review Procedure) during the relevant Investment Programme the Service Provider shall submit Design Data to the Authority not less than forty (40) Business Days and not more than sixty (60) Business Days prior to the Service Provider undertaking the works which are the subject matter of the submitted item.
 - (ii) With respect to Attachments, the Service Provider shall during the relevant Investment Programme apply the requirements of paragraph 7 (Existing Attachments Survey) of Schedule 4 (Attachments and Advertising).
 - (iii) Pursuant to paragraph 8 (Anticipated Methods of Monitoring) of Schedule 17 (Monitoring and Reporting) the Service Provider

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shall submit Design Data to the Authority during the relevant Investment Programme.

- (iv) Pursuant to paragraph 8 (Design Variation Approval) of Schedule 7 (Review Procedure) the Service Provider may submit a Design Variation Request to the Authority during the relevant Investment Programme.
- (b) Design Standards and Parameters, In delivery of designs for new Apparatus during the relevant Investment Programme the Service Provider shall ensure that all designs comply with the following design standards and parameters:
 - (i) new and replacement Apparatus shall be sited so as to minimise, insofar as is reasonable and practicable, nuisance, danger and obstruction to all residents, businesses and users of the highway;
 - (ii) the Specific Lighting Design Standards;
 - (iii) any Project Specific Design Parameters.
- (c) Design Consultation
 - (i) The Service Provider shall liaise and consult with all relevant bodies, including as necessary the Authority, the Authority's officers, town centre committees, emergency services, utilities, statutory bodies, planning authorities, community groups, residents and all other relevant stakeholders and in particular shall conduct the initial consultation and subsequent consultation in accordance with the relevant PS1 Method Statement.
- (d) Design Consents, Permits and Approvals
 - (i) Pursuant to the requirements of clause 18 (Necessary Consents) of the Contract the Service Provider shall ensure that all relevant, Necessary Consents and access permits in connection with the Service are in place and are complied with, including, without limitation, any restrictions relating to Designated Areas, rights of way and any requirements arising by virtue of any street furniture being listed.
- (e) Design Warranties and Design File
 - (i) A design file shall be developed and maintained by the Service Provider in accordance with all relevant Codes of Practice incorporating the detail set out in the relevant PS1 Method

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Statement. The Service Provider shall provide warranties for design calculations as set out in the relevant PS1 Method Statement.

4.9 Installation

- (a) General, The Service Provider shall install the Apparatus during the Investment Programmes in accordance with this Output Specification and the relevant PS1 Method Statement. In providing the PS1 Service the Service Provider shall ensure that:
 - (i) all excavation and reinstatement installation works undertaken in connection with the Service comply with the requirements of this Contract in particular clause 17 (Public Highway Works and Relevant Legislation), this Output Specification the relevant PS1 or PS6 Method Statements;
 - (ii) Apparatus is not disconnected and left unlit during the hours of darkness prior to a suitable supply being connected and commissioned.
- (b) Inspection and Completion
 - (i) During the Core Investment Programme Period, completion of the Installation of all Apparatus shall be Certified by the Independent Certifier in accordance with clause 13 (Inspection and Completion) of the Contract.
 - (ii) During the carrying out of Annual Investment Programme works completion of installation of all apparatus shall be self-certified by the Service Provider in accordance with clause 13.4 (Certification by the Service Provider) of the Contract.
- (c) Connections
 - (i) The Service Provider shall effectively manage all Connection(s) works required in delivering the Service. Connections shall be terminated into Apparatus in accordance with the termination arrangement detailed in the relevant PS1 Method Statement.
- (d) Private Cable Network
 - (i) The Service Provider shall replace all Private Cable Network affected during the installation of new Apparatus as required in delivering the Service subject to the project specific requirements set out in Appendix E (Private Cable Network Requirements) of this Output Specification.

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4.10 Materials

- (a) General, The Service Provider shall ensure that:
 - (i) all Apparatus is new and unused, of uniform appearance and is appropriate to and in keeping with the relevant location at the time of installation;
 - (ii) all Apparatus complies with the Relevant Standards, Codes of Practice and the relevant PS1 Method Statement;
 - (iii) the Authority's prior written consent is obtained in accordance with paragraph 7 of Schedule 7 (Review Procedure) in respect of the aesthetics and appearance of all Apparatus to be replaced or installed in any Designated Area, or in, on, or juxtaposed to any listed building, civic building, monument, place of worship or other place or location requiring special treatment.

4.11 Materials Warranties and Guarantees

- (i) All new Apparatus shall be supported wherever reasonably possible by appropriate manufacturer warranties and guarantees. The warranties and guarantees shall be retained by the Service Provider for, and on behalf of, the Authority and shall be transferred to the Authority in the event of expiry or termination of the Contract in accordance with clause 46.5 (Assignment of Rights, etc) of the Contract.

4.12 Accruals and De-accrual

- (i) The Service Provider shall, at the Authority's request, accept as part of the Service, additional Apparatus which shall be Accrued in accordance with Schedule 15 (Accrual and De-Accrual of Apparatus) and/or Schedule 16 (Change Protocol).

Performance Requirements and Measurement

4.13 Performance Targets

- (a) The Service Provider shall meet the following levels of performance in order to avoid any Adjustments to the Unitary Charge under this PS1:
- (b) PS1 Performance Target A:
 - (i) The requirements set out in this PS1 have been satisfied; and

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- (ii) the Independent Certifier has issued a Certificate of Compliance in respect of the Replacement CIP Apparatus identified in such Certificate of Compliance.

4.14 Performance Monitoring

- (a) The PS1 Performance Targets shall be monitored as follows:
 - (i) in accordance with the PS1 Method Statements;
 - (ii) in accordance with the provisions of the Contract and in particular Schedule 17 (Monitoring and Reporting).
- (b) All the above information and supporting data shall be included in the Monitoring Report.

4.15 Payment Mechanism

- (a) Any failure to comply with the requirements of the PS1 Performance Target and to meet the Required Outcome, the Relevant Standards and the Specific Lighting Design Standards may, in accordance with the Payment Mechanism, lead to an Adjustment of the Unitary Charge.

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5 Performance Standard 2 (PS2) - Planned Maintenance, Inspection And Testing

Required Outcome

5.1 General

- (a) The Service Provider shall maintain, inspect and test the Apparatus during the Contract Term in accordance with this PS2.

5.2 Not Deemed to Comply Apparatus

- (a) The Service Provider shall ensure that all Apparatus which is not Deemed to Comply Apparatus is maintained, inspected and tested in accordance with this PS2 until the Apparatus has been replaced as part of the Core Investment Programme.

5.3 Deemed to Comply Apparatus

- (a) The Service Provider shall ensure that all Apparatus that is Deemed to Comply shall be maintained, inspected and tested in accordance with this PS2.

5.4 Investment Programmes

- (a) The Service Provider shall ensure that all Apparatus replaced as part of an Investment Programme shall be maintained, inspected and tested in accordance with this PS2.

Service Delivery

5.5 General

- (a) From the Contract Date the Service Provider shall undertake an assessment of all the Existing Apparatus and submit to the Authority for review and or comment a detailed programme of works that clearly demonstrates how PS2 is to be delivered during the Contract Term. The Service Provider shall comply with:
 - (i) paragraph 5.6 of this PS2 (Planned Maintenance, Lighting Performance Maintenance);
 - (ii) paragraph 5.7 of this PS2 (Planned Maintenance, Bulk Lamp Change and Clean Maintenance);
 - (iii) paragraph 5.8 of this PS2 (Planned Maintenance, Remote Monitoring Equipment Maintenance);
 - (iv) paragraph 5.9 of this PS2 (Planned Inspection and Testing, Outage Detection);

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- (v) paragraph 5.10 of this PS2 (Planned Inspection and Testing, Lighting Performance Inspection and Testing);
 - (vi) paragraph 5.11 of this PS2 (Planned Inspection and Testing, Structural and Mechanical Inspection and Testing);
 - (vii) paragraph 5.12 of this PS2 (Planned Inspection and Testing, Electrical Inspection and Testing);
 - (viii) paragraph 5.13 of this PS2 (Planned Inspection and Testing, Protective Paint System Inspection and Testing).
- (b) During execution of the planned maintenance, inspection and testing regime the Service Provider shall assess the residual life of all Apparatus. Any Apparatus that is identified as having a residual life of two (2) years or less shall be programmed for replacement as part of an Annual Investment Programme before the Apparatus has life expired.
- (c) Any Apparatus found to have a Fault during execution of the planned maintenance inspection and testing regime shall be recorded as faulty by the Service Provider in accordance with the requirements of PS4 and subsequently repaired or replaced in accordance with the requirements of PS3.

5.6 Planned Maintenance, Lighting Performance Maintenance

The Service Provider shall operate a lighting performance maintenance regime in accordance with the relevant PS2 Method Statements. In order that the lighting performance may be certified the Service Provider shall ensure that:

- (a) the photometric efficiency of each Luminaire is maintained within the parameters used for maintenance factor (MF) in the design process and Relevant Standards, taking account of environmental degradation of Luminaire bowls, reflectors and refractors, and lumen depreciation of Lamps;
- (b) Apparatus replaced as part of an Investment Programme or Accrued is subject to a lighting performance maintenance regime that ensures compliance with the Specific Lighting Design Standards;
- (c) all Lighting Points are In Light during the Lighting Up Periods;
- (d) a tree maintenance regime is implemented to deal with trees and other vegetation impairing the lighting performance, access to the Apparatus and the optical performance or visibility or which is otherwise detrimental to the Apparatus, provided that:

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- (i) in the case of highway trees or vegetation, the Service Provider shall take any or all the necessary action, whether it major or minor. However, the Authority shall be consulted prior to any major tree works being carried out. For the avoidance of doubt, the Service Provider shall consult the Authority in relation to any branches which are over 25mm in diameter;
- (ii) in the case of non-highway trees or vegetation, the Service Provider shall notify the Authority of the need for action, following which the Authority shall take appropriate action under the Highways Act 1980. Following the serving of any appropriate notice by the Authority, all subsequent action shall be the responsibility of the Service Provider;
- (iii) trees under preservation orders are detailed in Appendix F (Tree Preservation Orders) of this Output Specification.

5.7 Planned Maintenance, Bulk Lamp Change and Clean Maintenance

The Service Provider shall introduce and operate a bulk lamp change and clean maintenance regime for all Apparatus as follows:

- (a) that all Existing Apparatus whether Deemed to Comply Apparatus or not is subject to a bulk lamp change and clean maintenance regime in accordance with the requirements of Appendix G (Deemed to Comply Apparatus, Bulk Change and Clean Frequency);
- (b) that all Apparatus replaced as part of an Investment Programme or Accrued are subject to a bulk change and clean maintenance regime in accordance with the relevant PS2 Method Statements.

5.8 Planned Maintenance, Remote Monitoring Equipment Maintenance

If applicable to the Service, the Service Provider shall introduce and operate a remote monitoring maintenance regime in accordance with the relevant PS2 Method Statements for all remote monitoring equipment that is either installed:

- (a) in Existing Apparatus;
- (b) as part of an Investment Programme; or
- (c) by a third party and Accrued by the Service Provider as part of the Service.

5.9 Planned Inspection and Testing, Outage Detection

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- (a) The Service Provider shall operate an inspection regime (Outage Detection Cycle) that records the number of lights In Light. The inspection regime shall comply with the relevant PS2 Method Statement.

5.10 Planned Inspection and Testing, Lighting Performance Inspection and Testing

- (a) The Service Provider shall ensure that all Deemed to Comply Apparatus is subjected to a full lighting performance inspection and test within six (6) Months of the Service Commencement Date. Thereafter, the Service Provider shall carry out a planned inspection and test regime that ensures, subject to implementation of the correct maintenance regime as recommended by manufacturers, that all Apparatus continues to perform in accordance with the equipment specification levels. In order that lighting performance can be certified by the Service Provider as compliant with this PS2 the Service Provider shall ensure that:

- (i) the optical system and enclosure is not degraded, damaged or soiled and is sealed to the manufacturers recommendations;
- (ii) the optical setting of the Luminaire is as recorded in the MIS;
- (iii) the Luminaire body is intact and sealed in accordance with the manufacturers recommendations;
- (iv) the Luminaires are securely attached to Apparatus and are correctly aligned;
- (v) the Luminaires are not obstructed by foliage.

- (b) The Service Provider shall ensure that all Apparatus replaced as part of an Investment Programme or Accrued are subject to planned photometric efficiency testing regime that complies fully with the requirements of PS5 and the relevant PS2 Method Statement.

5.11 Planned Inspection and Testing, Structural and Mechanical Inspection and Testing

- (a) The Service Provider shall ensure that all Deemed to Comply Apparatus is subject to a full structural and Mechanical Inspection within six (6) Months of the Service Commencement Date. Thereafter, the Service Provider shall carry out Structural and Mechanical Inspection at regular intervals that ensures, subject to implementation of the correct maintenance regime as recommended by manufacturers, that all Apparatus continues to perform in accordance with the equipment specification levels, and safety levels are not eroded. In order that structural and mechanical integrity can

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be certified by the Service Provider as compliant with this PS2 the Service Provider shall ensure that:

- (i) Apparatus is subject to a Structural and Mechanical Inspection that complies with Good Industry Practice and the relevant PS2 Method Statement;
- (ii) Apparatus is inspected at regular intervals in accordance with the relevant PS2 Method Statement;
- (iii) All Apparatus replaced as part of an Investment Programme or Accrued are subject to a Structural and Mechanical Inspection that complies fully with the requirements of this paragraph 5.11 and the relevant PS2 Method Statement.

5.12 Planned Inspection and Testing, Electrical Inspection and Testing

- (a) The Service Provider shall ensure that all Deemed to Comply Apparatus is subjected to a full electrical inspection and testing within six (6) Months of the Service Commencement Date. Thereafter, the Service Provider shall introduce a planned inspection and testing regime that ensures, subject to implementation of the correct maintenance regime as recommended by manufacturers, that all Apparatus continues to perform in accordance with the equipment specification levels, and that safety levels are not eroded. In order that electrical integrity can be certified by the Service Provider as compliant with this PS2 the Service Provider shall ensure that:
 - (i) all Apparatus is subject to an electrical inspection and test in accordance with the relevant Codes of Practice at not less than the intervals contained therein;
 - (ii) all Distribution Network Operator connection points are subject to a visual inspection at each planned maintenance visit and all Faults are recorded on the MIS and reported to the Distribution Network Operator;
 - (iii) all Apparatus is subject to a visual electrical inspection in accordance with the relevant Codes of Practice at each planned maintenance visit;
 - (iv) the Service Provider shall ensure that all Apparatus replaced as part of an Investment Programme or Accrued are subject to a planned electrical inspection regime that complies fully with the requirements of this paragraph 5.12 and the relevant PS2 Method Statement.

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5.13 Planned Inspection and Testing, Protective Paint System Inspection and Testing

- (a) The Service Provider shall ensure that all Deemed to Comply Apparatus that incorporates a protective paint system is subjected to an inspection and test within six (6) Months of the Service Commencement Date. Thereafter, the Service Provider shall introduce a planned inspection and test regime that ensures, subject to implementation of the correct maintenance regime as recommended by manufacturers, that all Apparatus continues to perform in accordance with the equipment specification levels, and that safety levels are not eroded. In delivery of the paint system inspection and testing regime the Service Provider shall comply with the following requirements: In order that protective paint system integrity can be certified by the Service Provider as compliant with this PS2 the Service Provider shall ensure that the inspection and testing programme monitors and maintains:
- (i) any Anti-Climbing Measures;
 - (ii) the aesthetical appearance of the protective paint system;
 - (iii) corrosion protection of all Apparatus.
- (b) The Service Provider shall ensure that all Apparatus replaced as part of an Investment Programme or Accrued are subject to a planned protective paint system maintenance regime that complies fully with the requirements of this paragraph 5.13 and the relevant PS2 Method Statement.

Performance Requirements and Measurement

5.14 Performance Targets

- (a) The Service Provider shall meet the following levels of performance in order to avoid any Adjustments to the Unitary Charge under this PS2:
- (i) PS2 Performance Target A: [xxx per cent (xxx%)]⁷ or more Lighting Points shall be In Light during the Lighting Up Periods;
 - (ii) PS2 Performance Target B: one hundred per cent (100%) of Lighting Points (excluding those which are Deemed to Comply and lighting columns which are not In Light) shall provide the Specific Lighting Design Standard during the Lighting Up Periods; and

⁷ Authority, The Authority should appraise this figure against its own policy and future aspirations for the Service.

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- (iii) PS2 Performance Target C: Apparatus shall be inspected, tested, cleaned, painted and, where appropriate, replaced in accordance with the minimum frequencies set out in Table 2 below.

Table 2: Maintenance Frequencies

	Nature of Characteristic to be inspected and routinely maintained	Frequency
1	Inspection and testing of mechanical and structural integrity of the Apparatus	⁸ In accordance with the Relevant Standards and the relevant PS2 Method Statement.
2	Inspection and testing of electrical integrity of the Apparatus	
3	Cleaning of Apparatus	
4	Change of Lamp in any item of Apparatus	
5	Painting any item of Apparatus	
6	Inspection of all Apparatus through the Outage Detection Cycle	
7	Inspection of all Lighting Points through photometric tests	

5.15 Performance Monitoring

- (a) PS2 Performance Target A: the Service Provider shall carry out an Outage Detection Cycle in accordance with the relevant PS2 Method Statement:
- (i) each Lighting Point is inspected to identify the number of Lighting Points which are In Light and operating correctly;
 - (ii) all Apparatus is inspected to identify any other visual defect or Fault.
- (b) PS2 Performance Target B: in order that the Service Provider can demonstrate that Lighting Points are providing lights In Light compliant with the Specific Lighting Design Standard in any Month the Authority shall be entitled to require the Service Provider to carry out photometric tests in accordance with PS2 Method Statements (Planned Maintenance, Inspection and Testing).

⁸ Authority, The Authority should note that the frequencies associated with this table have been deemed to be a bid back item that should be agreed with the Bidders during dialogue and included within the relevant Method Statements.

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- (c) PS2 Performance Target C: the Service Provider shall put in place and operate a planned maintenance, test and inspection regime compliant with the frequencies set out in Table 2.

5.16 Performance Measurement

- (a) The Service Provider's performance under this PS2 shall be measured as follows:
 - (i) PS2 Performance Target A: shall be calculated by counting the number of Lighting Points (or each lamp in the case of multi lamp Lighting Points) that are In Light to include, for the avoidance of doubt, those identified from all sources including the Outage Detection Cycle. Any Adjustment shall be calculated in accordance with the Payment Mechanism;
 - (ii) PS2 Performance Target B: If the photometric tests carried out in accordance with the relevant PS2 Method Statements demonstrate that Lighting Points are not providing lights In Light compliant with the Specific Lighting Design Standard, Any Adjustment shall be calculated in accordance with the Payment Mechanism. and shall continue until the Lighting Points tested demonstrate compliance with Specific Lighting Design Standard;
 - (iii) PS2 Performance Target C: If the Service Provider fails to carry out a planned maintenance, test and inspection regime compliant with the frequencies set out in Table 2 Adjustment shall be calculated in accordance with the Payment Mechanism PS2.

5.17 Performance Reporting

The Service Provider's performance under this PS2 shall be reported as follows:

- (a) in accordance with the relevant PS2 Method Statement;
- (b) in accordance with the provisions of the Contract and in particular Schedule 17 (Monitoring and Reporting);
- (c) the following PS2 Performance Target A specific monitoring and reporting requirements:
 - (i) the number of Lighting Points recorded as not In Light;
 - (ii) the number of failures to comply in the relevant Month;

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- (iii) the actual length of time taken to complete each Outage Detection Cycle during that Month;
 - (iv) the average time taken to restore a Lighting Point to light measured in days and tenths of days during that Month.
- (d) the following PS2 Performance Target B specific monitoring and reporting requirements:
 - (i) the number of Lighting Points tested for photometric efficiency;
 - (ii) the number of Lighting Points recorded as not providing lights In Light compliant with the Specific Lighting Design Standard;
 - (iii) The average time taken to restore the lights In Light to demonstrate compliance with the Specific Lighting Design Standard.
- (e) the following PS2 Performance Target C specific monitoring and reporting requirements:
 - (i) the number of Apparatus that have undergone the planned maintenance, test and inspection regime;
 - (ii) the number of Apparatus that have not undergone the planned maintenance, test and inspection regime.

All the above information and supporting data shall be included in the Monitoring Report.

5.18 Payment Mechanism

Any failure to comply with the requirements of PS2 and to meet the Required Outcome and Relevant Standards, may, in accordance with the Payment Mechanism, lead to an Adjustment of the Unitary Charge.

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6 Performance Standard 3 (PS3) - Operational Response And Reactive Maintenance

Required Outcome

6.1 General

- (a) The Service Provider shall ensure that Emergency Faults, Non-Emergency Faults and Snagging Items are attended to, made safe and/or rectified during the Contract Period in accordance with this PS3.

6.2 Emergency Faults

- (a) The Service Provider shall, during the Contract Period, ensure that Emergency Faults affecting Lighting Columns and Traffic Signs are attended to and made safe within the relevant period specified for rectification detailed , set out in Table 3 in paragraph 6.15.

6.3 Non-Emergency Faults

- (a) The Service Provider shall, during the Contract Period, ensure that Non-Emergency Faults are rectified within the period specified for rectification set out in Table 3 in paragraph 6.15.

6.4 Snagging Items

- (a) The Service Provider shall ensure that all Snagging Items identified by the Independent Certifier are rectified in accordance within the period specified in the Snagging List by the Independent Certifier.

Service Delivery

6.5 General

- (a) The Service Provider shall provide an operational response service during the Contract Period that provides 24-hour, 365 day a year cover facilitated by suitably qualified personnel trained in accordance with the requirements of PS6 that are capable of dealing with Emergency Faults in accordance with the relevant PS3 Method Statements. The operational response service for Emergency Faults shall comply with:
 - (i) paragraph 6.6 of this PS3 (Emergency Faults(Reporting, Attendance and Resolution));
 - (ii) paragraph 6.7 of this PS3 (Emergency Faults(Distribution Network Operator Attendance));

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- (iii) paragraph 6.8 of this PS3 (Emergency Faults(Communication with the Emergency Services));
- (iv) paragraph 6.9 of this PS3 (Emergency Faults (Communication with Third Party Authorities));
- (v) paragraph 6.10 of this PS3 (Non Emergency Faults (Replacement of Components and Apparatus));
- (vi) paragraph 6.11 of this PS3 (Non Emergency Faults (Repair Fault on Distribution Network Operator Equipment));
- (vii) paragraph 6.12 of this PS3 (Non Emergency Faults (Unauthorised Attachments));
- (viii) paragraph 6.13 of this PS3 Non Emergency Faults (Authorised Attachments);
- (ix) paragraph 6.14 of this PS3 Non Emergency Faults (Snagging Items).

- (b) Any Apparatus found to have a Fault shall be recorded in the MIS as faulty by the Service Provider in accordance with PS4. Once the Fault has been rectified in accordance with this Output Specification the Service Provider shall input this information in the MIS in accordance with PS4.

6.6 Emergency Faults (Reporting, Attendance and Resolution)

- (a) The Service Provider shall provide 24 hour facilities for the reporting of, and attendance to, Emergency Faults. During attendance to Emergency Faults the Service Provider shall maintain a presence by the effected Apparatus until the effected Apparatus has been made safe and/or repaired in accordance with the requirements of this PS3.

6.7 Emergency Faults (Distribution Network Operator Attendance)

- (a) The Service Provider shall make appropriate arrangements and agree procedures with the Distribution Network Operator for dealing with Emergency Faults that require the Distribution Network Operators input. If assistance is required from the Distribution Network Operator to make safe Apparatus or make safe the Distribution Network Operator's service cable or connection point then the Service Provider shall remain by the Apparatus until the Distribution Network Operator has attended the Apparatus and accepted responsibility for attending to the Emergency Fault.

6.8 Emergency Faults (Communication with the Emergency Services)

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- (a) The Service Provider shall liaise with, provide assistance to, and/or seek assistance of the emergency services and liaise with all other relevant bodies as notified from time to time by the Authority whenever required in connection with an Emergency Fault.

6.9 Emergency Faults (Communication with Third Party Authorities)

- (a) The Service Provider shall liaise with and provide assistance to all third party authorities affected by any Emergency Fault.

6.10 Non Emergency Faults (Replacement of Components and Apparatus)

- (a) The requirements of PS1 relevant to the installation of Apparatus shall apply to this PS3. The Service Provider shall be responsible for the replacement of all components and Apparatus that requires replacement as a consequence of either:

- (i) being reported as having a Fault by others;
- (ii) being reported as having a Fault after being made safe;
- (iii) accidental or malicious damage/vandalism;
- (iv) being recorded as having a Fault during the relevant planned inspection and test regime;

- (b) In all cases of accidental or malicious damage/vandalism to any item of Apparatus caused by any third party the Service Provider shall be responsible for the recovery of all associated costs in respect of replacement (where relevant) from the relevant third party.

6.11 Non Emergency Faults (Repair Fault on Distribution Network Operator Equipment)

- (a) In the event of a Non-Emergency Fault which requires the attendance of the Distribution Network Operator, which without limitation could include, the loss of a Distribution Network Operator power supply and therefore require the Distribution Network Operator to restore the power supply, or Apparatus which requires the Distribution Network Operator to attend to transfer a power supply then the following shall apply as applicable:

- (i) the Service Provider shall log the relevant event as a Non-Emergency Fault on the MIS regardless of whether any Adjustments of the Unitary Charge may be made in respect of such Non-Emergency Fault;

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- (ii) the Service Provider shall use reasonable endeavours to ensure that the Distribution Network Operator carries out any repairs and/or installation as required to the power supply within the timescales specified in Table 3 in paragraph 6.15;
- (iii) in the event that, in the reasonable opinion of the Service Provider, the Distribution Network Operator is unlikely to carry out such repair or installation within the timescales specified in paragraph 6.15, then the Service Provider shall provide a temporary power supply within the timescales specified in Table 3 in paragraph 6.15, sufficient to maintain the affected Apparatus;
- (iv) where paragraph 6.11 (a)(iii) applies the Service Provider shall ensure that the Distribution Network Operator replaces a temporary power supply with a permanent power supply in accordance with the requirements of this paragraph 6.11 [as soon as practicable.]

6.12 Non Emergency Faults (Unauthorised Attachments)

- (a) In the event of the Service Provider being notified that an Attachment has been attached without authorisation the Service Provider shall remove the unauthorised Attachment and return it to the Service Providers depot for disposal in accordance with Schedule 4 (Attachments and Advertising) of the Contract. The Service Provider shall record and maintain an unauthorised Attachment register on the MIS. The Service Provider shall ensure that the register is updated in accordance with the requirements of paragraph 7.13(c) of PS4 following the removal of any unauthorised Attachment.

6.13 Non Emergency Faults (Authorised Attachments)

- (a) Subject to Schedule 4 (Attachments and Advertising), where an item of Apparatus is replaced pursuant to this Output Specification and it has one or more Attachments attached to it, the Service Provider shall attach the Attachments to the same position on the new item of Apparatus as it was attached on the replaced item of Apparatus unless instructed otherwise by the Authority.

6.14 Non Emergency Faults (Snagging Items)

- (a) All Snagging Items shall be rectified by the Service Provider in accordance with the provisions of clause 13 (Inspection and Completion) of the Contract within the specified period for rectification specified by the Independent Certifier. Failure to do so

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shall result in such Snagging Item being deemed to be a Non-Emergency Fault.

Performance Requirements and Measurement

6.15 Performance Targets

- (a) The Service Provider shall meet the following levels of performance in order to avoid any Adjustments to the Unitary Charge under this PS3:
- (i) PS3 Performance Target A: The Service Provider shall within one (1) hour of any Emergency Fault coming to the attention of the Service Provider (either from a report by the Authority a member of the public or the emergency services or from any other source or logged in the MIS), attend to such Emergency Fault.
 - (ii) PS3 Performance Target B: Non-Emergency Faults, Urgent Faults and Snagging Items shall be rectified in accordance with the Relevant Standards and within the specified period for rectification set out in table 3 below.

Table 3: PS3 Rectification Periods⁹

	Type of Fault	Specified Period for Rectification
1	[Urgent Fault - involving a Fault which does not pose an immediate risk to the public but in the reasonable opinion of the Authority could lead to a more serious problem if not dealt with quickly, such as multiple outages and outages at sensitive locations or accident spots.]	[One (1) day]
2	[Non-Emergency Faults involving the repair or replacement of components of Apparatus. Faults requiring the removal of graffiti and/or unauthorised attachments from Apparatus.]	[Two (2) days]
3	[Non-Emergency Faults involving the replacement or repositioning of a complete unit of Apparatus (excluding DNO equipment).]	[Four (4) days]
4	[Non-Emergency Faults involving the repair or replacement of any of the DNO's equipment and systems.]	[Ten (10) days]
5	[Non-Emergency Faults involving the repair or replacement of any of the DNO's equipment and systems which have been supplied by a	[Thirty (30) days]

⁹ Authority, the Authority should review the content within table 3 and modify the descriptors and timescales, if required, to suit the project specific requirements.

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	temporary electricity supply or in the case of a centre island being maintained by flashing beacons.]	
6	[A Snagging Item has not been rectified.]	[Within the period specified by the Independent Certifier or twenty (20) Business Days of issue of the Certificate of Compliance if certification is by the Service Provider]

6.16 Performance Monitoring

- (a) The Service Provider’s performance under this PS3 shall be monitored in accordance with the provisions of this performance target the Contract and in particular Schedule 17 (Monitoring and Reporting) and the following:
- (b) PS3 Performance Target A & PS3 Performance Target B shall be monitored as follows:
 - (i) in accordance with the Outage Detection Cycle which shall be operated by the Service Provider in accordance with the relevant PS2 Method Statements; and
 - (ii) by data inputted into the MIS .

6.17 Performance Measurement

- (a) The Service Provider’s performance under this PS3 that be measured as follows:
 - (i) PS3 Performance Target A: shall be calculated by counting the number of Emergency Faults that the Service Provider fails to attend within the one (1) hour Adjustment shall be calculated in accordance with the Payment Mechanism;
 - (ii) PS3 Performance Target B: shall be calculated by counting the number of Non Emergency Faults that the Service Provider fails to rectify within the prescribed maximum period for rectification in table 3 of paragraph 6.15 of this PS3. Adjustment shall be calculated in accordance with the Payment Mechanism.

6.18 Performance Reporting

The Service Provider’s performance under this PS3 shall be reported as follows:

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- (a) in accordance with the relevant PS3 Method Statements;
- (b) in accordance with the provisions of the Contract and in particular Schedule 17 (Monitoring and Reporting);
- (c) the following PS3 Performance Target A & PS3 Performance Target B specific monitoring and reporting requirements:
 - (i) the date and time that every Fault was reported to the Service Provider or observed by the Service Provider (whether by Outage Detection Cycle or otherwise);
 - (ii) the name address and telephone number of the person reporting the Fault;
 - (iii) the name of the employee and details of the vehicle or plant involved in attending any Emergency Fault where provided;
 - (iv) the time of arrival at an Emergency Fault;
 - (v) the time taken to rectify an Emergency Fault or to render it a Non-Emergency Fault and the action required for so doing;
 - (vi) the category of the Non-Emergency Fault (as set out in Table 3 in paragraph 6.15);
 - (vii) the action taken in respect of every Fault and where such action involves a change of status of any Data Set field within the MIS, update the same at the time the Fault is actually rectified and the fault repair date is entered onto the MIS; and
 - (viii) the date and time of the completion of action required to rectify the Non-Emergency Fault.

All the above information and supporting data shall be included in the Monitoring Report.

6.19 Payment Mechanism

Any failure to comply with the requirements of PS3 and to meet the Required Outcome and the Relevant Standards may, in accordance with the Payment Mechanism, lead to an Adjustment of the Unitary Charge.

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7 Performance Standard 4 (PS4) - Contract Management And Customer Interface

Required Outcome

7.1 General

- (a) The Service Provider shall for the Contract Period provide a customer care and contract management service in accordance with this PS4 that includes the development, operation and maintenance of an MIS, GIS, and Customer Care Systems.

7.2 Management Information System

- (a) The Service Provider shall collect and store detailed technical Information relating to all Apparatus. The MIS shall be used by the Service Provider to record records and information relating to the entire Service.

7.3 Customer Care System

- (a) The Customer Care System shall be capable of recording all Non-Emergency Fault and Emergency Fault reports within the response times detailed in PS3.

7.4 Geographical Information System

- (a) The Geographical Information System shall be capable of accurately plotting the geographical position of all Apparatus with a link to the MIS and Customer Care System.¹⁰

Service Delivery

7.5 General

- (a) Pursuant to the provisions of clause 8 (MIS) of the Contract, the Service Provider shall provide a MIS in accordance with this PS4 and the relevant PS4 Method Statements. The MIS shall provide an accurate up to date record of all Apparatus installed, maintained and operated by the Service Provider in delivery of the Service. The Service Provider shall introduce and operate the systems in accordance with the following requirements:
 - (i) paragraph 7.6 of this PS4 (MIS (Data Sets));
 - (ii) paragraph 7.7 of this PS4 (MIS (Data Storage and Archives));

¹⁰ The Authority should provide details of the interface with existing Authority customer Care systems within the Data room

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- (iii) paragraph 7.8 of this PS4 (MIS (Interfacing with Authority Systems));
- (iv) paragraph 7.9 of this PS4 (Customer Care System (General));
- (v) paragraph 7.10 of this PS4 (Customer Care System (Event Reporting));
- (vi) paragraph 7.11 of this PS4 (Customer Care System (Event Data Storage and Archives));
- (vii) paragraph 7.12 of this PS4 (Geographical Information System).

7.6 Management Information System (Data Sets)

- (a) The MIS shall, as a minimum, record all of the Data Set(s) included in Appendix H (Apparatus Data Sets) of this Output Specification.

7.7 Management Information System (Data Storage and Archives)

- (a) The MIS shall, as a minimum, provide a data storage and archiving system that includes for the storage, retrieval and production of:
 - (i) all reports provided by the Service Provider to the Authority in relation to the Contract in the previous six (6) years;
 - (ii) all historical information relating to delivery of the Service for the Contract Period;
 - (iii) all information on the Inventory provided by the Authority at Service Commencement Date;
 - (iv) all information required to enable the procurement of energy to be managed;
 - (v) all information required as part of an audit of all data entered, including all changes to data;
 - (vi) all reports relating to any combination of fields within the Data Sets.

7.8 Management Information System (Interfacing with Authority Systems)

- (a) The Service Provider shall ensure that the MIS interfaces fully with the Authority's existing systems so that personnel within the Authority can, when dealing with a Fault have real time access to the MIS enabling status of the Fault and other relevant information to be relayed to third parties and enabling reports to be prepared.

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7.9 Customer Care System (General)

- (a) The Service Provider shall provide Customer Care Systems in accordance with this PS4 and the relevant PS4 Method Statements capable being accessed by the Authority any member of the public or any other stakeholder at all times (and for the avoidance of doubt on the basis of twenty four (24) hours a day and three hundred and sixty five (365) (or, in the case of a leap year, three hundred and sixty six (366)) days a year).
- (b) The Service Provider shall not disclose the details of any customer transactions except to the Authority, and the operation of any information systems shall comply with the requirements of clause 38 (Data Protection Act) and clause 35 (Intellectual Property Rights) of the Contract.

7.10 Customer Care System (Event Reporting)

The Customer Care System shall include:

- (a) a help desk for the receipt of all reports of Emergency Faults, Urgent Faults and Non-Emergency Faults, complaints compliments and requests for information concerning the Service from the public and any other stakeholder. Access to the help desk by the public shall be available electronically via the internet, by written communication or by means of a free-phone telephone number and;
- (b) the internet based electronic help desk shall be capable of transacting and interacting electronically via the internet with the Authority's existing systems (including any call centres);
- (c) in addition to the free-phone telephone there shall be a free-phone exclusive emergency telephone number for use by the Authority and all emergency services;
- (d) there shall be an integrated link between the Customer Care System and the Authority's existing systems (including any call centres) to provide real time access for logging Emergency Faults, Urgent Faults and Non-Emergency Faults by the Authority.

7.11 Customer Care System (Event Data Storage and Archives)

- (a) When events are recorded on the Customer Care Systems:
 - (i) the Service Provider shall log and record the events set out in PS4 as they occur;
 - (ii) all transactions shall be recorded on the MIS.

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7.12 Geographical Information Systems

- (a) The Service Provider shall develop, implement and maintain accurate geographical maps with all Apparatus adequately superimposed by geographical position with a link to its relevant Data Set in the MIS.

Performance Requirements and Measurement

7.13 Performance Targets

- (a) The Service Provider shall meet the following levels of performance in order to avoid any Adjustments of the Unitary Charge under this PS4:
- (i) PS4 Performance Target A: The Service Provider shall respond to the matters set out in Table 4 within the Prescribed Periods for Response:

Table 4: PS4 Responsiveness Targets¹¹

	Nature of Request	Prescribed Period for Response
1	[¹² Answering the telephone and responding fully to the enquiry.]	[Within twenty five (25) seconds]
2	[Responding fully to all correspondence and written requests (including complaints) for information from the Authority answering all queries raised and providing information if required and responding to complaints with an explanation of event complained of and proposals for rectification/non-occurrence (i.e., not an acknowledgement of receipt letter).]	[Within five (5) Business Days]
3	[Providing information urgently requested from the Authority for information relating to Service delivery.]	[Within one (1) Business Day]
4	[Responding fully to all correspondence (except where from the Authority) responding to complaints with an explanation of why the event complained occurred and proposals for ensuring it is not repeated (i.e., not an acknowledgement of receipt letter).]	[Within seven (7) Business Days]

- (b) PS4 Performance Target B: The Service Provider shall ensure that:

¹¹ Authority, the Authority should review the content within table 4 and modify the descriptors and timescales, if required, to suit the project specific requirements.

¹² Authority, the authority should not assume that the performance requirements detailed in this section will operate effectively. The Authority should ensure that the Bidder details how the Service will be delivered relevant to PS4 within the Method Statements.

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- (i) from the Service Commencement Date the MIS shall have a minimum accuracy of ¹³[ninety nine per cent (99%)] across all Data Sets in respect of any changes or updates made by the Service Provider during the twelve (12) Months following the Service Commencement Date; and
 - (ii) from (12) Months after the Service Commencement Date, the MIS shall have minimum accuracy of [ninety nine per cent (99%)] across all Data Sets;
- (c) PS4 Performance Target C: The Service Provider shall ensure that all events that change the status of any Data Set and that are required to be recorded on the MIS are recorded accurately within one (1) Business Day of the occurrence of a recordable event;
- (d) PS4 Performance Target D: The Service Provider shall, from the Service Commencement Date, at all times keep available and maintain the MIS in accordance with the Relevant Standards;
- (e) PS4 Performance Target E: The Service Provider shall, from the Service Commencement Date, at all times keep available and maintain the Customer Care System in accordance with the Relevant Standards.

7.14 Performance Monitoring

- (a) The Service Provider's performance under this PS4 shall be monitored in accordance with the provisions of this Contract, and in particular Schedule 17 (Monitoring and Reporting), and by interrogation of the data inputted into the MIS.

7.15 Performance Measurement

The Service Provider's performance under this PS4 shall be measured as follows:

- (a) PS4 Performance Target A: shall be calculated by counting the number of telephone calls or correspondence that the Service Provider fails to respond to fully as required to within the prescribed periods for response in Table 4 in paragraph 7.13 of this PS4. Adjustment shall be calculated in accordance with the Payment Mechanism PS4 Performance Target A;
- (b) PS4 Performance Target B: shall be calculated by counting the number of Data Sets that the Service Provider fails to record

¹³ The Authority may review the requirement for ninety nine per cent accuracy in year one but should note that any change to this figure will need to be reflected by changes to the Payment Mechanism.

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accurately any Adjustments shall be calculated in accordance with the Payment Mechanism;

- (c) PS4 Performance Target C: shall be calculated by counting the number of events that change the status of any Data Set on the MIS that the Service Provider fails to record accurately within one (1) day of the occurrence of such recordable event. Any adjustment shall be calculated in accordance with the Payment Mechanism;
- (d) PS4 Performance Target D: shall be calculated by counting each day the MIS is not available in any Month. Any Adjustment shall be calculated in accordance with the Payment Mechanism ;
 - (i) PS4 Performance Target D: shall be calculated by counting the number of instances where access to the Service Providers systems electronically by the internet or telephoning the free-phone number in any Month, Any Adjustment shall be calculated in accordance with the Payment Mechanism.

7.16 Performance Reporting

The Service Provider's performance under this PS4 that be reported as follows:

- (a) in accordance with the PS4 Method Statements;
- (b) in accordance with the provisions of this Contract and in particular Schedule 17 (Monitoring and Reporting).

The Monitoring Report shall include all the above information and supporting data and in particular details of all correspondence, request and complaints made and the Service Providers response to each.

Payment Mechanism

- 7.17 Any failure to comply with the requirements of PS4 and to meet the Required Outcome and the Relevant Standards shall lead to an Adjustment of the Unitary Charge.

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8 Performance Standard 5 (PS5) - Strategic Assistance And Reporting

Required Outcome

8.1 General

- (a) The Service Provider shall provide to the Authority relevant, accurate and timely information on its performance in relation to the Services in Monthly Service Reports and Annual Service Reports which shall be completed in accordance with this PS5. The Service Provider shall ensure that the strategic assistance and reporting procedures adopted for delivery of the Service:
 - (i) enable the Authority to properly monitor the Service and have sufficient data and information to assess accurately what Adjustments, (if any) to the Payment Mechanism should be made;
 - (ii) allow the Authority to demonstrate that it is achieving Best Value and continuous improvement in the delivery of the Service;
 - (iii) allow the Authority to regularly review the Service to determine whether it meets current and future needs, consult with users and other stakeholders and benchmark performance against other service providers.

Service Delivery

8.2 General

- (a) From the Service Commencement Date the Service Provider shall undertake an assessment of the Service and submit to the Authority for review / comment a detailed programme of elements of works that clearly demonstrates how the strategic assistance and reporting service defined in this PS5 is to be delivered during the Service Period.
- (b) The Service Provider shall during the Service Period ensure that the Service is subject to achieving a strategic assistance and reporting service that complies fully with this Output Specification.
- (c) Within the strategic assistance and reporting service the Service Provider shall comply with the following issues:
 - (i) paragraph 8.3 of this PS5 (Best Value Duty);
 - (ii) paragraph 8.4 of this PS5 (Audit and Performance Indicators);

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- (iii) paragraph 8.5 of this PS5 (Monthly Service Report);
- (iv) paragraph 8.6 of this PS5 (Annual Service Report);
- (v) paragraph 8.7 of this PS5 (Customer Satisfaction Surveys);
- (vi) paragraph 8.8 of this PS5 (Best Value Improvement Plans);
- (vii) paragraph 8.9 of this PS5 (Verification of Information);
- (viii) paragraph 8.10 of this PS5 (Local Transport Plan, Comprehensive Performance Assessment, Best Value Performance Plans, and Best Value Reviews);
- (ix) paragraph 8.11 of this PS5 (Audit and Inspection).

8.3 Best Value Duty

- (a) Without prejudice to Schedule 11 (Best Value and Continuing Value for Money), the Service Provider shall co-operate with the Authority in its efforts to achieve its Best Value Duty by complying with the requirements of this PS5 and the relevant PS5 Method Statement.
- (b) The Authority's requirements in respect of audit and performance reviews are set out in clause 39 (Service Provider Records) of the Contract.

8.4 Audit and Performance Indicators

- (a) The Service Provider shall comply with requests for information, data or other assistance to enable the Authority to report on the Best Value Performance Indicators and Local Performance Indicators for the Service. For the avoidance of doubt, the Service Provider shall only be obliged to provide information that is gathered or generated in the normal course of the provision of the Service. The Performance Indicators on which the Service Provider shall provide data are set out in Appendix I (Performance Indicators). The Performance Indicators may from time to time be, reviewed by the Authority and the Service Provider shall be given notice of any changes in the performance indicators.

8.5 Monthly Service Report

- (a) Without prejudice to any other provision in this Contract the Service Provider shall, at its own cost within five (5) Business Days after the first day of each Month, deliver to the Authority a Monthly Service Report. The Monthly Service Report shall report on the performance and delivery of the Service over the previous Month and shall form

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the basis of the Draft Monthly Payment Report required by clause 26.5 (Draft Monthly Payment Report of this Contract).

- (b) The Monthly Service Report shall, as a minimum, include the information set out in Appendix Q (Service Report Content) of this Output Specification. The Authority and Service Provider shall have a Monitoring Meeting no earlier than five (5) Business Days and no later than eight (8) Business Days after submission of the Monthly Service Report (or as the parties otherwise agree) to review and agree upon the contents of the Monthly Service Report.

8.6 Annual Service Report

- (a) Without prejudice to any other provision in this Contract the Service Provider shall, at its own cost, provide in May of each year during the Contract Period, an Annual Service Report in respect of the immediately preceding Payment Year. The report shall as a minimum include the information set out in Appendix Q (Annual Service Report Content) of this Output Specification.
- (b) The Annual Service Report shall, wherever possible be, in the same format as the Monthly Service Report.

8.7 Customer Satisfaction Surveys¹⁴

- (a) The Service Provider shall undertake (or procure the undertaking of) Customer Satisfaction Survey and the Service Provider shall:
 - (i) report the results of such customer satisfaction surveys in the Annual Service Report;
 - (ii) carry out the customer satisfaction surveys in areas subject to the Core Investment Programme or an Annual Investment Programme, within one Month of the relevant works;
 - (iii) carry out the Customer Satisfaction Surveys by means of distributing to [to such persons as are specified by the Authority] a questionnaire or other survey method and in such form as agreed with the Authority (both parties acting reasonably);
 - (iv) ensure the content of the questionnaire or other material to be used for any other survey method and the method of undertaking the Customer Satisfaction Surveys shall comply

¹⁴ The Authority should note Section 7.9 of SOPC4 which discusses the use of regular customer satisfaction surveys. Consideration should be given to supplementing this clause with the mechanism which imposes sanctions for poor user satisfaction. The Authority should also insert a provision for a remediation plan. Authorities should note SOPC4 Section 7.9.5 and, by way of example, the Building Schools for the Future payment mechanism at Paragraph 17.1".

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with the requirements of this Output Specification and with all applicable Legislation and Guidance and Good Industry Practice; and

- (v) the Authority shall provide reasonable assistance and information (subject to compliance with all Legislation) to the Service Provider to enable the Service Provider to undertake the Customer Satisfaction Surveys.
- (b) Within twenty (20) Business Days of the closing date for responses of a Customer Satisfaction Survey, the Service Provider shall prepare a summary of the results of the Customer Satisfaction Survey in such form as the Authority shall reasonably require and promptly upon a written request from the Authority provide such further details (including copies of all returned questionnaires and/or any other survey material used by the Service Provider) as the Authority shall reasonably require.
- (c) Without prejudice to paragraph 8.7 (a)(i) the Customer Satisfaction Survey shall:
 - (i) include a sufficient and balanced cross-section of each category of [to such persons as are specified by the Authority] to provide statistical robustness;
 - (ii) be accessible to [to such persons as are specified by the Authority] regardless of age / gender / ethnicity / disability;
 - (iii) solicit feedback on the quality of the Service;
 - (iv) solicit feedback on the quality of each lighting system;
 - (v) solicit feedback on the timeliness of the Service;
 - (vi) solicit feedback on the quality of the Apparatus;
 - (vii) solicit feedback on the interface between the Service and [to such persons as are specified by the Authority];
 - (viii) solicit feedback on the behaviour of the personnel carrying out the Service;
 - (ix) solicit feedback on the quality of the consultation process;
 - (x) solicit feedback on the execution of the relevant works;
 - (xi) solicit feedback on invite general comments and suggested improvements.

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8.8 Best Value Improvement Plans

- (a) Without prejudice to the provisions of Schedule 11 (Best Value and Continuing Value for Money), the Service Provider shall develop, in cooperation with the Authority, Best Value Improvement Plans setting out mutually agreed tasks between the Service Provider and the Authority to improve delivery of the service and demonstrate continuous improvement in the Service and the achievement of wider project objectives. The preparation of Best Value Improvement Plans shall take into account the conclusions arising from the Annual Service Report, any Customer Satisfaction Surveys, the Best Value Performance Plan, Best Value Reviews, the Comprehensive Performance Assessment and the Local Transport Plan.

8.9 Verification of Information

- (a) The Service Provider shall, upon a written request from the Authority, promptly provide such written evidence or other supporting information as the Authority may reasonably require for verifying and auditing the information and other material contained in either the Monthly Service Report or the Annual Service Report and the Authority may make comments on and/or make objections to the content of any report within the following timescales:
 - (i) in the case of the Monthly Service Report have ten (10) Business Days from receipt of the report;
 - (ii) in the case of the Annual Service Report have twenty (20) Business Days from receipt of the report.

8.10 Local Transport Plan, Comprehensive Performance Assessment, Best Value Performance Plans, and Best Value Reviews

- (a) Without prejudice to the provisions of Schedule 11 (Best Value and Continuing Value for Money) the Service Provider shall comply with requests for information, data or other assistance to enable the Authority to undertake and produce the annual Best Value Performance Plan, the five-yearly Best Value Review for the Service, the Local Transport Plan and the comprehensive performance assessment.

8.11 Audit and Inspection

- (a) The Service Provider shall co-operate in audits and other statutory Best Value Duty inspections relating to the Service and, if requested by the Authority, acting reasonably, shall participate in any inspections or monitoring carried out. The obligation to respond to

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individual requests for assistance and reporting from the Authority shall be subject to the nature and volume of such requests being reasonable and proportionate to the prevailing circumstances and matters in issue. The Service Provider shall be deemed to have accepted the reasonableness of an individual request for information from the Authority unless it has objected to the same in writing to the Authority within three (3) Business Days following receipt of that request on the grounds that it considers it to be disproportionate or otherwise unreasonable.

Performance Requirements and Measurement

8.12 Performance Targets

- (a) The Service Provider shall meet the following levels of performance in order to avoid any Adjustments of the Unitary Charge under this PS5:
 - (i) PS5 Performance Target A: The Service Provider shall provide the information, data and other assistance required pursuant to paragraph 8.4 within ten (10) Business Days of such request (or such other time as the parties may agree) and in a form that enables Authority to report on the BVPI's and LP's;
 - (ii) PS5 Performance Target B: The Service Provider shall provide the information set out in the ¹⁵Monthly Service Report and the Annual Service Report by the date indicated in paragraphs, 8.5 or paragraph 8.6 (as the case may be) in such form that all requirements of the relevant part of paragraph 8.5 or of paragraph 8.6 (as the case may be) are satisfied;
 - (iii) PS5 Performance Target C: All other information requested or required by the Authority pursuant to this PS5 shall be provided within the time periods specified in this PS5 (or if no time period is specified within a reasonable time) and is in such form as is suitable for its intended purpose, where the intended purpose is made known to the Service Provider;
 - (iv) PS5 Performance Target D: The Service Provider shall carry out the Customer Satisfaction Survey in the manner and at the time required by paragraphs 8.7.

8.13 Performance Monitoring

- (a) The Service Provider's performance under this PS4 that be reported as follows:

¹⁵ Authority, It should be noted that the Monthly Service Report and Annual Service Report are not intended to be used for financial reporting.

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- (i) in accordance with the PS5 Method Statements;
 - (ii) in accordance with the provisions of the Contract and in particular Schedule 17 (Monitoring and Reporting).
- (b) The Monthly Service Report shall include all the above information and supporting data and in particular details of all correspondence, request and complaints made and the Service Providers response to each.

8.14 Payment Mechanism

- (a) Any failure to comply with the requirements of this PS5 and to meet the Required Outcome and Relevant Standards may, pursuant to the Payment Mechanism, lead to an Adjustment of the Unitary Charge.

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9 Performance Standard 6 (PS6) - Working Practices

Required Outcome

- (a) The Service Provider shall ensure that from the Service Commencement Date all working practices comply fully with the requirements of this PS6.

Service Delivery

9.2 General

- (a) The Service Provider shall carry out the service so the following requirements are complied with:
 - (i) paragraph 9.3 of this PS6 (New Roads and Streetworks Act);
 - (ii) paragraph 9.3(a) of this PS6 (Health and Safety);
 - (iii) paragraph 9.5 of this PS6 (Waste Disposal and COSHH);
 - (iv) paragraph 9.6 of this PS6 (Environmental Management);
 - (v) paragraph 9.7 of this PS6 (Quality Management);
 - (vi) paragraph 9.8 of this PS6 (Working Hours and Nuisance);
 - (vii) paragraph 9.9 of this PS6 (Protester Action);
 - (viii) paragraph 9.10 of this PS6 (Access);
 - (ix) paragraph 9.11 of this PS6 (Service Provider Personnel);
 - (x) paragraph 9.12 of this PS6 (Department of Personnel);
 - (xi) paragraph 9.13 of this PS6 (Corporate Identification);
 - (xii) paragraph 9.14 of this PS6 (Services for Third parties and Recovery of Debts);
 - (xiii) paragraph 9.15 of this PS6 (Festive Lighting).

9.3 New Roads and Streetworks Act (NRSWA)¹⁶

- (a) Without prejudice to clause 17.1 (New Roads and Streetworks Act) of the Contract and notwithstanding that the Service Provider and the Sub-Contractor do not constitute statutory undertakers for the

¹⁶ Authority, The NRSWA requirements specific to the project should be reviewed and amended text should be inserted to suit. When amending the text reference should be made to the Performance Requirements within this PS6.

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purposes of NRSWA, in relation to the Installation and Removal of Apparatus which involves the breaking up or opening of the street or any sewer, drain or tunnel under it, or tunnelling or boring under the street the Service Provider shall:

- (i) implement traffic management safety and control measures required by the Code of Practice for Safety of Streetworks and Roads, issued by the Secretary of State pursuant to section 65(3) of NRSWA; and
 - (ii) serve notices upon the Authority in accordance with this paragraph 9.3 in respect of such works in an electronic transfer of notices format using the ETON system;
- (b) Prior to carrying out such installation and removal, serve upon the Authority prior to the commencement of such works:
 - (i) a seven day notice in respect of all works on non-traffic sensitive streets (as the same is defined in NRSWA); and
 - (ii) a one month advance notice, followed by a seven day notice of the start date for such works on traffic sensitive streets.
- (c) All notices referred to in paragraph 9.3(a) & (b) shall comply with the requirements of section 55 of NRSWA, provided always that if the works referred to in this paragraph are not commenced within seven days of the date specified in such seven day notice, then the Service Provider shall serve a further seven day notice.
- (d) If the Authority responds to any notice served pursuant to paragraph Table 5 in paragraph 9.16 stating that works cannot be carried out at the time or during the period of time indicated in such notice, then the Service Provider shall reschedule the works and shall submit a further notice in accordance with such paragraph Table 5 in paragraph 9.16;
- (e) The Service Provider shall comply with any direction of the Authority given pursuant to section 56 of NRSWA.
- (f) The Service Provider shall serve on the Authority:
 - (i) a works clear notice where temporary reinstatement (as the same is defined in NRSWA) has taken place; or
 - (ii) a works close notice where permanent reinstatement (as the same is defined in NRSWA) has taken place,

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no later than one (1) day after the date that the Service Provider returns the area where the works have been carried out to public use, such date to constitute the date upon which the six (6) Month guarantee period under NRSWA in respect of the reinstatement works.

- (g) Where the Service Provider does not complete the works specified in a notice pursuant to paragraph Table 5 in paragraph 9.16 served within the period set out in such notice, then the Service Provider shall as soon as reasonably practicable and in any event prior to the expiry of such time period, serve written notice on the Authority by means of the ETON system, giving reasons for the overrun and requesting an extension of time for the completion of works. For the avoidance of doubt, section 74 of NRSWA shall not apply in respect of such failure to complete the works.
- (h) The Service Provider shall return to make permanent the temporary reinstatement, where a works clear notice has been served pursuant to paragraph 9.3(f) (i), within six (6) Months of the date of such notice and the Service Provider shall comply with the provisions of paragraphs Table 5 in paragraph 9.16 and 9.3(f) (ii) in respect of such permanent reinstatement.
- (i) The Service Provider shall serve notice on the Authority within two (2) hours of carrying out of Emergency Works (as defined in section 52 of NRSWA).
- (j) Where the Service Provider carries out Minor Works (as the same is defined in the Specification for Reinstatement and Opening of Highways (Second Ed, 2002)) other than in accordance with an Annual Investment Programme the Service Provider, shall serve:
 - (i) a daily whereabouts notice upon the Authority where the street is non-traffic sensitive; and
 - (ii) comply with the requirements of paragraph 9.3(f) (ii) where the street is traffic sensitive, as if such works were Standard Works.
- (k) Where the Service Provider carries out works following the identification of a serious structural defect (as the same is defined in the Code of Inspections (Second Ed, 2002) issued by the Secretary of State and the Highways and Utilities Committee), these shall be treated as urgent works and the Service Provider shall serve a notice upon the Authority:
 - (i) where the street is non-traffic sensitive; within two (2) hours of commencing work; and

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- (ii) where the street is traffic sensitive; at least two (2) hours prior to commencing work.

9.4 Health and Safety

- (a) The Service Provider shall ensure that all works undertaken by the Service Provider in connection with the carrying out of the Service comply with, and deliver the Service in accordance with, clause 16 (Health and Safety) of the Contract and the relevant PS6 Method Statement.

9.5 Waste Disposal And COSHH

- (a) All waste material arising from the execution of the Service shall be disposed of in a manner that complies with all applicable Legislation, Authority Policies and Codes of Practice relating to the particular category of material concerned. The Service Provider shall maintain detailed records of all disposals of waste material.

9.6 Environmental Management

- (a) The Service Provider shall observe all relevant environmental Legislation, Authority Policies and Codes of Practice. The Service Provider shall operate an environmental management system in accordance with BS EN ISO14001 and relevant PS6 Method Statements. Any subcontractor, including design services, appointed by the Service Provider shall operate their own BS EN ISO14001 accredited environmental management system fully compliant with the Service Provider's environmental management system.

9.7 Quality Management

- (a) The Service Provider shall ensure that all works undertaken by the Service Provider in connection with the carrying out of the Service comply with, and deliver the Service in accordance with, clause 14 (Quality Assurance) of the Contract and the relevant PS6 Method Statements.

9.8 Working Hours And Nuisance

- (a) The Service Provider shall indemnify the Authority from and against any liability for damages on account of noise or other disturbance created while or in carrying out the works either by day or by night and from and against all claims, demands, proceedings, damages, costs, charges, and expenses whatsoever in regard or in relation to such a liability.

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- (b) The Service Provider shall observe any restrictions imposed by the Authority in relation to hours of working and restrictions which apply as a result of any Legislation or Codes of Practice, particularly in relation to New Roads and Street Works Act and Traffic Sensitive Streets.
- (c) The Service Provider shall not carry out any work at night or at weekends or on public holidays without the prior written consent of the Authority.

9.9 Protester Action

- (a) The Service Provider shall take such actions as are reasonable, proportionate and lawful to deal with protester action and where necessary shall co-operate with the emergency services. The Service Provider shall be responsible for the consequences of any delays or disruption which are consequent upon such action.

9.10 Access

- (a) The Service Provider shall deal using the emergency services if necessary with any parked vehicles or other obstruction that may prevent the Service Provider from carrying out the Service.

9.11 Service Provider Personnel

- (a) Without prejudice to clause 15 (Service Provider Personnel) of the Contact, the Service Provider shall comply in all respects with the Highway Electrical Industry Scheme for the Registration of Authorised Persons - Highway Electrical, Highway Electronic, Associated Highway works. In particular all personnel carrying out work on site (work is defined as opening a door or access compartment or more on an item of street furniture) shall be registered to the Highway Electrical Industry Scheme for the Registration of Authorised Persons - Highway Electrical, Highway Electronic, Associated Highway works under the appropriate occupational title as defined therein. All Personnel shall be registered under the Highway Electrical Industry Scheme for the registration of Authorised Persons - Highway Electrical, Highway Electronic, Associated Highway works within three (3) Months of commencement of work in connection with the Service.

9.12 Department of Personnel

- (a) The Service Provider shall ensure that:
 - (i) All Personnel shall be suitably and appropriately dressed on all occasions and are readily identifiable by means of logos and

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name badges designed in accordance with the relevant PS6 Method Statement;

- (ii) all Personnel shall deport themselves in an appropriate, courteous and correct manner when dealing with the Authority, any Authority Party, members of the public and other bodies and organisations.

9.13 Corporate Identification

- (a) The Service Provider shall ensure that vehicles and stationery used in the provision of the Service are marked clearly with the Service Provider's name and with markings that indicate that the Service Provider is working in partnership with the Authority; display the Service Provider's free phone number; stationary display the Authority logo and approved wording agreed by the Authority's Project Representative (the **Logo**). The Authority may terminate the licence to use the Logo at any time by written notice and (for the avoidance of doubt) such licence shall be deemed to terminate on expiry or earlier termination of the Contract. The Service Provider shall employ company identification boards in all operations and be a member of the Considerate Contractors Scheme.

9.14 Services for Third Parties And Recovery Of Debts

- (a) Where a third party requires a service (including the re-siting of an item of Apparatus) from the Service Provider, and this shall be carried out without affecting the Service Provider's obligations set out in this Contract. The Service Provider shall afford the necessary assistance to such third party, provided that the Service Provider is appropriately remunerated by that third party. If during the Contract Period monies are payable to the Service Provider by third parties relating to services carried out for them or damage by them to Apparatus, the Service Provider shall only take such steps as are reasonable and proportionate to recover such sums.

9.15 Festive Lighting

- (a) The Service Provider shall erect, maintain, take down, store and replace as necessary the Festive Lighting within the Designated Areas detailed in Appendix J (Designated Areas) in accordance with the instructions of the Authority given pursuant to the relevant provisions of this Output Specification and Schedule 4 (Attachments and Advertising).

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Performance Requirements and Measurement

9.16 Performance Targets

- (a) The Service Provider shall meet the following levels of performance in order to avoid any Adjustments of the Unitary Charge under this PS6:
- (i) PS6 Performance Target A: Urgent Service Failures, Serious Service Failures and Routine Service Failures shall be rectified in accordance with the Relevant Standards and within the specified period for rectification set out in Table 5 below.

Table 5:PS6 Rectification Periods

	Type of Failure Category	Category	Response and Rectification Period
1	Urgent Service Failure	Any Service Failure that: <ul style="list-style-type: none"> - poses a material risk to life; or - poses a material risk of damage to person and/or property; or - poses a material risk of significant financial loss and/or disruption to the Authority. 	(a) rectify within one (1) hour; or (b) attend, make safe and commence rectification within one (1) hour and complete the rectification, in accordance with Good Industry Practice, as soon as practicable.
2	Serious Service Failure	Any Service Failure which is such that it may develop into an Urgent Service Failure if not rectified or attended to in accordance with Good Industry Practice.	(a) rectify within twenty-four (24) hours; or (b) attend, make safe and commence rectification within twenty-four (24) hours and complete the rectification, in accordance with Good Industry Practice, as soon as possible.
3	Routine Service Failure	Any Service Failure that is not immediately detrimental or likely to lead to a Serious Service Failure or an Urgent Service Failure, but which, if not rectified or attended to in accordance with Good Industry Practice, may adversely impact on the Service and/or is breach of the provisions of paragraph 9.3 and/or the	(a) rectify within two (2) Business Days; or (b) attend, make safe and commence rectification within two (2) Business Days and complete the rectification, in accordance with Good Industry Practice, as soon as possible.

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		Authority's reputation and/or the Service Provider's reputation.	
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9.17 Performance Monitoring

- (a) The Service Providers performance under this PS6 shall be monitored in accordance with the provisions of this performance requirements and measurement section the Contract and in particular Schedule 17 (Monitoring and Reporting) and the following:
- (i) the Service Provider shall register all Service Failures on the Management Information System as soon as it becomes aware of such Service Failure.
 - (ii) reported Service Failures shall be logged and categorised by the Service Provider, in consultation with the Authority, as an Urgent Service Failure, Serious Service Failure and/or Routine Service Failure. In addition the Service Provider shall record whether the reported Service Failure is capable of rectification or not. A full list of all Service Failures and the categorisation applied by the Service Provider shall be maintained and kept available for access by the Authority as the Schedule of Service Failures;
 - (iii) if a Service Failure is considered to be similar to a Service Failure which has already been logged in respect of the current Month then this shall be recorded;
 - (iv) in determining whether a reported Service Failure is Urgent, Serious or Routine, the Service Provider shall refer to the Schedule of Service Failures. If the Service Failure is not listed in the Schedule of Service Failures then the matter shall be referred for discussion and initial determination by, the Authority immediately the Service Failure is identified;
 - (v) in accordance with the relevant PS6 Method Statements.

9.18 Performance Measurement

- (i) For the purposes of Table 5 in paragraph 9.16, rectification shall only be possible where such Service Failure is continuing. Rectify shall mean to cure the failure to comply with the Relevant Standard or PS6 Performance Target in PS6 (including making good the consequences of the original failure) and demonstrating that the Service Provide is taking all appropriate

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steps to avoid the recurrence of such failure and rectification shall be construed accordingly.

- (ii) The Authority shall, acting reasonably and taking into account all representations made by the Service Provider, determine whether a Service Failure is capable of rectification.
- (iii) Both parties shall collect record and store information where Adjustments are made in accordance with this PS6 and will have due and proper regard to such information when determining the type of failure category for Service Failures seek to ensure consistency of approach and measurement. All types and categories of Service Failures agreed by the parties or otherwise determined shall be included in a Schedule of Service Failures.
- (iv) For each Service Failure categorised as a Service Failure pursuant to Table 5 in paragraph 9.16 and (except for a Routine Service Failure arising from a breach of paragraph 9.3) that is not capable of rectification or has not been rectified within the time periods specified in Table 5 in paragraph 9.16 (as the case may be) there shall be an award of five (5) Performance Points.
- (v) For each Routine Service Failure pursuant to Table 5 in paragraph 9.16 there shall be an award of five (5) Performance Points.

9.19 Performance Reporting

The Service Provider's performance under this PS6 shall be reported as follows:

- (a) in accordance with the relevant PS6 Method Statements;
- (b) in accordance with the provisions of the Contract and in particular Schedule 17 (Monitoring and Reporting);
- (c) the following PS6 Performance Target A specific monitoring and reporting requirements:
 - (i) the date and time that every Service Failure was reported to the Service Provider or observed by the Service Provider;
 - (ii) the time taken to rectify the Service Failure and the action required for so doing;

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- (iii) the category of the Service Failure (as set out in Table 3 in paragraph 6.15);
 - (iv) the action taken in respect of every Service Failure.
- (d) All the above information and supporting data shall be included in the Monitoring Report. In addition a report shall be annexed to each Monitoring Report and presented to the Monitoring Meeting. The report shall show reported Service Failures not responded to and rectified (if rectifiable using all reasonable endeavours) within the specified rectification times and those which have been noted as Service Failures of an exactly similar type to another Service Failure in the same Month.

Payment Mechanism

- 9.20 Any failure to comply with the requirements of this PS6 and to meet the Required Outcomes and Relevant Standards lead to an Adjustment of the Unitary Charge.

10 Performance Standard 7 (PS7) - Reporting To The Authority

Required Outcome

- 10.1 In order for the Authority to monitor the performance of the Service Provider and to ensure appropriate Monthly Payments are made under the Contract, the Service Provider shall provide accurate and complete reporting to the Authority on how the Service Provider is complying with the requirements of this Output Specification.

Service Delivery

- 10.2 Each Monitoring Report, the Draft Monthly Payment Report and the Actual Monthly Payment Report shall be accurate, complete in content and submitted to the Authority in accordance with clause 26.5 (Draft Monthly Payment Report) or clause 26.7 (Actual Monthly Payment Report) of the Contract (as the case may be).

Performance Requirements and Measurement

- 10.3 Performance Targets

- (a) PS7 Performance Target A:

- (i) Part 1 of each Monitoring Report shall contain all the information listed in the relevant part of paragraph 5 of Schedule 17 (Monitoring and Reporting); and
- (ii) the Actual Monthly Payment Report shall contain all the information required by paragraph 2.4 of Part 1 of the Payment Mechanism.

and such information shall be complete and accurate.

- 10.4 Performance Monitoring

- (a) The Service Provider's performance under this PS7 that be reported as follows:
- (i) in accordance with the PS7 Method Statements; and
 - (ii) in accordance with the provisions of the Contract and in particular Schedule 17 (Monitoring and Reporting).

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- (b) The Monitoring Report shall include all the above information and supporting data and in particular details of all correspondence, request and complaints made and the Service Providers response to each.

10.5 Payment Mechanism

- (a) Any failure to perform the Service in accordance with this PS7 and to meet the Required Outcome and Relevant Standards may, pursuant to the Payment Mechanism, lead to an Adjustment of the Unitary Charge.

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11 Performance Standard (PS8) - Post Core Investment Programme Period¹⁷

Required Outcome

- 11.1 The Service Provider shall install the Apparatus during the Post Core Investment Programme Period in accordance with this PS8.
- 11.2 By the end of the Post Core Investment Programme Period, all Apparatus which are Temporary Deemed to Comply shall have been replaced and comply with the Specific Lighting Design Standards in accordance with the Post Core Investment Programme. All replacement Apparatus shall comply with this Output Specification.
- 11.3 When Temporary Deemed to Comply Apparatus are brought up to the appropriate Relevant Standards, all Apparatus, including Private Cable Networks, within the whole of the street or area in which such Apparatus are contained shall be brought up to the Specific Lighting Design Standards.
- 11.4 By the end of the Contract Period, all Temporary Deemed to Comply Apparatus shall comply with each Relevant Standard (including, to avoid doubt, the Specific Lighting Design Standards) in this Output Specification.
- 11.5 In upgrading Apparatus the Service Provider shall comply with paragraph 1.6.
- 11.6 Lighting design and Installation shall be carried out in compliance with the provisions of PS1 and PS8, and in particular, so as to satisfy PS8 Performance Target A and PS8 Performance Target B. Commissioning shall be carried out in accordance with clauses 13.4 to 13.14 (inclusive) (Certification by the Service Provider) of the Contract.

Deemed to Comply and Temporary Deemed to Comply Apparatus

- 11.7 All Apparatus that is Deemed to Comply and all Apparatus that is Temporary Deemed to Comply is identified in Appendix N (Inventory) of this Output Specification.

Timing

- 11.8 The PCIPP commences in year six (6) of the Contract and extends to year twenty three (23) inclusive. The replacement of Temporary Deemed to Comply Apparatus shall be evenly spread over the whole of these years.

Annual Investment Programme

¹⁷ Authority, This PS should only be incorporated into the Output Specification where Temporary Deemed to Comply Apparatus has been identified by the Authority. If this PS is required then cross referencing to PS8 will have to be inserted within other sections of the Output Specification as appropriate.

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- 11.9 The Annual Investment Programme shall take account of the replacement of all Temporary Deemed to Comply Apparatus during the PCIPP and shall, in respect of such works, include all the information required by clause 12.4 (Annual Investment Programme) of the Contract and paragraph 4.7 of PS1.

Relevant Standards

- 11.10 All of the parts of the Service connected to Installation of new Apparatus and replacement of Temporary Deemed to Comply Apparatus during the Post Core Investment Programme Period shall be delivered by the Service Provider so that the requirements of PS1 are met.

Performance Requirements and Measurement

- 11.11 Performance Targets

The Service Provider shall meet the following levels of performance in order to avoid any Adjustments of the Unitary Charge under this PS8:

- (a) PS8 Performance Target A: new Apparatus shall only be introduced to the Authority network and considered compliant with this PS8 if the Specific Lighting Design Standards are met and the completion and commissioning requirements set out in clauses 13.4 to 13.14 (inclusive) (Certification by the Service Provider) of the Contract have been satisfied;
- (b) PS8 Performance Target B: new Apparatus shall only be introduced to the Authority network and considered compliant with this PS8 if the requirements of all of the relevant PS1 to 7 Method Statements have been satisfied.

- 11.12 Performance Monitoring

The Service Provider's performance under this PS7 that be reported as follows:

- (a) the parties will assess the actual rate of progress and compare it with the relevant PS8 Method Statement. This shall be reported to the Authority as part of the Monitoring Report. The Service Provider's performance against the relevant PS8 Method Statement 1B shall be reported in the Annual Service Report, the requirements of which are set out in PS5 of this Output Specification;
- (b) in accordance with the Method Statements in Schedule 5 (Method Statements);
- (c) in accordance with the provisions of the Contract and in particular Schedule 17 (Monitoring and Reporting);

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The Monitoring Report shall include all the above information and supporting data and in particular details of all correspondence, request and complaints made and the Service Providers response to each.

11.13 Payment Mechanism

Any failure to comply with the requirements of PS8 and to meet the Required Outcomes the Relevant Standards and the Specific Lighting Design Standards may, pursuant to the Payment Mechanism, lead to an Adjustment of the Unitary Charge.

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APPENDICES

A	(Unlit Back Streets, Roads, Footpaths and Other Areas)
B	(Project Specific Apparatus Upgrades and Modifications)
C	(Specific Lighting Design Standards)
D	(Project Specific Design Parameters)
E	(Private Cable Network Requirements)
F	(Tree Preservation Orders)
G	(Deemed to Comply Apparatus, Bulk Change and Clean Frequency)
H	(Apparatus Data Sets)
I	(Performance Indicators)
J	(Designated Areas)
K	(Authority Policies)
L	(System Boundary Map)
M	(Codes of Practice)
N	(Inventory)
O	(Festive Lighting Details)
P	(Independent Certifiers Checklist)
Q	(Service Report Content)
R	(Flood Lighting of Monuments and Buildings Lighting Details)
S	(Lighting Up Periods)

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Appendix A - (Unlit Back Streets, Roads, Footpaths and Other Areas)

Notes to Authority;

The Authority should schedule within this appendix all unlit back streets, roads, footpaths and other areas that the Authority would like the Bidder / Service Provider to light by the end of the Core Investment Programme Period. This information can be inserted as a simple list identified by street name or a map in electronic format.

There is no need to specify light levels this is included within the wording in PS1 by reference to the Specific Lighting Design Standards

During the procurement process the information could be stored in Data Room and cross referenced within this appendix accordingly.

Appendix B - (Project Specific Apparatus Upgrades and Modifications)

Notes to Authority;

The Authority should schedule within this appendix all project specific Apparatus upgrades and modifications that the Authority would like the Bidder / Service Provider to address by the end of the Core Investment Programme Period.

This section allows the Authority to identify minor upgrades or modifications to Existing Apparatus and equipment therein that the Authority has identified during development of the project scope. Examples may include:

- *Minor upgrade / modification works required on Deemed to Comply Apparatus*
- *Painting selected Apparatus*
- *Lantern upgrades in selected areas where lighting columns have been deemed to comply (i.e., Sox to Son or similar)*

The Authorities reference to the Apparatus affected can be inserted as a simple list identified by street name, by reference to the Inventory or a map in electronic format. The Authority should also describe in detail the required outcome for each upgrade or modification in the form of a short specification cross referenced to the Output Specification where applicable.

During the procurement process the information could be stored in Data Room and cross referenced within this appendix accordingly.

Appendix C – (Specific Lighting Design Standards)

Notes to Authority;

Within this appendix the Authority should insert the lighting design standards specific to the project developed by reference to BS5489 -1 and other relevant codes of practice and standards.

This Authority should specify lighting design standards requirements for all lit areas identified within the scope including but not limited to traffic routes, subsidiary roads and associated areas, footpaths and cycle tracks, industrial and commercial areas, public amenity areas, town centre areas, district centres ,tunnels, underpasses, pedestrian subways, footbridge, stairs and ramps.

The Authority should consider the design standards required for each area identified and make specific reference to:

- *Specific lighting classes*
- *Colour rendering requirements (if required)*
- *Limitations on mounting heights*
- *Glare*
- *Identification of conflict zones*

A sample appendix has been included below for information / assistance.

Sample Appendix (Specific Lighting Design Standards)

For relevant standards refer to Appendix B (Relevant Standards) of this Output Specification.

General

This section defines lighting classes and other specific design requirements to be applied when complying with the requirements of Performance Standard 1.

The Service Provider shall be responsible for the assessment and selection of the appropriate lighting class selected in accordance with this Performance Standard 1.

The road lighting classes referred to in this section have been extracted from the appropriate standard as listed in the Codes of Practice in Appendix M (codes of Practice).

The areas defined for lighting renewals can be listed as:

> Traffic routes

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- > Conflict areas
- > Subsidiary roads and associated areas, footpaths and cycle tracks
- > Industrial and commercial areas
- > Lighting of public amenity areas
- > Town centre areas
- > District centre areas
- > Pedestrian subways, footbridge, stairs and ramps

Road types have been defined by the Authority in the Inventory.

Traffic routes

The lighting requirements for lighting on traffic routes are detailed in this section.

Hierarchy description	Type of road/general description	Detailed description	Traffic flow (ADT) ^b	Lighting class
traffic routes	Classified road (A, B and C class) and unclassified urban bus route, carrying local traffic with frontage access and frequent junctions.	Urban areas (Zone E3) These roads have 30 mph speed limits and very high levels of pedestrian activity with some crossing facilities including zebra crossings. On-street parking is generally unrestricted except for safety reasons.	7k >7 15k >15k	ME3c ME3b ME2
Link road (residential and industrial)	Road linking between the main and secondary distribution network with frontage access and frequent junctions.	Urban areas (Zone E3) These are residential or industrial inter-connecting roads with 30 mph speed limits, random pedestrian movements and uncontrolled parking.	Any (with normal pedestrian or cyclist traffic) a Any(with high pedestrian or cyclist traffic)a	S2 S1

a For the purpose of light level assessment all link roads in [***] shall be deemed as having normal pedestrian or cyclist traffic unless specified otherwise in Appendix D (Project Specific Design Parameters) of this Output Specification

b The Average Daily Traffic (ADT) flow figures for each are specified in the Data Room.

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Mounting height

Hierarchy description	Lighting class	Mounting height max (m)
traffic routes	ME3c	10
	ME3b	10
	ME2	12
Link road (residential and industrial)	S2	8
	S1	10

Glare

Direct glare from Luminaires on lighting traffic routes shall be controlled. Where Luminaires have clear bowls or refractors, these should conform to Class G4 of BS EN 13201-2:2003, Table A.1 or a higher class to provide adequate control of glare.

Direct glare from Luminaires in traffic route conflict zones shall be controlled. Where Luminaires have clear bowls or refractors, these should conform to Class G5 of BS EN 13201-2:2003, Table A.1 or a higher class to provide adequate control of glare.

Conflict Zones

Traffic route class	Conflict area lighting class
ME2	CE1
ME3b	CE2
ME3c	CE2

The extent of each conflict area shall be carefully considered to ensure that conflicting traffic movements and pedestrian movements are catered for.

For a junction, the area of a conflict area shall be the total area of the highway between highway boundaries, including carriageway, verge, cycle track and footway. The longitudinal extent of the conflict area shall extend from the junction along each approach road for a distance of not less than 30m from a line across the mouth of each road continuing the edge of the crossing carriageway, and shall include any splitter islands or pedestrian refuges or marked pedestrian routes or pedestrian crossings adjacent to the junction.

For a roundabout, the area of a conflict area shall be the total area of the highway between highway boundaries, including carriageway, verge, cycle track and footway. Where vehicles are permitted to travel over the central island, the area of the island shall be included in the calculation, but where vehicles are not so permitted, the island may be excluded. The longitudinal extent of the conflict area shall extend from the roundabout along each approach road for a distance of not less than 30m from a line continuing the outer circumference of the roundabout carriageway across the mouth of each road, and shall include any splitter islands or pedestrian refuges or marked pedestrian routes or pedestrian crossings adjacent to the junction.

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General requirements

It is anticipated that the lighting of footways, cycle-tracks and verges associated with traffic routes shall be dealt with using the surround ratio requirements of BS EN 13201-2:2003 as applied to the ME series of lighting classes. In any case the Service Provider shall ensure that the minimum maintained average Illuminance shall not fall below lighting levels for class S3.

Subsidiary roads and associated areas, footpaths and cycle tracks

The lighting requirements for lighting on subsidiary roads and associated areas, footpaths and cycle tracks are detailed in this section.

Crime rate	Ra value	Low traffic flow		Normal traffic flow ^a		High traffic flow	
		(a),(b),(c),(d)		(e)			
		E1/E2	E3/E4 ^c	E1/E2	E3/E4 ^c	E1/E2	E3/E4 ^c
Low	Ra<60	S5	S4	S4	S3	S3	S2
	Ra 60	S6	S5	S5	S4	S4	S3
Moderate ^b	Ra<60	S4	S3	S3	S2	-	S1
	Ra 60	S5	S4	S4	S3	-	S2
High	Ra<60	S2	S2	S2	S1	-	S1
	Ra 60	S3	S3	S3	S2	-	S2
(a) Cul-de-sac's							
(b) Rear Access/Back Street's							
(c) Local footpaths							
(d) Cycle-tracks							
(e) Residential Access / Through Roads							

a For the purpose of light level assessment all residential access / through roads in [***] shall be deemed as having normal traffic flow's unless specified otherwise in Appendix D (Project Specific Design Parameters) of this Output Specification.

b For the purposes of light level assessment all residential areas in [***] shall be deemed as having a moderate crime rate unless specified otherwise in Appendix D (Project Specific Design Parameters) of this Output Specification.

c For the purposes of light level assessment all areas in [***] shall be deemed as being in an E3/E4 environmental zone unless specified otherwise in Appendix D (Project Specific Design Parameters) of this Output Specification.

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Mounting heights

	Width of relevant area W_r	Mounting height max (m)
(a) Cul-de-sac's	Any	6
(b) Rear Access/Back Street's	Any	5
(c) Local footpaths	Any	5
(d) Cycle-tracks	Any	6
(e) Residential Access / Through Roads	10m	6
	>10m	8

Glare

Direct glare from Luminaires on subsidiary roads and associated areas, footpaths and cycle tracks shall be controlled. Where Luminaires have clear bowls or refractors, these should conform to Class G1 of BS EN 13201-2:2003, Table A.1 or a higher class to provide adequate control of glare.

Conflict Zones

At road junctions on residential access / through Roads one Lighting Point shall, wherever possible, be positioned opposite busy T-junctions and another at a half-spacing into the 'T'.

No particular recommendations apply to junctions on other residential areas but it should be ensured that the requirements of the selected lighting class are met by the lighting design at any junction.

At the end of rear access/back streets, local footpaths and cycle-tracks one lighting point shall, wherever possible, be positioned at each main access point.

At roundabouts on subsidiary roads, the design should conform to the appropriate recommendations in clauses 11.1 and 11.3 of BS5489-1, 2003.

General Requirements

For the purposes of subsidiary roads and associated areas, the relevant area to which the appropriate lighting class is applied shall be the complete area including carriageway, verges and any directly associated footway whose edge adjacent to the road is not more than 3 metres behind the kerb edge. Footways whose edge adjacent to the road is more than 3 metres from the kerb edge shall be treated as footpaths.

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Lighting of public amenity areas

Car Parks

The lighting requirements for lighting on car parks are detailed in this section.

Area	Ra Value	Lighting class		
		(a)	(b)	(c)
Car Park	Ra<60	S4 a	S2a	CE2
	Ra 60	S5 a	S3 a	S2a
(a) Light traffic, e.g. district centre areas				
(b) Medium traffic, e.g. town centre areas				
(c) Heavy traffic, e.g. parking areas of schools, churches, major sports.				

a When calculating the S class light levels for car parks the Emin value shall be ignored and a Uo value of 0.25 shall be applied.

Mounting height

The mounting height of lighting columns in car parks shall be selected so that they are in keeping with the surrounding neighbourhood and will not be intrusive to adjoining properties.

Glare

Direct glare from Luminaires in public amenity areas shall be controlled. Where Luminaires have clear bowls or refractors, these should conform to Class G1 of BS EN 13201-2:2003, Table A.1 or a higher class to provide adequate control of glare.

Lighting of public amenity areas

Enhanced Lighting Areas

In Designated Areas the standard of lighting should be selected from the appropriate section of this appendix that relates to the needs of vehicular and pedestrian traffic within the area under consideration.

In Designated Areas a significant proportion of the Existing Apparatus is of special design in terms of appearance and quality, with a coloured finish, having been selected to enhance or complement the street scene. The design of lighting within these areas shall be agreed with the Authority's Planning Department during development of the design guidance relating to the Authorities aspirations for lighting in these areas is detailed in Appendix L (Enhance Column Specification).

Town centre areas

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The lighting requirements for lighting in town centre areas are detailed in this section.

Type of Traffic	Ra Value	Lighting class			
		Normal Traffic Flow	a	High Traffic Flow	
		E3	E4 b	E3	E4
Pedestrian only	Ra 60	CE4	CE3	CE3	CE2
Mixed vehicle and pedestrian with separate footways	Ra 60	CE3	CE2	CE2	CE2

a For the purpose of light level assessment all town centre areas in [***] shall be deemed as having normal traffic flow's unless specified otherwise in Appendix D (Project Specific Design Parameters) of this Output Specification.

b For the purposes of light level assessment all town centre areas in [***] shall be deemed as being in an E4 environmental zone unless specified otherwise in Appendix D (Project Specific Design Parameters) of this Output Specification.

Mounting height

Type of traffic	Width of Relevant Area Wr	Mounting height max (m)	
		Normal Traffic Flow	a High Traffic Flow
Pedestrian only (Town centre areas)	10m	6	8
	>10m	8	10
Mixed vehicle and pedestrian with separate footways (Town Centre Areas)	10m	8	10
	>10m	10	12

a For the purpose of light level assessment all town centre areas in [***] shall be deemed as having normal traffic flow's unless specified otherwise in Appendix D (Project Specific Design Parameters) of this Output Specification.

Lamp colour temperature

Lamp colour temperature in town centre areas shall be between 2150K and 4000K.

Glare

Direct glare from Luminaires in town centre areas shall be controlled. Where Luminaires have clear bowls or refractors, these should conform to Class G1 of BS EN 13201-2:2003, Table A.1 or a higher class to provide adequate control of glare.

General Requirements

Lighting of subsidiary roads and associated areas, footpaths and cycle-tracks and traffic Routes in town centre areas shall comply fully with the requirements of BS5489-1, annex 1, clause 7

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(Lighting of traffic routes) and clause 9 (Lighting of subsidiary roads and associated areas, footpaths and cycle tracks). All other lighting areas in the town centre areas shall comply fully with the requirements of this Appendix.

District centre areas

The lighting requirements for lighting in district centre areas are detailed in this section.

Type of traffic	Ra Value	Lighting class			
		Normal Traffic Flow	a	High Traffic Flow	
		E3	E4 b	E3	E4
Pedestrian only	Ra 60	CE5	CE4	CE3	CE2
Mixed vehicle and pedestrian with separate footways	Ra 60	CE4	CE3	CE2	CE2

a For the purpose of light level assessment all district centre areas in [***] shall be deemed as having normal traffic flow's unless specified otherwise in Appendix D (Project Specific Design Parameters) of this Output Specification.

b For the purposes of light level assessment all district centre areas in [***] shall be deemed as being in an E4 environmental zone unless specified otherwise in Appendix D (Project Specific Design Parameters) of this Output Specification.

Mounting height

Type of traffic	Width of Relevant Area W_r	Mounting height max (m)	
		Normal Traffic Flow	a High Traffic Flow
Pedestrian only (District centre areas)	10m	6	8
	>10m	8	10
Mixed vehicle and pedestrian with separate footways (District Centre Areas)	10m	8	10
	>10m	10	12

a For the purpose of light level assessment all district centre areas in [***] shall be deemed as having normal traffic flow's unless specified otherwise in Appendix D (Project Specific Design Parameters) of this Output Specification.

Lamp colour temperature

Lamp colour temperature in town centre areas shall be between 2150K and 4000K.

Glare

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Direct glare from Luminaires in district centre areas shall be controlled. Where Luminaires have clear bowls or refractors, these should conform to Class G1 of BS EN 13201-2:2003, Table A.1 or a higher class to provide adequate control of glare.

General Requirements

Lighting of subsidiary roads and associated areas, footpaths and cycle-tracks and traffic routes in district centre areas shall comply fully with the requirements of BS5489-1, annex 1, clause 7 (Lighting of traffic routes) and clause 9 (Lighting of subsidiary roads and associated areas, footpaths and cycle tracks). All other lighting areas in the district centre areas shall comply fully with the requirements of this Appendix.

Pedestrian subways, footbridge, stairs and ramps

Subway Lighting and Lighting of footbridges and stairs shall be as detailed in BS5489-1:2003.

Glare

Direct glare from Subway Lighting and Luminaires in pedestrian subways, footbridge, stairs and ramps shall be controlled. Where Luminaires have clear bowls or refractors, these should conform to Class G1 of BS EN 13201-2:2003, Table A.1 or a higher class to provide adequate control of glare.

Appendix D - (Project Specific Design Parameters)

Notes to Authority;

The Authority should detail within this appendix any project specific design parameters that the Authority would like the Bidder / Service Provider to adopt in preparation of designs and installation during delivery of the Core Investment Programme Period. Examples may include but will not be limited to:

- *Application of Authority Policies (for example, heritage lighting, road hierarchy, disabled access)*
- *Apparatus positioning relative to the kerb edge*
- *Project specific requirements relating to pedestrian crossings*
- *Requirements relating to wall mounted Apparatus*

The Authorities reference to the Apparatus affected (if applicable) can be inserted as a simple list identified by street name, by reference to the Inventory or a map in electronic format.

The Authority should describe in detail the required outcome for each project specific design parameter in the form of a short specification cross referenced to the Output Specification where applicable.

During the procurement process the information could be stored in Data Room and cross referenced within this appendix accordingly.

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Appendix E - (Private Cable Network Requirements)

Notes to Authority;

The Authority should detail within this appendix any project specific requirements relating to Private Cable Network that the Authority would like the Bidder / Service Provider to adopt in preparation of designs and installation during delivery of the Core Investment Period Programme and during delivery of the Service with respect to maintenance and the like. Examples may include but will not be limited to:

- *policy relating to the re-use of existing Private Cable Network*
- *policy relating to the use of Private Cable Network in the Investment Programmes*
- *policy relating to the use of cable joints on both existing and proposed cables*
- *historical information / Data Room information*

This appendix should also make reference to, and attempt to quantify, the existing Private Cable Network.

The Authority should describe in detail the required outcome for Private Cable Networks in the form of a short specification cross referenced to the Output Specification where applicable. During development and preparation of the required outcome for Private Cable Network the Authority should ensure that the requirements do not adversely affect the affordability of the project by introducing excessive technical inputs. The Bidders should be asked to address the requirements of this Appendix within the relevant Method Statement.

Sample Appendix (Private Cable Network Requirements)

Existing Private Cable Network

All records and information relating to Private Cable Network installed within xxx are held within the Data Room. It should be noted that the Authority gives no warranty as to the accuracy or completeness of this information.

The Service Provider shall not install underground cable joints onto existing Private Cable Network cables during execution of any PS1 Investment Programme works. [Authority note, it should be noted that this option may not offer best value in all cases and may therefore need to altered to allow bid back of a alternative solution]

The Service Provider shall be allowed to install underground cable joints on existing Private Cable Network during execution of the services set out in PS2 & PS3 duties subject to compliance with the codes of Practice and Private Cable Network procedures detailed in the relevant Method Statements.

Proposed Private Cable Network

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The Service Provider shall ensure that all details relating Private Cable Network proposed for use during the carrying out of any relevant Investment Programme works are provided as part of the design. Any Private Cable Network design works shall comply with the relevant codes of Practice.

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Appendix F - (Tree Preservation Orders)

Notes to Authority;

The Authority should schedule within this appendix all Tree Preservation Orders. This information can be inserted as a simple list identified by street name or a map in electronic format.

If this information is not readily available or does not have any existing TPO's in place the Authority should explain this in this Appendix.

During the procurement process the information could be stored in Data Room and cross referenced within this appendix accordingly.

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Appendix G - (Deemed to Comply Apparatus, Bulk Change and Clean Frequency)

Notes to Authority;

This Appendix allows the Authority to specify the bulk lamp change and clean frequencies specific to existing Deemed to Comply Apparatus. However, the Authority may choose to allow the Bidder / Service Provider to bid back their own proposals relating to bulk lamp change and clean frequencies based on the understanding that lights In Light shall be measured against the requirements of PS2.

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Appendix H - (Apparatus Data Sets)

Notes to Authority;

This Appendix allows the Authority to specify the Data Set requirements for compliance with PS4. This information can be inserted by the Authority in the form of a table, by reference to the Inventory or reference to DfT requirements.

A sample appendix has been included below for information / assistance.

Sample Appendix (Apparatus Data Sets)

Item	Category	Non Deemed to Comply Lighting Points	Deemed to Comply Lighting Points	Core Investment Programme Lighting Points	Subway or Underpass Lighting Points	feeder pillars	Illuminated Traffic Signs and Beacons	Illuminated Traffic Bollards
<i>Street Gazetteer Data</i>								
1	Road Name	Y	Y	Y	Y	Y	Y	Y
2	Road Number	Y	Y	Y	Y	Y	Y	Y
3	Ward Name or Number	Y	Y	Y	Y	Y	Y	Y
4	Unique Road Identifier	Y	Y	Y	Y	Y	Y	Y
<i>Apparatus Data</i>								
7	Unique Road Identifier	Y	Y	Y	Y	Y	Y	Y
8	Unique Apparatus identity number	Y	Y	Y	Y	Y	Y	Y
9	Ordnance Survey Positional Data	Y	Y	Y	Y	Y	Y	Y
10	Unit type	Y	Y	Y	Y	Y	Y	Y
etc...								

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Appendix I - (Performance Indicators)

Notes to Authority;

This Appendix allows the Authority to specify the Performance Indicators (key or local) that will be used to measure the Service in accordance with the requirements of PS5. This information can be inserted by the Authority in the form of a table.

Sample Appendix (Performance Indicators)

BVPI215(a) -	<i>The average number of days taken to repair a street light fault, which is under the control of the Authority.</i>
BVPI215(b) -	<i>The average number of days taken to rectify a street light fault, which is under the control of the DNO.</i>
LP1 -	<i>Percentage of Lighting Points not working as planned.</i>
LP2	<i>Percentage of Apparatus more than twenty-five (25) years old.</i>
LP3	<i>Percentage of streets which conform to the Specific Lighting Design Standards referred to in this Output Specification.</i>
LP4	<i>Average time to repair an Urgent and/or Non-Emergency Fault from first being reported.</i>
LP5	<i>Average time to attend an Emergency Fault.</i>
LP6	<i>Percentage of inefficient light sources.</i>
LP7	<i>Percentage number of repeat visits associated with Non Emergency Faults.</i>
LP8	<i>Number of requests for additional lighting.</i>
LP9	<i>The number of Faults recorded on the MIS, broken down by origin.</i>
LP10	<i>The number of Faults which were not completed within the Maximum Period for Rectification identified in Table 3 of PS3 and this should include the number of days late in each case.]</i>

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Appendix J - (Designated Areas)

Notes to Authority;

The Authority should schedule within this appendix all designate areas applicable to the project. This information can be inserted as a simple list identified by street name or a map in electronic format. Designated areas identified by the Authority may include:

- *Conservation Areas*
- *City Centre Area*
- *District Centres*
- *Enhanced Lighting Areas (Crime related and the like)*
- *Seasonal restriction areas (Annual events and the like)*
- *Parks*
- *Car Parks*
- *Schools*
- *Hospitals, Ambulance Stations and Fire Stations*

The Authority should note the definition of Designated Area and its use and amend accordingly.

During the procurement process for ease the information could be stored in Data Room and cross referenced within this appendix accordingly.

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Appendix K - (Authority Policies)

Notes to Authority;

The Authority should schedule within this appendix all Authority Policies that the Authority requires the Bidder / Service Provider to comply with carrying out the Service. Note - these should not include codes of Practice which have a separate definition or the street lighting standards. Any changes to Authority Policies will be deemed a Change pursuant to the Change Protocol.

During the procurement process a copy of the policies should be stored in Data Room.

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Appendix L - (System Boundary Map)

Notes to Authority;

The Authority should insert an Authority boundary map within this appendix.

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Appendix M - (Codes of Practice)

Notes to Authority;

The Authority should schedule within this appendix all Codes of Practice that the Authority would require the Bidder / Service Provider to comply with in carrying out the Service.

Sample Appendix (Codes of Practice)

The Service Provider shall ensure all Apparatus provided during delivery of the Services defined in this Output Specification is completely new and unused and demonstrates full compliance with the following Codes of Practice and any other codes relevant to the Services provided in accordance with this Output Specification.

Street Lighting

Design and Maintenance

BS 5489-1: 2003, Code of practice for the design of road lighting. Part One: Lighting of roads and public amenity area.

BS 5489-2: 2003, Code of practice for the design of road lighting. Part Two: Lighting of tunnels.

BS 7671, Regulations for electrical installations. IEE Wiring Regulations Sixteenth Edition.

BS 7430 Code of practice for earthing.

Engineering Recommendation G.39/1, 1992 Model Code of Practice. Covering Electrical Safety in the Planning, Installation, Commissioning and Maintenance of Public Lighting and Other Street Furniture.

Design Manual for Roads and Bridges (DMRB). Design standards included in the Design Manual for Roads and Bridges (DMRB) applicable to the service provided in accordance with this Output Specification.

Institute of Lighting Engineers, General Publications

Institute of Lighting Engineers, GP10 Safety during the Installation and Removal of Lighting Columns and similar Street Furniture in proximity to High Voltage Overhead Lines

Institute of Lighting Engineers, GP01 Lamp replacement policy in local authority street lighting services (1998)

Institute of Lighting Engineers, GP02 Lasers, festival and entertainment lighting code (1995)

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Institute of Lighting Engineers, GP03 Code of Practice for Electrical Safety in Highway Electrical Operations – Fifth Edition

Institute of Lighting Engineers, GP04 Guide to fibre-optic and remote-source lighting (2001)

Institute of Lighting Engineers, GP05 Appraising the use of remote monitoring and switching technology in street lighting services (1999)

Institute of Lighting Engineers, GP06 A guide for crime and disorder reduction through a public lighting strategy (1999)

Institute of Lighting Engineers, GP07 Lighting and crime (1999)

Institute of Lighting Engineers, GP08 A practical guide to the procurement of street lighting projects through the Private Finance Initiative (1999)

Institute of Lighting Engineers, GP09 A guide to good urban lighting (1995)

Institute of Lighting Engineers, TR26 Painting of Lighting Columns

Institute of Lighting Engineers, TR25 Lighting for traffic calming schemes

Institute of Lighting Engineers, TR22 Lighting columns and signposts: planned inspection regime (2002)

Institute of Lighting Engineers, TR05 Brightness of illuminated advertisements (2001)

Institute of Lighting Engineers, TR05C Brightness of illuminated advertisements (2001)

Institute of Lighting Engineers, TR05P Brightness of illuminated advertisements (2001)

Institute of Lighting Engineers, TR07 High masts for lighting and CCTV (2000 Edition)

Institute of Lighting Engineers, TR12 Lighting of pedestrian crossings (1997)

Institute of Lighting Engineers, TR23 Lighting of cycle tracks (1998)

Institute of Lighting Engineers, TR24 A practical guide to the development of a public lighting policy (1999)

Illuminated Traffic Signs, Beacons and Bollards

The Traffic Signs Regulations and General Directions. 2002

BS 873 Part 1: Road traffic signs and internally illuminated bollards, Methods of test

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BS 873 Part 2: Specification for miscellaneous signs

BS 873 Part 2 1984 and Part 3 1980 insofar as relevant to belisha beacons, centre island beacons, flashing school warning signs and the external illumination of traffic signs,

BS 873 Part 3: Specification for internally illuminated bollards

BS 873 Part 5: Specification for internally illuminated signs and external lighting Luminaires

BS 873 Part 6: Specification for retroreflective and non-retroreflective signs

BS 873 Part 7: Specification for posts and fittings

BS 873 Part 8: Specification for traffic cones and cylinders

BS EN 12899-1: 2000 – Fixed, vertical road traffic signs: Part 1: Fixed signs

pr EN 12899-2: 1998 - Fixed, vertical road traffic signs: Part 2: Transilluminated traffic bollards

The 'Zebra, Pelican and Puffin' Pedestrian Crossings Regulations and General Directions. 1997

Street Lighting Cut-outs and Fuses

BS 7654: Specification for single phase street lighting fuses (cut-outs) for low voltage public electricity distribution systems. 25A rating for highway power supplies and street furniture

BS 1361 Specification for cartridge fuses for a.c. circuits in domestic and similar premises

BS 2950 Specification for Cartridge fuse-links for telecommunication and light electrical apparatus (11/03)

BS EN 60 269: Low voltage fuses

BS EN 60 269-1: General requirements

BS EN 60 269-2: Supplementary requirements for fuses for use by authorised persons (fuses mainly for industrial applications)

BS EN 60 898: Specification for circuit breakers for overcurrent protection for household and similar installations

Cables and Accessories

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BS 5467 Specification for armoured electric cables having thermosetting insulation 600/1000 V and 1900/3300 V (02/03)

BS 6004 Electric cables. PVC insulated, non-armoured cables for voltages up to and including 450/750V, for electric power, lighting and internal wiring.

BS 6121 Mechanical cable glands

BS 6346 Electric cables - PVC insulated, armoured cables for voltages of 600/1 000 V and 1 900/3 300 V

BS 6910 Cold pour resin compound and heat-shrink cable joints in the voltage range up to 1000 V A.C. and 1500 V A.C.

Part 1. Specification for materials

Part 2. Code of practice for on-site installation

Lighting Columns

Lighting columns shall be selected by the designer using the guidance and background information provided in PD6547:2004, subject to the following project specific requirements:

Attachment type	Column type \ height	EN40 Class	Area	Height	Shape	Offset dim	Weight
<i>Sign</i>	<i>Standard column < 10m</i>	<i>B</i>	<i>0.6m²</i>	<i>2.5m</i>	<i>Square</i>	<i>0.3m</i>	<i>5kg</i>
<i>Sign</i>	<i>Standard column 10m</i>	<i>C</i>	<i>1m²</i>	<i>2.5m</i>	<i>Square</i>	<i>0.3m</i>	<i>5kg</i>
<i>One Hanging Basket</i>	<i>Standard columns \ Any height</i>	<i>n/a</i>	<i>n/a</i>	<i>2.5m</i>	<i>n/a</i>	<i>n/a</i>	<i>1 x 20kg</i>
<i>Two Hanging Baskets</i>	<i>Standard columns \ Any height</i>	<i>n/a</i>	<i>n/a</i>	<i>2.5m</i>	<i>n/a</i>	<i>n/a</i>	<i>2 x 20kg</i>

BS EN 40-1: 1992 – Part 1: Definitions and terms

BS EN 40-2: 1978 – Part 2: Dimensions and tolerances

BS EN 40-3-1: 2000 – Part 3-1: Design and verification – Specification for characteristic loads.

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BS EN 40-3-2: 2000 – Part 3-2: Design and verification – Verification by testing.

BS EN 40-3-3: 2000 – Part 3-3: Design and verification – Verification by calculation.

BS EN 40-5: 2002 – Part 5: Requirements for steel lighting columns.

BS EN 40-6: 2002 – Part 5: Requirements for aluminium lighting columns.

BS EN 40-7: 2002 – Part 7: Requirements for fibre reinforced polymer composite lighting columns.

Design Manual for Roads and Bridges (DMRB): BD 26/04 Design of Lighting Columns.

Photo Electric Control Units

BS 5972: Specification for photo-electric control units for road lighting.

Lantern Units

BS EN 60 598-1: Luminaires. Particular requirements. Recessed Luminaires.

BS EN 60 598-2-3: Luminaires. Particular requirements. Luminaires for road and street lighting.

BS EN 60529: 1992 – Specification for degrees of protection provided by enclosures (IP code).

BS EN 60 920: Specification for ballasts for tubular fluorescent lamps. General and safety requirements.

BS EN 60 921: Specification for ballasts for tubular fluorescent lamps. Performance Specification.

BS EN 60 922: Auxiliaries for lamps. Ballasts for discharge lamps (excluding tubular fluorescent lamps). General and safety requirements.

BS EN 60 923: Auxiliaries for lamps. Ballasts for discharge lamps (excluding tubular fluorescent lamps). Performance requirements (02/03).

BS EN 60 947: Specification for low-voltage switchgear and control gear. Part 2, Circuit breakers.

BS EN 61 048: Specification for capacitors for use in tubular fluorescent and other discharge lamp circuits. General and safety requirements.

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BS EN 61 049: Specification for capacitors for use in tubular fluorescent and other discharge lamp circuits.

BS EN 62 035: Discharge lamps (excluding fluorescent lamps), Safety specifications.

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Appendix N - (Inventory)

Notes to Authority;

The Authority should insert a copy of the Inventory within this appendix. During the procurement process a copy of the Inventory should be stored in Data Room and cross referenced within this appendix accordingly.

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Appendix O - (Festive Lighting Details)

Notes to Authority;

The Authority should schedule within this appendix all Festive Lighting details applicable to the project. This information can be inserted as a simple list identified by street name or a map in electronic format.

The Authority should describe in detail the required outcome for Festive Lighting in the form of a short specification, including photographs and storage details if available, cross referenced to the Output Specification where applicable.

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Appendix P - (Independent Certifiers Checklist)

Notes to Authority;

The Authority has the option to insert an Independent Certifiers Checklist listing all of the inspection checks the authority would expect to be carried out by the [Independent Certifier]. Reference to this checklist should be included within the Independent Certifiers Appointment.

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Appendix Q - (Service Report Content)

Notes to Authority;

The Authority can insert model service reports and insert them into this Appendix.

Sample Appendix (Service Report content)

See overleaf.

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Sample Appendix (Service Report content)

Monthly Service Report

Month Year

Completed by Position

Performance Indicators

Indicator	Period covering April 1 to 31 April			
	Month (.....)	Year to date	Predicted out turn	Target out turn

Commentary of Trends in Pls

[Brief fact based commentary on in Month performance for each indicator in comparison to year to date and target outturn]

Health and Safety Incidents

Category	Incidents in Month (.....)	Year to date (1 April – 31 March)
Routine		
Serious		
Urgent		

Commentary on Trends

[Brief fact based commentary on in Month performance for each category in comparison to year to date.

A brief commentary should also be provided on the circumstances surrounding serious and series and urgent incident and the actions taken to rectify. Any outstanding actions on complaints should also be analysed and commented upon.]

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ANNUAL SERVICE REPORT TEMPLATE

Year

Completed by Position

Performance Indicators

Indicator	Period covering April 1 to 31 March			
	Previous Year	Actual Out turn	Predicted Out turn	New Year Target

Commentary of Trends in Pls

[Brief fact based commentary on in annual performance for each indicator in comparison to target outturn]

Health and Safety Incidents

Category	Previous Year	Actual Performance	Target Performance
Routine			
Serious			
Urgent			

Commentary on Trends

[Brief fact based commentary on in annual performance for each category in comparison to year to date.

A brief commentary should also be provided on the circumstances surrounding each serious and urgent incident and the actions taken to rectify

Any outstanding actions on complaints should also be analysed and commented upon.]

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Environmental Considerations

Measure	Previous Year	Actual Performance	Target Performance
Energy consumption (kwh)			
CO2 produced by the Project Apparatus (kg)			
Weight of waste disposed (kg)			
Weight of waste Recycled (Kg)			

Commentary on Trends

[Brief fact based commentary on in annual performance for each measure in comparison to year to date.]

Innovation and Service Improvements

Service Improvement/ Innovation	Need	Cost Impact (£)	Timetable	Responsibility

[Brief fact based commentary on current service improvement/innovation activities where appropriate.]

Customer Feedback (Complaints and Satisfaction)

Complaints

	Previous Year	Complaints in Year	Target in Year
Number of Complaints Received			

[Brief fact based commentary on customer feedback during the year detailing results of the Customer Satisfaction Survey Process and commentary on the trends.]

Crime, road safety and community safety

Measure	Previous Year	In Year Actual Performance	In Year Target
Number of Crimes Recorded in the Borough Boundaries at night			
Number of Road Traffic Accidents in the Borough Boundaries at night			

[Brief fact based commentary on current activities for each measure where appropriate.]

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Improvement Plans

<i>Plan</i>	<i>Need</i>	<i>Cost Impact (£)</i>	<i>Timetable</i>	<i>Responsibility</i>

[Brief fact based commentary on current activities and substantive plans for each measure where appropriate.]

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Appendix R - (Flood Lighting of Monuments and Buildings Lighting Details)

Notes to Authority;

The Authority should schedule within this appendix all flood lighting of monuments and buildings lighting details applicable to the project. This information can be inserted as a simple list identified by street name or a map in electronic format.

During the procurement process for ease the information could be stored in Data Room and cross referenced within this appendix accordingly.

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Appendix S - (Lighting Up Periods)

Notes to Authority;

The Authority should schedule within this appendix Lighting-Up Period requirements applicable to the project.

If remote monitoring is proposed for switching then the Authority should still specify the switching times to be applied.

Sample Appendix (Lighting Up Periods)

Apparatus	Lighting Up Periods or Levels of Light at which Apparatus Switches on
<i>Lighting Points</i>	<i>On at 70 lux and off at 35 lux</i>
<i>Illuminated Traffic Signs and Beacons</i>	<i>On at 70 lux and off at 35 lux</i>
<i>Non-illuminated signs (sign plates)</i>	<i>None</i>
<i>Subway Lighting and under bridge lighting</i>	<i>Continuous</i>
<i>Illuminated Bollards</i>	<i>On at 70 lux and off at 35 lux</i>
<i>Belisha beacons</i>	<i>Continuously flashing</i>
<i>School Crossing and Patrol Warning Lights</i>	<i>As required</i>
<i>Flood Lighting of Monuments and Buildings</i>	<i>On at 70 lux and off at 35 lux</i>
<i>Car park lighting</i>	<i>On at 70 lux and off at 35 lux</i>
<i>Illuminated advance direction signs</i>	<i>On at 70 lux and off at 35 lux</i>

Note the definition of Apparatus – should it be compatible.