



## **G-CLOUD 15**

### **SERVICE DEFINITION**

#### **RTA ASSOCIATES LIMITED**

#### **RTA ORDERPRO- DIGITALTRAFFIC ORDERS MANAGED SERVICE**

**Document ref:** GC15/SDRTA

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#### **RELATED DOCUMENTS: -**

Pricing Schedule GC15/PSRTA

Terms and Conditions GC15/TCRTA

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## A D-TRO One Stop Shop

In addition to the core OrderPro module there are additional, optional, bolt on modules available facilitating a cohesive suite of online services to manage DTROs end to end. This provides a DTRO one stop shop.

A Public Portal Module, a Public Consultation Module, a Highways Maintenance module with an on-site reporting tool, a Query Module following survey work including a remedial works package suite and a self-service reporting tool including embedded features.

There is a partner API for clients who wish to transfer their DTRO data automatically into other Corporate systems (e.g. asset management, enforcement or planning systems).

There is also a D-TRO conversion tool for clients that wish to use their own off the shelf GIS software without the need to purchase the core OrderPro module. The conversion tool is fully compliant and will be upgraded to match new releases of DfT schemas. Full visibility of what orders have been uploaded to the DTRO hub.

## The Service – Details

RTA OrderPro is a hosted managed service for the creation and updating of a geodatabase for Digital Traffic Regulation Orders (DTRO's) including permanent, temporary and experimental Orders, Moving Traffic Orders (DMTO's), Off street Orders and non-TRO's. Via an easy-to-use secure portal, RTAA create and keep your geodatabase up to date on your behalf, providing robust business continuity, streamlining of process, generating efficiencies and releasing your valuable resources to focus on the day-to-day management of your highway network.

The digitised geodatabase can be used to create version controlled proposals, advertise proposals for new and amended TRO's, inform in real time the CEO's and parking administration teams and provide the required information to the DfT central D-TRO hub and the National Parking Platform. RTA Associates Ltd are a Digital Solutions Provider to the DfT D-TRO hub.

Over the years, RTAA have digitised over 100 Local Authority TRO's, MTO's, off street Orders and non-TROs across the UK. Due to reducing internal resourcing levels at Traffic Regulation Authorities, several of our clients had not kept their records updated since. Some of these out-of-date records were going back as far as 2004 since our digitisation and RTAA have been helping clients to bring their geodatabases up to date. It was from this realisation that RTA OrderPro was born. Taking the pressure off the workloads of officers already overstretched.

However, it is important to note that RTA OrderPro is not a complex software package that you use yourselves with all the expensive and large investment in training that is required. It is a simple to use tool. Initial training online takes less than an hour as the mapping and maintenance of the geodatabase is done by RTAA and not the Client officers. As it is fully interactive the input from the Client is minimal and simply requires as a minimum, notification of any changes made or proposed on the highway, via a secure file exchange in the portal or drawing the proposed order on the interactive map online and

RTAA do the rest. There is no on-site installation needed or visits required to the Client by RTAA.

RTA OrderPro provides the Client with the facility for RTAA to update their geodatabase and then maintain it for the client going forward ensuring robust business continuity for clients. It also maintains records for MTO's, car parks, EV bays, clean air zones and non-TRO's such as pedestrian crossings, pavement parking restrictions, box junctions, bus stop clearways, in fact, any highway asset the client wants to record including locations of P&D machines and EV charge points.

How you create and keep a geodatabase, comprising your Traffic Regulation Orders, static and moving and non-TROs, you use to manage and control the Highway network, up to date is now more important than ever. The Automated Vehicles Act legislated in 2024, introduced the starting point for mandatory full digitisation of TROs, initially across England, but ultimately across the UK where devolved governments are seeking to introduce similar legislation.

RTA OrderPro can help you regardless at what point you are at on your digital journey.

- If your records are not digitised, we can collaborate with you to create a bespoke digitised geodatabase.
- If your records are digitised but out of date, we collaborate with you to bring your digitised Order records up to date in RTA OrderPro, a bespoke geodatabase, and create a history of Orders made starting with one or more consolidation Orders as a baseline.
- If your records are digitised and up to date but your resources are limited, we can collaborate with you to bring your data into RTA OrderPro, regardless of what GIS software you are currently using and maintain your geodatabase on your behalf going forward. Generating efficiencies and streamlining processes across the traffic management, parking and admin teams.

The way this is done all depends on the current processes and record keeping of the Client and the manner in which they hold their records. RTAA will lead you through the options and solutions for RTAA to be able to create your geodatabase to utilise the numerous benefits of RTA OrderPro going forward. No job is too complicated or too small. RTAA will work with any corporate GIS or previously digitised format on your behalf.

Your digital geodatabase is then kept up to date by RTAA on your instruction and securely hosted on Microsoft Azure Datacentres, providing robust business continuity and maintains the digital records of all your TROs and non-TROs for a complete enforcement and maintenance package. It is simply a management tool for Traffic Regulation Orders to ensure a seamless and transparent approach to order making and traffic enforcement duties.

Other important features include.

- *24/7 remote access* at any location supporting flexible working patterns and home working.
- *Bespoke public portals* to display your up to date orders on your website. Tailored to suit your Council's branding, the user will not know

they have left your website, they meet accessibility and web standards and are fully bilingual if necessary. The Public portals can also be linked to the TPT library at the Clients request.

- *Bespoke public consultation module* to advertise your orders and collect public feedback. Tailored to suit your Council's branding, the user will not know they have left your website, they meet accessibility and web standards and are fully bilingual if necessary. Survey results are available on demand in graphical format for inclusion in Committee and Management reports. GDPR is not an issue as no personal data is held by the managed service.
- *A Highways Maintenance module* with an on-site reporting tool for use by any officer to feed back information regarding deficiencies in the highway infrastructure. An audit trail of the deficiencies reported and actions taken is constructed to show the progression of works to rectify and fix reported faults.
- *Data Authentication Service*. Where a client is unsure of the accuracy or current status of their data then RTAA offer a data authentication service which can include on site TRO/MTO reviews. This is to identify anomalies in the data to be corrected within RTA OrderPro using the query module. The results of the survey are collated and displayed concurrently online, including descriptions of any remedial work or mapping queries, photographs from site and the mapping of the restrictions. This then becomes a virtual survey for the traffic engineer to effortlessly respond to remedial queries (sign and line) and mapping queries (non-TSRGD and missing restrictions) online. This process produces an accurate up to date geodatabase for RTA OrderPro.
- *The Highways Maintenance module is complemented by our remedial works package module*. The data authentication service is also further enhanced by the work package module which uses the data collected from the data authentication service on-site TRO or MTO review. Using this module the traffic engineer can also request remedial works online from which RTAA generates work packages for the Client to give plans to their contractors for any remedials or new work to their restrictions necessary on site. This provides simple plans with easy-to-understand instructions, locations and quantities. Cradle to grave TRO / MTO digitisation and compliant TRO's / MTO's with the minimum use of your valuable resources.
- A self service reporting tool is included with OrderPro to provide information at your fingertips to respond quickly and easily to FOI requests and extract data for any reports required as part of the Clients functions. The reporting tool has advanced embedded features so that the user can click on any item in the report and it will navigate to that item in the DTRO map. The data can be exported in .csv, .xlsx and .pdf formats.
- Upload of orders to the DfT central DTRO hub is guaranteed and is done automatically on your behalf.

- RTA OrderPro also provides a DTRO conversion tool for Orders created in off the shelf GIS software and submits them in the format required by the DTRO hub. Fully compliant and future proofed for new releases of schemas. Full visibility of what orders have been uploaded to the DTRO hub.
- A bespoke Partner API is available for clients who wish to transfer their DTRO data automatically into other Corporate systems (e.g. asset management, enforcement or planning systems).
- *Improves efficiency and facilitates transparent team working.* RTA OrderPro is built such that all users can see who has ownership of a particular scheme or project in the event of any absence from work. This also ensure no duplication of effort. One superuser has administrative rights and controls the level of access permitted for each individual user. All users have access to the latest digital orders and mapped tiles.
- *Restriction attributes.* One click on restrictions in the Map Editor page allows the user to view the restriction attributes, order title and effective date behind the restriction.
- *Navigating* around the maps has several options. The geodatabase is covered by a grid mirroring the tiles numbers as referenced in your TRO's schedule. Inputting the tile reference or the street name takes you to the correct plan.
- *Order History.* As the geodatabase grows and new orders are made there is a facility to easily view order history at any point in time. The tile history page also provides a full detailed list of live and revoked Orders for easy cross reference.
- *Draft and sealed orders.* The draft proposals page is for interactive use where RTAA produce plans of proposals that the Client uploaded to the file exchange. Changes to your data can be submitted by you as CAD files, as annotations on the map editor page or as scanned drawings/sketches. Changes are made for you by our experienced mapping and surveying team (fully conversant with TSRGD 2016) and returned online to you for approval. An iterative process follows as the order is changed during various consultation processes until it is sealed. The status of any proposed new Order or amendments to existing Orders from inception to sealing is recorded using a new version control and the process is transparent at all times should an audit be undertaken. Once an Order is sealed it is then updated on the geodatabase by RTAA.
- *History of changes.* Audit trail of when changes to tiles were made, what status they currently have and who in the team requested them.
- *Different levels of access:* starting at read only access level for such as administration teams, who can download or print off and extract relevant mapped restrictions for responding to appeals using one

button. Access rights increase for those promoting new proposals so they can upload sketches to the portal for RTAA to produce professional maps for advertising and consultation. Moving through the process is automated so that any acceptance of the newly mapped plans by RTAA, by the promoter from their sketches, sends the maps through to the Officer responsible for authorising the next stage of the process.

- *Unlimited users.* There is no limit on the number of users at any one time and there is no charge per user. Pricing is very basic with a set-up fee and annual licence fee calculation. For those who require work prior to set up on RTA OrderPro, prices are provided on a day rate. Work for this stage will depend on the Clients current records status. Users have interactive logins at various levels. All changes are made by RTAA on request to make any changes to the geodatabase. No changes can be made by the Client to the geodatabase directly to ensure the robustness of the system and provide a clear audit trail of any changes made.
- *12 month rolling contract.* No excessive tie in period
- *Traffic Penalty Tribunal appeals.* RTA OrderPro provides the ability to easily produce map-based schedules to enhance the Traffic Penalty Tribunal appeals processes. In providing evidence to the tribunal RTA OrderPro has the complete set of records on a live geodatabase, with a complete history of order making. The user inserts the date of the contravention and the plans of the restrictions in force on that date are visible as the full history of Orders is maintained through the lifetime of the contract. The user can also annotate the mapped tile with the location of the contravention for the adjudicator. There is also a link available between the RTA Public portal and the TPT records library to provide an up to date reference of current sealed orders.
- *Continual improvement.* Your enforcement team can use the mobile friendly version of RTA OrderPro to report back discrepancies between the geodatabase and what is on site providing robust system for continual improvement for your digitised records. Reporting of required remedial works can also be reported back and acted upon.
- *5GB file exchange* for data transfer between the client and RTAA and visa versa.
- *Human and professional help desk* and personal 1 to 1 support available during office hours.

RTA OrderPro creates an authority wide map-based Traffic Order showing all the restrictions and this geodatabase can also be used by the Client as an asset management tool for maintenance scheduling.

The Client provides their OS licence for use by RTAA and as part of the service RTAA request updated OS data when necessary, when changes are requested and this is included in the annual service fee.

No software is needed by the Client other than a modern web browser to access the secure web-based portal.

Maps are fully scalable and are denoted by a client specific grid for the Authority. Depending on the Clients wishes and accessibility standards, the restrictions are drawn as polylines or polygons. Both have been accepted by the DfT as a means of promoting mapped based orders.

The initial online training given at the outset is within the set-up cost with no need for site visits and unlimited numbers allowed in the one session. Training after commencement is undertaken on request from the Client. Cost is as provided in the pricing schedule to allow flexibility should the Client have a turnover of staff during the contract period. It is highly likely that the Client will be able to train in house as it is so simple to use and the user manual help button is on every page of the portal.

## Why a Managed Service?

RTAA have over 23 years experience in digital mapping and have been interacting with Highway Authorities since 1991 on traffic management and enforcement issues since the introduction of the Road Traffic Act 1991. RTAA was specifically founded originally to assist Highway Authorities with the introduction of Decriminalised Parking powers across the UK.

RTAA has worked with over 200 authorities across the UK assisting with providing parking solutions and has a large list of contacts.

Over the last ten years there has been a significant reduction in resource levels at Highway authorities across the UK. Not only has this impacted the volumes of work that Clients can deliver but more importantly many of the experienced staff who have knowledge of the workings and requirements of TRO's no longer work in the public sector.

RTAA therefore undertake the work behind the scenes which allows Clients to concentrate on the day-to-day functions in the office without the need to constantly be creating maps and documents to service the processes of highway and traffic management.

Provides business continuity where a lack of resource both financial and human internally can have repercussions on the ability of the Highway Authority to manage its statutory functions. OrderPro ensures this business continuity with your Traffic Regulation Orders, Off Street Parking Places Orders, Moving Traffic Orders, and restrictions outside of the Order making process that can be enforced under CPE/DPE. We help you by managing all this online for you.

RTA OrderPro is a one stop shop for everything associated with or required by the DfT DTRO process. This includes a conversion tool to upload TRO's in the correct format to the hub from off the shelf GIS software.

RTA OrderPro was developed with Traffic Engineers, Parking professionals and PCN processing teams in mind. Providing the transparency these Teams need for a simpler, cost effective and easy to use managed service for orders going forward. This was as a result of historical Clients not keeping their RTAA provided mapped geodatabases up to date and having to spend again to create the records that match what is actually on site. It was clear that

although some clients had mapping software already, they had neither the time nor resource to engage fully with the systems. RTA OrderPro provides a quality service and the Client simply uploads basic information to the portal for RTAA to manage on their behalf.

Maintains a consistent approach to outputs, which are not reliant on individual preference within an office, using the same legends for each type of restriction which allows easily identifiable interrogation of the geodatabase for administrative processes. The managed service also helps to promote remote working as all officers, members and parking staff are able to access the data through the same portal at the same time. This also benefits motorists, pedestrians and cyclists and the wider communities through the improved public service RTA OrderPro provides.

Saves a vast amount of officer time in preparing consultation plans during the design and proposal stages. This also applies to revocations. RTAA will, on receipt of instructions, remove any revoked restrictions automatically creating the history of when it was revoked.

Again, to save officer resource it can allow elected members to log in as read only and see at a glance what is being proposed against what is there now.

The interface is very user friendly and is built to require minimal training requirements.

Ensures the Client is ready for legislated fully digitised Order making and record keeping as in the Automated Vehicles Act 2024, part of the Plan for Drivers.

## RTA Associates Limited- Data Authentication Experience

RTAA was formed in 1991 to help the transition of the parking enforcement powers from the Police to Highway Authorities in London by July 1994. The powers of Decriminalised Parking Enforcement were then slowly taken up across the whole of the UK and it became obvious from an early stage that digitisation of the traffic regulation orders was essential to ensure efficiencies within an Authority across the spectrum of Traffic management, enforcement administration and record keeping. The old paper records were no longer fit for purpose and needed replacing.

Since 1994 RTA Associates have undertaken over 100 TRO data authentication and mapping projects across the UK to provide clients with Digitised records of their Orders.

Recent clients include Cambridgeshire County Council where RTAA undertook site surveys of 3 District Councils. RTA OrderPro provided a highly innovative digital methodology to produce a fully digitised geodatabase during the project. RTA OrderPro includes a query module and using the digital data from the surveys RTAA provided the County Council with a virtual record comprising mapped locations and photographic evidence of all the non-compliant signs and lines within the 3 Districts. In addition, one District requested RTAA to provide work packages of the remedial work that was needed to the signs and lines to ensure compliance with TSRGD 2016 going forward. This work package project was undertaken through the RTA

OrderPro portal and was very successful. It was also very cost effective when compared to standard methods of 3<sup>rd</sup> party consultant design work costs.

Partnership working between the County Council, the District Councils and RTAA provided an extremely cost effective and comprehensive solution resulting in an up to date digital geodatabase across the 3 districts.

RTA OrderPro as a service is also provided bilingually to meet the requirements of the Welsh Language Act 1995.

Upload of orders to the DfT central DTRO hub is guaranteed and is done automatically on your behalf.

## Onboarding and Offboarding

As part of the onboarding set up process, RTAA work to create an up-to-date geodatabase, converting your Orders where necessary to the RTA OrderPro platform.

This is effectively a quality assurance check at the outset to ensure your existing mapping is accurate with consistent attributes which are compliant with DfT's DTRO hub, labels and legends.

Restriction types are categorised on to separate layers so that layers can be toggled on and off. This is necessary as not all the mapped elements will form part of the TRO. For instance layers that are not part of the main consolidation order such as Bus Stops and pedestrian crossings, are turned off for the making of an Order so that the plans can be used as the schedules to the Order and then the layers turned back on for use by the administration team, CEOs and the TPT as they show where enforcement can be undertaken.

A grid is created for each specific authority to assist searches.

This approach ensures compliance, gives clarification to the Orders, provides confidence in the service and helps to connect the Client to RTAA. The Quality Assurance check as part of the set-up reveals anomalies that are rectified at the outset as a checkback process. This introduces a healthy workplace culture and accountability for standard setting by having a set process to follow.

If you have not digitised your TRO's or are aware that your maps are not up to date at the outset, RTAA provide a data authentication and mapping service, from your order plans, to bring the geodatabase up to date. If your orders don't have plans or you only have paper records, we would discuss an on-site data authentication service to create the geodatabase. Day rates have been provided for this work in the pricing schedule to allow the set up to take place. The pricing schedule set up fee is where we use your existing database without changes.

We would advise a small project team with direct contacts with the Client, regular update meetings, a process chart and a risk assessment to ensure timescales are followed. Client response times are critical to which end we advise a specific project manager is tasked with assisting the set up.

## Offboarding at the end of the contract

The intellectual property rights for the digital records created in the geodatabase belong to the Client.

At the end of a contract, we will simply provide a copy of your geodatabase, taken from RTA OrderPro, in your corporate GIS format.

This will ensure you stay compliant and that there is business continuity throughout the process.

RTAA would ask for feedback on the service at this time.

## Pricing mechanism

Pricing details are stated in the pricing schedule document reference : GC15/PSRTA.

The client is easily able to calculate the cost of the service they require using the number of TRO items they have in their attributes tables or the number of items in total as held in their TROs, MTOs, off-street Orders and non TROs.

Please note an item is a single entry in the attributes table, this is not the number of Orders as an Order can have multiple items. These cover TRO or MTO, asset or car park (each asset or car park is counted as 1 item). If no attributes table is available, then if working from paper copies an item is one entry in the Order schedules.

The initial number of items is agreed at the start of the contract and the annual service fee and set up fee are based on that figure. Prior to the contract commencement, and any anniversary of the commencement in subsequent years, the adjusted number of items is agreed, whether it has increased or decreased, and the annual service fee is adjusted in line with the pricing schedule rates given. This is to allow clients flexibility in adding blocks of extra items during any year as they may start with just TROs and add MTOs at a later stage. The Baseline Minimum entry charge and set up fee is to cover fixed costs for the first year in setting up and managing.

Changes by the Client of up to 5% of the number of existing items held on the geodatabase at the start of each year are included in the annual service fee.

Thereafter additional fees will be applied at the rate defined in GC15/PSRTA Table 2.1 SaaS rate card, item RTAOPIC/AW.

This covers existing items only and does not include creating new items. Instructions for mapping new Orders, such as TTRO's, which are not in the original items at the start of each year, will be charged at the technician day rate until they are sealed and added to the geodatabase.

For the managed service (excluding add-ons) there is a one-off initial set up charge of 50%, of the agreed initial annual fee at commencement of the contract. This price is based on the client providing an up to date and current digital geodatabase for RTAA to upload on to OrderPro.

Any client requiring RTAA to bring their database up to date at the set-up stage, or create a new geodatabase, in addition to the upload, will be charged for the geodatabase updates, at the day rates given in the pricing schedule for the relevant staff at the time of the request. The amount of work will vary dependent on the scale of the geodatabase to be created.

The pricing schedule details the scaled discounts offered on item rates for numbers of items from 2001 to over 5000. As RTA OrderPro is a 12-month rolling contract basis with no long tie ins there are no annual discounts offered.

All day rates in table 2.3 of the pricing schedule, ref GC15/PSRTA, are for remote working at RTAA offices.

For day rates working at the Clients office or Client site base at the Clients request: Day rates include travelling time, mileage is charged extra at 45p per mile and £200 for daily expenses are all added to every day rate quoted above.

## Payments and Invoicing

A purchase order to request the service initially MUST be received prior to access to RTA OrderPro stating G-Cloud 15 service provision procurement.

Initial Service fees are payable on receipt of purchase order prior to access to RTA OrderPro and then purchase orders for annual renewals must be received 8 weeks prior to the anniversary of the initial access.

Renewal fees are payable on receipt of the annual renewal purchase order.

The initial set up fee is payable on receipt of the purchase order requesting the service initially and must be received prior to access to RTA OrderPro.

Invoices raised as a result of other work requested by the client from the pricing schedule will be raised on a monthly basis with a full schedule of costs detailed.

Payment terms are that invoices are payable within 28 days of invoice.

All purchase orders are to be emailed to:-

[accounts@rtaassociates.co.uk](mailto:accounts@rtaassociates.co.uk)

## Data backup and restore, disaster recovery and business continuity.

RTA OrderPro is hosted in Microsoft Azure and is designed with resilience and recoverability in mind. Regular encrypted backups are taken of both the geodatabase and Azure servers. In addition, a gold backup image of the production environment is maintained and can be deployed to an alternative Azure region within approximately one hour in the event of a major outage.

A further encrypted local backup is also maintained and accessed securely via VPN, providing an additional recovery option. These measures support business continuity and ensure service availability and data protection.

## After sales support and training

As the process is a managed service there is very little needed in the way of training. All training is done online to save costs for the Client and the main function of the training is simply to show Clients how to navigate around the portal. Mapping knowledge requirement is minimal and the training is backed up by a help button on each of the pages of the portal again with user friendly instructions and guidance.

One initial training session is offered and is approximately 1 hour for an unlimited number of users and then actual use of the portal is advised to familiarise with the managed service. After the initial session, further ongoing training is offered, at the Clients request, as priced in the pricing schedule.

## Service constraints and level of customisation allowed.

No software is needed by the Client other than a modern web browser to access the secure web-based portal.

The managed service is built to a bespoke standard to satisfy the Clients requirements for branding, accessibility standards on their own website and choice of legends for polygons or polylines. If remapping to polygons or polylines is required a quote will be provided using the day rates in the pricing schedule. The bespoke element of the client is such that the data will be promoted in such a way to match the clients wishes for public viewing on the public consultation module for advertising orders and the public portal for displaying current orders.

As DfT's D-TRO hub and the National Parking Platform will be providing a specification to transfer the data to their standards, RTAA will ensure adherence to those specifications on behalf of the client and no customisation will be possible.

## Security

RTA OrderPro is hosted on Microsoft Azure and benefits from Microsoft's multi-layered security across physical datacentres, infrastructure and platform operations. Azure provides strong baseline controls and a broad compliance

framework.

In addition, RTA applies service-level security controls including role-based access control (RBAC), strict authentication and authorisation for council users, encryption of data at rest and in transit, and controlled administrative access. The environment is further protected through monitoring, vulnerability management and a prevention-first security approach, enabling early detection and response to potential threats. These combined measures ensure defence-in-depth across the service.

## Indemnity and Liability Insurance Cover.

RTAA will adhere to the indemnities stated in the Contract conditions.

RTA Associates Ltd confirm the required insurances are in place and will be maintained for the duration of the Contract.

These are:-

|                        |             |
|------------------------|-------------|
| Public Liability       | £10,000,000 |
| Employers Liability    | £10,000,000 |
| Professional Indemnity | £2,000,000  |

## Termination

Termination is as per the Call off Contract between the two parties. Minimum contract terms are applicable.